

# East of England Ambulance Service NHS Trust

Monitoring visit report

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**Unique reference number:** 2539249

**Name of lead inspector:** Linnia Khemdoudi, Her Majesty's Inspector

**Inspection date:** 10 June 2021

**Type of provider:** Employer

**Address:** New Market Training Centre  
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## Monitoring visit: main findings

### Context and focus of visit

This monitoring visit focused on safeguarding arrangements and was undertaken as outlined in the [operational note on visits carried out from January 2021](#) and with reference to the further education and skills handbook.

The visit took place following safeguarding concerns that had been brought to Ofsted's attention. This is the first monitoring visit the trust has received. At the time of the visit a total of 661 apprentices were studying on level 3 and level 4 standards-based apprenticeships. The visit took place face-to-face at the Trusts main training centre.

The impact of COVID-19 (coronavirus) has been taken into account in the findings and progress judgements below.

### Themes

#### **Do leaders and managers ensure the safeguarding and well-being of their learners**

#### **Insufficient progress**

Leaders have been too slow making changes to improve the safety of their apprentices. Senior leaders have significantly increased the number of staff in the safeguarding team. However, these recent changes have not yet stopped the inappropriate behaviour that a significant minority of apprentices still experience.

Managers' questioning of apprentices, related to safeguarding, is too general. Leaders and managers do not ask apprentices specific questions about colleagues' behaviours in the workplace. They do not encourage apprentices to discuss low level concerns that arise. Leaders rely too much on service-wide surveys to gain relevant information. As a result, managers have an overly optimistic view of the issues that still exist in the service.

Managers fail to investigate centre reports that state that there are no safeguarding concerns. Managers are too accepting of these returns, given the history of issues within the service. Managers present data that outlines the number and type of referrals made. However, reports do not reference which concerns relate specifically to apprentices.

Leaders do not have a robust action plan to ensure that compliance with their new safeguarding arrangements improves rapidly. They do not act quickly enough to ensure that staff update their safeguarding knowledge in a timely way. Leaders do not identify which apprentices still need to complete safeguarding training.

Leaders clearly promote the high professional standards they expect staff to adhere to. Leaders fully support managers to establish the culture change needed within the service. Leaders take swift action when concerns are raised about a staff member. This includes, when necessary, removing staff from their post.

Leaders have instigated a broad range of targeted services to support apprentices' psychological and social well-being. This includes a 'Freedom to Speak Up' Guardian. However, it is too soon to measure the impact of these support processes.

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