Agenda Item: 17c

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

Committee Chair's Assurance Report

Report to:	Board of Directors (in Public)
Date of meeting:	6 July 2021
Title of Report:	Assurance Report from the People Committee
Recommendation:	For assurance
Chair:	Simon Roberts, Non-Executive Director
Purpose:	The report summarises the assurances received, approvals, recommendations and decisions made by the Trust's People Committee at its meeting on **23 June 2021**.
Background:	The Committee meets monthly and provides assurance on the overarching strategy for People, workforce activity, staff experience and engagement, recruitment and retention strategy, culture and organisational development strategy, leadership, training and development within the hospital.
Item for Assurance:	**Staff Story** The Committee heard an excellent staff story from Michelle Greer, newly-appointed Ward Manager on Marham Ward. The Committee welcomed Michelle's honesty about her personal challenges in recent years and applauded her leadership in her Ward Manager roles on Windsor and Marham Wards. The Committee discussed the importance of sharing Michelle's journey and story with the wider Trust and it was agreed this will be built into the pending nursing leadership development programme.
Item for Assurance:	**Divisional presentation – Women and Children's and Maternity Culture Programme update** The Committee welcomed the open and frank nature of this well-rounded discussion, and was assured by the progress that is being made against the People metrics and culture programme, notwithstanding the challenges and pressures that remain and staff are experiencing in the Division. The Committee looks forward to receiving further updates on progress in due course.
Item for Assurance:	**National Staff Survey update, including Action Plan** The Committee was assured of the good progress that is being made against the Trust-level action plan and noted the action plans that are now in place at local and Corporate Service level. There is evidence to demonstrate that the Trust is proactively responding to feedback from staff with regular internal communications in place and issued to share how the Trust is listening to and acting on feedback throughout the year.

Item for Assurance:	**Quarterly Pulse Survey results** The Committee received assurance from the update on the quarterly staff pulse survey results which focussed on staff rest and break areas that the Trust continues to take staff wellness very seriously. The Committee agreed there are lots of small and relatively inexpensive environmental changes that can be made that have a very positive impact on staff experience and engagement.
Item for Assurance:	**Equality, Diversity and Inclusion (EDI)** The Committee welcomed the update on the approach the Trust will be taking to strengthen its work on Equality, Diversity and Inclusion in the year to come and beyond, recognising that QEH is at the start of its journey. The Committee looks forward to inviting the newly-appointed and dedicated Equality, Diversity and Inclusion Lead to the People Committee in the months to come to hear more about the development and implementation of a workplan and next steps for this important agenda. The Committee will only be fully assured when a detailed workplan is in place and regular reporting of EDI metrics commences. In the meantime, the Committee recognised the positive work already underway to support improvements, including the work of the Trust's Staff Networks, and noted the next steps that are proposed to build on this work further.
Item for Escalation:	**Significant risks and BAF report** The Committee requested that a workforce-related risk associated with the developing Integrated Care System and acute collaboration work, notably the potential risk related to the loss of talent, is recognised as part of this report moving forward.
Item for Escalation:	**Workforce Metrics Report and Integrated Performance Report** The Committee identified an assurance gap with sickness absence, which remains volatile and challenging. It is also evident that challenges remain in terms of delivering compliance on level of appraisals. The Committee recognised that the report itself is much-improved, however, agreed that it remains very much work in progress. The Committee has asked for further work on the report and format, notably ensuring a final and completed version of the report is brought to the July meeting so that a steady state can be reached as soon as possible with reporting. The Committee also requested that the report does not continue to grow in size and requested that consideration is given to consolidating the report such that it focuses on presenting priority workforce information. The Committee also asked for evidence that best practice from the wider NHS has been examined as the QEH report is further developed and finalised.

Attendance

Attendees: S Roberts – Non-Executive Director and Committee Chair
D Dickinson – Non-Executive Director
A Brown – Non-Executive Director
L Skaife-Knight – Deputy CEO
C Castleton – Deputy Director of HR
A Webster – Chief Nurse

Invitees: M Greer, Ward Manager Marham, M Hughes, General Manager for Women and Children's

Observers: J Dossetor, P Hipkin – Governors

Minute taker: Sam Gilder