**Draft notes from meeting with**

**Averil Lynch – Head of Recruitment – LAS** - **June 20th 2019**

1. **The Recruitment Department** led by Averil Lynch. They focus on major recruitment events, job centres, housing associations, and some other recruitment events. Their core remit is to recruit paramedics, TEACs and emergency call handlers. They are not funded to do community outreach work and there are no resources for this type of recruitment – time, effort and money is required for this approach to recruitment.
2. **The Recruitment Department plans well ahead for these events** and is currently planning for the 2020/21 period. Planning starts 9 months in advance of the recruitment period and in each year there are a set number of events. Some of these include special events for particular group, e.g. an event for BME communities in Lewisham. There is a potential plan for a recruitment event in one borough in each of the five STP areas and there have been previous events in Newham and with the London Quadrant Housing Association.
3. **Skills London is a major recruitment event attended by Averil’s team.** This is organised by London First and is the UKs biggest job and career’s event for 15-24 year olds and their families. It is a two day event. The last one was attended by 33,000 people. The next one will be held on November 15-16 at ExCeL from 9.30am to 4pm.
4. **The Public Education Team** is led by Margaret Luce and visits schools, community events, and many other community locations. They promote the LAS as an excellent place to work and share with communities many aspects of LAS urgent and emergency care work. They do not attempt to act a professional recruiters for LAS front line staff.
5. **University Courses for Paramedics.** The LAS is working with four universities running paramedic science courses. These universities also run nursing and health care assistant courses, where the diversity of students is substantially different from that of paramedic science students.
6. **Career opportunities.** Paramedics have potentially a better career trajectory than nurses or HCA (Health Care Assistants) because they can more easily move from grade 5 to 6 (whereas for nurses this very difficult) and have a wide range of jobs that they can move to.
7. **Promotion of paramedic science.** Universities don’t actively promote paramedic science courses. The profile of these courses is too low and more places are needed on paramedic course.
8. **Recruitment from Australia** – Tina Ivanov (Deputy Director Clinical Education & Standards) is leading on this. There are resources in Australia used to increase ethnic diversity in the paramedic workforce, e.g. by promoting diversity in the university paramedic science intake.
9. **Recruitment and data about the diversity** of the Emergency Ambulance Crew (EACs and Trainee EACs). The Forum has requested this data from Chris Randall and Trisha Bain and already has data on the ethnic diversity of paramedics. There is concern that many people who apply to become TEACs do not pursue their application.
10. **Most recent review of the paramedic ethnicity data shows the following:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Period | % BAME  PARAMEDICS |  | % BAME PARAMEDICS WITH PATIENT  CONTACT |  |
| 2015-17 | 7.0% |  | 4.6% |  |
| 2016-17 | 7.0% |  | 4.2% |  |
| 2017-18 | 6.0% |  | 3.9% |  |
| 2018-19 | 7.5% |  | 4.8% |  |

1. **Diversity of EACs in the LAS** – A very low number of BAME EACs are applying to become paramedics on the course run by the LAS Academy in Fulham, but gender diversity is much improved.
2. **Call handlers**. 35-40% of the call handler workforce is of BAME heritage and they are band 3, with potential to move to band four. They are therefore amongst the lowest paid staff in the LAS. They tend to live within a 10 mile radius of the centre of London.
3. **Job title given to non-HCPC registered staff.** The job title Emergency Ambulance Crew does not promote the best image of the job.
4. **Health Education England** funded places to increase diversity of the LAS paramedic workforce (£500,000), but that funding is no longer available and there is no specific external support/funding/grants for potential BAMA paramedic students. Check with Melissa Berry for update/outcome.
5. **Workplace Race Equality Scheme.** Implementation is led by Melissa Berry. The WRES Action Group is chaired by the Chief Executive, Garrett Emmerson. Internal events have included a joint ‘speed-dating’ event with the LAS BME network, which was aimed at improving recruitment communication skills.
6. **Once qualified student must take the C1 driving course/test** which costs £1200 (module 3). All staff driving ambulances require a C1 license. This requires a 5 day HGV/LGV training course (Cat C1, C or C+E). The test fee for the practical driving test (Module 3 is currently £115), test fee for HGV/LGV Module 4 (£60). Currently the LAS will pay to £915 towards the C1 practical. This comes from a £200,000 budget which the LAS currently holds, but which will soon expire. Staff will require a medical examination, practical test, license and theory exam to be fully qualitied for a C1 license.

**Malcolm Alexander, Chair, Patients’ Forum for the LAS**

**07817505193**

1. Request copy of WRES Action Plan from Melissa
2. Julia Smyth is Head of Leadership and Performance – Julia.Smyth@lond-amb.nhs.uk,

**End**

**Appendix**

As promised, here is the data for EACs and TEACs as at 31st March 2018 and 2019.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **As at 31st March 2018** | | | | | |
| **Position Title** | **BME** | **Unknown** | **White** | **Grand Total** | **BME %** |
| **Emergency Ambulance Crew** | 56 | 64 | 454 | 574 | **9.8%** |
| **Trainee Emergency Ambulance Crew** | 47 | 9 | 358 | 414 | **11.4%** |
| **Grand Total** | 103 | 73 | 812 | 988 | **10.4%** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **As at 31st March 2019** | | | | | |
| **Position Title** | **BME** | **Unknown** | **White** | **Grand Total** | **BME %** |
| **Emergency Ambulance Crew** | 78 | 36 | 597 | 711 | **11.0%** |
| **Trainee Emergency Ambulance Crew** | 32 | 3 | 342 | 377 | **8.5%** |
| **Grand Total** | 103 | 73 | 812 | 988 | **10.4%** |

**Emergency Ambulance Crew Training**

A 22-week training course based on elements of the FutureQuals’ level 4 Diploma in Associate Ambulance Practitioner, including clinical knowledge and care, lifting and handling, and blue light driving. This award is regulated by Ofqual and the learner outcomes determined by Skills for Health and the Association of Ambulance Chief Executives (AACE). New staff recruited as trainee EACs receive 12 weeks of classroom based training and 6 weeks of placement including:

* Introduction to the human body and medical terminology
* Anatomy and physiology of the major body systems
* Health and illness and the specific care of various conditions
* Patient assessment and examination
* Resuscitation and the use of defibrillators
* Wound care
* Ambulance equipment
* Manual handling and moving
* Infection control and prevention
* Major and serious incidents
* Scene management

Also included is a 4 week driving course to the standard of the FutureQuals’ Ambulance Driving qualification and will incorporate:

* The system of vehicle control
* Cornering
* Overtaking
* Skid avoidance
* Speed and safety
* Motorway safety
* Ambulance Emergency Response Driving (AERD) or ‘Blue Light Driving’.

As a Level 4 programme you will undertake written assessments, the vast majority of which will require you to evidence and submit work based on all of the learner outcomes and the assessment criteria of FutureQuals, which will take you a year to complete.

You will be paid £18,570 as you train, rising to £28,179 inclusive maximum after training plus annual increments inclusive maximum.