

TRUST BOARD – November 2023 – Integrated Governance Report

Title:	KEY ISSUES AND ESCALATION POINTS
Name of Committee:	Children & Young People’s Clinical Operational Board (COB)
Committee Chair:	ANNA GILL
Meeting Date:	7th November 2023

Summary of key messages and assurance:

The COB received the following:

- **Integrated Governance Report** – the COB received a detailed Integrated Governance Report confirming substantial assurance and updating on the following:
 - Across CYP Services, work continues to prioritise the integration of health expertise with inclusive, accessible and needs-led early support for children, young people and families. This reflects a strategic response to the challenges facing our portfolio of services, including rising demand and workforce shortages affecting some professions.
 - We continue to receive high volume of referrals related to neurodevelopmental, speech and language and safeguarding concerns. In all three geographies, our system work focuses on meeting these needs through a multi-agency approach.
 - Performance across the five mandated contacts remains variable across our geographies, reflecting different targets set by local commissioners. A revised workforce model across the Trust should help us to increase consistency between contacts and geographies.
 - Longest waiting times to start a care pathway are in the Bedfordshire Community Paediatric service at 78 weeks (3 week improvement from August 23). The second longest waiting times are in the Luton Community Paediatric service at 77 weeks (1 week improvement from August 23). The Early Intervention element of both services has been expanded leading to a reduction in the number of children waiting. The waiting well interventions continue.
 - Operational and clinical leads from across CYP Services met last month for the first Improvement and Transformation Board. The aim is to align the Trustwide CYP Service Plan with our Trustwide transformation plans and emerging system priorities. The four areas of focus were the Healthy Child Programme, the neurodiversity service offer, Speech & Language Therapy and the mental health Integrated Front Door.

Escalation Points:

Matters for escalation and outcome required:

- For this reporting period, Quality Early Warning Trigger Tool ratings exceeded 16 in the Healthy Child Programme teams in Cambridge, Huntingdon and Breckland, mainly due to staffing pressures. Support and mitigations discussed in CYP COB. No further action required.
- One serious incident declared during the reporting period. Duty of candour has been completed and the full root cause analysis report is in the process of being finalized.

Risks of 15 or above and emerging risks:

- A new risk has been added this period around changes to the Child Health Information System (CHIS) specification following the re-procurement of a new provider who will deliver the service from December 2023. Our Norfolk services have relied on the A&E notification process of the previous provider, and we will also require a longer-term solution for Cambridgeshire and Peterborough. In terms of mitigation, we are in negotiation with the new provider to continue a similar process for a 3 month transition period in Norfolk, and we are also developing and trialing an in-house process in parallel. In the event of any period of disruption, we are planning with the Acute Hospitals for a backstop of direct communication regarding any safeguarding concerns.

Outstanding practice and innovation for the Board to note:

- Colleagues are starting to positively push the boundaries in applying charitable funding to the improvement of services. An example is phase one of the translation of Early Support Workshops to improve access and reduce health inequalities. Early Support Workshop dubbed in Bengali: <https://vimeo.com/864441249/b4cd9107ca> and original version with Bengali subtitles: <https://vimeo.com/834720559/f22836f3b3>
- It is expected that the Speech and Language Therapy position in Norfolk and Waveney will improve from October 2023 as the team have introduced a school aged waiting list initiative with 628 school aged children, texted with an offer of an Early Advice Session video consultation with a Speech & Language Therapist, supported by links to Just One Norfolk for information for parents. This was an excellent example of clinical and support services (Digital Team, Just One Norfolk, Communications and Patient Experience) working collaboratively to ensure rapid delivery of an initiative. There has been a 67% take-up rate for appointments from families to date (usually immediate response to receiving text). This has been very well received by families and we are planning to extend the initiative to the pre-school waiting list in November.

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