



Employment Services for Ambulance Trusts

About Capsticks

Capsticks is a leading UK law firm providing specialist legal advice to the healthcare, emergency services, housing, regulatory and social care sectors. We act on some of the most ground-breaking, high-value and politically sensitive cases in the public sector from our offices in Birmingham, Chorley, Leeds, London and Winchester.

Unique employment challenges

Ambulance Trusts are in a unique position in being both healthcare and emergency services organisations. Our extensive experience working with Ambulance Trusts nationally, as well as our expertise in the wider healthcare and emergency services sectors, means that we understand the specific workforce challenges which the ambulance sector presents and are well placed to provide high quality, cost effective legal support on all issues, including:

- The difficulties which arise from employing a large, peripatetic workforce with significant autonomy, underlining the importance of trust and confidence. We recognise that staff engagement is central to good practice and our employment advice is tailored to reflect that priority.
- The need to tackle sickness absence proactively and effectively, in order for employees to return to work quickly or to enable the Trust to take proportionate action under its sickness absence policy.
- In a highly unionised environment, promoting partnership working and dealing carefully and robustly with collective grievances and threatened industrial action.
- Developing new staffing structures and reconfiguring services to meet demand.
- Shortages of Paramedics leading to pressure on recruitment and retention, and the importance of strong support on overseas recruitment.
- Increased collaborative working with other NHS organisations, focusing on staff portability. Our unique experience on this issue will save money and time in implementing new ways of working.
- The impact of recent case law on the calculation of holiday pay.
- Violence against emergency services staff by service users and the public and how best to protect staff.
- Enhanced media interest and scrutiny of Ambulance Trusts leading to concerns regarding reputational damage.
- Infectious diseases and balancing the care of staff with service users and dealing with staff shortages due to increased sickness levels.

Our unique added value

Our experience in the ambulance sector means that we will be able to answer your questions quickly and cost effectively. Our advice is always given in context and is practical. We can add value in a number of ways, including:

- Our 30-minute free "hotline" advice service.
- Two free half-day training sessions per year.
- A tailored programme of client care visits, at least every quarter, in order to keep the service under continual review.
- Access to our HR Advisory services if you need help with specific projects or investigations.
- Tailored financial arrangements, including global fixed-fees and fixed-fees for specific pieces of work.

Contact



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