



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: PEOPLE PARTICIPATION COMMITTEE
Committee Chair: Fazilet Hadi
Meeting Date: 1st December 2022

Summary of key messages:

Substantial assurance can be taken from the information presented to the Committee from a number of updates. The Committee commented positively on the overall quality of the reports received and the level work that is being undertaken to support the Committee's agenda.

Reports/ presentation:

Clinical and Quality Strategy Review (priority 2): An update was provided on the mid-year actions, noting that the Equality, Diversity, and Inclusion Lead had now commenced in post, the quarterly valuing volunteers award had been reinstated and that a new volunteer leavers survey was now being used. The Friends and Family Test (FFT) was now live in the most frequently requested languages, and further questions were being added to the FFT to capture demographic data (this would be voluntary from the patient's perspective). There has been a significant increase in requests for service user/ patient/ carer input on recruitment panels – so further work is needed to increase our capacity in this area. Additionally, there has been a delay in ensuring training on co-production is embedded in the organisation's induction programme, however it is hoped this will be finalised by early 2023.

People Strategy Review (programme 4): An update was provided on the mid-year actions, noting that the Trust Board Anti-Racist pledge has been agreed, with each board member having their own personal pledge. The Trust has also signed up to the UNISON pledge, and an action plan is in place to support this progress. It was identified that the cultural ambassador programme was now embedded into business as usual and the see me first campaign has been launched.

Ambulatory services: An update will be provided at the next meeting as a new co-production lead is due to start in role.

Cambridgeshire and Peterborough Children's Service: An update will be provided at the next meeting as a new co-production lead is due to start in role.

Bedfordshire and Luton Children's Service: A proactive voice of the child safeguarding workshop was facilitated with members of the pan beds voice of the child working group. 79 children and young people took part alongside 20 teachers, themes were identified from the session that will feed into the local safeguarding board action plan. The Committee heard about the website development for children and young people's services and how the epilepsy service has been working with young people to develop a digital transitions tool and pathway.

Bedfordshire and Luton Adults' Service: The team have been working with service users on co-producing a rapid response service leaflet, the on-going review of the doccla project and they have undertaken stakeholder collaborations with provisions such as the Luton Breast Cancer Support Group.

Divisional Update and Focus Norfolk and Waveney Children and Young People's Health Service: Several initiatives and ways to engage with children and young people were highlighted in the presentation, the co-production and development of the young persons' health website and the drop in/support sessions for Ukraine families was noted. Forty-three children from 4 schools came up with an idea for a birthday card to be sent to young people as a reminder to get their 14 plus learning disability health check and 2 parent groups focusing on 'supporting communication skills' have been

held. Finally, the Committee heard about the work of our families, children, and young people in reviewing the design and content of the Just One Norfolk digital platform.

Volunteers: Better Impact, the volunteer management software, has now been established. This has had several benefits for the Trust – it has streamlined our recruitment process and enabled volunteering measurement of hours (701 hours logged in Quarter 3), it is also able to track mandatory training compliance for our volunteer groups.

Trust wide Workforce Diversity and Inclusion Group Update: In July 2022 the Trust published its workforce disability and race equality standard data, alongside this an action plan was developed for both workstreams in October 2022. The ‘if your face fits/ no more tick boxes’ actions are now embedded in the Trust recruitment and selection policy, we are also working on ensuring equal opportunities for those potential applicants with neurodiversity. The Committee noted that the 3 Trust networks continue to meet regularly and that the NHS wide autism awareness training has been agreed nationally. The next steps will be to roll out the training to the identified staff groups.

Risk Review:

- There are currently no risks that are rated above 12 which are linked to the PPC.

Escalation Points:

- A plan is in place to update and review the Patient and Public Involvement element of the Clinical and Quality Strategy. An initial meeting to review the overarching Trust strategy with patients and carers is being held on the 6th of December in the evening, with a further, more specific ‘involvement’ discussion planned for the 9th of December 2022.

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

The reports contained a number of examples of good practice including:

- In this reporting period over 400 patients, carers, community members and staff have been engaged with as part of the co-production workstreams.
- The 79 young people and children (plus teachers) engaged in the safeguarding workshop in Bedfordshire.
- The review of Just One Norfolk virtual platform.
- On-going development of the volunteer pathway.

	Kate Howard
Job Title:	Chief Nurse
Date:	9 th January 2023