Agenda Item 21c

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:	**5 April 2022**
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 March 2022.**
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 – Volunteers (Josh Pearce, Voluntary Services Manager and Andrew Bailey, Volunteer)** The Committee received an insight into the vital work of the Trust volunteers and their experiences during and coming through the pandemic. As vital members of Team QEH it was assuring to hear of the engagement and communications within the team and that regular opportunities to ensure our volunteer voices are heard have been established. Many volunteers missed not being in the Trust during the peak of the pandemic but noted they still felt connected and involved with the Trust throughout. The Committee heard there was a new enthusiasm amongst the 129 active volunteers within the Trust with all overjoyed at being back. The Committee was assured by the current review of volunteer roles within the Trust and that volunteers were being matched to tasks in such a way as to really optimise this greatly valued resource.
Item for Escalation	**Divisional Presentation – Surgery** The Committee received an open and candid update from the Division focusing on their people Challenges. Although early indicators show their focus on staff support is helping engagement levels within the Division, there are clearly challenges with appraisals being delayed with sickness and staffing level challenges. Recruitment and sickness levels remain challenging in Surgery and a lack of collaborative working in Ophthalmology and Sterile Services are being closely managed with improvement plans.

Item for Assurance	**Divisional Presentation – Surgery** The Committee was assured to hear that despite the above challenges, the patient waiting lists were being actively managed and prioritised with all 104 week waits having dates set for their procedures, all have regular harm reviews and reprioritisation if necessary. Also, the Committee heard of the intensive efforts on a daily basis to balance staffing levels across the Division to maintain services and patient safety. However, there is a risk these efforts are not sustainable and it was acknowledged that further work was required to manage sickness absence and turnover to improve stability within the Division.
Item for Assurance	**Year 3 Corporate Strategy Priorities SO3 & 6** The Committee discussed the realigned Strategic Objectives and noted the change of Senior Responsible Officer for SO3 from LSK to JH and SO6 from JH to Lou Notley, Director of Patient Safety. Following a robust discussion about realistic targets, the Committee was satisfied that the new objectives and targets would maintain the levels of focus required in these two areas for continued improvement.
Item for Assurance	**Gender Pay** The Committee noted the report and approved it for posting on the Trust website as per its legal obligations.
Item for Assurance	**Evolution of Trust brand and values** The Committee reviewed the proposed changes to the brand and values and were assured that it was a well-constructed narrative and a result of an exhaustive and engaging process. The Committee therefore approved the proposal for Board consideration.
Item for Escalation	**Workforce Integrated Performance Report (IPR)** The Committee remains unassured that there is sufficient management control over core people metrics such as sickness absence, appraisals, mandatory training and turnover. The current operational pressures and Covid sickness absence challenges were adversely impacting performance however, further reassurance was required in terms of trajectories for improvement in all areas.
Item for Assurance	**Sickness Absence Trajectory** The Committee heard the planned approach to achieve the Trust sickness absence target of 4.5% by December 2022. It was noted that this was based on raising the performance of individual teams to the sub-Divisional average performances which would enable a forensic analysis of the underlying causes of absence in each area of the Trust. The Committee approved the approach and noted the method of calculating the trajectories by each business area meant individual team targets were more achievable and realistic.
Item for Escalation	**People Executive Group Chair's Assurance Report** The Committee noted the report and the concern raised about quoracy, a common theme amongst many Committee sub-groups in the past month due to operational pressures. The required

	attendance is being reviewed across all groups as part of the new governance arrangements.
Item for Assurance	**Significant Risks & BAF Report** The Committee noted the report and update that the risk register was currently being reviewed in light of the CQC report, 2022/23 budget arrangements and staff survey outcomes.
Item for Assurance	**Integrated Quality Improvement Plan (IQIP)** The Committee noted the change from IQIP to Compliance Report going forward and the new items being aligned to the CQC findings.
Item for Assurance	**Committee Arrangements 2022/23** The Committee noted with the change to SO6 SRO, Lou Notley should be invited to join or nominate a deputy to attend the People Committee and the FTSU Lead Guardian should be regularly invited. Once these changes were made, the Terms of Reference will be checked with Claire Fernandez to ensure the Education, Research and Innovation Committee (ERIC) agenda items have been effectively transferred. The forward planner was approved with the caveat that Divisional Presentations need to be aligned across all Board Committees.
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 (via Teams)
A Brown – Non-Executive Director
L Skaife-Knight – Deputy CEO
J Humphries – Director of People
A Webster – Chief Nurse

Invitees:
C Shaw – Chief Executive Officer (via Teams)
J Pearce – Voluntary Services Manager (item 3)
A Bailey – Volunteer (item 3)
S Bass – Divisional Director – Surgery (item 4) (via Teams)
E Barker – Divisional HON – Surgery (item 4) (via Teams)
C West-Burnham – Director of Strategy & Integration (items 4 to 8)

Apologies:
G Raghuraman – Deputy Medical Director
C Castleton – Deputy Director HR

Observers:
J Dossetor, P Hipkin & E Corner – Governors (via Teams)

Minute taker:
L Preston – Board/Committee Administrator (via Teams)