Agenda item: 18b

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:	**1 June 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 **19 May 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 – Family Liaison Officers (FLOs)** The Committee welcomed the FLOs and heard an uplifting story concerning their experiences, the positive impact on the wards and how the organisation has been able to respond to concerns that communication needed to be improved.
Item for Assurance	**Divisional Presentation – Clinical Support Services (CSS)** The Committee received a positive presentation from CSS highlighting the progress that has been made reflected in improved levels of staff sickness and mandatory training. Appraisal compliance has also improved though remains short of target. The presentation also reflected on key challenges including in the "grow-your-own" approach and AHP recruitment.
Item for Assurance	**Integrated Staff Wellness Service** The Committee received a report describing proposals to implement an integrated wellbeing service for staff. The report described the challenges faced by the existing service, particularly due to increasing demand and concluded with a recommendation to support a hybrid model of service delivery that combines the retention of proven internal capabilities with access to the more transactional elements of the service that can be more effectively provided externally. This approach was supported by the Committee subject to getting further assurances in terms of what good looks like based on what others (including within the local system) are doing.

Item for Assurance	**Freedom to Speak Up Bi-annual Report** The Committee received assurance that increasing numbers of referrals over the past 12 months reflect a positive speak-up culture across the organisation. The Committee noted progress against the action plan following the 2020 Internal Audit and the approach to succession planning and continuation of the service. The Committee also recognised that QEH does not invest as much time in FTSU as other comparable Trusts.
Item for Assurance	**Workforce Metrics Report and Integrated Performance Report** The Committee considered and welcomed the newly revised report format as a positive step in the right direction, logically presented, however due to the volume of information contained there is an opportunity to further develop a clear and concise summary dashboard highlighting the critical trends by means of appropriate application of the "plot the dots" methodology". Assurances were provided that this will happen as the report matures over the coming months. Whilst sickness absence for the current month is within so called "common cause variation", the Committee noted that overall performance remains short of the 4% target. The Committee looks forward to receiving a more comprehensive analysis of root cause associated with sickness and other key workforce challenges and how the setting of realistic, achievable targets aligns with required service quality (including defining appropriate levels of contingent labour). Further assurance was provided following progress in job planning highlighting 93% of plans as now signed off. Moving forward, the Committee looks forward to receiving further assurances that job plans in place reflect clinical priorities during '21/'22. Whilst progress on policy improvement continues, the Committee did note that a number of HR policies are out of date including 16 by over 16 months. The Committee looks forward to receiving greater assurance on this via the PEG assurance report.
Item for Assurance	**EU Exit – workforce impacts** The Committee noted the extent of numbers of staff (239) yet to complete their application for settled status, however acknowledged the steps being taken to communicate the requirement to staff. The Committee looks forward to receiving further assurance of progress at its next meeting, ahead of the June deadline. This needs to be closely monitored in the meantime.
Item for Assurance	**People Executive Group (PEG) Assurance Report** The committee was assured on the progress of the PEG and its sub groups as there was real evidence of it starting to gain some traction.
Item for Assurance	**Significant Risk and BAF Report** BAF and risk – there are currently no significant risks aligned to Key Strategic Objective 3 and 6 that receive oversight from People Committee. The Committee noted the close alignment between the focus on improving the wellbeing service with delivery of KSO6.

Risks to refer to risk register	**None**
Other items of business	**None**

Attendance record:

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

Invitees:
E Tabay – Deputy Chief Nurse
Dr G Raghuraman – Deputy Medical Director
J Smith – Family Liaison Officer
K Martin – Family Liaison Officer
N Berns – Divisional Director, Clinical Support Services
H Lodge – Head of Therapies, Clinical Support Services

Observers:
J Dossetor, P Hipkin – Governors

Minute taker:
A Prime – Trust Secretary