

TRUST BOARD

Title: KEY MATTERS AND ESCALATIONS REPORT
Name of Committee: INFRASTRUCTURE COMMITTEE
Committee Chair: GARY TUBB
Meeting Date: 26th February 2024

Summary of key messages:

Integrated Governance Reports

Estates & Facilities Management services:

The report provided 'reasonable' assurance. Key points to note:

- RAAC (Reinforced Autoclaved Aerated Concrete) – phase 1 of the demolition phase at NCH (North Cambs Hospital) was due for completion in March 2024. The outcome of the business case for 2024/25 demolition works was expected over the coming weeks.
- Self-security risk assessments were carried out at our 4 main hospital sites and the Oaktree Centre; none required any mitigating measures. These assessments had been introduced as part of a wider review of the Trust's violence and aggression standards and polices and would be carried out on annual basis going forward.
- The Health & Safety Committee continued to have oversight of all fire actions captured through the annual PAM (Premises Assurance Model) assessment framework; there were currently no escalations to report.
- The Trust's main sites continue to comply with the 'Accessible Standards'.
- A review of pending lease expiry events continued; this helps to identify opportunities for consolidation.
- Facilities Management contracts are performing to the KPIs (Key Performance Indicators)
- Capital programmes were on plan.

BI and Digital Services:

The report provided 'substantial' assurance. Key points to note:

- All KPIs for the reporting period had met the appropriate targets for December 23 – and the last 9 months.
- **91%** of users who completed a customer service survey gave positive results in December 2023
- There had been no Cyber/Security incidents in the last 3 months.
- Norfolk and Waveney Children and Young People's Health Services had launched a brand-new website 'FYI' for those aged 11-24, who are seeking self-care advice, information and guidance about their health and wellbeing.
- The MVP (Minimal Viable Product) for the Dental Service had been successfully launched.

Reports from Committee Sub-groups

Health and Safety Group / Infection Prevention and Control (IPaC)

- There were no escalations to report.

Risk Review

- There were 3 operational risks rated 12 which related to NHS Firecode HTM 0503 compliance (2939), Cyber Security (3514) and the redevelopment of the Princess of

Wales (PoW) hospital.

- There was 1 operational issue with a consequence rating of 4 which related to RAAC panels at NCH.
- The committee reviewed all current project risks rated 12 and above. There were no related project issues with a consequence of 4 (Major) or 5 (Catastrophic) to report.

Committee Terms of Reference (ToRs) and Cycle of Business for 2024/25

- The committee agreed to a revision to the ToRs. A review of the H&S Group's assurance reporting was recommended by the committee.
- The new cycle of business for 2024/25 was agreed and incorporates deep dives on key areas of assurance reporting such as PAM and DSPT (Data Protection and Security Toolkit).

Emerging Risks/Issues

- None

Examples of Outstanding Practice or Innovation:

- Following feedback from the October development session, assurance reporting frameworks had been developed for both Estates & Facilities Management services and BI and Digital services. The committee received newly formatted integrated governance reports structured around the new frameworks and welcomed the clearer reporting lines that they provided on key areas of assurance.
- Services welcomed the recent improvements and change in responsiveness provided by both the Estates and Digital support teams.

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Date:	February 2024