

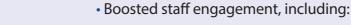
## Areas to work on

## We have done

# This means

## **Staff Engagement**

CQC SAID ... "EEAST must do more to "... promote a positive culture...and an open and transparent environment.""

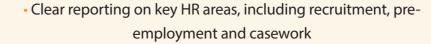


- Weekly leadership message providing strategic and tactical updates
- Weekly online #WeAreEEAST briefings to connect directly with leadership
- Senior manager briefings to connect local teams with wider Trust
- Promoted 'speak up and speak out' message and channels including
  FTSUG and OCE email address

- More staff have come forward with concerns
- High level of responses to recent harassment survey
- Leadership hear issues and suggestions directly from staff to help shape plans
- Regular updates keep staff informed on people, performance and progress updates
  - Stronger links between managers at all levels
- Greater visibility of Chair, executive and non-executive directors

#### Governance

CQC SAID... "Lack of oversight and poor governance arrangements for action plans and HR processes."



- Escalation process in place for risks and areas of concern to Committees and Board
  - Senior Management Group (SMG) up and running
    - Launch of the Professional Standards Group
- Standardised action plan approach for the whole Trust



- More strategic Trust-wide approach to risk management
  - Assurance mechanisms embedded for long term
    - Early awareness of issues and no surprises
      - Fewer, but better, reports
- Continued focus on professionalism, conduct and beaviours to support cultural change



Next month's updates will include culture and behaviours, complaints and workforce