

REPORT TITLE:	Board Level Metrics for People		
SPONSORING EXECUTIVE:	Richard Beeken, Chief Executive		
REPORT AUTHOR:	Frieza Mahmood, Chief People Officer Ruth Wilkin, Director of Communications		
MEETING:	Public Trust Board	DATE:	2 nd November 2022

1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on in discussion]*

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.

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.

2. Alignment to our Vision *[indicate with an 'X' which Strategic Objective[s] this paper supports]*

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
	X	

3. Previous consideration *[at which meeting[s] has this paper/matter been previously discussed?]*

n/a

4. Recommendation(s)

The Public Trust Board is asked to:

a. RECEIVE and note the report for assurance

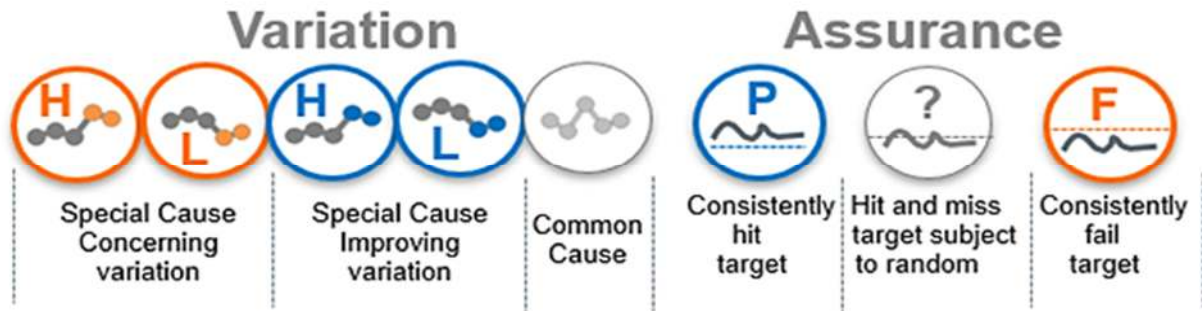
5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and, where shown, elaborate in the paper]*

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	

SANDWELL AND WEST BIRMINGHAM NHS TRUST

Report to the Public Trust Board: 2nd November 2022

Board Level Metrics for People

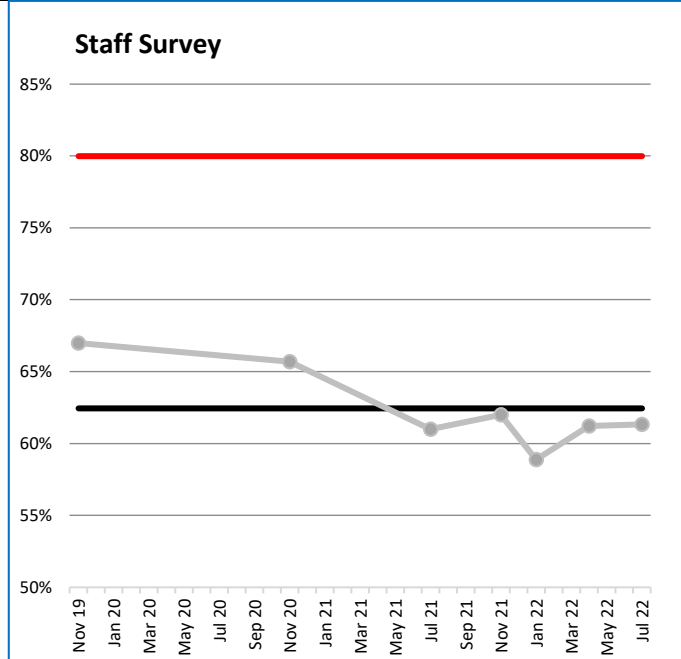


Trust Strategic Objective	Our People																																						
Executive Lead(s): Chief People Officer & Director of Governance	Statistical Process Control (SPC) Trend Charts																																						
<p>Sickness Absence (Rolling 12 Months)</p> <p>Sickness absence has been on an upward trajectory over the last 12 months and is reflective of the position across the ICS .</p> <p>Stress, anxiety, and other mental health conditions continue to be the main reason for sickness absence and Cold, Cough, Flu-influenza is the second main reason for absence, which includes COVID 19 absences.</p> <p>Targeted improvement actions plans have been developed by Groups and shared at People and OD committee in September 2022. This is in addition to the Trust Wide wellbeing support that is available for staff to access.</p>	<p>Sickness Absence (Rolling 12 Months)</p> <table border="1"> <caption>Approximate data points from the SPC Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Sickness Absence (%)</th> </tr> </thead> <tbody> <tr><td>Oct 19</td><td>5.0</td></tr> <tr><td>Dec 19</td><td>5.0</td></tr> <tr><td>Feb 20</td><td>5.0</td></tr> <tr><td>Apr 20</td><td>5.5</td></tr> <tr><td>Jun 20</td><td>5.5</td></tr> <tr><td>Aug 20</td><td>5.5</td></tr> <tr><td>Oct 20</td><td>5.5</td></tr> <tr><td>Dec 20</td><td>5.5</td></tr> <tr><td>Feb 21</td><td>5.8</td></tr> <tr><td>Apr 21</td><td>5.5</td></tr> <tr><td>Jun 21</td><td>5.5</td></tr> <tr><td>Aug 21</td><td>5.5</td></tr> <tr><td>Oct 21</td><td>5.5</td></tr> <tr><td>Dec 21</td><td>5.8</td></tr> <tr><td>Feb 22</td><td>6.0</td></tr> <tr><td>Apr 22</td><td>6.2</td></tr> <tr><td>Jun 22</td><td>6.4</td></tr> <tr><td>Aug 22</td><td>6.5</td></tr> </tbody> </table>	Month	Sickness Absence (%)	Oct 19	5.0	Dec 19	5.0	Feb 20	5.0	Apr 20	5.5	Jun 20	5.5	Aug 20	5.5	Oct 20	5.5	Dec 20	5.5	Feb 21	5.8	Apr 21	5.5	Jun 21	5.5	Aug 21	5.5	Oct 21	5.5	Dec 21	5.8	Feb 22	6.0	Apr 22	6.2	Jun 22	6.4	Aug 22	6.5
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Staff / Pulse Survey

In Q3 2022-23 - the 2022 NHS Staff survey opened to all staff on 27 September and will close on Friday 25 November. Initial results will be expected early in 2023.

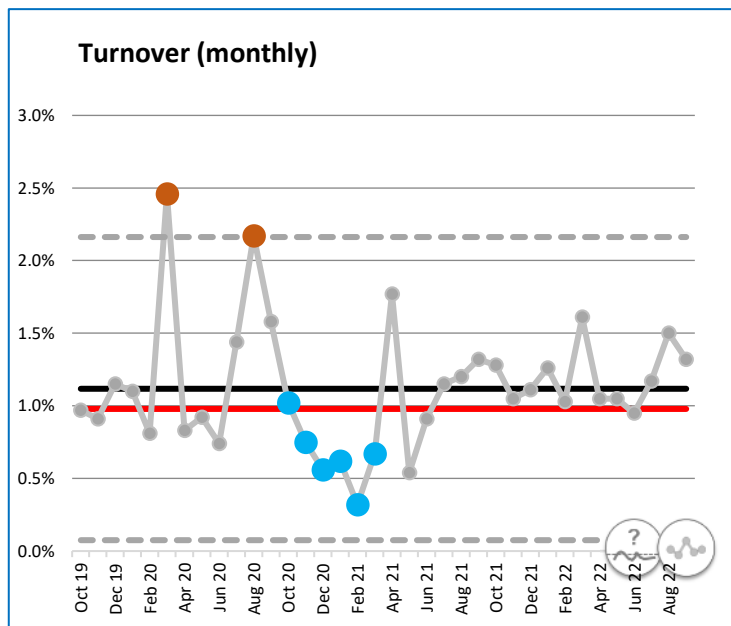
In 2021 our response rate was 39 per cent and this has remained similar for the past three years. This is lower than the median for similar organisations (acute and community Trusts). This year we want to significantly increase the numbers of respondents to the survey which we know is challenging amidst the pressures on NHS staff and our healthcare services.



Turnover (monthly)

Turnover has seen an upward trajectory since the start of the pandemic and this is true across our system. Model Hospital data shows that our leaver rates are, however, lower than the average of our peers in our system.

Our exit survey responses for the period April 2021 - August 2022 show that the top 5 reasons for leaving given are as follows: Worklife balance, Lack of opportunities for internal career development/promotion, Dissatisfaction with working conditions (e.g. workload, environment, resources), Lack of management support, Retirement.



The Trust People Plan will play a significant role in helping us transform our culture and improve the experience of our staff.

As outlined previously in addition to a focused Retention Plan that is in place (including for professional groups) we have also commenced a quality improvement deep dive programme on retention. A detailed update on the retention programme is due to be considered at the People and OD Committee in December.

Staff / Pulse Survey

In the Q2 2022-23 Pulse survey, the most positive scores continue to be for “Time often/always passes quickly when I am working” and “I am able to make suggestions to improve the work of my team / department”. The least positive score is for “I often/always look forward to going to work.”

Staff Survey
(this includes National and Pulse result)

