

**Minutes of the meeting of the Health Overview Policy and Scrutiny Committee,  
held in County Hall, Chelmsford on Thursday 6 January 2022 at 10:30am**

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**Present**

Cllr Jeff Henry (Chairman)	Cllr Carlie Mayes (Co-opted)
Cllr David Carter (Co-opted)	Cllr Anthony McQuiggan
Cllr Paul Gadd	Cllr Clive Souter (Vice-Chairman)
Cllr Dave Harris (Vice-Chairman)	Cllr Mike Steptoe
Cllr Bob Massey	

**Apologies**

Cllr Mark Cory	Cllr Jaymey Mclvor
Cllr Luke Mackenzie	Cllr Lynda McWilliams

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The following officers were supporting the meeting:

- Richard Buttress, Democratic Services Manager
- Michael Hayes, Democratic Services Assistant.

**1. Membership, apologies and declarations**

Apologies were received from Cllr Cory, Cllr Mackenzie, Cllr Mclvor and Cllr McWilliams.

**2. Minutes of previous meeting**

The minutes of the meeting held on Thursday 2 December 2021 were approved by the committee as an accurate record.

**3. Questions from the public**

No questions from members of the public were received.

**4. East of England Ambulance Service Trust**

The Chairman welcomed Tom Abell, Chief Executive of the East of England Ambulance Service Trust (EEAST) to the meeting and congratulated to Trust on its award of Freedom of the Borough in Basildon.

The Committee received the following update covering the following key issues:

- Tom joined EEAST as Chief Executive in August 2021
- Acknowledgement that the trust has been troubled for some time in terms of response times and cultural issues, which were exposed through the Care Quality Commission (CQC) report
- A number of measures have been put in place since August 2021 and work to improve culture is underway

- To date, over half of the CQC recommendations have been closed, with the remainder expected to be closed over the next three months
- Currently experiencing high levels of staff absence, with around 400 people a day currently off with Covid-19 in Essex at the moment
- Trust has reallocated how employees are deployed across the organisation to meet demands
- EEAST has appointed a number of permanent Directors, roles which were previously filled on an interim basis
- Trust is working on governance processes and ways of working to ensure it is operating effectively
- Reviewing how they are working with hospitals and care providers in Essex to ensure handover times are kept under control
- System Oversight Framework (category 4) is the equivalent of being in special measures
- 80% of CQC actions have been completed. Remaining 20% should be completed within the next three months
- Timetable for coming out of special measures is 12 – 18 months
- Morale at EEAST is poor due to history and perception that concerns have not been taken seriously. Most common complaint is stress and anxiety, late shift finishes. 90% increase in contacts using the Freedom to Speak Up service
- They are now moving crews who are nearing the end of their shifts to nearer their local station, and do not send them on any critical incident jobs within the last hour of the shift
- Welfare wagons have been introduced across the Trust
- Recruitment is a challenge and are working with Education England on how they can support people into the ambulance service
- Working with hospitals to agree a space close to A&E which has beds and oxygen which is staffed by officers from EEAST. This helps get ambulance crews back on the road sooner to attend more patients
- Patients are prioritised in the clinically effective possible by senior clinicians
- Co-response model works with another emergency service to respond to certain categories of calls. In Bedfordshire, the fire service respond to cardiac arrests, falls and bariatric issues
- 90% of EEAST staff have been vaccinated against Covid-19.

After discussion, it was **Resolved** that:

- i) Routine data will be shared every two months (15/16 mins)
- ii) Performance data provided monthly, showing trends in graphs, including geographic specific data – dashboard data shared, trend information shared
- iii) Bring one or two of the new directors with him to the next update in August 2022. Update on performance figures and also backgrounds

## 5. Chairman's Report

The Committee noted the information update within the Chairman's report.

## 6. Member Updates

The following updates were provided to the Committee:

**7. Work Programme**

The Committee noted the current work programme.

**8. Date of next meeting**

To note that the next committee meeting is scheduled to take place on Wednesday 9 February 2022 at 10:30am.

**9. Urgent business**

No urgent business received.

**10. Urgent exempt business**

No urgent exempt business received.

The meeting closed at 11:33am.

**Chairman**