

TRUST BOARD – July 2024 – Integrated Governance Report

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| Title: | KEY MATTERS & ESCALATIONS REPORT |
| Name of Committee: | Children & Young People’s Clinical Operational Board (COB) |
| Committee Chair: | ANNA GILL |
| Meeting Date: | 2nd July 2024 |

Summary of key messages and assurance:

The COB received the following:

- **Integrated Governance Report** – the COB received a detailed Integrated Governance Report confirming reasonable assurance and updating on the following:
- Challenges with meeting performance indicators remain with referrals for Neurodevelopmental Assessments (Trustwide), Speech & Language Therapy (Bedfordshire and Luton) and safeguarding activity in Cambridgeshire and Peterborough.
- Concerns remain around mandated contact performance for the Healthy Child Programme in Norfolk. Public Health commissioners continue working with the team on the improvement plan.
- Assurance was agreed as reasonable due to changes in a number of assurance metrics including Responsive for the HCP (the agreed improvement plan is being phased in to increase mandated contact compliance), Responsive for Specialist Services (the waiting list improvement plans are agreed but delivery falling behind plan), Responsive for the Norfolk Just One services (delivery is not in line with contractual requirements but there is an agreed position) and Effective for Emotional Health & Wellbeing Services (completion of Safeguarding Level 3 Adults and Children falling below 90%).
- These areas were reflected in the five risks scoring 12 and the five issues scoring 4 and the mitigations in place to address them.

Escalation Points:

Matters for escalation and outcome required:

- For noting in relation to the CQC action for Board oversight of the Paediatric Audiology service review: The NHS England Regional desktop review has been completed. Our Bedfordshire service received an overall quality rating of Good (97%). Although the service is considered to meet the criteria of ‘No Risk’, the review highlighted the relative fragility of the service with only one Auditory Brain Response tester and no senior scientific leadership, which led to an overall judgement of Moderate risk to patient harm. Our Cambridgeshire service received an overall quality rating of Average (79%) and a Moderate risk level. Actions for both services are for the respective ICB. Following an options appraisal process for achieving service accreditation with the United Kingdom Accreditation Services, an update will be brought to Trust Board in September 2024.
- For noting: 5 CYP services had a Quality Early Warning Trigger Tool (QEWT) score above 16 in this reporting period. In the Bedfordshire HCP and the Bedfordshire Community Nursing Service, the risk of sickness levels impacting on the timeliness of clinical care has been highlighted. Mitigations include daily clinical prioritisation and staffing support from neighbouring localities. Both locality HCP teams in Cambridgeshire have identified challenges with record keeping, a

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formal complaint and changes to line managers, which are being closely monitored. The Bedfordshire and Luton Speech & Language Therapy Services has received a high number of complaints in relation to waiting times and delays in the delivery of care. Daily clinical prioritization is in place and the service will soon see the benefit of changes to the Education, Health and Care Plan process from July 2024 and additional funding agreed with Local Authorities for mainstream school provision.

Risks of 15 or above and emerging risks:

- None during this reporting period.

Outstanding practice and innovation for the Board to note:

- The Trustwide Healthy Child Programme improvement programme is progressing well, with recruitment drives underway for the new workforce model. Staff engagement and a coordinated training programme is supporting collaboration across the localities.
- The Neurodiversity Early Concerns Support pilot is underway in Luton schools, with a plan to expand to other Local Authority areas. This pilot is part of a wider Rapid Response improvement programme that is seeing weekly progress with reducing waiting times across the neurodiversity pathway in Bedfordshire and Luton. A similar pilot is being planned with the support of the Special Educational Needs and Disabilities team in Cambridgeshire.
- A Robotic Process Automation (RPA) proof-of-concept project has been helping to improve the referral process for Community Paediatrics in Bedfordshire and Luton, saving time for administrators. The initial 'live' pilot will take place in early July 2024.
- Review of progress is currently underway of the Trustwide Speech & Language Therapy Service redesign programme. The next phase of improvement activities will be informed by the gap analysis that has been undertaken. Outputs include immediate improvements based on career survey, consistent access pathways for education levels, a consistent school offer across the Trust and implementation of Therapy Outcome Measures (TOMs).

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| Date: | 8 th July 2024 |