

# Progress on our CQC Action Plan

Date **January 2021**

## 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."

- Boosted staff engagement, including:
- 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."

- Clear reporting on key HR areas, including recruitment, pre-employment and casework
- 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

- Clear focus on flow, reporting and effectiveness
- 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 behaviours to support cultural change

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