

COMPLIANCE CERTIFICATE

LICENSEE:

South Central Ambulance Service NHS Foundation ("the Licensee")
Trust Unit 7-8 Talisman Business Centre
Talisman Road
Bicester
Oxfordshire
OX26 6HR

In accordance with paragraph 12(1) of Schedule 11 to the Health and Social Care Act 2012, NHS England hereby certifies that it is satisfied that the Licensee has complied with the following components of the Licensee's Enforcement Undertakings accepted by NHS England on 18 December 2022.

1.1 The Licensee will develop and agree a comprehensive improvement plan with Board level accountabilities, incorporating (as appropriate) feedback from the Improvement Director, NHS England and any external reviews commissioned as part of Board development and improvement work

1.2.1. set out the Licensee's priorities and actions in relation to the areas for improvement as identified by the CQC in its report dated 25 August 2022. The full report can be found on the CQC's website

1.2.2. address (as a minimum) all CQC's May 2022 Warning Notices and Must do actions.

1.2.3. set out a clear approach and plan for engaging and supporting staff in the improvement plan

1.2.4. set out a clear approach and plan for addressing safeguarding issues in the improvement plan

1.2.5. ensure transparent internal processes and reporting is available to provide staff with the confidence to raise concerns without fear of detriment and feeling supported in doing so

1.2.6. respond effectively to staff feedback including Staff Survey findings, grievances, complaints and whistleblowing concerns

1.3 The Licensee will demonstrate ongoing delivery of the comprehensive improvement plan through an open and transparent reporting framework

2.1.3. ensure effective Board oversight and accountability for incidents, clinical harm, complaints and patient feedback

2.1.5. co-commission a Well-Led Review with the scope and timing agreed with NHS England, and take action as appropriate to address the recommendations of this review

2.1.6. share its comprehensive improvement plan with Hampshire Isle of Wight, Buckinghamshire, Oxfordshire and Berkshire, and Frimley ICSs and with NHS England

Signed:

A handwritten signature in blue ink, appearing to read 'June Egan', with a horizontal line underneath.

**Regional Director South East
Chair of Regional Support Group, NHS England**

Date: 20th December 2024