

Meeting Title	Board of Directors		
Date	16 November 2023	Agenda item	Bo.11.23.9

Committee/Academy Escalation and Assurance Report (AAA)

Report from the: People Academy

Date of meeting: 27 September 2023

Key escalation and discussion points from the meeting

Alert:

Industrial action – Faeem Lal, Interim Director of HR, updated the Academy on the latest Industrial Action and the significant impact this is having. A further period of industrial action begins at the start of October. The Trust is expecting significant disruption as it runs the equivalent of a Christmas Day service. Elective surgery is impacted, as although there are c.80% consultants choosing not to strike, the lack of Junior Doctors on the wards post-surgery is a risk. Emergency surgery continues and Consultants are focused on outpatient clinics and validation work.

High Level Risks - the Academy reviewed the High Level Risks relevant to the Academy. The risk of access to and use of a lone worker device for midwives out in the community has escalated to the register as the risk score has increased. Those with a device report issues with battery life and programming for each visit. The Trust is awaiting the agreement of a new lone worker device contract and there are no spares available. A timeline of the procurement process was requested. There are other mitigations in place for lone workers, but it was agreed that this risk be escalated to the Board.

Advise:

Nurse staffing – Sean Willis, Associate Chief Nurse, shared that the Board Assurance Framework for nursing and midwifery staffing has been reviewed and the Academy took assurance that the Trust is compliant. Retention and absence rates are improving and this, along with legacy mentors, is making a difference. Improvements have been made to the onboarding process and 40 international staff are arriving this week. A huge thank you to the Education Team and the Clinical Service Units (CSU) for their support in making this happen. Registered Nurse turnover has reduced from 13.5% to 10.2% over the last 6 months and midwifery turnover is one of the lowest rates in the region. There are 257 Band 5 vacancies, down from 281 in July, with most vacancies in the Emergency Department, Neonatal Unit and the Intensive Care Unit (ICU) although the Neonatal recruitment will be fully established by October. The next open day is 26 October. There are 180 Health Care Assistant (HCA) vacancies with 42 appointed to start shortly.

The **Non-Medical Appraisal Rate** has reduced. Faeem shared that the re-introduction of pay progression linked to the completion of mandatory learning and appraisals will help drive this up. He assured the Academy that managers were being supported with comprehensive training and communications ahead of the rollout.

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Assure:	
<p>The People dashboard is showing improvements in staff turnover from 10.9% in June to 10.48% in August, the lowest for 12 months. Staff absence has also reduced from 6.24% in June to 6.02% in August.</p> <p>Guardian of Safe Working Hours – Ray Smith, Chief Medical Office shared the Q1 23/24 results. There were 22 reports, a 50% reduction on the last quarter and the lowest for 2 years. 17 related to additional hours, totalling 14.75 hours. 1 related to a missed education opportunity. Within the 22 reports, 6 safety concerns were raised, not patient safety issues but individual levels of concern that have been addressed.</p> <p>Workforce Civility – Cat Shutt, Head of Organisational Development/Assistant Director of HR updated the Academy that the remit of the Civility Programme Board was expanding to include a Just and Learning culture and a revised vision, terms of reference and workplan has been created. The aim is for all Trust staff to have a one-hour Civility training session as a standard offer. The Civility toolkit has been refreshed to take account of staff feedback and will cover professional behaviours and banter; Kez Hayat, Head of Equality, Diversity and Inclusion (EDI) and the EDI have been heavily involved, as have the staff Psychology team. New staff advocates have been appointed and have attended EDI training.</p> <p>And we took some time out to celebrate the amazing achievements of Cat Shutt and the Organisational Development (OD) team who brought home the Team of the Year Award from the Healthcare People Management Association (HPMA) Awards last week. A well deserved award for a fantastic team who go above and beyond every day for the wellbeing and development of the Trust's people.</p> <p>A packed agenda but presenters respected time and gave headlines rather than talking through the papers that were assumed as read. Great contributions from a variety of attendees. We completed the Academy effectiveness survey live at the start of the meeting and we look forward to sharing the results and making improvements to the Academy shortly.</p>	

Report completed by:

Karen Walker
Academy Chair and Non-Executive Director
27 September 2023