

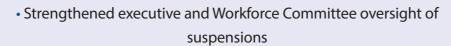
Areas to work on

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.

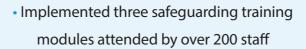


- Improved use of the Selenity case management system introduced monthly review of all ER cases
 - Increased our ER casework capacity and capability
- Joint working with staff side on policies and procedures
 - Trust wide and local forums meetings
- Agreement to work with ACAS to develop industrial relations 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

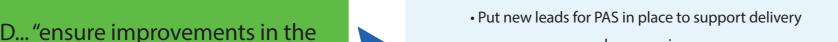
CQC SAID... "ensure improvements in the quality of service are made and sustained."



- Approved seven HR policies in February
- 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