

<b>REPORT TITLE:</b>	Board Level Metrics for People		
<b>SPONSORING EXECUTIVE:</b>	Richard Beeken, Chief Executive		
<b>REPORT AUTHOR:</b>	Frieza Mahmood, Chief People Officer Kam Dhami, Director of Governance Ruth Wilkin, Director of Communications		
<b>MEETING:</b>	Public Trust Board	<b>DATE:</b>	8 <sup>th</sup> June 2022

<b>1. Suggested discussion points</b> <i>[two or three issues you consider the Trust Board should focus on in discussion]</i>
<p>Each member of the Executive Team has personally provided their own commentary to the area for which they are the lead within the People Strategic Objective.</p> <p>This report, when working as we would expect it to, should enable the board to operate at strategic level, confident in the work of the sub-committees in testing assurance and understanding further detail provided by the executive and their teams.</p>

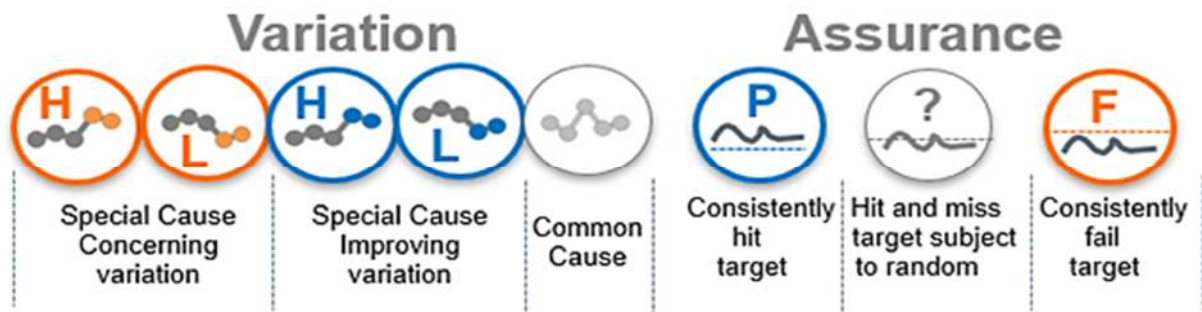
<b>2. Alignment to our Vision</b> <i>[indicate with an 'X' which Strategic Objective[s] this paper supports]</i>						
<table border="1"> <thead> <tr> <th>OUR PATIENTS</th> <th>OUR PEOPLE</th> <th>OUR POPULATION</th> </tr> </thead> <tbody> <tr> <td>To be good or outstanding in everything that we do</td> <td>To cultivate and sustain happy, productive and engaged staff</td> <td>To work seamlessly with our partners to improve lives</td> </tr> </tbody> </table>	OUR PATIENTS	OUR PEOPLE	OUR POPULATION	To be good or outstanding in everything that we do	To cultivate and sustain happy, productive and engaged staff	To work seamlessly with our partners to improve lives
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<b>3. Previous consideration</b> <i>[at which meeting[s] has this paper/matter been previously discussed?]</i>
N/a

<b>4. Recommendation(s)</b>
The Public Trust Board is asked to:
<b>a. RECEIVE:</b> and note the report for assurance
<b>b.</b>
<b>c.</b>

<b>5. Impact</b> <i>[indicate with an 'X' which governance initiatives this matter relates to and, where shown, elaborate in the paper]</i>						
Board Assurance Framework Risk 01	Deliver safe, high-quality care.					
Board Assurance Framework Risk 02	Make best strategic use of its resources					
Board Assurance Framework Risk 03	Deliver the MMUH benefits case					
Board Assurance Framework Risk 04	X	Recruit, retain, train, and develop an engaged and effective workforce				
Board Assurance Framework Risk 05	Deliver on its ambitions as an integrated care organisation					
Corporate Risk Register [Safeguard Risk Nos]						
Equality Impact Assessment	Is this required?	Y	N	X	If 'Y' date completed	
Quality Impact Assessment	Is this required?	Y	N	X	If 'Y' date completed	

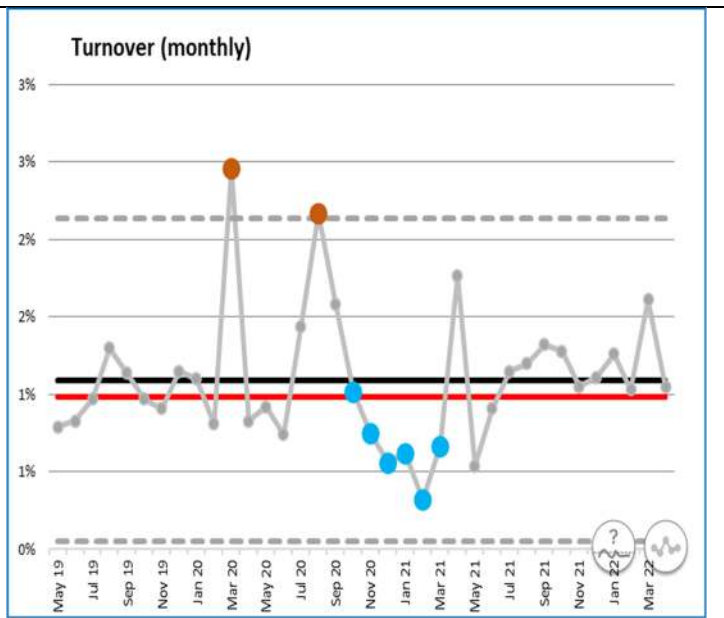
Board Level Metrics for People



CQC Domain	Well-Led
Trust Strategic Objective	Our People
Executive Lead(s): Chief People Officer & Director of Governance	Statistical Process Control (SPC) Trend Charts
<p><b>Days Lost to Sickness Absences</b></p> <p>There has been an increase in our sickness absence performance for April rising to 6.6% from 6.1% for the previous. This is above the targeted reduction to 6% for month 1. Focused work continues with the groups to drive down reductions in key hotspots areas and institute group level improvement plans with the necessary oversight.</p>	<p><b>Absence - lost days</b></p> <p>The chart displays monthly data for 'Absence - lost days' from May 2019 to March 2022. The y-axis ranges from 0 to 25,000 days lost. A solid black horizontal line represents the current performance level, and a red horizontal line represents the target level at approximately 7,000 days lost. The data shows a significant spike in March 2020 (around 20,000 days lost) and another spike in January 2022 (around 20,000 days lost). The chart also includes SPC icons for 'Special Cause Concerning variation' (orange H/L) and 'Special Cause Improving variation' (blue H/L) for the months of January and March 2022.</p>

**Turnover (Monthly)**

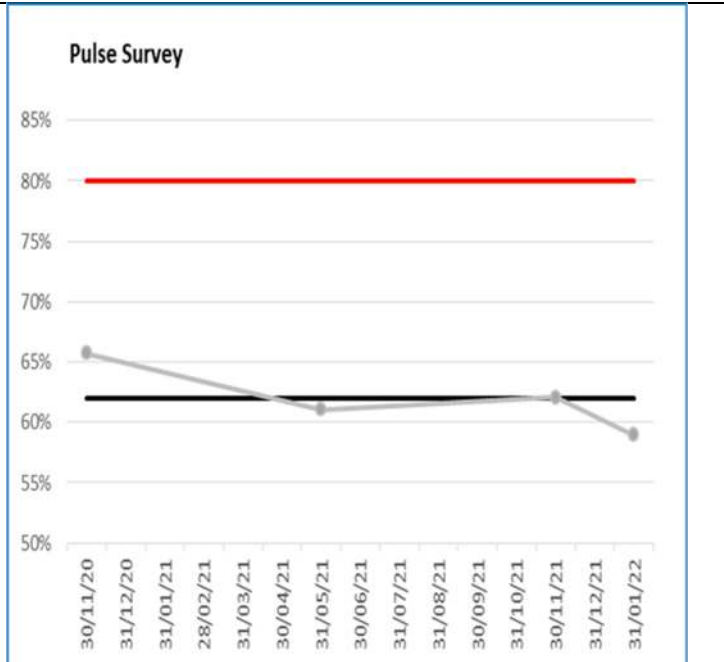
We have seen an improvement in our rolling 12-month average turnover figure for the month of April which has decreased from 14.45% to 13.61%. A focused NHSEI sponsored Retention plan is in plan supported by a Quality Improvement Methodology endorsed by People and Organisation Development Committee (PODC). The aim of this is to target key areas on a pilot basis for rollout more widely in the Trust post evaluation. We continue to analyse reasons for leaving and engage in stay conversations with staff across the Trust



**Staff engagement – survey results**

The Pulse survey for Q1 2022-23 is now complete. There has been an improvement in response rate to 22% with 1625 responses received.

Staff engagement has improved to 6.56 from 6.45 from the first Pulse survey. Within the staff engagement score, it is encouraging that Motivation and Involvement have improved. Advocacy has seen a slight decline from the first survey to this quarter’s score (6.51 vs 6.49) although this has increased from the previous quarter (6.40).



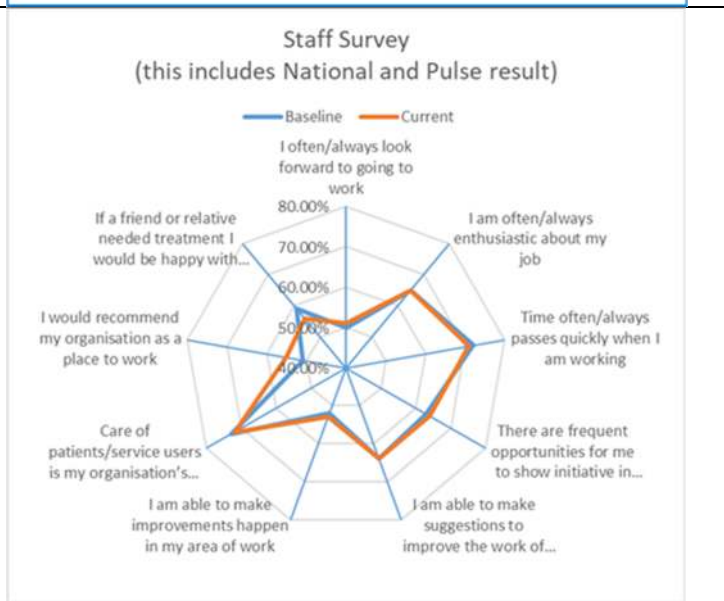
**Pulse Survey (2)**

The biggest improvement is in staff recommendation of the organisation as a place to work which has increased by 4% in the two preceding Pulse surveys.

Lower scoring responses remain in:

- Looking forward to going to work
- Making improvements happen in area of work

Although both of these questions have seen more positive responses than the previous survey.



## Risk Mitigations

Whilst the trend of overdue mitigations remains upward, what the chart does not show is that compared to the March 2022 graph, the number of risk mitigations open and overdue has more than halved.

This shows the good work Groups and Directorates are doing in reviewing their risks in a timely way and also in ensuring the actions to address them are actively managed and closed or revised appropriately.

