

Council of Governors' Meeting: 16th January 2018**Chief Executive's Report****1. Welcome and Introduction**

- 1.1 This paper provides an update to the Council of Governors on the current issues for the Trust. I will be happy to respond to questions Governors may have on these or any other issues.

2. Performance & Governance

- 2.1 Introduced in 2016, the Single Oversight Framework (SOF) monitors providers' performance and considers their support needs under five themes: quality of care, finance and use of resources, operational performance, strategic change and leadership and capability improvement. NHSI gives each organisation a rating ranging from 1 – maximum autonomy to 4 – special measures based on routine monitoring of the five themes. The latest update to the framework, published in November 2017, improves its structure and presentation, changes some information/metrics and changes some of the indicators leading NHSI to consider the organisation's support needs. NHSI introduced a new assessment of system-wide leadership in relevant sustainability and transformation partnership (STP) ratings when considering providers' performance under the 'strategic change' theme.
- 2.2 The Trust continues to deliver its requirements under the SOF. The Trust is currently placed within Segment 1 within this framework.
- 2.3 The Council of Governors' Finance, Planning & Performance Sub Group continues to review the Trust's performance, including key operational targets.

3. National Developments**3.1 *Appointment of Chair of NHS Improvement***

The Health Select Committee have endorsed the appointment of Baroness Harding as the next chair of NHS Improvement. In addition, Ian Dalton will replace Jim Mackey as NHS Improvement chief executive. Mr Dalton, currently chief executive at Imperial College Healthcare NHS Trust in London, took over the role on 4 December 2017.

4. Local Developments

4.1 *Sustainability and Transformation Partnership (STP) update*

At its 30 November 2017 meeting, the NHFT Board of Directors received and considered the proposed STP Governance Framework. The Board recognised that the Framework would evolve and develop over time and agreed that it provided a foundation for good corporate governance. I am pleased to report the Board therefore endorsed the Governance Framework as drafted, whilst acknowledging that it was a “living” document which would result in future iterations being presented to the Board for further consideration and ratification.

At the same meeting, the Board also received the STP Programme Director’s report which highlighted the overall delivery status with significant focus on programme planning required for priority workstreams. Work remains ongoing to identify and establish both internal system and external resources for the programme. A stakeholder workshop ‘Working Together in Partnership’ was held on 27 September 2017. Going forward the Board will routinely receive the STP Programme Director’s report enabling both assurance and scrutiny from NHFT and system perspectives.

4.2 *Winter Preparedness*

The Northamptonshire Health and Social care system has been planning for the expected surge in activity over the winter months since early summer. A series of schemes designed to increase avoided admissions, improve flow through the hospitals or improve the number of delayed discharges in the system have been identified and have been or are being implemented. NHFT continues to play a pivotal role in supporting system resilience over the winter period.

4.3 *Workforce Strategy*

At its November 2017 meeting, the Board of Directors discussed and endorsed its new Workforce Strategy. The workforce strategy outlines the Trust’s approach to developing the organisation to ensure that it is equipped and enabled to meet the challenges it faces and support the delivery of the Trust vision and strategic objectives. Our aim is to have a healthy organisational culture, a sustainable and capable workforce, working in an integrated manner with partners and where the leadership and management of our people is effective and conducted in a manner that improves staff experience and lets us demonstrate that we have put our values into action. We want to be “an employer of choice” and attract, recruit and retain a compassionate, engaged, skilled and experienced workforce who deliver excellent patient care and who work together to continuously improve the quality of the services and care we provide. The strategy sets out the workforce priorities and framework for delivery to

achieve this. I know the strategy has already been circulated within the Staff & Resources Sub Group.

4.4 Workplace Wellbeing Charter accreditation

I am pleased to announce that the Trust has achieved the Workplace Wellbeing Charter accreditation. This is a great achievement for the Trust and demonstrates just how important our workforces health and wellbeing is to us and our on-going commitment to make our workplace a supportive and productive environment. These standards reflect best practice and are endorsed nationally by Public Health England. The Charter takes a holistic approach that includes leadership, culture and communication, as well as health and wellbeing topics such as physical activity, alcohol and mental health. The framework promotes rounded discussions between employer and employees about health, safety and wellbeing.

4.5 First Freedom to Speak Up Champion Appointed

I am pleased to announce Diana Belfon, equality and inclusion manager, as the Trust's first speaking up champion. As a speaking up champion, Diana will be supporting the Trust's Freedom to Speak Up guardian, Matt Asbrey, to promote an open and authentic culture based on the principles of speaking up.

4.6 East Midlands Leadership Academy - Visible Leaders Network

I am also pleased to confirm that Diana Belfon has now been appointed as Co-Chair of the East Midlands Leadership Academy Visible Leaders Network, which is a network for BME staff in the East Midlands.

4.7 Cultural Ambassadors

I am pleased to announce that NHFT now has six Cultural Ambassadors. This new, innovative and exciting role will make a real difference in our Trust. The initial focus of the role will be to address concerns throughout the NHS that a disproportionately high number of staff from Black and Minority Ethnic (BME) backgrounds are subject to formal disciplinary proceedings.

Over three days on 27 November to 29 November 2017, six BME members of staff received cultural ambassador training from the Royal College of Nursing. During the training staff members looked at the reasons for bias, what the NHS data and our workforce data report on the experiences of BME colleagues in work, and develop skills as a critical friend.

4.8 *Professor Ian Wall Speaks at International Conference, Australia*

Professor Ian Wall, Clinical Director and Specialist in Forensic and Legal Medicine within Serenity, the Sexual Assault Referral Centre, recently presented to an international conference. Ian attended the Royal College of Pathologists of Australasia Forensic Interim Meeting in Adelaide, Australia on 4 November 2017. Ian delivered a lecture on the role of faculty of forensic and legal medicine and also talked about the work carried out at Serenity and how the service has developed. Well done Ian and for putting NHFT on the international map!

4.9 *Feedback*

2017 was an amazing year for the Trust and one that I am particularly proud of. The hard work, dedication and passion from all our staff has made a real difference to patient care and this is something reflected in all of our engagement channels, not just from patients, carers and families but also from each other; staff to staff recognition. To highlight this, I wanted to share with the Council examples of the positive feedback we received in 2017:

- iWantGreatCare* – 16,000 positive comments with top ratings including areas; patient/parent dignity and respect, staff kindness and compassion and patients feeling safe in our care. This gave us an overall star rating of 4.81 out of 5 – a great achievement (*around 60% of the patients, families and carers we see leave comments);
- Datix compliments – 1,245 positive compliments were recorded on Datix this year with the top reason; care and understanding, thank you's and quality of care;
- NHFT Quality Award nominations – this year we saw the largest number of nominations ever received. Staff, patients, families and carers nominated a total number of 178 individual and teams which gave us our annual award winners;
- Staff to staff thank you's – the making a difference forum on The Staff Room (the Trust's intranet) has received 240 staff thank you's. It is really encouraging to see staff are thanking each other and recognising their hard work each and every day.

After reading the points above, I hope you feel as impressed as I do.

5. **Recommendation**

5.1 The Council of Governors is asked to receive this report.

Angela Hillery, Chief Executive
9th January 2018