

**Partnership Agreement
between
London Ambulance Service NHS Trust
and
the Staff Council Trade Unions**

2002-2005



London Ambulance Service 
NHS Trust



1. **INTRODUCTION**

This Partnership Agreement has been developed by management and trade unions within the London Ambulance Service NHS Trust and recognises that good industrial relations are central to the delivery of real service improvement and are vital to the process of staff involvement.

This Agreement is designed to build on the 'Statement of Intent' agreed in 2001 which committed the management and trade unions to working in partnership to improve operational cover and the pay of ambulance staff.

This Agreement extends that commitment and endorses the principle of improved joint working across all areas of the Service to modernise and improve the services to patients and to improve the working lives of all our staff.

The Agreement also identifies specific improvements that management and trade unions will seek to achieve over the next three years within A&E Operations, Fleet, and Control Services.

2. **VISION AND VALUES**

This Partnership Agreement fully endorses the **LAS Vision** and our aspirations for the future.

OUR VISION

A world-class ambulance service for London staffed by well trained, enthusiastic and proud people who are all recognised for contributing to the provision of high quality patient care.

The Partnership Agreement supports the values of the Service which underpin the vision.

OUR VALUES

Clinical excellence

We will demonstrate total commitment to the provision of the highest standard of patient care. Our services and activities will be ethical, kind, compassionate, considerate and appropriate to the patients' needs.

Respect and courtesy

We will value all colleagues and the public, treating everyone as we would wish to be treated, with respect and courtesy.

Integrity

We will observe high standards of behaviour and conduct, making sure we are honest, open and genuine at all times, and ready to stand up for what is right.

Teamwork

We will promote teamwork by taking others into account. We will take a genuine interest in those whom we work with, offering support, guidance and encouragement when it is needed.

Innovation and flexibility

We will continuously look for better ways of doing things, encourage initiative, learn from mistakes, monitor how things are going and be prepared to change when we need to.

Communication

We will make ourselves available to those who need to speak to us and communicate face to face whenever we can, listening carefully to what is said to us and making sure that those we work with are kept up to date and understand what is going on.

Accept responsibility

We will be responsible for our own decisions and actions as we strive to constantly improve.

Leadership and direction

We will demonstrate energy, drive and determination especially when things get difficult, and always lead by example.

3. PURPOSE OF THE PARTNERSHIP AGREEMENT

The Agreement sets out the commitments and expectations of both management and trade unions to work jointly to improve operational performance and productivity, the quality of services that we provide to our patients and the working lives of our staff.

Specific Objectives

- Commitment to the implementation of the Service Improvement Programme
- Better pay for staff particularly the low paid and those who provide frontline services

- Improvements in ambulance response times
- Full involvement of trade union representatives and staff in the ongoing development and delivery of the Service Improvement Programme and in other initiatives that affect the working lives of staff including the achievement of the Improving Working Lives standards
- Modernisation of working practices within the Service
- Improvements to the environment in which our staff work
- Greater opportunity for staff to work more flexibly to facilitate balance between work and other outside commitments
- Continued improvements to the level of support that is available to staff
- Greater development opportunities to enable staff to fulfil their individual potential
- Making the health, safety and wellbeing of staff a priority

4. GUIDING PRINCIPLES

- Everyone is part of the LAS and has an important role to play in its future development
- Everyone should be empowered and responsible for decisions in their roles
- Everyone should focus their efforts on helping to achieve the initiatives outlined in the LAS Service Improvement Programme

5. IMPROVEMENTS TO PAY

Management and trade unions will work together for the duration of this Agreement to improve pay over and above any national award.

6. IMPROVEMENTS TO SERVICE DELIVERY – PRIORITIES FOR 2002-2005

Management and trade union representatives will work together for the duration of the Agreement to review and bring about the improvements outlined in the schedule at Appendix 1. There is joint agreement that we will work to agree these changes over the next three years. Each year management and trade unions will review the content of the schedule.

7. IMPLEMENTING THE AGREEMENT

We agree to work together to use our best endeavours to implement this Agreement. We agree to use the existing consultative framework of the Staff Council to progress the initiatives outlined in this Agreement.

8. REVIEW AND MONITORING ARRANGEMENTS

It is implicit in this Agreement that there is a joint commitment to making substantial progress during 2002-2003, and then further progress for the remaining period of the Service Improvement Programme.

The Chief Executive, Director of Human Resources and Organisational Development, Secretary and Assistant Secretary of the Staff Council will actively and regularly monitor progress on the implementation of this Agreement.

9. CONCLUSION

This Agreement provides a fair and mutually beneficial way ahead for the next three years and beyond. All staff are regarded as equally valued members of the London Ambulance Service NHS Trust, and through this Agreement we undertake to continue in the pursuit of improved pay and conditions for our staff, improved performance and improved patient care through modernising what we do and how we do it.

Signed:

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Peter Bradley
Chief Executive
London Ambulance Service NHS Trust
On behalf of Management

Eric Roberts
Assistant Trade Union Staff-side Secretary
On behalf of the Trade Unions

11 September 2002

APPENDIX 1

Improvements to the Service

A&E Operations

- Review annual leave arrangements
- Review the procedure for the generation and payment of subsistence claims
- Review the travel payment arrangements for staff undertaking overtime
- Review processes for the allocation of overtime
- Establish Service-wide agreements
- Review bank holiday working and pay arrangements
- Review the staffing arrangements on FRUs
- Review weekend cover on core rosters
- Review ways of improving mobilisation

Control Services

- Review rosters within CAC
- Review relief arrangements
- Review annual leave arrangements
- Review the travel payment arrangements for staff undertaking overtime
- Review processes for the allocation of overtime
- Establish Service-wide agreements

Fleet

- Review working practices in workshops to support operational delivery
- Review weekend cover arrangements
- Review initiatives to reduce operational vehicle downtime
- Review operating systems and processes to assist with operational requirements