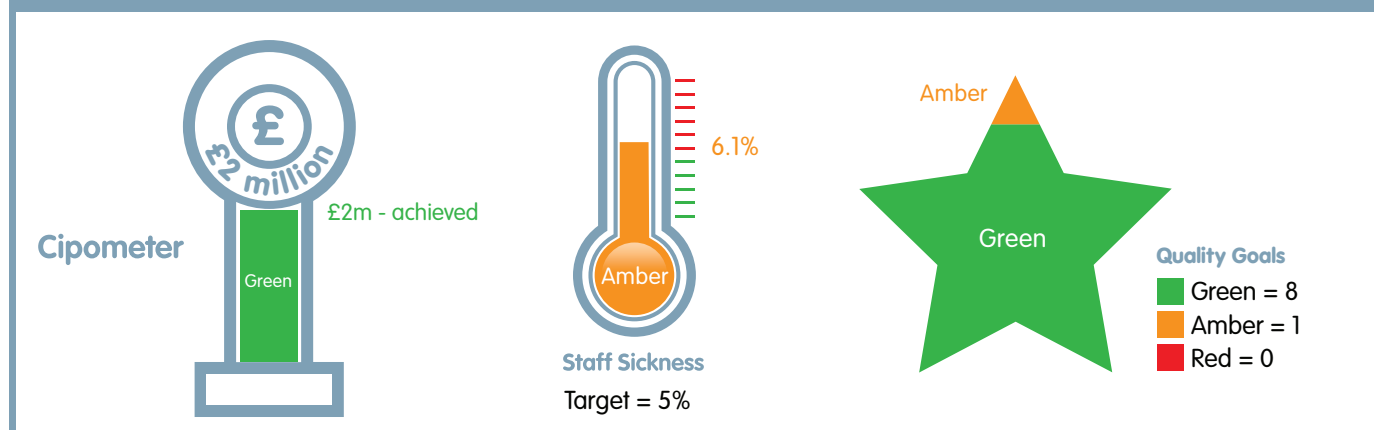


Chief Executive's Report Executive Briefing - April & May 2020		
Meeting	Board of Directors	
Date	10/06/2020	Agenda item 7
Lead Director	Karen Howell, Chief Executive	
Author(s)	Alison Hughes, Director of Corporate Affairs	
Action required (please tick the appropriate box)		
To Approve <input type="checkbox"/>	To Discuss <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>
Purpose		
The purpose of this report is to appraise members of the Board of Directors on developments of national interest and issues relating to the local health and social care economy. This report will be presented verbally to members of the Board providing an update on the work of the Trust particularly in light of the Trust's response to COVID-19 and the national level 4 incident .		
Executive Summary		
In addition to the verbal report, the Executive Briefings from April and May 2020 are attached for members reference. A key priority for the Trust during COVID-19 has been staff communication and engagement recognising the tremendous effort of our staff across the entire organisation. Whilst the Executive Briefings are just one channel of our internal communication, given that they are routinely shared with members of the Board through this report, they are attached now for reference.		
Risks and opportunities: No risks identified		
Quality/inclusion considerations: Quality Impact Assessment completed and attached No Equality Impact Assessment completed and attached No This report is for information and assurance only on key news items and developments. Specific projects or initiatives referred to in this report are managed separately and in accordance with Trust policy to complete the necessary EI and QI assessments		
Financial/resource implications: No financial or resource implications		
Trust Strategic Objectives <i>Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.</i>		
<input type="checkbox"/> Our Populations - outstanding, safe care every time	<input type="checkbox"/> Our People - improving staff engagement	<input type="checkbox"/> Our Performance - delivering against contracts and financial requirements
Board of Directors is asked to consider the following action		
The Board is asked to note the contents of the report and be assured by the updates provided		
Report history		
Submitted to	Date	Brief summary of outcome
Board of Directors	Bi-monthly regular report to public Board of Directors	The report is received for information and assurance purposes.

Executive Briefing

Performance figures for March 2020



Ordinarily the Executive Team would be meeting today with service leads and team leaders to share the monthly briefing on performance and news items. As we are unable to come together, we want to share with you the highlights of performance for March 2020. The last few weeks have been demanding and your hard work and determination has paid off with a strong overall performance across all areas of the Trust.

People

Our attendance levels remain stable. Overall our sickness absence level increased to 6.1% with chest and respiratory illness (mainly COVID-19 related) not surprisingly accounting for 42% of short-term absence.

Agency use continued to decrease and despite all other on-going pressures our mandatory training compliance has maintained performance at 95.6%. Well done to everyone.

During March and as part of our response to COVID-19, 58 staff were successfully reassigned to a range of services to support our patients and colleagues.

Quality

We successfully achieved 8 of the Trust's quality goals with just 1 reporting amber which relates to Adult Social Care Assessments. Our year-end position for this goal was 79.2% against a target of 80% which demonstrates significant improvement throughout the year.

Finance

The year-end financial position is subject to final audit, but a surplus against the control of £2.753m was reported. This was £1.758m better than our original control total demonstrating a significant and positive contribution to the Healthy Wirral system recovery. The Use of Resources score remains 1, the highest level afforded by regulators. We successfully achieved our CIP target of £2m which is significant and something which we should all be very proud of.

Contractual Performance

How we manage performance against our KPIs has been affected by our response to COVID-19 and the national direction to fully step down, partially step down or continue services. This is to ensure the focus of our service delivery is to those most in need. For example; safeguarding, new births and those with high risk therapy needs have all continued. We are continuing to monitor performance against a number of high priority KPIs and this performance has remained consistent and good.

New performance activity has emerged in some areas reflecting the innovations and COVID-19 work being implemented. For example, supporting patients discharged from hospital on various pathways to meet their needs. We have increased our 'Hospital at home' support and introduced a telephone triage system for our urgent care services.

Our ability to maintain these high levels of performance is thanks to the flexibility and commitment of all our staff including corporate colleagues.

Wellbeing

Staff wellbeing is a top priority for the Trust and we have seen an increase in the resources available to staff in order to support them. A Wellbeing guide has been produced and is available on [StaffZone](#). The guide provides a wealth of information on managing physical and mental wellbeing and includes a range of other resources both locally and nationally for staff to access. PAM Assist continues to be available for staff to access for confidential support.

Thank you

The Trust board fully recognise the incredible effort and commitment of all staff across the Trust and offer their deepest thanks and have produced a short [thank you video](#). Please also ensure all staff have received and read the [letter from all Wirral Leaders](#). The letter thanks everyone for their continued commitment, professionalism and resilience and asks that we also make sure we are looking after ourselves as we continue to look after the people of Wirral with such care and compassion.



Executive Briefing

Performance figures for April 2020

NOTE: The infographic would normally include CIP performance, sickness absence, KPIs and quality goals. Given the unusual position we are not including this for M1.

Introduction

Whilst a new financial year has started, our focus during April 2020, has remained firmly on our COVID-19 response. This short Executive Brief therefore provides a summary of our performance which given the circumstances is impressive and something we should all be very proud of.

We hope over the next month or so to consider how we can reinstate our monthly Executive Briefing meetings with service leads and team leaders and perhaps this will include greater use of digital solutions! Watch this space!

People

Our attendance levels remained stable. Overall our sickness absence level reduced slightly to 6.0% in April, with chest and respiratory illness (many COVID related or suspected) accounting for 66% of short-term absence.

Our agency use for April was lower than this time last year, but it was still over the cap set by our regulators. This year the cap has been set in line with last year's figure and it will continue to be a key financial performance metric.

Despite all other on-going pressures, our mandatory training has remained consistently strong and in April 2020 it remained 5% above the target. Well done to everyone!

Quality

Our quality goals for 2020-21 have not yet been set but we hope to be able to review this position at the end of Q2.

National CQUINs have also been paused during Q1 and Q2 of this financial year, with the exception of the staff flu CQUIN which we are now starting to plan.

We have seen an overall reduction in incident reporting levels during our COVID-19 response and we therefore encourage all staff to report anything of concern on Datix to allow us all to learn from incidents. We have added a separate COVID-19 code to Datix to support reporting during this time.

Finance

The 2020-21 operational planning process has been suspended nationally due to the COVID-19 health emergency. As such, a final financial and operational plan has not been approved with our regulators. Interim funding arrangements have been put in place for months 1 to 4 nationally, with block payments in place to ensure all NHS providers breakeven each month.

We are not currently being assessed against the Use of Resources performance requirements and the CIP savings plan has been put on hold in accordance with national guidance.

Contractual Performance

Our service performance continued to be delivered in response to COVID-19 requirements in April 2020 and all service delivery remained compliant with the national direction to fully step down, partially step down or continue delivery.

A small number of KPIs have continued to be monitored with strong performance. For example, new birth visits have continued, achieving a green rating at 98%, safeguarding KPI's and all safeguarding work across children and adult services has continued. High risk KPI's including Speech and Language Therapy intervention have continued and a telephone triage system for face to face contacts is in place across a number of services. Thank you to everyone who continues to support our service delivery by adopting new ways of working and engaging with patients and service users.

Whilst the majority of services have seen a reduction in referral numbers, a number of our services have seen a noticeable increase in referrals including the Parkinson's Nursing Services, Palliative Nursing Service/End of Life, Community Integrated Rapid Response and IMC Therapies. Thank you to everyone for providing valuable support to people when they need us most.

New performance activity reflecting the vast COVID-19 work being implemented demonstrates the significant contribution made the Trust across the health and social care system.

Wellbeing - Annual Leave

Please make every effort to take your annual leave as planned. It is so important that we are all able to take some time to rest, reflect and recharge. Our response to COVID-19 is going to continue over the next few months and certainly to the end of this financial year so picking up the theme from Mental Health Awareness Week, please be **KIND** to yourselves.

