



## TRUST BOARD

**Title:** KEY ISSUES AND ESCALATION POINTS  
**Name of Committee:** People Participation Committee  
**Committee Chair:** Nicola Scrivings  
**Meeting Date:** 23 January 2019

### Summary of key messages:

- The Trust Wide Working Together Group (TWWTG) update was received and the Year one plan against the Quality Strategy was reviewed and it was noted and that a majority of the plan had been completed as planned. The People Participation (PP) governance structure and meetings that support the approach for People Participation are now fully in place. The one remaining area for completion is the recruitment for the final Co-production lead for Bedfordshire Children's, which is at the recruitment process stage, but assurance was given that the post should be in place by early spring 2019.
- Co-production leads are now in Norfolk Healthy Child Programme, Luton Children's/Adults, Cambridgeshire & Peterborough Children & Young People (CCS/CPFT joint post) and Ambulatory Care services. There are currently two current vacancies to fill, Bedfordshire Children's (as noted above as part of year 1 plan) and an additional post has been agreed within the Luton Adult services to support the enhanced model of care. The chair noted and thanked all for the progress of the completed areas and was assured the final areas were on track as there was evidence that there is good progress around governance and recruitment as per the plan.
- It was noted that the Co-production leads that are in post are developing and co-ordinating a clear understanding of the range of activities and services we provide and are identifying the areas which can or will have greater improvement using a co-production approach.
- The Workforce, Diversity and Inclusion Group Key Messages report was received and a review of the workforce disability data was discussed. It was noted that not all applicants declare their needs around disabilities or other diversity area during the recruitment process. The diversity and inclusion sessions run at the Trust induction session is currently being updated to remind staff about reporting if they have disabilities and the importance of being able to use this workforce data for planning support to staff in the workplace.
- An update was received about the Cultural Ambassadors Scheme that is just over a year in and early review is suggesting that it appears that there has been greater use of agreed outcomes using the Ambassadors and there have been less formal hearings. Work is underway around analysing on the cause of this review and whether we are able to quantify the reasons behind this. Work is underway with the Royal college of Nursing to recruit and train a new cohort of Ambassadors.
- Diversity Staff Networks that have previously been established, over time have not been sustainable. It was agreed that the Diversity Networks need to be reinvigorated and reviewed and suggestions were made about virtual networks and consideration was given to how this could link to the Local Networking Groups run by the Co-production leads.
- There is progress on commitments with diversity of recruitment panel's and the inclusion of a BME representative on interview panels, and further work will continue around the use of service users/carers as part of interview panels and this will continued to be part of the year 2 PP plan.
- The completed NHS Patient Experience improvement Tool self-assessment tool was reviewed at the TWWTG, this was accepted by the committee and areas identified for the year 2 PP plan include; embedding further the PP approach, further work is required around supporting our services with the analysing and triangulations of the data they receive and how they can further use this information to inform service improvement. The areas identified within the gap analysis process will be used to inform the Year Two plan.

**Escalation Points:**

- There are no escalation points for the Board.

**Emerging Risks/Issues:**

- There are no risks/issues points for the Board.

**Examples of Outstanding Practice or Innovation:**

- The NHS Patient Experience Improvement Framework Tool identified that the Trust has a well-established leadership culture around Patient Experience and the new work around co-production and governance has strengthened the Trusts position in being able to fulfil all the areas within the improvement tool that are noted by the CQC as outstanding practice. All areas of the framework were noted as being met with good assurance processes in place, therefore future focus will be on continuing to strengthening current practice.
- There is a strong governance structure established which has been delivered on time as part of the year one plan, against the Quality Strategy. All four Co-production leads are in post and there is a great deal of activity taking place with patient and stakeholder engagement, along with community and staff involvement across the four divisions.
- The Cultural Ambassadors Scheme is making a real difference to the avoidance of the requirement for formal hearings and staff are being well supported by or trained cultural Ambassadors.

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