

Progress on our CQC Action Plan

Date **March 2021**

Areas to work on

We have done

This means

Employee relations

CQC SAID: "EEAST must ensure processes are robust... implement effective systems... establish robust governance arrangements." It also raised concerns around our processes to manage the high pressure of the first of Covid-19 wave.

- Strengthened executive and Workforce Committee oversight of suspensions
 - Improved use of the Selenity case management system
 - introduced monthly review of all ER cases
 - Increased our ER casework capacity and capability
- Joint working with staff side on policies and procedures
 - Trust wide and local forums meetings
- Agreement to work with ACAS to develop industrial relations processes
- Improved relationships with union reps encouraging informal approaches to be explored for ER cases where appropriate.

- ER cases are being managed more effectively and speedily
- Long-running and new ER cases are being concluded faster
- Managers, staff and trade union colleagues have greater access to advice and support
- A Professional Standards Group with College of Paramedics and HCPC is being set-up
- All staff networks are now involved in developing interventions e.g. disability in the workplace training

Quality improvement plan

CQC SAID... "ensure improvements in the quality of service are made and sustained."

- Implemented three safeguarding training modules attended by over 200 staff
- Approved seven HR policies in February
- Put new leads for PAS in place to support delivery and progression
- Launched multiple "Skills booster" training modules for behaviours and equality
 - Approved the new performance management policy
- Launched training on managing disability in the workplace

- Over half of all actions are complete
- We are making good progress on embedding improvements and learning for the long term
- Policies and processes being shaped by better oversight, challenge and lessons learned
- Managers receiving more targeted training and development
- The Trust is starting to look towards the next stage of our improvement and transformation

Next month's updates will include culture, values and behaviours