



Could you help lead the NHS in your area?

**East of England Ambulance Service
NHS Trust**

Non-executive director

Candidate Information pack

Reference: M1964



We value and promote diversity and are committed to equality of opportunity for all and appointments made on merit. We believe that the best boards are those that reflect the communities they serve.

We particularly welcome applications from women, people from the local black and minority ethnic communities, and disabled people who we know are under-represented in chair and non-executive roles.

Our recruitment processes are conducted in accordance with the Code of Governance to ensure that they are made on merit after a fair and open process so that the best people, from the widest possible pool of candidates, are appointed.

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1. The opportunity

We are recruiting two Non-executive Directors (NEDs) for East of England Ambulance Service NHS Trust (EEAST). This is an exceptional opportunity to share your talents and expertise to make a positive difference to the lives of people in your community.

Joining them at a particularly key stage of their journey, successful candidates will be highly motivated and will demonstrate a commitment to enhancing health and care services and will have the highest standards of personal integrity. The candidate will also need an appreciation of the diversity of the stakeholder landscape, be an inspirational leader and bring challenge, support, innovation and passion to the team.

2. The person specification

Essential criteria

We are looking for Non-executive Directors who are, within the context of a constrained financial position, able to bring relevant transferrable experience, insight, expertise and challenge. You will have the skills, experience and knowledge to support the Board in ensuring that the Trust delivers care that is safe, effective, sustainable and provides patients with the most positive experience possible.

You will need to have a genuine commitment to patients and the promotion of excellent health care services.

Post 1

You will have senior clinical and patient safety expertise gained from medical, nursing, allied disciplines or social care experience at a senior level in an academic, research, regulatory or clinically focused role. Urgent or emergency care experience would be an advantage but is not essential.

Post 2

You will have senior level experience in gained in a large and complex organisation in one or more of the following:

- Financial management
- Major transformation programmes
- Stakeholder management
- Leadership and Strategy
- Communications

- Legal expertise
- Quality service provision

For both posts you will need to be able to demonstrate you can use your experience to:

- work alongside other non-executives and executive colleagues as an equal member of the board
- bring independence, external perspectives, skills and challenge to strategy development
- hold the executive to account by providing purposeful, constructive scrutiny and challenge
- shape and actively support a healthy culture for the trust

All non-executive directors must **champion the standards of public life** – by upholding the highest standards of conduct and displaying the principles of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

As a future NHS leader, the successful candidate will be able to demonstrate the range of behaviours required to contribute effectively in this board level role. These are outlined in the NHS Leadership Academy’s [Healthcare Leadership Model](#).

Applicants must live within Bedfordshire, Hertfordshire, Cambridgeshire, Norfolk, Suffolk or Essex.

- On average this role will require the equivalent to 2 to 3 days a month.
- The remuneration payable for this role is £6,157 pa.

Given the significant public profile and responsibility members of NHS Boards hold, it is vital that those appointed inspire confidence of the public, patients and NHS staff at all times. NHS Improvement makes a number of specific background checks to ensure that those we appoint are “fit and proper” people to hold these important roles. More information can be found on our [website](#).

3. About East of England Ambulance Service NHS Trust

Like the ten other NHS Ambulance Trusts in England, East of England Ambulance Service NHS Trust (EEAST) provide a range of services, but are best known for their 999 emergency services and have been doing so since 2006. The Trust provides urgent and emergency care services across the six counties of Bedfordshire, Hertfordshire, Cambridgeshire, Norfolk, Suffolk and Essex.

Their dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care. Their diverse area is spread over about 7,500 square miles, from Watford to Wisbech and Cromer to Canvey Island, and contains rural, coastal and urban areas. Their services are tailored to meet each community's differing environmental and medical needs.

The Trust has more than 4,000 staff and about 1,500 volunteers. In 2016/17 they dealt with more than one million 999 emergency calls.

All 999 emergency calls are answered and managed in one of their three emergency operations centres at Bedford, Chelmsford and Norwich. The call handler records information about the nature of the patient's illness or injury to make sure they get the right kind of medical help.

Call handlers use sophisticated software to put the patient's condition into a particular category, depending on how urgent it is. This is known as triaging, and allows them to make sure the most seriously ill patients can be prioritised and get the fastest response.

Once this key information is established, the response will be either an emergency ambulance dispatched on blue lights or another face to face response, such as a rapid response vehicle, through to further clinical assessment over the phone for patients with minor conditions, which could be advice over the phone from a clinician or a referral to their GP, pharmacist or local walk-in centre.

Last year (2017-18) we received more than 1 million calls and treated 64,157 people through our Emergency Clinical Advice and Triage centre (ECAT).

Not just an emergency service

As well as providing the 999 ambulance service, they also provide a range of other services including:

- **Patient transport services**

The Trust provides services for patients needing non-emergency transport in Cambridgeshire, Great Yarmouth and Waveney, Suffolk and many parts of Essex to help people to and from hospital for regular appointments and who cannot travel unaided because of their medical condition or frailty.

- **Special and partnership operations**

The Trust operates two hazardous area response teams (HART) and has a resilience and emergency planning department who work closely with blue light partners, critical charities and community volunteers to respond to a variety of emergency situations including civil contingency emergencies and terrorist incidents.

- Commercial Services

EEAS operates a number of services which generates an income for the Trust. These include training for first aid at work. In addition, there is a contact centre and a medical service which covers events, festivals and medical repatriation.

Demographics:

The area is made up of:

- more than 5.8 million people
- 7,500 square miles
- 19 CCGs
- 17 acute trusts

The Trusts resources and teams include:

- 400 front line ambulances
- 139 rapid response vehicles
- 175 non-emergency ambulances (Patient Transport Services and Health Care Referral Transport vehicles)
- A number of specialised care vehicles – Mental Health Street Triage, Early Intervention Vehicles
- 46 HART/major incident/resilience vehicles
- more than 130 sites
- The Trusts total income in 2019/20 is £300m

Equality, diversity and inclusion

The Trust promotes equal treatment regardless of age, disability, race, nationality, ethnic or national origin, gender, belief, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership other than that which is genuinely justifiable.

Their overarching equality, diversity and human rights strategic objective is:

“To be an employer of choice, committed to equalities, encouraging all staff and volunteers to adopt the Trust’s values in working towards its strategic objectives, whilst capturing and using data to ensure fair access by patients to services and people into employment.”

EEAST’s mission, vision, values and priorities

Vision #WeAreEEAST – Trusted to deliver compassionate care

Mission We provide holistic high quality clinical mobile care or advice at the time patients need it

Strategic priorities

The Trust will:

- focus on clinical quality and improvement to provide better care
- lead with compassion, creating a more positive culture to value our people
- provide value for money for our communities
- strive to improve performance

Values

Care the Trust values warmth, empathy and compassion in all their relationships

Teamwork together as one, they work with pride and commitment to achieve their vision

Quality they strive to consistently achieve high standards through continuous improvement

Respect they value individuals, including their patients, staff and partners in every interaction

Honesty they value a culture that has Trust, integrity and transparency at the centre of everything they do.

Ambition

The Trust want to build the ambulance service of the future; one where they invest in the skills and skill sets of their staff so they can treat more patients in the community and provide them with the highest possible standards of care and compassion.

Their staff will have the latest technology and equipment to treat more patients in the community. The Trust wants to become the employer of choice in the East of England region, thanks to the support and development opportunities they give to staff. Other ambulance services will look to them as the leader of out of hospital urgent and emergency care.

The Trust offers a whole range of services that support each other, from non-emergency transport through to 111 and 999 urgent and emergency care. They will also play a critical role in the integration of services in local communities within the 6 STP/ ICS footprints by providing early intervention services to help keep patients at home and share their clinical triaging expertise to support the right resource to be sent to the right patients at the right time.

Journey

EEAST has been through some difficult times in the past which has been unsettling for staff with numerous executive and board changes and a short term focus. The service has been seriously understaffed for many years, which has led to a myriad of challenges and added extra pressure on staff. The source of most of their problems has been a marked gap between funding and the staffing required to meet patient demand.

A year ago, the Trust secured a step change increase in funding from local commissioners in recognition of the capacity gap. They now have ambitious recruitment plans to address this gap sustainably. The Board has set out a clear strategic direction for the Trust, which deals with where they want to be in the future rather than only fixing the problems of the past.

Appendix 1: More information

For information about the Trust, such as business plans, annual reports, and services, visit their [website](#).

Follow the links for more information about:

- [Becoming a non-executive director](#)
- [About the non-executive role](#)
- [Advice on applying for the role](#) such as:
 - Building your application
 - Sources of information and useful reading
 - Eligibility and disqualification criteria
 - Terms and conditions of chair and non-executive director appointments

NHS Improvement respects your privacy and is committed to protecting your personal data. We will only use personal data where we have your consent or where we need to comply with a legal or statutory obligation. It is important that you read [this information](#) together with our [privacy notice](#) so that you are fully aware of how and why we are using your data.

Appendix 2: Making an application

If you wish to be considered for this role please provide:

- a CV that includes your address and contact details, highlighting and explaining any gaps in your employment history
- a supporting statement that highlights your motivation for applying and your understanding of the NHS and the role. You should outline your personal responsibility and achievement within previous roles and how your experience matches the person specification
- the names, positions, organisations and contact details for three referees. Your referees should be individuals in a line management capacity, and cover your most recent employer, any regulated health or social care activity or where roles involved children or vulnerable adults. Your references may be taken prior to interview and may be shared with the selection panel
- please complete and return the monitoring information form which accompanies this pack and is available for download
- tell us about any dates when you will not be available

Appendix 3: Key dates

- **closing date for receipt of applications: 23 May 2019 at 11am.** Please forward your completed application to NHSI.Chairsandneds@nhs.net
- **interview date: 7 June 2019**
- **proposed start date: TBC**

Getting in touch

- **The Trust** – We strongly recommend an informal and confidential discussion with Sarah Boulton, the Chair of the trust, please contact Emma de Carteret on 07595 551196
- **NHS Improvement** – for general enquiries contact Leslie Horn on 0300 123 2057 or by emailing leslie.horn@nhs.net

About NHS Improvement

NHS Improvement is responsible for overseeing Foundation Trusts, NHS Trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

Contact us

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