



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: PEOPLE PARTICIPATION COMMITTEE
Committee Chair: Fazilet Hadi
Meeting Date: 10th May 2023

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 of work that is being undertaken to support the Committee's agenda.

Reports/presentations:

BI-ANNUAL UPDATE ON IMPLEMENTATION OF PEOPLE PARTICIPATION STRATEGY: PRIORITY 2 OF THE QUALITY AND CLINICAL STRATEGY 2022/23

Priority 2 of the Quality and Clinical Strategy 2022/23 is overseen by this Committee, with priorities 1 and 3 being overseen by the Quality Improvement & Safety Committee (QIScom). The first goal to embed a culture of people participation where service users, carers, stakeholders, and local communities are involved has achieved most of its targets. The following actions are currently in progress:

- Ensuring training around co-production is included in the Trust induction programme - this is about to go live.
- Continuing to develop our community networks – this is being considered within our business-as-usual planning.
- Including co-production within our recruitment process – this is becoming business as usual with co-production leads continuing to work on its progression.

Linked to this priority in January the Trust participated in the NHSE Patient Experience Framework self-assessment, the results of which we are awaiting.

The second goal focuses on the culture of volunteering. A piece of work has been completed to ensure that the Trust has volunteers available and that they feel valued. We have a clear statement on our website welcoming people from all backgrounds to apply, and the team have been offering support with filling out application forms, as well as asking for feedback on volunteering experience. There are areas where volunteering hasn't become embedded across the Trust, but this is in progress and will be a priority for 2023/24.

Assurance against the delivery of priority 2 of the 2022/23 plan was received.

PROGRESS AGAINST THE PEOPLE PARTICIPATION STRATEGY IMPLEMENTATION PLAN (DIVERSITY AND INCLUSION WORKSTREAM) PROGRAMME 4

The actions from programme 4 of the previous People Strategy 2022/23 Implementation Plan were presented to provide assurance that the targets have been achieved. For noting the following actions from the plan were amended during the year:

- Embedding the importance of Black and Asian minority ethnic representation in interview panels – as of the 1st April all interview panels will have a panel member from a Black or Asian background regardless of if a minority candidate is shortlisted for interview.
- Promotion of a big conversation of what being anti-racist means – following the Trust Board pledge last May this has transformed into an Anti-Racism Plan with objectives to focus on in 2023/24.

- Exploring and commissioning a cultural intelligence training programme. This is being scheduled in conjunction with the whole system in Cambridgeshire and Peterborough who have commissioned a 2023/24 programme on behalf of the Trust.

Assurance was given that all the remaining actions from the People Strategy 2022/23 Implementation plan have been completed.

ANTI-RACISM PLAN

In May 2022 the Board signed the Trust Anti-Racism Pledge, with individual Board members additionally making personal pledges. This aimed to ensure a persistent focus on diversity and inclusion and to ensure all staff and service users feel safe, valued, and supported. Last year the People Participation Committee (PPC) requested via an action that the Trust creates an Anti-Racism Plan. The plan was developed as part of the co-production work in collaboration with the Cultural Diversity Network and Inclusion Leads to ensure focus on the appropriate areas. The plan has 3 key areas to concentrate on in 2023/24:

- Patient experience.
- Workforce.
- Inclusive leadership.

The plan is designed to be a 1-year process to enable incremental delivery and updates as it is disseminated across patient and staff experience. Comments have been received outside the Committee that the plan is ambitious in relation to patient experience. Not all actions are intended to be completed within the year but will be moved across into future planning as needed.

The Committee approved the Anti-Racism Plan.

Regular reports

TRUSTWIDE WORKING TOGETHER GROUP:

Bedfordshire and Luton Children's Services

Bedfordshire and Luton updates included that the service consistently has service users on interview panels as part of their 2023/26 service plan. Appointments to senior positions follow a standard process that includes interview via a stakeholder process that leads onto a formal interview panel. Learning from this has now resulted in those candidates who the stakeholder panel feel are not appointable, not progressing to formal interview. Consideration is being given to how this learning from Bedfordshire and Luton can be shared across services. Additionally, the Parent Carer Forum now meets monthly with Service Heads, Service Directors, Co-production teams and the Communications team.

Norfolk and Waveney Children's Services

Co-production has been working with young people on the Young Person's Digital Portal. The work is progressing well.

Cambridgeshire & Peterborough Children's Service

Work is underway in relation to the development of the 'getting ready for change' digital video (for young people in year 9-11), feedback is being received and used to make changes. Additionally, the team is looking to raise the profile of the 14 to 19 Special Educational Needs and Disability (SEND) Annual Health Check, this project has been expanded to Cambridgeshire from Norfolk.

Volunteer Report

It was noted that our Volunteers logged 601 hours this quarter, this is an increase of 190 hours since the last quarter. It was highlighted that the Trust launched an annual volunteer survey in January – this received positive feedback with 100% of volunteers reporting they felt supported, valued, and appreciated by the Trust.

Additionally, a new volunteer role in the Speech and Language Therapy team in Bedfordshire was created and the team now have 5 volunteers that have been recruited. Finally, a review of the DBS (Disclosure and Barring Service) process for volunteers is underway, this is in response to a request to change the process in line with the Lampard enquiry.

KEY ISSUES FROM THE WIDER WORKFORCE DIVERSITY AND INCLUSION GROUP

It was noted that the 'No More Tick Boxes' actions are in response to a national review that was undertaken a few years ago to address potential discrimination in the recruitment and onboarding process. The actions being taken by the Trust include;

- From the 1st of April 2023 all recruitment panels will ensure they are diverse.
- Review of all job descriptions and person specifications when vacancies arise to ensure there is no possible discrimination, including language (Human Resources will support managers to achieve this).

It was highlighted that the WRES (Workforce Race Equality Standard) and WDES (Workforce Disability Equality Standard) data reporting is not aligned with normal governance processes, as it will be reported by the end of May 2023. The actions for 2023/24 will be based on the data received and work will commence immediately, any actions will be finalised by October. The WRES and WDES for 2023/24 includes a voluntary option to compile a Workforce Race Equality report for medical, dental and bank only staff. This will be completed by the Workforce Information team and reviewed with actions assigned should there be any disparity.

BEDFORDSHIRE AND LUTON ADULT SERVICE – FOCUSED PRESENTATION

It was highlighted that a new Working Together Group has been commenced, the group is a space for patients and staff to meet together to share ideas to enable the improvement of the adult service offer and is attended by approximately 5 Involvement Partners. The meeting has a number of purposes including:

- The sharing of ideas by staff.
- Acting as a readers panel to proof-read material that staff want to share in the public domain.
- Supporting staff recruitment, with Involvement Partners contributing to the recruitment process.

The group's principal challenge has been ensuring it is informed of suitable opportunities, where they can work with staff on projects, but as the profile of the group expands it is anticipated that this will improve. The Working Together Group has already made several contributions to the service such as:

- Attendance at a Communication Teams Workshop to capture opinions on the adult's webpage as part of the ongoing work on the Digital Platform.
- Proof-reading posters.
- Staff recruitment.

LUTON VOLUNTEERING UPDATE

In October 2022 the first volunteer role within Luton Services was launched, this was a diabetes education volunteer whose aim was to contact patients who have not responded to written invitations to attend education sessions. As education sessions are delivered in English, Urdu and Bengali, it was highlighted when promoting the role that the aim was to recruit people who could speak these languages. Limited staff capacity prevented English speakers from receiving call backs and for Urdu and Bengali patients' staff were utilising their clinical time to make these reminder calls.

The first volunteer recruited spoke English and Swahili and at the end of the last quarter 2 new volunteers were recruited who spoke Bengali and Urdu. These appointments have resulted in almost 500 calls being made with a success rate in booking education sessions of 30%. These patients had never previously responded to letters. Additionally at the end of April 2023, 3 new volunteer roles were launched for the following positions: Pulmonary Rehab Volunteer, Singing for Lung Health Volunteer and a Strength and Balancing Volunteer.

Risk Review:

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

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

The reports contained several examples of good practice and progress:

- The Committee endorsed the Anti-Racism Plan and is recommending its implementation to the Board.
- The Trusts Developing Volunteer Programme – with a particular focus on Bedfordshire and Luton Adults.
- Patient input into the interview process in Bedfordshire and Luton Children’s services.
- Promotion of the Annual Health Check for young people on the SEND pathway expanding into Cambridgeshire.

	Kate Howard
Job Title:	Chief Nurse
Date:	30 th June 2023