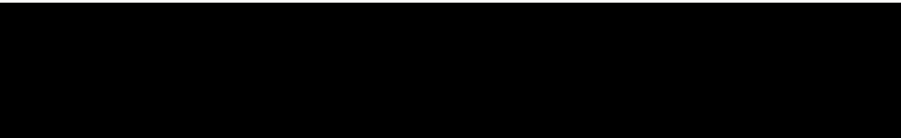


South East Coast Ambulance Service

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Name of meeting	
Date	
Name of paper	Intention to deliver Learning Disability and Neurodiversity Awareness Educational Package (LDNA) paper
Responsible Executives	• 
Author	•  •
Synopsis	This paper sets out South East Coast Ambulance NHS Foundation Trust's intention to implement a Trust-wide Learning Disability and Neurodiversity Awareness (LDNA) Education Programme. The programme is designed to ensure all staff receive role-appropriate training that enables them to provide safe, inclusive, and high-quality care to autistic service users and those with learning disabilities, in line with the Health and Care Act 2022 and the emerging national Code of Practice. SECamb will transition away from the Oliver McGowan Mandatory Training Tier 2 model and instead adopt a SECamb-owned LDNA programme co-developed with the North East England Ambulance service and National Education Network for Ambulance Services (NENAS). The LDNA programme will be delivered through a two-tier model: • Tier 1 (Awareness): A SECamb-designed e-learning package for all corporate/support staff and new starters, replacing the Oliver McGowan Tier 1 Part 1 e-learning. This will refresh every three years. • Tier 2 (Patient-Facing Roles): Trainer-led face-to-face education embedded into the Key Skills Programme and induction pathways for all clinical and contact centre staff. Delivery will run from late 2025 through mid-2026 and then transition into business-as-usual refresh cycles. This paper outlines the rationale for this shift, noting national challenges with delivering the co-facilitated Oliver McGowan Tier 2 model, and highlights the financial and operational advantages of a SECamb-owned programme. It includes governance arrangements, evaluation metrics, and a phased delivery plan covering initial rollout, induction

Introduction

South East Coast Ambulance NHS Foundation Trust (SECAMB) will implement a comprehensive Learning Disability and Neurodiversity Awareness (LDNA) Education Programme from January 2026 within Key Skills provision that ensures our workforce is fully equipped to provide safe, inclusive, and high-quality care to autistic service users and those with learning disabilities. This programme will meet the requirements of the Health and Care Act 2022 and align with the intent of the developing national Code of Practice.

SECAMB will replace the Oliver McGowan Tier 2 delivery model with a SECAMB-owned and ambulance-specific LDNA Programme developed in collaboration with the National Education Network for Ambulance Services (NENAS). This approach allows the Trust to meet legislative aims, deliver relevant content, and implement a sustainable and cost-effective education model.

Our Commitment

SECAMB is committed to demonstrating that :

- All SECAMB staff receive role-appropriate learning disability and neurodiversity training.
- A SECAMB-owned Tier 2 LDNA programme is delivered that is fit for purpose, operationally achievable, and financially sustainable.
- LDNA education is embedded into induction and ongoing mandatory training.
- A long-term refresh and evaluation programme is being built that maintains compliance with the quality of education and training we deliver on this subject.

To meet The Code of Practice expectations for training, including the minimum standards and guidance on role-appropriate delivery, SECAMB has developed an appropriate training plan.

Training Plan

1. Tiered Training Model - The LDNA training will be delivered across two tiers:

Tier 1 Awareness (All Corporate & Support Staff, All New Starters)

This will replace the Oliver McGowan Tier 1 Part 1 module with a SECamb LDNA e-learning package designed and hosted on Discover E-learning and attendance recorded on the training PowerBi dashboard. Staff will complete this e-learning every three years and will be embedded into induction programmes from April 2026. This e-learning module will replace Oliver McGowan in quarter 1 (currently in design and testing).

Tier 2 Patient-Facing Roles (999, 111, EOC, Operational Staff)

The delivery of the SECamb LDNA face-to-face programme aligned to national frameworks and developed by partner ambulance services.

The trainer-led session will be delivered on the Key Skills Programme Day four, commencing January 2026 and will be delivered through quarter four (2025) to quarter 2 (2026). Delivering to over 4000 learners, this will include collaborative trainer training with Clinical Education, Virtual Care and Volunteer training teams.

Once complete the classroom training will be delivered on induction programmes. This mandatory content will be reviewed annually and added to mandatory training content to be delivered every three years.

<i>Tier</i>	<i>Who it's for</i>	<i>What it includes and delivery programme</i>	<i>Refresher Frequency</i>
Tier 1	- All supporting services staff- Corporate staff - All new starters (as part of induction)	- E-learning module only – LMS (Discover)	Every 3 years
Tier 2	- All patient facing roles plus: - Emergency Medical Advisors - Senior Health Advisors - 111 Clinicians - EOC clinicians	- Face-to-face delivered on key skills programme or on induction programmes.	Every 3 years

- All patient facing new starters (as part of induction programme such as Operational Readiness Programme)

Implementation

We are implementing this approach because:

- The statutory training requirement is focused on outcomes, not on mandated use of a single national package.
- No ambulance trust nationally has been able to operationalise the live co-facilitation model required by the Oliver McGowan package.
- The SECamb/NENAS programme meets learning outcomes, is operationally deliverable and provides financial value.

Recommendation

SECamb will formally adopt and deliver the Learning Disability and Neurodiversity Awareness (LDNA) Education Programme as the Trust-wide mandatory training approach for supporting autistic people and people with learning disabilities from January 2026.

Train the trainer training will take place on the 18th November 2025 with the NEAS educational team delivering the training on site at SECamb for LAS, SCAS and SECamb to ensure effective preparation takes place for our clinical educational practitioners whilst offering opportunities for any clarification of points to take place .

Governance and Oversight

This programme will be governed by Education, Training and Development Group under Statutory and Mandatory Training.

Evaluation Metrics:

- Completion rates (E-learning and face-to-face)
- Learner feedback
- Impact assessments (qualitative and quantitative)
- Compliance dashboards (e.g, ESR, PowerBi)

Appendix A

ETD Group Recommendation from Governance – [52-24 ETD Group notes and actions 4.10.24 - SP AJMRComments.docx](#)

Example abstraction calculator field operations (data collected November 2024)

Abstraction Costs - Field Operations				Training Allowance			
Role	Registration	Band	Cost Per Hour	Key Skill hours per year	Headcount	Hours required for LDNA/ OMM	Total Cost
ECSW/TAAP	Non - Reg	4	£18.13	42	799	4	£57,943.48
AAP/TECH	Non - Reg	5	£24.89	42	400	4	£39,824.00
NQP	Any Reg	5	£22.58	42	486	4	£43,895.52
Paramedic	Any Reg	6	£29.60	42	832	4	£98,508.80
Student PP	Any Reg	6	£29.60	42	35	4	£4,144.0
Paramedic Supported Development	Any Reg	6	£29.60	42	11	4	£1302.40
Student Critical Care Paramedic	Any Reg	6	£29.60	42	5	4	£592.00
	TOTAL				2568	4	£246,213.20

Note: The abstraction cost does not include backfill costs or replacing staff with different banding calculated in this cost. Key skills Programme (four classroom delivery plus Elearning).

LDNA Education Programme – High-Level Delivery Plan

Phase 1 Delivery: (January 2025 – July 2026)

Objectives:

- Deliver Tier 2 LDA classroom training to priority staff groups on key skills programmes Field Operations, Emergency Control Room Staff and Integrated Care staff.
- Continue promotion and completion of the *Oliver McGowan Mandatory Training on Learning Disability and Autism Elearning package for all corporate and support staff* within an agreed date to stop using the package April 2026. Trust wide drive for all to complete the eLearning package before October through communications team.

Key Activities Required:

- ETD sign off for content of Tier 2 training delivery for all Operational Staff.
-

Phase 2: Integration into Induction

Objectives:

- Embed LDNA education into induction for all new starters from September 2025 this includes frontline operations, 111 and 999 integrated care.
- Integrate LDNA education E-learning and Tier 2 LDNA classroom content into new starter induction programmes.

Phase 3: Refresher and Sustainability (From 2029)

Objectives:

- Establish a sustainable refresher model for LDNA education.
- Embed LDNA awareness into ongoing mandatory education delivery cycles.

Key Activities:

- Refresh Tier 1 content for all staff via e-learning, every 3 years.

- Include key LDNA learning outcomes within the *Key Skills Day* four programme from 2029.
- Review and update training content in line with national guidance and local priorities.
- Embed refresher requirements into compliance monitoring systems. Change PowerBi dashboard to report e-learning module and classroom delivery for LDNA Education Programme and remove Oliver McGowan.
- Evaluate effectiveness through staff feedback, learning assessments, and impact reporting.

South East Coast Ambulance Service

NHS Foundation Trust

Item No

Name of meeting	
Date	
Name of paper	Position Paper on the delivery of a Learning Disability and Neurodiversity Awareness Education Programme (V1.1)
Responsible Executives	
Author	
Synopsis	This position paper outlines South East Coast Ambulance NHS Foundation Trust's proposal for implementing mandatory training in learning disability and autism awareness, legislated under the Health and Care Act 2022. This statutory requirement stems from the Oliver McGowan Mandatory Training Programme developed by NHSE in response to Oliver's death and systemic failings in the care of people with learning disabilities and autism. To date, SECAMB has successfully implemented Tier 1 Part 1 e-learning to the majority of the workforce. However full compliance with the proposed Code of Practice using the Oliver McGowan Package requires further delivery of interactive webinars (Tier 1 Part 2) and more intensive Tier 2 face-to-face training for staff in patient-facing roles. This presents significant logistical, financial, and operational challenges, particularly with the national framework relying on co-facilitators with lived experience—a requirement difficult to operationalise at scale. Following evaluation, the Education, Training and Development (ETD) Group proposes the implementation of an in-house Learning Disability and Neurodiversity Awareness (LDNA) Education Programme that has been developed by the National Education Network Ambulance Services. While this programme

South East Coast Ambulance Service

NHS Foundation Trust

does not fully meet the proposed Secretary of State issued Code of Practice (due to the lack of live co-facilitation by experts with lived experience), it includes video content and tailored scenarios relevant to ambulance service settings, ensuring meaningful engagement and learning outcomes.

This proposal is supported by cost comparison, which demonstrates the LDNA programme is more cost-effective. Approximately £117,600 vs the Oliver McGowan Programme £287,800 for delivery alone and operationally viable within existing training schedules. It also aligns with national standards and meets the legislative intent of the The Health and Care Act 2022.

The paper outlines propose a three-phase rollout plan:

1. **Initial Delivery (Sept 2025 – April 2026):** Classroom sessions for key staff groups in frontline operations and control room staff, alongside finalisation of Tier 1 Oliver McGowan E-learning package compliance.
2. **Integration into Induction (from September 2025):** Embedding the programme in onboarding processes.
3. **Refresher & Sustainability Plan (from 2027):** Implementing three-yearly refresher cycles and ongoing evaluation.

The ETD Group recommends SECamb formally adopt the LDNA Education Programme for Tier 2 as a relevant, cost-effective alternative to Oliver McGowan that supports staff to deliver safe, inclusive, and high-quality care for patients with learning disabilities and autism.

Background

The Health and Care Act 2022¹, along with the accompanying draft Code of Practice, marked an important advancement in improving care for people with learning disabilities and autistic individuals. This legislation was influenced by the death of Oliver McGowan, a young autistic man with a mild learning disability, who passed away after receiving medication he and his family had explicitly requested be avoided. Following his death, Oliver's family campaigned for better education for healthcare professionals, which led to the creation of a training package now named in his memory.

The Oliver McGowan programme was created in response to the Confidential Inquiry into Premature Deaths of People with a Learning Disability (CIPOLD), also supported by the NHS Long Term Plan².

Insufficient training, within the health care sector, in understanding learning disabilities has been shown to result in poorer health outcomes and premature death for individuals in these patient groups. The LeDeR (Learning from Lives and Deaths - people with a learning disability and autistic people)³ programme highlighted the disparities in care and identifies the urgent need for mandated training.

Under Section 181 of the Health and Care Act 2022, all Care Quality Commission (CQC) registered health and adult social care providers in England **must** ensure their staff receive training on learning disability and autism that is appropriate to their roles. The Secretary of State for Health and Social Care issues the Code of Practice outlining what "appropriate training" entails.

The Proposed Code of Practice

The Code of Practice will likely set out expectations for training, including the minimum standards and guidance on role-appropriate delivery. Compliance may be assessed by the Care Quality Commission (CQC) and can influence judgments about an organisation's culture and readiness to support patients with learning disabilities and autism. Four standards will underpin the Code of Practice.

¹ [Health and Care Act 2022](#)

² [NHS Long Term Plan » Learning disability and autism](#)

³ [nqb-national-guidance-learning-from-deaths.pdf](#)

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NHS Foundation Trust

1. **Standard 1:** All staff must complete training that meets the Core Capabilities Frameworks for supporting people with a learning disability and/or autism. Training must be role-specific and tiered accordingly.
2. **Standard 2:** Training should help staff translate learning into their daily roles using practical tools and tailored examples.
3. **Standard 3:** Staff must receive live, interactive training co-produced and co-delivered by people with lived experience. Tier 1 staff require at least one hour; Tier 2 staff (those with direct care responsibilities) require one full day.
4. **Standard 4:** Training must be evidence-based, evaluated, and accredited, with meaningful involvement from individuals with lived experience.

Training should reflect the tiered capabilities described in the '*Core Capabilities Framework for Supporting People with a Learning Disability*' (Skills for Health, 2019), the training proposed in this paper will enable staff to develop their skills for supporting people with a learning disability and/or autism.

Supporting autistic people and/or people with a learning disability

The Core Capabilities Frameworks are nationally recognised frameworks that have been developed to capture the skills, knowledge and behaviors needed for staff working across health and social care to support people with a learning disability and autistic people.

The core capabilities frameworks define three tiers of capabilities for health and social care staff. Two are considered most relevant to an ambulance service provider.

Tier 1: for staff who require a general awareness of people with a learning disability and autistic people and the support they need.

Tier 2: for health and social care staff and others with responsibility for providing care and support for a person or people with a learning disability or autistic people, but who would seek support from others for complex management or complex decision-making.

Compliance with the Health and Care Act 2022

Providers of registered health and social care services in England must comply with the requirements in the 2022 Act, the 2008 Act and the 2014 Regulations. However, if the proposed Code of Practice is published the QCQ may use Code in the following ways to audit delivery:

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Care Quality Commission (CQC) may use the Code as a guide to understanding an organisation's culture—particularly its attitudes, knowledge, and reasonable adjustments in supporting people with a learning disability and autistic people.

Once published, the Code may also serve as a reference for:

- The general public, including people with a learning disability, autistic people, and their families to understand what level of training staff should have.
- National delivery partners and training providers, as they design and deliver relevant training.
- Health and social care providers who are not CQC registered, offering insight into best practice for staff training.
- Commissioners, to help set expectations and inform contract standards.

Current Situation

Until this point South East Coast Ambulance NHS Foundation Trust (SECAMB) has implemented and delivered the Oliver McGowan Tier 1 Part 1 (eLearning package) Programme to the majority of its workforce. The Oliver McGowan e-learning package was nationally delivered through Skills for Health for all NHSE trusts and available on the LMS Discover platform.

The latest data shows (June, 2025) 77% of staff (approximately 3,000 out of 4,902 required) have completed the Tier 1 eLearning module. We have not completed any of the Part 2 requirements or Tier 2 requirements to date.

The national trend shows a high proportion of care providers have been able to deliver the Tier 1: Part 1 requirement.

If SECAMB continues using the NHSE recommended Oliver McGowan training programme than the requirement is to imminently deliver a 90-minute webinar for all staff to meet the Tier 1: Part 2 requirement provided by one of the preferred and endorsed NHSE training suppliers.

Options for Tier 2 Delivery:

Tier 2: *for health and social care staff and others with responsibility for providing care and support for a person or people with a learning disability or autistic people, but who would seek support from others for complex management or complex decision-making.*

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1. NHSE recommends Tier 2 Oliver McGowan Programme which is a 7.5-hour classroom delivery requirement under the Core Capabilities Frameworks for patients facing roles provided by one of the NHSE preferred and endorsed suppliers.
2. In November 2024 ETD Group (Appendix A) accepted the recommendation to deliver an in-house version of the Oliver McGowan Programme that meets these Core Standards.
3. Since this recommendation was endorsed a national ambulance package has been fully developed and piloted, provided by the National Education Network for Ambulance Services (NENAS). This NENAS collaborated package will provide the foundations to deliver a SECamb in-house training programme. This will be called SECamb's **Learning Disability and Neurodiversity Awareness Education Programme** and embedded in various education and training programmes.

Proposal

Delivery of a SECamb Learning Disability and Neurodiversity Awareness Mandatory Training Education Programme (LDNA Education Programme)

Due to the national ambulance collectively agreed definition of Tier 2 learners, SECamb will require the training to be delivered to all EOC Emergency Medical Advisors, Emergency Medical Advisor Seniors and Team Leaders, 111 Health Advisors, Senior Health Advisors and all frontline operations staff. Therefore, the newly developed **SECamb LDNA Education Programme** is planned to be delivered as follows:

Tier	Who it's for	What it includes and delivery programme	Refresher Frequency
Tier 1	- All supporting services staff- Corporate staff - All new starters (as part of induction)	- E-learning module only – LMS (Discover)	Every 3 years
Tier 2	- All patient facing roles: - Emergency Medical Advisors - Senior Health Advisors - 111 Clinicians - EOC clinicians - All patient facing new starters (as part of induction programme such as Operational Readiness Programme)	- Face-to-face delivered on key skills programme or on induction programmes.	Every 3 years

It must be noted that delivering an inhouse training package may result in SECAmb not being fully compliant with the proposed Code of Practice, in that the LDNA Education Programme will not have the 'experts by lived experience' in the room during the face-to-face delivery. However, the package being utilised incorporates a video of service users with 'lived experience'. This pragmatic approach being employed across the UK within other ambulance services should be considered a meaningful methodology to gain knowledge, understanding, and learn from service user feedback.

For the existing requirement because of the national ambulance collective definition of Tier 1 learners SECAmb will need to provide support services staff and corporate staff. **It is proposed that we do not deliver the 90-minute interactive session and provide a SECAmb LDNA e-learning package instead to replace the current Oliver McGowan Package, refreshed every 3 years.**

Future Plan

Although nationally there is a direction to deliver 'Oliver McGowan Mandatory Training Content' (OMMT), this is not mandated, however the learning objectives around delivery of LDNA training are compulsory to achieve.

The requirements to deliver training with 'lived experienced' service users and through classroom delivery for all patient facing staff, has proved significantly challenging across the NHS and Care sectors, with no Trust having achieved it in the last 2 years. No Trust has achieved more than 15% compliance, with most sitting between 2-10%, and most of this is with Tier 1 and not the Tier 2 element.

Recommendation

SECAmb Education team has undertaken a comprehensive review of the options for delivering Tier 2 of the Oliver McGowan training programme.

This decision to recommend an inhouse option for training is based on the following evidence:

Aspect	National Package	Local Package
Estimated Cost	> £287,000 (delivery only, excluding abstraction costs)	> £117,000 (delivery only, excluding abstraction costs)

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Aspect	National Package	Local Package
Abstraction Costs	Requires abstraction for 90-minute webinar for all staff as well as the Tier 2 proposal.	Abstraction already costed into the key skills programme delivery 2025.
Content Relevance	Lacks ambulance-specific scenarios	Customisable content relevant to ambulance context.
Flexibility	Limited flexibility in content.	High flexibility and adaptability.
Co-production	Not built in and would need to be resourced using specialist staff not currently available in the Clinical Education delivery team. This would require 5 secondments of 6 months using Band 5 Experts. There would also be a requirement for a training coordinator to oversee this team's logistics at a Band 4 for 6 months secondment.	Enables co-production with staff and experts with 'lived experience' within the programme using pre-recorded.
Compliance with Guidance	The Oliver McGowan programme.	Aligns with the Oliver McGowan programmes learning outcomes.

Cost Analysis

Funding to deliver Oliver McGowan Tier 2 (approximately £20,000) is provided by Surrey Heartlands. However, this only subsidises training to provide the Oliver McGowan Trainer Training package which has been quoted at £7,000 for 10 facilitators. The cost of abstracting staff into a seconded role to provide the 'lived experienced' facilitation is not subsidised and would cost approximately £156,000 for 6 months.

The funding is only applicable to staff in Surrey Operating Units utilising an NHSE approved Oliver McGowan Training provider, a collaborative contribution from all three Integrated Care Boards is highly unlikely to provide the full cost of using the Oliver McGowan package.

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Currently Sussex and Kent ICBs do not provide the same training infrastructure for the Oliver McGowan Programme as Surrey Heartlands. This may result in the inability to deliver the package across all divisions using the proposed delivery plan. Funding options for the Kent and Sussex Integrated Care Boards (ICBs) are yet to be explored, however the implementation plan for delivery would need to be a phased approach and may result in further costs.

Training Requirement

The requirement would be to deliver the training to 3200 field operations colleagues and 1089 control room staff (recorded April 2025, STC). The total workforce size to receive training is 4289 and proposed for delivery over a 6-month period within the key skills programmes across the Trust.

In order to deliver the Oliver McGowan training programme within the allotted key skill delivery schedules (50 days between September and December), it would require a team of three facilitators per county in quarter three to deliver training for front line operations and then these facilitators would deliver training for all control room staff in quarter four (December to April). The facilitator roles could be provided by the existing education establishment. The additional co-facilitator roles would need to be recruited on a 6-month secondment every three years. Due to the additional administrative burden of 10 or more co-facilitators a seconded administration role would be required. An initial assessment has indicated that there is unlikely to be this number of specialist facilitators within the current workforce, requiring external recruitment of 6-month fixed term contracts. When recruiting there is a requirement set to ensure the recruitment process is accessible and inclusive, providing reasonable adjustments as needed, whilst prioritising hiring individuals with lived experience of learning disabilities or autism.

Fixed Costs	Oliver McGowan	LDNA Education Programme
Facilitator (Band 7)	£115,000	£115,000
Co-Facilitators with Autism (Band 5)	£72,000	n/a
Co-Facilitator with a Learning Disability (Band 5)	£72,000	n/a
Trainer Training	£7,000	n/a

South East Coast Ambulance Service

NHS Foundation Trust

Accreditation	n/a	n/a
Administration	£12,000	n/a
Variable Costs		
Venue Hire	£2,600	£2,600
TOTAL	£287,800.00	£117,600.00

Additional costs for abstraction should be included. For example, the total for training for front line operatives for both options. Abstractions of costs for the control room staff should also be considered (Appendix A).

Total cost for delivery and abstraction for frontline field operations

Oliver McGowan	LNDA Education Programme
£534,013.20	£363,813.20

Corporate Staff Option

Corporate staff are not included in this training. However, there is an option to provide space for corporate staff at the local operating unit. The administration process already exists for booking and attendance of additional staff. Corporate staff would be required to attend for 4 hours from 0800 on any of the 36 training days offered in the operation units and a range of sessions taking place in Crawley Nexus House and Medway by the Integrated Care Teams.

Recommendation

The ETD group recommends that EMB formally endorse and implement a locally developed training package that has been development in collaboration with national ambulance partners through NENAS, namely **Learning Disability and Neurodiversity Awareness Education Programme** for Tier 2 and aligns with the Oliver McGowan standards and statutory requirements.

This bespoke package will:

- Incorporate 'lived experience' and be co-produced with subject matter experts.
- Include ambulance-specific content for maximum relevance and engagement.

South East Coast Ambulance Service

NHS Foundation Trust

- Provide value for money compared to national options.
- Remain compliant with the Health and Care Act 2022 and the CQC's expectations.

It recommended that corporate staff also attend this training and are invited to attend the key skills day 3 SECamb sponsored content day.

By taking the recommended approach, SECamb will ensure high-quality, context-specific training that meets legal requirements and enables staff to deliver outstanding care to people with learning disabilities and autism.

If the Code of Practice sets a different direction for training when it is released, SECamb will be already aiming for excellence through its **Learning Disability and Neurodiversity Awareness Education Programme**.

Appendix A

ETD Group Recommendation from Governance – [52-24 ETD Group notes and actions 4.10.24 - SP AJMRComments.docx](#)

Example abstraction calculator field operations (data collected November 2024)

Abstraction Costs - Field Operations				Training Allowance			
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ECSW/TAAP	Non - Reg	4	£18.13	42	799	4	£57,943.48
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Paramedic Supported Development	Any Reg	6	£29.60	42	11	4	£1302.40
Student Critical Care Paramedic	Any Reg	6	£29.60	42	5	4	£592.00
	TOTAL				2568	4	£246,213.20

Note: The abstraction cost does not include back fill costs or replacing staff with different banding calculated in this cost.

LDNA Education Programme – High-Level Delivery Plan

Phase 1 Delivery: (September 2025 – April 2026)

Objectives:

- Deliver Tier 2 LDA classroom training to priority staff groups on key skills programmes day 3 Field Operations and day 4 Emergency Control Room Staff and Integrated Care staff.
- Continue promotion and completion of the *Oliver McGowan Mandatory Training on Learning Disability and Autism – eLearning package for all corporate and support staff* within an agreed date to stop using the package October 2025. Trust wide drive

South East Coast Ambulance Service

NHS Foundation Trust

for all to complete the eLearning package before October through communications team.

Key Activities Required:

- ETD sign off for content of Tier 2 training delivery for all Operational Staff in August 2025.
- Accreditation of the programme through external University partner by September 2025. If this recommendation is accepted, the content will be quality assured through an Ofqual registered education provider.
- Monitor uptake and completion of the Oliver McGowan e-learning package through LMS reporting, report to ETD to show end position before the module is closed by October 2025 and inhouse e-learning package is launched.

Phase 2: Integration into Induction

Objectives:

- Embed LDNA education into induction for all new starters from September 2025 this includes frontline operations, 111 and 999 integrated care.
- Integrate LDNA education e-learning and Tier 2 LDNA classroom content into new starter induction programmes.

Phase 3: Refresher and Sustainability (From 2029)

Objectives:

- Establish a sustainable refresher model for LDNA education.
- Embed LDNA awareness into ongoing mandatory education delivery cycles.

Key Activities:

- Refresh Tier 1 content for all staff via e-learning, every 3 years.
- Include key LDNA learning outcomes within the *Key Skills Day 3* programme from 2029.
- Review and update training content in line with national guidance and local priorities.
- Embed refresher requirements into compliance monitoring systems. Change PowerBi dashboard to report e-learning module and classroom delivery for LDNA Education Programme and remove Oliver McGowan.
- Evaluate effectiveness through staff feedback, learning assessments, and impact reporting.

Governance and Oversight

- **Programme Lead:** LDNA Education Programme Lead

South East Coast Ambulance Service

NHS Foundation Trust

- **Reporting:** Regular updates to the Clinical Education Governance Subgroup/ L&D Subgroup
- **Evaluation Metrics:**
 - Completion rates (e-learning and face-to-face)
 - Learner feedback scores
 - Impact assessments (qualitative and quantitative)
 - Compliance dashboards (e.g, ESR, LMS, PowerBi)