

TRUST BOARD (PUBLIC)

Title:	Update on Back to the Floor Programme
Action:	FOR DISCUSSION
Meeting:	14 March 2018

Purpose:

To provide a summary of the purpose and process relating to the Trust-wide Back to the Floor programme.

The programme is a key element of our commitment to staff engagement and seeks to:

- provide an opportunity for staff to share with Board Members their achievements, as well as the challenges they face particularly with a view to identifying any areas where actions would improve the working lives of our workforce
- seek informal feedback from patients on their experience of using our services
- promote the visibility of Board Members across the Trust and thereby contribute to our 'Well Led' assessment

Recommendation:

The Board is asked to note the content of this report and identify any further actions that could be taken to:

- improve the effectiveness of the Back to the Floor Programme
- support Non-Executive Directors in their engagement with the programme

	Name	Title
Author:	Karen Mason	Head of Communications
Executive sponsors:	Matthew Winn	Chief Executive

Trust Objectives

Objective	How the report supports achievement of the Trust objectives:
Provide outstanding care	A continued focus on staff engagement will contribute towards staff morale and in turn the delivery of high quality care, as well as commissioner confidence in the quality of care provided.
Collaborate with other organisations	Not specifically addressed other than where services visited are part of a multi-organisational or system wide approach
Be an excellent employer	A continued focus on staff engagement will contribute towards staff morale and in turn the delivery of high quality care, as well as commissioner confidence in the quality of care provided.
Be a sustainable organisation	Not specifically addressed.

Trust risk register

Risk 2636

Legal and Regulatory requirements:

No legal and regulatory requirements are met by the content of the paper.

Equality and Diversity implications:

Equality and diversity objectives are not directly affected.

Objective	How the report supports achievement of objectives:
Achieve an improvement in the percentage of service users who report that they are able to access the Trust services that they require	Not incorporated in this paper
Enhance our approach to involving and capturing the experience of hard to reach / seldom heard / varied community groups	Not incorporated in this paper
Using the national 'A Call to Action on Bullying and Aggression', internally take action to promote our Zero tolerance policy and address bullying and aggression when it occurs.	Not incorporated in this paper
Ensure that the Workforce Race Equality Standard is embedded and undertake proactive work around any areas of under-representation identified. In particular, we will seek innovative methods to have co-opted representation on the Trust Board from more diverse backgrounds.	Not incorporated in this paper
Are any of the following protected characteristics impacted by items covered in the paper	
Age	Disability
Gender Reassignment	Marriage and Civil Partnership
Pregnancy and Maternity	Race
Religion and Belief	Sex
Sexual Orientation	
<input type="checkbox"/>	<input type="checkbox"/>

Purpose

- 1.1 To provide a summary of the purpose and process relating to the Trust-wide Back to the Floor programme which is a key element of our commitment to staff engagement.

Background and process

- 2.1 The Back to the Floor Programme has been operating successfully for some five years now. The aims of the programme are to:
 - provide an opportunity for staff to share with Board Members their achievements, as well as the challenges they face particularly with a view to identifying any areas where actions would improve the working lives of our workforce
 - seek informal feedback from patients on their experience of using our services
 - promote the visibility of Board Members across the Trust and thereby contribute to our 'Well Led' assessment
- 2.2 Circa 85 visits take place each year across the Trust, although there are many more visits that take place informally outside the Back to the Floor programme. Visits are allocated to members of the Wider Executive Team who then contact the relevant services direct to make practical arrangements. Once dates are agreed, these are circulated to Non-Executive Directors to identify any visits they wish to attend.
- 2.3 The content of the visits is determined by the service. This could involve attending a team meeting for an informal discussion about working for CCS, or shadowing a clinician or both. Those arranging the visit should clarify the programme for the visit in advance and confirm that, where more than one member of the Board/Wider Executive Team is visiting, that this is acceptable to the service (particularly small services) and any patients involved.
- 2.4 Following each visit, those visiting the service complete a short template (Appendix 1) which:
 - summarises the visit
 - confirms the team's engagement with corporate communication channels
 - identifies any actions that could improve working lives and the appropriate person to review these actions to determine a) could improvements be made or b) if not, the rationale for this.

The draft report is then shared with the staff member from the service for accuracy checking, before being sent to the relevant Service Director/Manager for information, those identified as needing to take action, and the communications team. The Communication Team maintains the log of all actions identified, as well as action subsequently taken.
- 2.5 The top section of the visit summary (see Appendix 1) is shared via the intranet with quarterly updates on actions taken in response to back to the floor visits shared via Communications Cascade/the staff intranet.
- 2.6 Progress in terms of arranging visits, as well as issues raised and how they have been addressed, is discussed at Wider Executive Team meetings twice a year.

2.0 Recommendation:

- 2.1 The Board is asked to note the content of this report and identify any further actions that could be taken to:
 - improve the effectiveness of the Back to the Floor Programme
 - support Non-Executive Directors in their engagement with the programme

Karen Mason, Head of Communications, March 2018

Appendix 1: Back to the Floor Visit Template

Please return the completed form below **within five working days of your back to the floor visit** to dmanning@nhs.net **with a copy** to 1) the relevant Service Manager, 2) relevant Unit Manager and 3) anyone you have identified as needing to take forward outcomes if this is different to the Service or Unit Manager.

Date of Back to Floor	
Wider Management Team member attending	
Service visited	

Section 1: Please write a short summary of your visit – **this will be included in the staff newsletter/intranet** – and can include areas of good practice and/or challenges identified (no more than 300 words).

Section 2:

Are staff receiving communications cascade?

Are staff attending team meetings?

Are relevant issues from communications cascade discussed at team meeting?

Section 3: Actions from visit:

Please identify below any specific issues that you identified from the visit that need action and which manager you have emailed these to for progressing.

Please advise this person that outcomes against these actions should be emailed to dmanning@nhs.net within 20 working days of receipt of your email.

Date: