



TRUST BOARD

Title:	KEY ISSUES AND ESCALATION POINTS
Name of Committee:	People Participation Committee
Committee Chair:	Fazilet Hadi
Meeting Date:	1st July 2020

Summary of key messages:

The People participation met under the interim governance arrangements in place during the COVID 19 pandemic.

1. Divisional update and focus on changes made as a result of people participation approach—:

The Co-production lead for Cambridgeshire and Peterborough Children and & Young People's directorate and Service Director for Cambridgeshire, Peterborough and Norfolk Children & Young People, led an update around the co-production activity and experiences of involving people/patients and service users in improving our service provision. This was in line with the cycle of business whereby at each quarterly meeting there is an in-depth review of the activity around co-production over the last year in the division.

We heard the very positive experience from a young person who is a Chat Health Ambassador in a school who had prepared a presentation delivered by the Co-production lead.

2. The Cycle of Business for this committee was reviewed and it was agreed to develop a more streamlined programme of reporting that tracks our objectives for a number of requirements i.e. the Workforce Race Equality Standards; Equality Delivery System2; The Accessible Information Standard; People Participation objectives in our 2020-23 Quality Strategy amongst others. We will identify and schedule a focus on specific areas during the cycle of business and we will review the risk around us potentially not being able to deliver on some of these elements through the pandemic.

3. The year one plan for People Participation was discussed at the trust wide Working Together Group prior to this committee in light of the current pandemic situation to consider what could be realistically achieved through to March 2021. The following 3 areas of focus were agreed:

- Establishing virtual working together groups/project groups.
- Focus on recruitment and the establishment of a governance process by having service users/patients as part of the People participation Committee and Trust wide working together groups.
- Work on the governance around the groups and committee.
NB we will also develop a patient/service user panel of people willing to scrutinise and offer challenge to our corporate functions.

4. The Patient Experience report was received which summarised many examples of improvements made following patient and service user feedback. It was suggested that future reports could offer context around our service contacts.

5. Reports from the our Co Production Leads into the Trust Wide Working Together Group were discussed which highlighted the significant amount of work that had been undertaken through the latter part of 2019/20. The Leads were thanked for all their efforts and it was noted that they have been assisting with a number of patient support functions since the beginning of the pandemic and are now working alongside their services again to re stimulate Co Production activity and the local working together networks.

6. Work will be undertaken to review our progress with implementation of the Accessible Information Standard including the use of digital communication. We will ensure that we liaise with other groups will monitor progress through this group.
7. The Trust Wide Diversity and Inclusion group fed back updates related to the Diversity and Inclusion For All programme which is a key work stream in the People Strategy Implementation plan 2020/21 whose actions are to:
 - Provide Personal Resilience training and equip staff to balance work and life challenges and stresses;
Supplementary support information and advice has been in place to support staff during the pandemic. This includes Occupational health advice and additional support from our in house clinical psychologists.
 - Deliver the Workforce Race and Disability Equality Standards and Gender Pay gap action plans;
*All of the objectives set for the Workforce Disability Equality Standards (WDES) were met in 2019/20 except one relating to the introduction of disability leave although a greater number of disabled staff have been supported with paid leave through this period. It was noted that the number of colleagues declaring disabilities has risen.
The objectives for 2020/21 have been set and will be monitored through the through this group and the Trust wide Working Together Group:
2019/20 objectives for the Workforce Race Equality Standards (WRES) were partly met with the finalisation of training for everyone involved in recruitment to be completed during 2020. The objectives for these standards were also agreed and again will be tracked as those for the WDES*
 - Deliver our annual Equality Delivery System Objectives and our Equality Improvement Plan;
The 2019/20 EDS2 Workforce objectives were reviewed as part of our self-rating in March 2020. The outcome was agreement that the ratings remained Excelling. The objectives for 2020/21 were agreed :
 - To re-launch the Trust Staff Diversity Network and, where staff indicate a desire, to establish protected characteristics specific sub networks. The Networks to be a forum for staff to share experiences, review the Trust Diversity and Inclusion Policy and practices and to give feedback and suggestions on how the Trust can support its diverse workforce and seek to eliminate any bias.*
 - To introduce reverse mentoring into all our in house management and leadership development programmes, to promote diverse leadership through lived experiences*
 - Work with experts in this field to embed the diversity and inclusion agenda from both a service delivery perspective and as an employer;
 - Attend public events to get feedback on the Trust's approach;
 - Finalise the roll out of BAME representation on interview panels where a BAME applicant is shortlisted;
Bringing in house the recruitment function from April 2020 has enabled us to ensure BAME representation on all recruitment panels where a BAME candidate has been shortlisted.
 - Continue to support our Cultural Ambassador Programme – *this role continues to be embedded in our HR processes alongside other areas such as our Incident Management Team and staff survey action planning processes.*

A review of the gender Pay Gap was presented and actions for 2020/21 noted

An update was also given regarding the different ways that we are supporting our workforce during the COVID-19 pandemic.

8. The EDS2 patients and service users objectives for 2019/20 were reviewed; these had been difficult to measure. The evidence informed a status quo for the grading of relevant domains with a mixture of Excelling and Achieving. The objectives for 2020/21 were agreed :
- We will measure the impact of our virtual clinical platforms, ensuring that they are fully accessible to the diverse communities we serve
 - We will ensure that the recruitment of our volunteers are from the diverse communities they serve.

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 Trust's dedicated co-production leads within each of our directorates continue to embed our co-ordinated approach and although this has been limited since the beginning of the pandemic, they are now able to refocus on continuing to build their local networks and groups.
- The Cambridgeshire and Peterborough Children's and Young People's Co Production Lead shared the very positive experience of a young person who was acting as a Chat Health Ambassador in a school. She also fed back that where young people had participated in recruitment panels, the successful candidates had made films to send back to those young people.
- A number of initiatives were highlighted that are helping staff during the challenging times of this pandemic. Thanks to our Clinical Psychologists and MSK service amongst others.

Author:	Julia Curtis - Chief Nurse
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