

**REPORT TO THE TRUST BOARD  
3 DECEMBER 2020**

|                                       |  |
|---------------------------------------|--|
| <b>Title</b>                          | Progress Report People Plan                |
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**Purpose of the Report:**

To update the Trust Board on the progress as outlined in the People Plan. This paper also provides assurance in terms of the response to COVID 19 as well as an update in terms of general People & Culture activities and projects such as the Respect and Dignity at Work and Covid 19, Race and Privilege.

**Summary of Key Issues:**

This paper sets out to give an update in terms of the ongoing Covid 19 response including staff swab and lateral flow testing, Covid 19 Vaccination, parking, accommodation and childcare.

We continue to push risk assessments for new joiners and for review of risk assessments for existing staff when individual's circumstances change and are in the process of rolling out wellbeing conversation as required in the NHS People Plan.

In terms of People Relations, the number of disciplinary and grievance cases remain stable and we are commencing a project called Respectful Resolution to increase the uptake of informal solutions for aggrieved staff whilst decreasing formal investigations. The number of appeals has significantly reduced and employment tribunals have increased to 11.

Building on the Respect and Dignity @Work project, we have run 9 Covid, Race and Privilege sessions across the Trust. In addition to a Governor session and a Trust Board session. These have been well attended and we have run four sessions with the Chief Executives Discussion group focusing on:

- What it means to be White?
- Whiteness;
- Privilege;
- Micro Aggressions;
- How can we actively become an anti-racist organisation?

The Trust have been shortlisted for four award categories across three award categories:

- HSJ Awards, NHS Workforce Race Equality Standard (WRES) – Compassion and equality in employee relations.
- Employee Benefits Awards, Best Diversity & Inclusion Strategy and Best Employee Support Strategy During a Crisis.
- Engage Awards, Best Employee Wellbeing Strategy

## Strategic priorities this paper supports

|   |   |  |
|---|---|--|
| Improved patient experience                 | ☒ | There is a strong evidence base that engaged staff provide better patient care and outcomes.   |
| Improved health of the communities we serve | ☒ | We are taking a population health approach to staff wellbeing.   |
| Improved staff experience                   | ☒ | The approach to improvement sets out in this paper are designed to directly improve staff experience                                   |
| Improved value for money                    | ☒ | There is a strong evidence base that engaged staff and more health and productive at work, and therefore contribute to value for money |

## Committees/Meetings where this item has been considered:

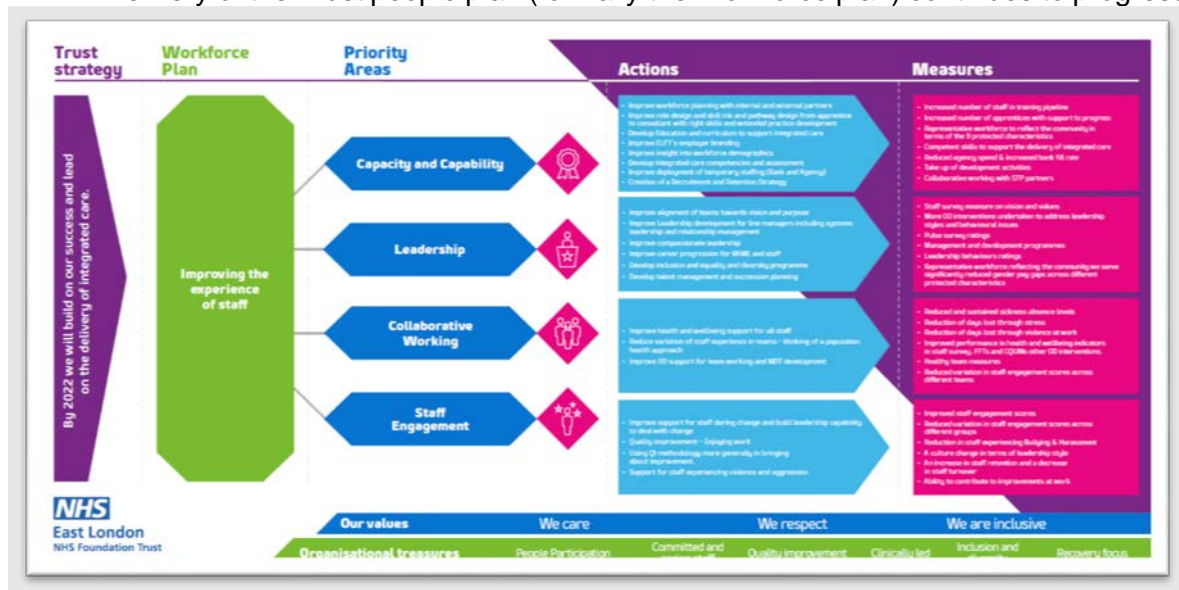
| Date    | Committee/Meeting   |
|---------|---|
| Various | Some aspects discussed at the Appointments and Remuneration Committee |

## Implications:

|                          |   |
|--------------------------|---|
| Equality Analysis        | The Trust's action plan is designed to improve equality through the reduction in variation between different staff groups.                      |
| Risk and Assurance       | If staff are not engaged at work, there is a clear risk that patient care will be adversely affected.   |
| Service User/Carer/Staff | As above, the work in this area is designed to improve staff experience. Evidence shows a clear link between staff experience and patient care. |
| Financial                | Evidence shows that high staff engagement is strongly correlated with low sickness absence levels, which has a financial benefit to the Trust.  |
| Quality                  | Evidence shows a clear link between staff satisfaction and patient care.  |

## 1. Background

### 1.1 Delivery of the Trust people plan (formally the Workforce plan) continues to progress well.



### 1.2 This paper sets out to provide assurance as well as a progress report on the delivery against the People Plan. The Trust's 4 key priorities are:

- Improved Population Health Outcomes

- Improved experience of Care
- Improved Staff Experience
- Improved Value

## **2. COVID 19**

We have reinstated twice weekly P&C silver command meetings. And have recruited a replacement interim Project Manager: Trust Covid-19 recovery programmes to help us to create a sustainable infrastructure around Covid related functions such as staff testing, vaccination, accommodation and car parking. We are in the process of recruiting a second project manager because of the increased demands in terms of the Covid vaccination programme.

## **3. Staff testing**

Staff with Covid-19 symptoms have access to swab testing in London and Luton and Bedfordshire. Specific Covid-19 swab testing for asymptomatic staff has been set up and put into action as required to support locality Covid-19 outbreaks within ELFT. A programme of regular testing of asymptomatic staff is being developed prioritising staff that regular visit care homes as part of their work.

Covid-19 antibody testing ceased at the end of September giving a greater emphasis on asymptomatic staff testing and the potential use of new rapid staff testing equipment is likely. The new Covid-19 national testing strategy is expected to include testing front line staff up to twice weekly and the Trust is awaiting more information regarding the implementation plans for this.

## **4. Staff accommodation**

As the Trust embarks on a second lockdown, we want to ensure that we continue to support staff who need accommodation because they have relatives who are protecting due to vulnerabilities. Our accommodation offer has been modified to give greater clarity on eligibility criteria. However, if staff need accommodation, we will endeavour to help them, working with our local partners. Staff should approach their managers to discuss their eligibility for accommodation based on the criteria outlined in the guidance which includes their risk assessment.

## **5. Car parking**

We understand that some local London Boroughs are continuing to support free car parking for healthcare staff if their travel is related to legitimate NHS business. However, not all London Boroughs are doing so. Staff are advised to check before they intend to park. We are in the process of engaging local authority parking teams to get an accurate picture of what is currently being offered. We will update our communications regularly with this information.

## **6. People and Culture policy and guidance**

During the main phase of the Coronavirus pandemic, some of our People & Culture policies were revised to make special, temporary provisions to support staff—for example, to support the taking of certain types of leave. We are reviewing these policies and guidance documents to ensure that these changes remain fit for purpose.

## **7. Communications**

We are in the process of updating our staff-facing communications related to ELFT's provision for staff during the pandemic. These changes reflect developments in the wider environment as the country emerges from lockdown, as well as changes to some of the arrangements that we put in place for staff at the start of the Coronavirus pandemic. We are seeking to reflect upon and learn from ELFT's experience of supporting and protecting staff through the Covid-19 pandemic. We want to understand how we can best strengthen and build on this for the future as we return to a 'new normal', and at the same time maintain a state of readiness in the event of a second wave of Coronavirus in the population.

## **8. Risk Assessments for staff**

We continue to encourage managers and staff to continually review risk assessments in order to mitigate the risk to staff and their families. Whilst we achieved the target of 95%, we have dipped slightly to 91% of all staff and this is due to turnover.

We have continued to review the risk assessment process, form and guidance with our Occupational Health provider; Team Prevent and have engaged with the ELFT Ability Network. We are always working through how to sustain the risk assessments and to make it a part of the on-boarding process. We're working collaboratively with Staff side to focus on how we support managers to have meaningful conversations in order to mitigate the risks to our staff.

## **9. Childcare**

Following an internal poll to assess the need for childcare provision, we signed up with an organisation called Yoopies which connects staff with childcare provision via an App/website. This service has been extended for a further three months.

## **10. Hardship Fund**

A review of the Hardship Fund criteria has taken place and the criteria is being changed so that staff or service users can request a maximum of £1000. The aim is to help as many people in possible in hardship and grants can only be awarded up to the value in the charitable fund. The updated criteria and application form will be communicated across the Trust and available to access on the Intranet. The Hardship Fund panel last met on 10 November 2020 and the outcomes of this are currently being finalised.

## **11. Wellbeing Conversations**

As per the People Plan, all staff are required to have a wellbeing conversation. We have taken the learning from the Risk Assessment process and will work on the creation of an ESR linked wellbeing conversation template. In the meantime, a line manager and employee guide to the wellbeing conversation have been created and are due to launch w/c 23 November. We have built on the approach that we deployed in managing the risk assessment conversation and have opted for an informal conversation at various different 'touch points' such as supervision, appraisal, well-being conversation or any other interaction – so it become a general conversation. Rather than a process which is formal and recorded.

## **12. Award nominations**

We are incredibly proud to have been shortlisted, and are finalists for four awards across three categories:

**HSJ NHS Workforce Race Equality Standard (WRES)** - Compassion and equality in employee relations.

### **Employee Benefits Awards**

Best Diversity & Inclusion Strategy

Best Employee Support Strategy During a Crisis.

### **Engage Awards**

Best Employee Wellbeing Strategy



## **13. Staff Survey**

We are currently continuing the annual national staff survey campaign – as of 16 November 2020 we are at a 32.8% (2003 respondents from an eligible sample of 6113 staff – leader board included on page 4). Like a number of Trusts, we are seeing a decline in the number of respondents. We continue to promote the staff survey through:

Staff survey communications have been included in each Trust wide weekly bulletin;

A glossy brochure that shows are that has been done since the last staff survey

<https://www.elft.nhs.uk/Staff-Survey-2020>

A staff survey reminder email was sent out trust wide week commencing 16 November.

A PlayStation 4 500GB has been donated by our home technology scheme to be used a lucky draw to increase staff survey participation;

A staff survey poster campaign and brochure have been launched;

Pando, text messages, Twitter content and tailored service director comms have been introduced to the campaign as at 9/11.

Videos from the Interim CEO Paul Calaminus

<https://www.youtube.com/watch?v=ow7lqcOUJHE> Director of People & Culture,

<https://www.youtube.com/watch?v=AIChrZEMy6Q> Staff side Chair

[https://www.youtube.com/watch?v=ZK6qNwA\\_ZLQ&feature=emb\\_title](https://www.youtube.com/watch?v=ZK6qNwA_ZLQ&feature=emb_title) and the ELFT

Ability chair: [https://www.youtube.com/watch?v=6sisx0bjFck&feature=emb\\_title](https://www.youtube.com/watch?v=6sisx0bjFck&feature=emb_title)

|                                    | Eligible Sample | Respondents | Monetary value raised | Response Rate |
|------------------------------------|-----------------|-------------|-----------------------|---------------|
| PRIMARY CARE                       | 74              | 39          | £195.00               | 52.70%        |
| SPECIALIST CHS                     | 136             | 65          | £325.00               | 47.80%        |
| COMMUNITY SERVICES - TOWER HAMLETS | 209             | 88          | £440.00               | 42.10%        |
| BEDFORDSHIRE CHS                   | 495             | 193         | £965.00               | 39.00%        |
| CORPORATE                          | 635             | 245         | £1,225.00             | 38.60%        |
| BEDFORD                            | 674             | 246         | £1,230.00             | 36.50%        |
| TOWER HAMLETS                      | 594             | 205         | £1,025.00             | 34.50%        |
| NEWHAM CHS                         | 457             | 153         | £765.00               | 33.50%        |
| SPECIALIST SERVICES                | 893             | 260         | £1,300.00             | 29.10%        |
| CITY & HACKNEY                     | 575             | 167         | £835.00               | 29.00%        |
| LUTON                              | 358             | 96          | £480.00               | 26.80%        |
| NEWHAM                             | 479             | 119         | £595.00               | 24.80%        |
| FORENSIC SERVICES                  | 534             | 127         | £635.00               | 23.80%        |

#### 14. Employee Relations Report – October 2020

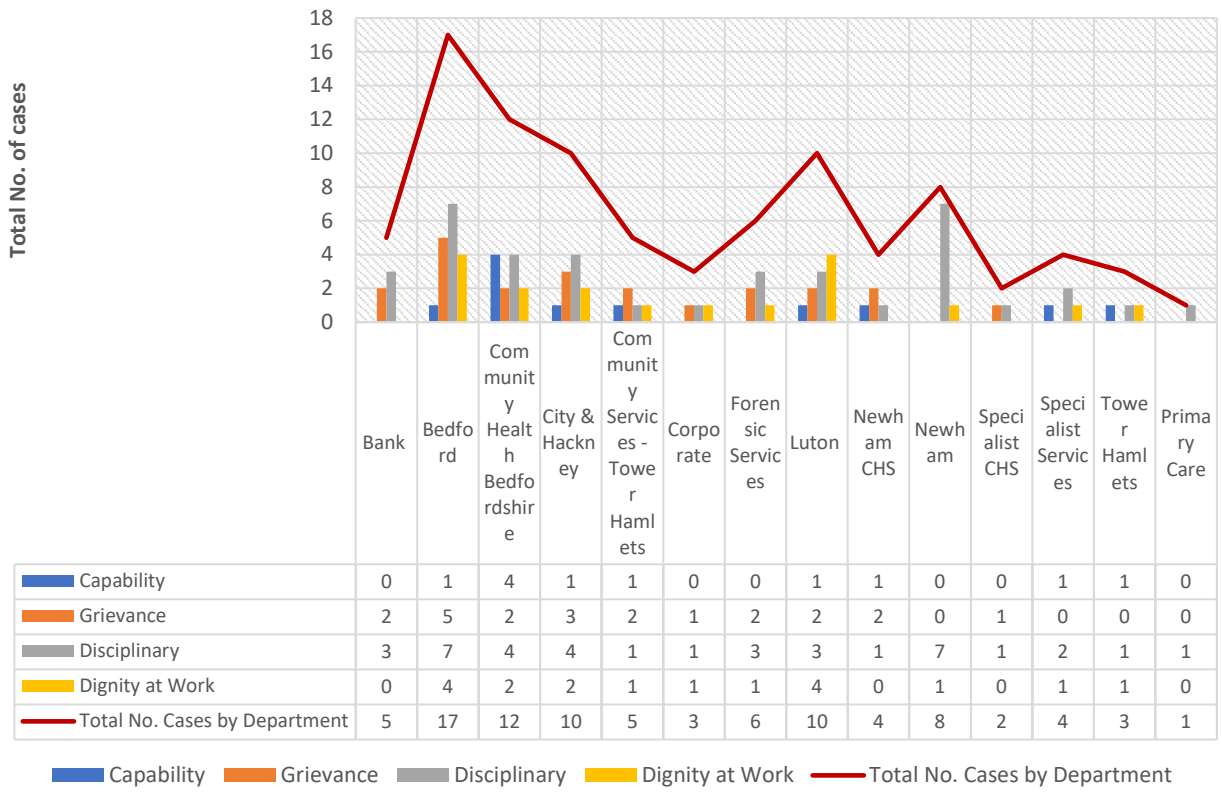
In total, there are: 84 live ER cases plus 11 Employment Tribunal cases & 1 EAT, 99 long-term sickness cases, and 386 short-term sickness cases being managed by the People Relations team.

#### ER Case Breakdown by Month

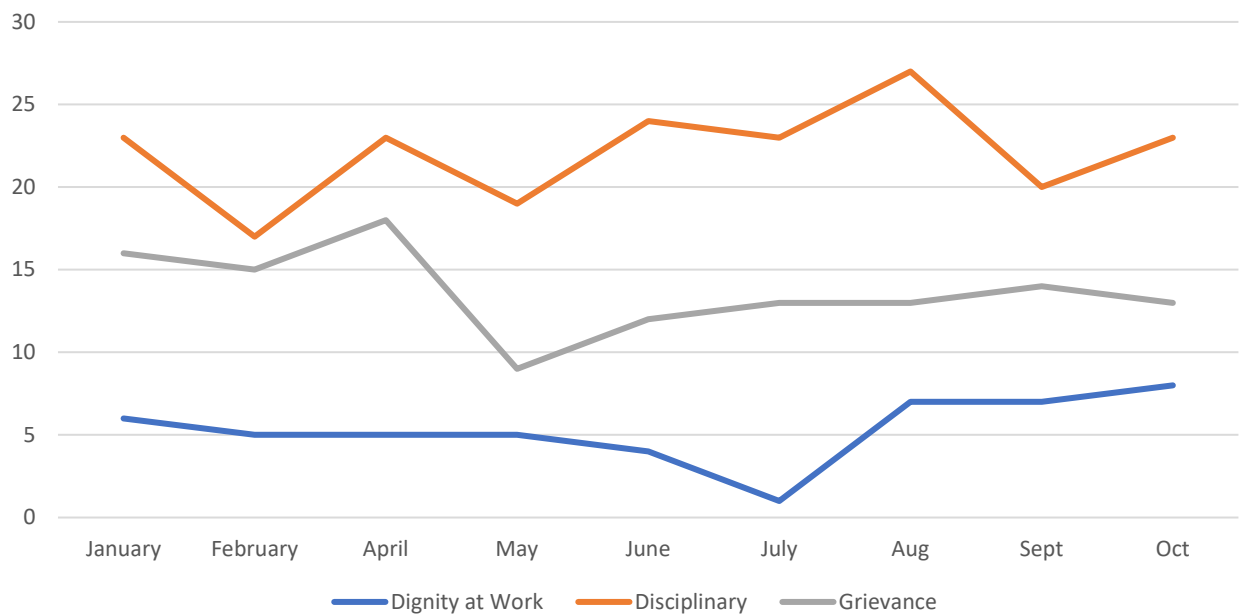
| Case Type              | Oct       | Nov       | Dec       | Jan       | Feb       | March     | April     | May       | June       | July      | Aug       | Sept      | Oct       |
|------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|
| Capability             | 22        | 22        | 21        | 21        | 18        | 18        | 15        | 14        | 14         | 13        | 11        | 11        | 11        |
| Dignity at Work        | 10        | 10        | 12        | 10        | 9         | 5         | 5         | 7         | 10         | 9         | 12        | 13        | 14        |
| Disciplinary           | 37        | 31        | 31        | 34        | 34        | 41        | 42        | 43        | 48         | 46        | 41        | 41        | 38        |
| Disciplinary (Medical) | 0         | 0         | 0         | 0         | 0         | 1         | 1         | 1         | 1          | 1         | 1         | 1         | 1         |
| Grievance              | 20        | 27        | 26        | 19        | 20        | 21        | 21        | 17        | 19         | 17        | 21        | 21        | 20        |
| Tribunals              | 9         | 9         | 10        | 9         | 9         | 8         | 8         | 9         | 8          | 9         | 9         | 8         | 11        |
| <b>Total</b>           | <b>98</b> | <b>90</b> | <b>90</b> | <b>93</b> | <b>81</b> | <b>94</b> | <b>92</b> | <b>91</b> | <b>100</b> | <b>95</b> | <b>95</b> | <b>96</b> | <b>95</b> |

The number of Disciplinary cases has decreased by 3 & Grievances by 1. Capability cases have remained the same from August. Dignity at Work cases have increase by 1. The Director of People & Culture has joined a working group set up by NHS England specifically to focus on reducing the number of staff from Black, Asian and Minority Ethnic Communities (BAME) who are in formal disciplinary processes

## Number Of Cases By Directorate



## Cases over 90 Days



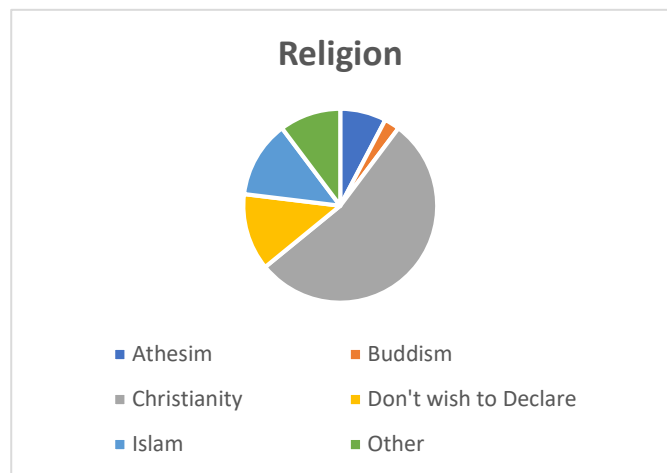
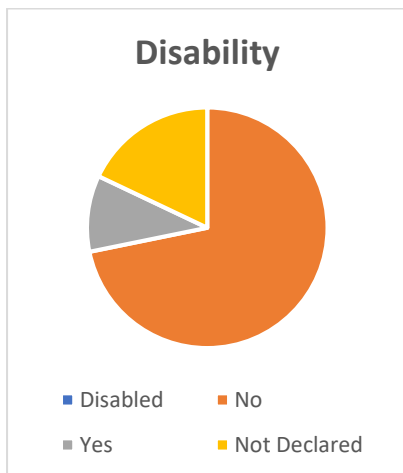
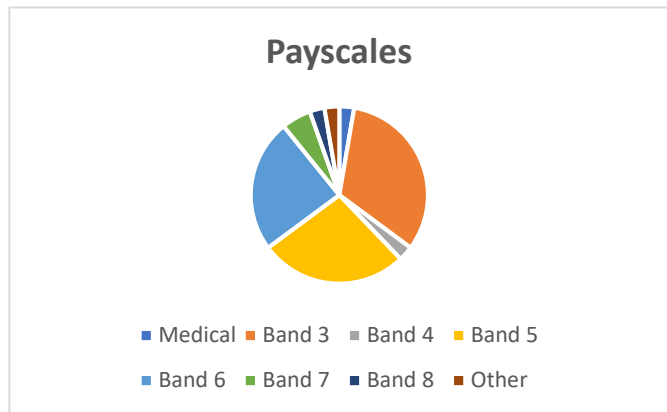
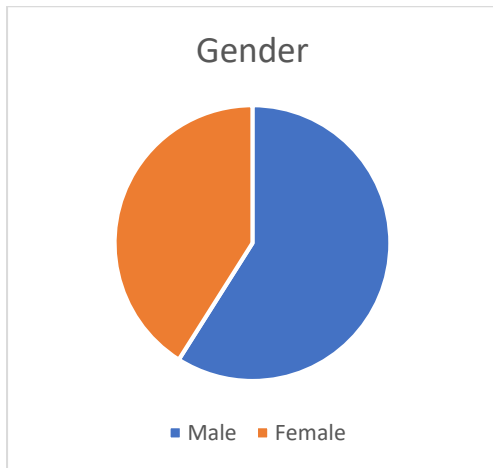
The highest numbers of cases beyond 90 days are Disciplinary cases.

### Allegation Type

An analysis has been done on the range of allegations that are at a formal stage of the Disciplinary process. The top 3 fall into the following:

| Allegation Type         | Number |
|-------------------------|--------|
| Breach of Confidence    | 4      |
| Inappropriate behaviour | 5      |
| Unauthorised Absence    | 4      |

### Summary of Disciplinary cases by Demographics



A significant proportion of Trust Disciplinary cases are against are against Band 3, and Band 6 men.

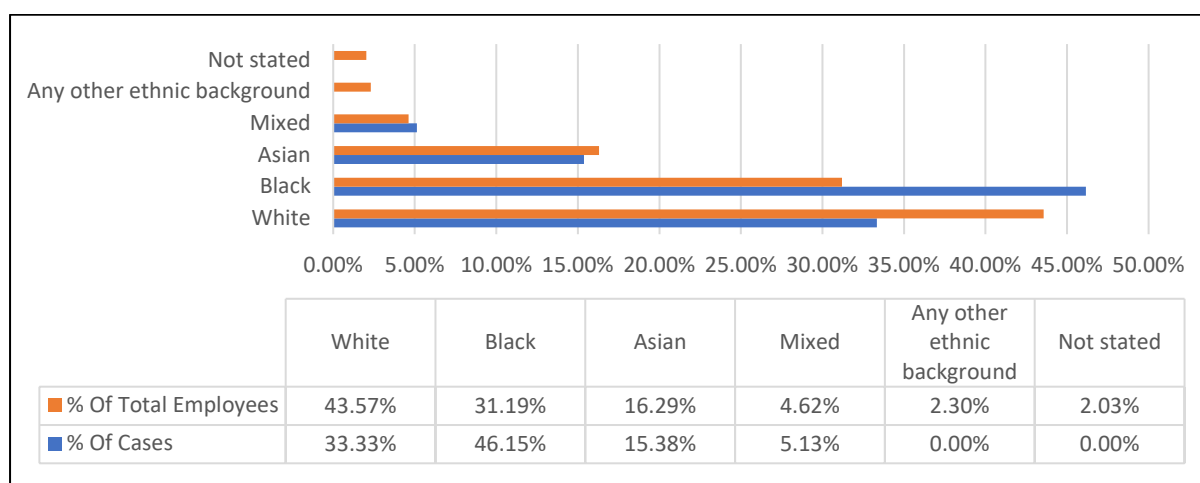


## Number of suspensions per month

| Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct |
|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-----|------|-----|
| 5   | 3   | 2   | 2   | 2   | 2   | 2   | 2   | 2    | 1    | 1   | 1    | 2   |

At present 2 employees are suspended from the Trust (Newham) one for a potential criminal act and one for assault. There are also currently 12 employees on restricted duties.

## Comparison of Ethnicity of Open Disciplinary cases with the Ethnic split of Trust



## Appeals

The Trust has 2 live appeals, 1 Grievance and 1 Disciplinary.

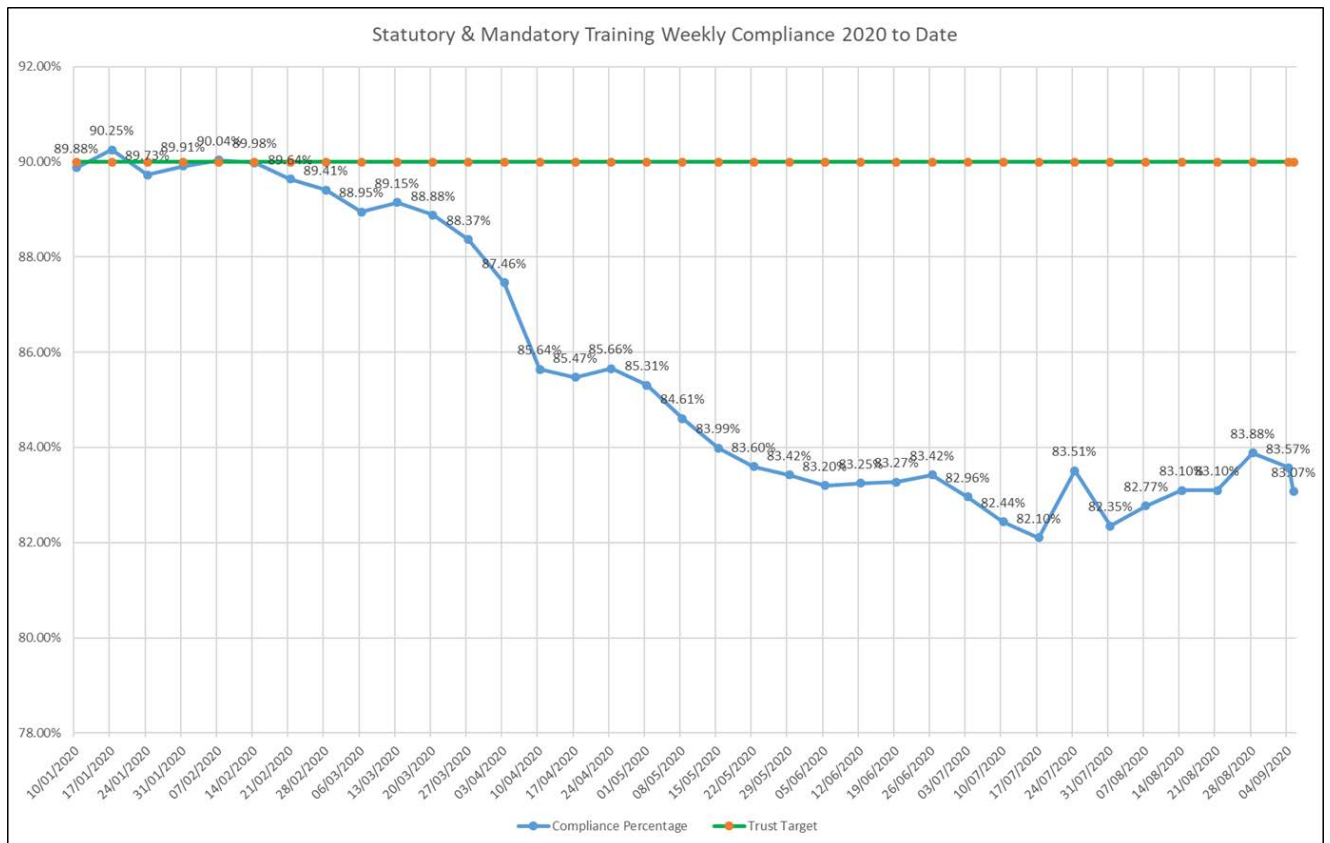
## Summary of Employment Tribunal cases

There are currently 11 ETs. The Trust received 4 new ETs. One of the 9 ETs has been re-scheduled to June 2021 due to Covid-19, one is on hold due the person being ill, but an application has been submitted to strike the claim out.

### 15. Statutory and Mandatory Training

Training compliance rose steadily over a 10-month period and reached the trust target in January 2020.

Compliance levels dropped away during COVID 19 Wave 1 due to a reduction in classroom learning sessions. These sessions have now recommenced in a COVID safe format and this has in some way limited the decline. An increase in classroom sessions are planned over the next 3 months, along with a focus on the maintenance of e-learning training. The weekly compliance reports that were a large part of the improvement activity in 2019 restarted in August and these will now include a specific e-learning profile. New activities include the launch of virtual training sessions via zoom for some key learning activities such as Adult Safeguarding allowing for the delivery of training to start in a way that supports the delivery of the content but not limited by local delivery increasing attendance.



## 16. Medical Education Activity Update

- Planning is now underway for incoming FY and GP trainees who start on the first week of December for their 4-month placement – Trust wide
- SASG Dr virtual away day was on 30th October. This was event was a success and well received and ended with awards being announced for outstanding work by Paul Calaminus.
- Our new Associate Director of medical education in Luton and Bedfordshire is Dr Aneeba Anwar. Many thanks to Seanna Eisenhandler who was in this role previously.
- Medical student placements are working out well despite reducing the number weeks they are with us due to COVID. Our 2 Fellow in Medical Education Trainees are working super hard on their teaching programmes.
- Student Physician Associate students are in L&B, whilst London will take students on in Spring
- We have ongoing links with Homerton’s Newcomb Library – anyone looking for their Athens account, or need help with article searches, or book loans can contact the library on [huh-tr.NewcombLibrary@nhs.net](mailto:huh-tr.NewcombLibrary@nhs.net) – this is for all staff
- A project with a theatre company to tackle challenging work/patient relations is underway with a mixture of medics, other clinical and service user representatives. Delegates are taking a lot away from this, especially perspectives from others which can be quite challenging but also very impactful. The 2nd lockdown has delayed things, but the group are still keen to keep going.
- We are liaising with Estates to create an Education Suite on the 2nd floor of Alie street which will also include simulation equipment to deliver sim training for all staff groups.
- By way of recognising contributions, we have awards open for Consultants and Trainees.

- The adapted GMC survey results for ELFT are now live. Overall we are doing well, but a few negative outliers have come up in CAMHS and we are liaising with the CD for this area.
- We are now recruiting to Postgraduate Tutors, 2 in L&B and 1 in Forensics. Their role is to ensure training needs are met and trainees are supported.
- We are working with the SI team to provide training to trainees around SI's, what to expect, what the process is and how to approach when involved in an SI.

## 17. Organisational Development Activity

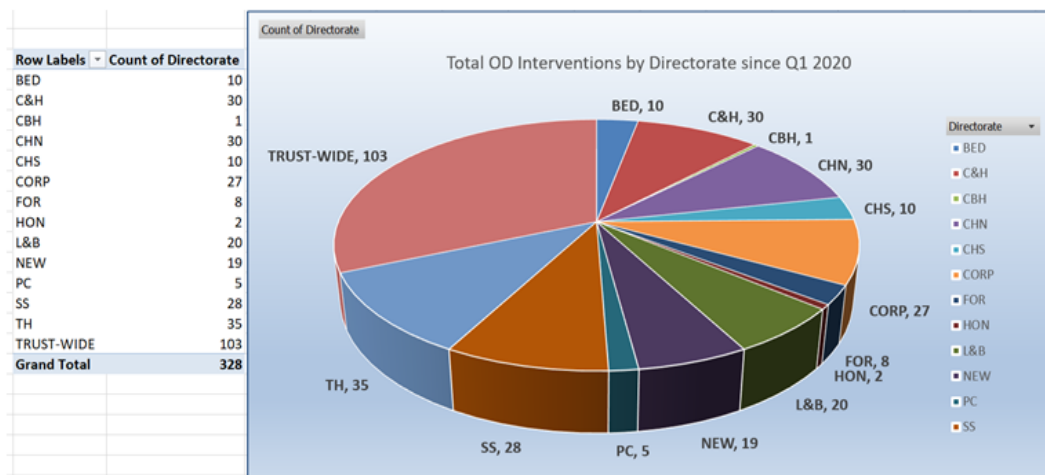
A total of 328 activities have been undertaken by the Organisational Development team since April 2020. During the pandemic these activities have been in response to the emotional and connection needs of various place-based and locality teams and have been facilitated to provide safe spaces to work through the team's experiences, impact and learning. In order to preserve the safety of our staff, these have been facilitated virtually using innovative and creative means to ensure maximum engagement for all participants.

The following charts provide more detail about the Trust's OD activities.

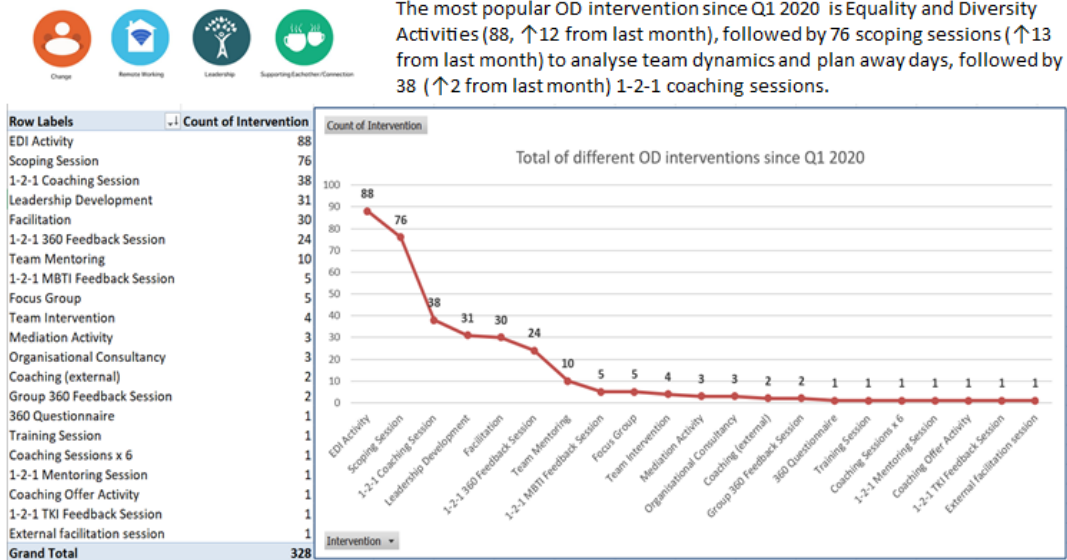
### 17.1 OD Activity by locality



To date, 328 OD activities have taken place or are due to take place this year in total (↑44 from last month). The locality that has done the most OD activity is Trust-Wide (103) followed by Tower Hamlets (35).



## 17.2 OD Activity by type



## 18. Organisational Changes

There are 56 staff affected by organisational changes include transfers under TUPE, relocation, restructuring and closures of wards and services. However, there are 3 staff at risk of redundancy and 2 actual redundancies.

| Directorate                           | Organisational Change – Title/Service | Number of staff affected | No of staff at risk | Actual Redundancies if known | Summary of the change i.e. reason   |
|---------------------------------------|---------------------------------------|--------------------------|---------------------|------------------------------|---|
| SCYPS Administration Team             | Organisational Change                 | 27                       | Not expected        | None                         | SCYPS Administration Team. Consultation ended in July 2020. Currently in the process of appointing to the new structure   |
| Blood Borne Virus Service (London)    | Closure of service                    | 2                        | 2                   | 2                            | Blood Borne Virus Service (London) has been closed due to the TUPE transfer of the TH Addictions service  |
| Bedfordshire and Luton MH – CMHT      | CMHT Transformation                   | Not known                | None                | None                         | Creating and providing effective and integrated CMHT services across Luton, Central Beds and County Wide over next 3 years - to meet the holistic needs of service users (Early stages yet)                                 |
| Bedfordshire & Luton MH - CMHT        | Relocation                            | None                     | None                | None                         | Relocate Bedford Older Peoples Community Mental Health Team and Memory Assessment Team from Florence Ball House, to the proposed Whitbread Building, Twinwoods Health Resource Centre. This includes staff across all bands |
| BCH – Admin & Senior Management Teams | Relocation                            | 21                       | N/A                 | N/A                          | Relocate from Woburn Court to Queensborough or John Bunyan House as part of the Estate Management strategy urgently vacate WC Still ongoing   |
| BCH – Discharge to Assess Pathway     | TUPE-in                               | N/A                      | N/A                 | N/A                          | Discharge to Assess service from Beds Clinical Commissioning Group to ELFT to improve discharge from Bedford, Luton and Dunstable Hospital to community commissioned beds.  |

|  |  |           |      |      |   |
|--|--|-----------|------|------|---|
|  |  |           |      |      |   |
| BCH – Speech and Language Therapy              | TUPE-in  | 6         | 1    | TBC  | Transformational change/restructuring of the SaLT team (due to commence)  |
| Bedfordshire and Luton MH – CMHT               | CMHT Transformation                                | Not known | None | None | Creating and providing effective and integrated CMHT services across Luton, Central Beds and County Wide over next 3 years - to meet the holistic needs of service users (Early stages yet)   |
| Commercial Development Directorate Restructure | Re-organisation of Contracts and Procurement Teams | 4         | 4    | None | Restructure of the contracts and procurement team within CDD.   |
| Bedfordshire & Luton MH - CMHT                 | Relocation   | None      | None | None | Relocate Bedford Older Peoples Community Mental Health Team and Memory Assessment Team from Florence Ball House, to the proposed Whitbread Building, Twinwoods Health Resource Centre. This includes staff across all bands + Deputy Team Manager |
| Totals   |  | 56        | 3    | 2    |   |

## **19. Race and Privilege**

Four CEO Discussion group meetings have taken place with the Trust's most senior leaders discussion issues such as:

- What it means to be White?
- Whiteness;
- Privilege;
- Micro Aggressions;
- How can we actively become an anti-racist organisation?

A further session will be scheduled in the new year.

Since the last report we have run a session on Race and Privilege at the Trust Board as well as the training for the Trust Board as mentees for the reverse mentoring programme. The first training cohort of reverse mentors is scheduled to take place on 26 November 2020 with the second on 11 December. A Race and Privilege session for doctors is also scheduled for 11 December 2020. The Equality and Human Rights charity called BRAP were also commissioned to run a bespoke session of the People & Culture department.

A trust wide Department Management Team (DMT) away day attended by over 100 managers took place with the focus on Race and Privilege.

A further plan has been drafted for the next steps in the Trust's Equalities agenda.

## **20. London's Workforce Race Equality Strategy – NHS England**

Workforce Race Equality Strategy – the First Workforce Race Equality strategy was published by NHS England in October 2020.

London's NHS has one of the most diverse workforces in the capital, with 44.9% of staff being from black and minority ethnic (BME) backgrounds, including the majority of doctors, nurses and midwives.

However, the experience of many BME colleagues working in London is not equal to that of their white counterparts and the time has come for a step-change.

London's Workforce Race Strategy outlines the challenge and complexity involved in addressing race inequality, while recognising that this will require a long-term commitment. A series of 15 evidence-based recommendations set out how London's NHS can make a significant and tangible difference to the experiences of its BME workforce. The strategy documents can be downloaded here:

<https://www.england.nhs.uk/london/our-work/equality-and-diversity/london-workforce-race-strategy/>

## **21. Freedom to Speak Up update: July to August 25<sup>th</sup> 2020**

21.1 There were 22 FTSU cases recorded from 26th August to 31st October 2020. This is 4 less than the previous reporting period.

Table 1.1 below breaks down the concerns raised during this time by Directorate:

**Table 1.1 – Concerns raised by Directorate**

| <b>Data for this reporting period<br/>DIRECTORATE</b> | <b>August 25th to<br/>October 31st<br/>2020</b> |
|---|---|
| Bedfordshire  | 4   |
| City & Hackney Services                               | 4   |
| Community Health Services - Bedfordshire              | 0   |
| Community Health Services - Newham                    | 2   |
| Community Health Services - Tower Hamlets             | 0   |
| Corporate Services                                    | 4   |
| Forensic Services                                     | 0   |
| Luton   | 0   |
| Newham  | 1   |
| Specialist Services                                   | 0   |
| Tower Hamlets   | 7   |
| UNKNOWN   | 0   |
| <b>TOTAL</b>  | <b>22</b>                                       |

In this reporting period the concerns raised by colleagues in Tower Hamlets were mostly the themes of Bullying & Harassment and Processes/Organisational Structure/Other.

21.2 Allied Health Professionals (AHPs) raised the most concerns (6 concerns), followed closely by Registered Nurses and Midwives and Non Known (5 concerns).

Those raised by AHPs revolved mostly around the theme of Bullying and Harassment.

Registered Nurses and Midwives concerns raise surrounded the themes of Bullying & Harassment and Processes/Organisational Structure/Other (one is yet unknown).

Not Known surrounded evenly the themes of Patient Safety/Quality of Care and Processes/Organisational Structure/Other (one is yet unknown).

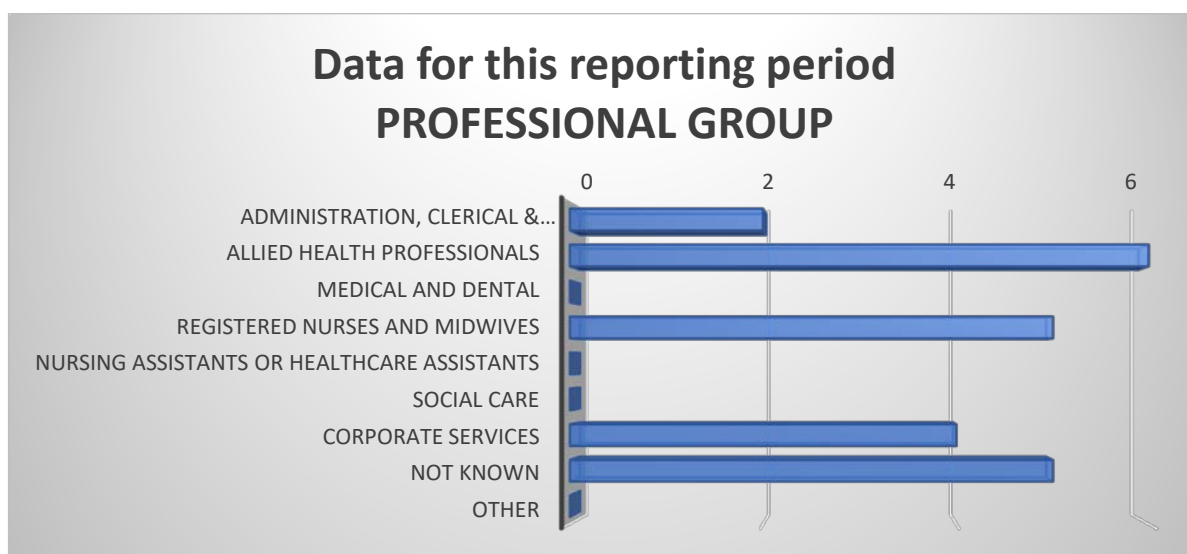


Table 1.2 below breaks down the concerns raised during this time by Professional Group:

**Table 1.2 – Concerns raised by Professional Group**

| Data for this reporting period<br>PROFESSIONAL GROUP | August 26th to<br>October 31st<br>2020 |
|--|--|
| Administration, Clerical & Maintenance/Ancillary     | 2                                      |
| Allied Health Professionals                          | 6                                      |
| Medical and Dental                                   | 0                                      |
| Ambulance (operational)                              | 0                                      |
| Public Health  | 0                                      |
| Commissioning  | 0                                      |
| Registered Nurses and Midwives                       | 5                                      |
| Nursing Assistants or Healthcare Assistants          | 0                                      |
| Social Care  | 0                                      |
| Corporate Services                                   | 4                                      |
| Not Known  | 5                                      |
| Other  | 0                                      |
| <b>TOTALS</b>  | <b>22</b>                              |

**Table 1.2 represented in a bar chart:**



21.3 Processes/Organisational Structure/Other saw the majority of cases raised during this period. They surrounded concerns relating to recruitment processes, interview process, interview feedback, nepotism and fraud.

Bullying and Harassment was next, with the majority related to those behaviours being experienced by the person raising the concern from their line manager.

Both patient safety concerns raised related to processes not being followed correctly which could impact on patient safety.

Both COVID-19 concerns related to managers requesting staff to work on site, when they could complete all their duties from home without any implication or negative impact to the service being delivered.

| <b>Data for this reporting period<br/>BY THEME</b>           | <b>August 26th<br/>to 31st</b> | <b>September</b> | <b>October</b> | <b>Total<br/>August 26th<br/>to October<br/>31st 2020</b> |
|--|--------------------------------|------------------|----------------|---|
| <b>THEME OF CONCERN</b>                                      |                                |                  |                |   |
| Element of Patient Safety /<br>Quality of Care               | 1                              | 1                | 0              | 2   |
| Related to Behaviour<br>including Bullying and<br>Harassment | 0                              | 4                | 3              | 7   |
| Processes/ Organisational<br>Structure/ Other                | 1                              | 4                | 3              | 8   |
| COVID-19 Related   | 0                              | 2                | 0              | 2   |
| Unknown  | 0                              | 1                | 2              | 3   |
| <b>TOTAL NUMBER OF<br/>CONCERNS RAISED</b>                   | <b>2</b>                       | <b>12</b>        | <b>8</b>       | <b>22</b>   |
| <b>NUMBER OF CONCERNS<br/>RAISED ANNONYMOUSLY</b>            | <b>0</b>                       | <b>1</b>         | <b>2</b>       | <b>3</b>  |
| <b>DETRIMENT AS A RESULT<br/>OF SPEAKING UP</b>              | <b>0</b>                       | <b>0</b>         | <b>0</b>       | <b>0</b>  |

21.4 All concerns raised have been elevated to HR and/or Service Directors as appropriate to the nature of the concern raised.

21.5 The Communications Team continue to support FTSU by sharing information in their 'What's New' email.

21.6 This was particularly helpful during Freedom to Speak Up awareness month, which took place during October 2020.

21.7 Due to the FTSU awareness month, some colleagues also made contact with the FTSU Guardian via Twitter to raise their concern.

21.8 Many leadership colleagues shared their pledges of support for Freedom to Speak Up.

21.9 'Lunch and Learn' webinars on the Freedom to Speak Up service took place in the last two weeks of October to support those that wanted to understand FTSU, where and why it was founded and how to access the service at ELFT. These will continue in November and December.

21.10 A new drive to recruit Freedom to Speak Up Champions has begun. Ideally we want to have FTSU Champions in all teams across every Directorate. The Champions will support an open and honest culture of speaking up in their area/team of work. They will also support colleagues who want to 'speak up' and signpost and advise them in terms of which avenue is best to bring their concern.

21.11 The Freedom to Speak Up Guardian and the Guardian of Safe Working Hours have built a relationship and meet periodically to discuss similarities in themes that may be raised. No trends or similar themes have been noted to date.

21.12 FTSU People Participation continues to work with Service Users in Wolfson House on 'Speaking Up', with the support of the FTSUG, People Participation Lead and The Advocacy Project.

21.13 FTSU Induction Training is now delivered during the Corporate Inductions virtual sessions.

21.14 FTSU sessions were also delivered to the new Specialist District Nurses, Ludgate Ward, the BAME Network and to the Junior Doctors in the Junior Doctor Forum.

## 22. Whistleblowing

There have been six Whistleblowing complaints since the last report (as per the Whistleblowing Policy definitions).

- One was in relation to patient care and bullying in the Forensics service.
- Another in relation to unfair recruitment practices in Tower Hamlets community.
- Another in relation to patient care and discrimination within City and Hackney.
- A collective complaint from Luton citing bullying and harassment.
- There have a number of concerns in respect of East Ham Care Centre which have been raised via the Freedom to Speak up Guardian and externally to the Care Quality Commission (CQC). All of which are being investigated.

## 23. Action being requested

The Committee is asked to **RECEIVE** and **DISCUSS** the report.