Whittington Health NHS

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Whittington Health Trust Board

2 April 2014

Title:	**Review of the Board Assurance Framework (BAF)**		
Agenda item:	**14/075**	**Paper**	**10**
Action requested:	***To discuss and agree***		
Executive Summary:	The BAF sets out the key risks that may threaten the achievement of the Trust's strategic objectives and provides assurance to the Board that they are effectively managed. It is updated monthly by the Executive Team, monitored by the Audit and Risk Committee and reported to the Trust Board bi-monthly.		
Summary of recommendations:	The Board is asked to: • Agree the changes in risk scores in the BAF • Agree the top three risks in the BAF		
Fit with WH strategy:	The BAF provides assurance to the board that the key risks to the achievement of the Trust's strategy are identified and effectively managed.		
Reference to related / other documents:	Corporate Risk Register, Risk Management Strategy		
Reference to areas of risk and corporate risks on the Board Assurance Framework:	Not applicable		
Date paper completed:	**Version Number: 6**	**Version Date: 27 March 2014**	

Author name and title:		**Dr Yi Mien Koh Chief Executive**		**Director name and title:**		**Dr Yi Mien Koh Chief Executive**	
Date paper seen by EC	**25/3/ 14**	**Equality Impact Assessment**	**n/a**	**Quality Impact Assessment**	**Yes**	**Financial Impact Assessment**	**Yes**

Whittington Health Trust Board

2 April 2014

Board Assurance Framework 2013/14

Introduction

1. The Board Assurance Framework (BAF) forms part of Whittington Health's risk management systems and processes to assure the Board that the key risks that may threaten the delivery of the Trust's strategy are identified and being effectively managed. The Audit and Risk Committee, informed by internal auditors, is responsible for monitoring the overall operation of the BAF.

2. The BAF and the Corporate Risk Register are reviewed monthly by the Executive Team. The BAF is reported to the Trust Board following its review by the Audit and Risk Committee which meets bi-monthly, and last met on 27 March 2014. The Board is responsible for evaluating the assurance across all areas of key risks, to review the current risk scores in relation to each strategic objective, to track the actions being taken to close the gaps in controls, and to put in place plans for corrective actions where there are gaps in controls and/or assurance.

Changes to the BAF content since last reviewed at the Audit Committee on 27 March 2014.

3. The following risk is showing **improvement** in risk scores:

Risk ref no.	Current risk score (previous)	Reason for decrease in risk
1.1	15 (20)	The Heads of Terms for 2014/15 contract have been signed with NCL commissioners. The acute contract is based on PbR, at a value near outturn. The community services contract has a five percent growth. Block has been agreed for areas where transformational change are expected such as ambulatory care. During the contracting process, the commissioners reiterated their support for Whittington Health becoming an independent FT.

4. The following risk is showing a **deterioration** (worse) in risk scores:

Risk ref no.	Current risk score (previous)	Reason for increase in risk
1.4	12 (8)	Commissioners have included in the Heads of Terms that community services need to show continuous improvement or they will exercise their right to put the

		services out to tender. They continue to express concerns about waiting times for some community services such as physiotherapy, and also the slow pace of change in shifting some outpatient services e.g. diabetes into the community.
3.6	15(8)	If we fail to implement Service Line Management, we will not be able to engage clinicians, as we will not be able to provide them with meaningful cost data that will lead to behavioural change.

The top three risks in the BAF

5. The following have been identified as the top three risks for the Trust.

Risk ref no.	Current risk score	Reason for criticality
3.2	20	**Financial sustainability** - While we are forecasting achieving breakeven for 2013/14, the trust only achieved half of this year's CIP target of £15 million. The amount of CIPs required in future years will therefore increase. If we fail to identify sufficient CIPs and put in place processes to translate ideas and visions to practice going forward, the trust will not be able to deliver our CIPs and planned productivity improvements in future years. We will also have to mitigate the risks of moving from block to a payment by results for our acute contract in 2014/15.
4.1	20	**Operational performance** – Year to date, the trust has achieved the A&E 4 hour target and waiting time targets for admitted and non admitted patients. We have also been put in band 6 (lowest risk) by CQC in their latest intelligent monitoring tool.The achievements have required a great deal of effort. Going forward, there will be new commissioning standards while the CQC essential targets need to be maintained. If we fail to meet quality standards (eg CQC essential targets, waiting times for ED, Cancer, and therapy services) then our patients may be experiencing poor care, our reputation will suffer, and our CQC licence and FT application will both be at risk.
5.2	20	**Leadership** - There are significant leadership challenges in driving change and performance improvement in terms of capacity and capability. At the executive level, the CEO has resigned and an interim will start on 1 April. The CFO and Director of Nursing and Patient Experience are both interim appointments, until 30 June. The Director of OD and Director of Communications are fixed term appointments

		until 30 June. The Trust Secretary post is vacant. Recruitment for permanent staff are under way. Siobhan Harrington will be returning from her secondment as BEH Strategy Programme director and take up her former post as Deputy CEO starting 1 April. At the NED level, our new chairman started on 1 January. The chair of Audit and Risk Rob Whiteman and chair of Finance Committee Tony Rice started on 22 February. Recruitment is underway for a new NED (interview 31 March 2014) to replace Sue Rubenstein. A NED will also be sought to chair the Quality Committee.

Recommendations

6. The board is asked to agree that the BAF reflects the current risks to Whittington Health and to
- Agree the changes in risk scores in the BAF
- Discuss and agree the top three risks in the BAF.

DR YI MIEN KOH
CHIEF EXECUTIVE **27 March 2014**

Strategic Goal	Ref	**Corporate/Principle Risks** *Should be high level potential risks which if happened will prevent the objective from being achieved*	Executive Lead	Current risk rating			Movement from 5 December 2013	**Controls** *The systems and processes in place that mitigate the risk*	**Management Assurance** *What are we doing to manage the risk and how this is evidenced - how and when this will be reported to the board?*	**Independent Assurance** *External evidence that risks are being effectively managed (e.g. planned or received audit reviews)*	Target risk rating			Gaps		Due Date
				Impact	Likelihood	Risk Score					Impact	Likelihood	Residual Risk Score	**Gaps in Controls or Assurance** *Where an additional system or process is needed, or evidence of effective management of the risk is lacking and need improved reporting on assurances*	**Action Plans** *to address gaps in control/assurance*	
NHS Outcomes Framework 2013/14 Domain 2: Enhancing Quality of life for people with long term-conditions																
1. Integrate models of care and pathways to meet patient needs	1.1	If we fail to secure support from our core commissioners for our IBP and LTFM, then we will not be able to progress our FT application.	YMK	5	3	15	⇩	1. Partnership Transformation Board meets monthly and includes senior leaders from Haringey and Islington CCGs. 2. CCGs actively involved in shaping the IBP. 3. Informal contacts with CCGs by exec and non-exec members of TB	1. New engagement arrangements to ensure CCG convergence with service developments, activity and income assumptions included in any revised LTFM and IBP. 2. Status of engagement with CCGs and leaders regularly reported to the TB by CEO, Director of Planning, DoF etc.	1. Heads of Terms for 2014/15 SLA agreed with CCGs on 14/3/14. 2. Letter of support form CCGs for maternity OBC. 3. Visibility and governance of transformation board	5	2	10	1. Systematic engagement with CCGs in relation to next iteration of IBP to be finalised 2. Convergence letter from CCGs for new IBP 3. CCG engagement limited to Haringey and Islington which only accounts for 85% of activity	1. Discussions taking place at CEO and director levels have secured practical financial support for 2013/14. 2. Excellent progress made to achieve realistic commissioning decisions for 2014/15 as indicated by agreed Heads of Terms. 3. Islington CCG plans to use the integration pioneer status to pilot new payment mechanisms with a view to future sustainable funding from the Integration Transformational Fund from 2015/16.	Mar 14 On target to complete for 2013/14
	1.2	If we fail to maintain ongoing support from GPs as primary care providers and sources of referrals, then we will not be able to maintain (let alone grow) our market share or transform clinical services.	GB	4	2	8	⇨	1. Regular two way communication with GPs - led by Medical Director for Integrated Care (MDIC), who is himself a local GP. 2. Involvement of GPs in Integrated Care MDTs	1. Feedback from GP practice visits by CEO and MDIC. 2. Regular reporting of quality of services of particular concern to GPs (e.g. direct access acute services; and community services such as MSK, podiatry). 3. Audit Committee deep dive into GP engagement, Sep 2012. 4. Set up of new Finance and Business Development Committee		4	2	8	Capacity to develop and deliver formalised primary care engagement strategy	1. Closer working between GB and CG to support community engagement 2. Borough based integrated Care Boards and Whittington Health Transformation Board in place 3. Establishing a group to develop business development plan and marketing strategy to engage GPs	June 2014 -
	1.3	If we do not improve the quality, completeness and timeliness of performance data, then we may under recover income under a PBR contract and lose the support of commissioners who value more detailed data, we may be unable to correct performance issues in a timely manner. Ensure accurate data reporting for national data returns and commissioning data sets	LM	4	4	16	⇨	A data governance review is underway, with systematic checks of the data inputs and outputs and will include the following. 1. Data Validation process 2. Escalation framework 2. Patient Access policies and procedures 3. Referral management administrative processes 4. Staffing capacity and competency in demand and capacity planning 5. Contract will reflect action plans and mitigations for both parties in relation to QIPP schemes.	The data governance actions are reported to the audit and risk committee, and also updates are provided in the scorecard section of the board report. The plan includes steering comiitees for the review and management of; 1. RTT Action Plan 2. Cancer and RTT Steering Committee and Clinical Advisory Panel 3. Data Quality Group workplan 2. Establishment of a PMO to support delivery 3. Integration of Performance and Information functions 4. Weekly data report	1. Intensive Support Team working directly with the Trust 2. Performance meetings with TDA 3. Audit Commission annual review of clinical coding 4. Internal Auditors, annual audit of RTT has been reviewed and essantial data sets have been included in the report 5. Audit Commission audit to support Quality Account	4	2	8	Weekly waiting list meetings have been established. A review of information and performance unit is underway, including reporting schedules, validation program and data reports needed for meetings. The board report will start to change over the next three weeks to include more detailed specific information.	The action plan has been delayed due to EPR data issues. However, work has continued in other areas not affected. Manual data quality checks have been put in place. The supplier is engaging actively with the trust to put right the reporting systems and has provided additional resources to fix the problem.The current plan is for the fix on 3 May to be sustainable In the meantime temporary fixes are enabling the trust to generate workable PTL to allow prioritisation and unvalidated activity data up to December 2013.	Jan -2014 Delayed to May 2014
	1.4	If commissioners choose to market test services in order to improve affordability of services, services may be priced at a lower level or decommissioned. This is especially related to outpatients and community services	SW	4	3	12	⇧	1. Contract agreed for 2014/15. 2. Close engagement with local CCGs and GPs (see risk 1.1) through Transformationa Board enables us to be more responsive to their needs. 3) Development of a GP relationships through business development work.	1. Periodic reports from CEO, MDIC etc following Transformation Board 2. Building & maintaining strong relationships with CCG. 3) Develop information reporting to demonstrate strong community services.	Periodic tracking of referral patterns and market share. Informal networking with CCG at Board level.	4	2	8	CCG and GP perception of the success of community and ICO performance requires improvement to support a long term contract.	1. Recruitment of Contracts and Business Development Director	Sept 2013 - Simon Currie in post. Action completed
NHS Outcomes Framework 2013/14 Domain 4: Ensuring that people have a positive experience of care																
2. Ensuring "no decision about me without me"	2.1	If our patient experience is poor, our patients will suffer, our reputation will suffer, our CCG support and our FT application will be at risk	JF	4	3	12	⇨	1. Quality is top of TB agenda and at the heart of the business, with clear lines of accountability down to ward/community level. 2. Datix incident reporting system and integration with risk management processes. 3. Staff encouraged to raise concerns - e.g. through Partnership Board & Meet the CEO programme. 4. Special controls to ensure CIPs do not threaten quality - Clinical Advisory Panel meeting (6-12 weekly meeting) 5. Ward conversations 6. Whistleblowing policy 7. Matron conversations	1. Bimonthly Quality Committee meeting 2. Bimonthly Quality visits in each division 3. Clinical risk reports to QC from each division each meeting 4. Review of integrated performance dashboard at QC 5. Written reports - SIs, NHS LA, 6. Quarterly reports from feeder committees 7. Hotspot deep dives 8. Friends and family test 9. Patient tracker 10. Ward dashboards 11. Performance report to the board	1. SHMI <70 over last 6 quarters. 2. MQGF assessment 2012 3. Ongoing complaints and negligence claims data. 4. Comparison of nursing, midwifery & HCA ratios versus similar Trusts. 5. NHSLA Level 1 completed Feb 2012. 6. CQC Reports demonstrating complaince 7. Cancer Patient survey published 30 Aug show poor results (8th from bottom , a drop from 33 place from bottom in 2012) 8. Friends and FamilyTest for A&E shows around 6% response rate (bottom 5)	4	1	4	1. Patient experience surveys and results not being published internally and externally 2. Pressure ulcers (grade 2 and above) incidents of harm in community continuing 3. Failing to deliver the F&F action plan in areas where scores are low	1. Full roll out of Friends & Family scores on inpatient wards and ED from April 2013, maternity October 2013 and community April 2014 2. Specific improvement plans related to areas of poor performance in pt experience surveys. 3. Deliver ED action plan (End of September) 4. Patient satisfaction boxes 5. Netpromoter scores	Monthly review of KPIs by TB. Quarterly patient safety reports to quality committee
	2.2	If we do not engage our stakeholders in the development and decisions about our strategies, confidence in our strategic direction will be undermined and our clinical and organisational reputation will be damaged.	YMK	5	2	10	⇨	1. Communication and engagement plan 2. Regular meetings with key stakeholders 3. Partnership Board 4. Listening exercise 5. Islington and Haringey Council Cabinet member are observer at Trust Board	1. Regular status of engagement with stakeholders reported to the TB by Chairman and CEO etc. 2. Interim Director of Communications recruited 3. Review of communication function	1. Feedback from stakeholders, including TDA 2. Report to Trust Board in July on outcome of engagement activities 3. General media coverage	5	2	10	Widespread community engagement	1. Report to Trust Board regardig outcome of engagement activities 2. Continue to engage with all stakeholders 3. Revised strategy supported by local OSCs and CCGs and approved by TB in july.	July 2013 - complete
NHS Outcomes Framework 2013/14 Domain 3: Helping people to recover from episodes of ill health or following injury																
NHS Outcomes Framework 2013/14 Domain 5 Treating and caring for people in a safe enviroment; and protecting them from harm																
3. Delivering efficient and effective services	3.1	If we fail to maintain staff engagement then staff morale will decrease and the delivery of changes in services and patient pathways will not happen in line with the plan	JR	4	3	12	⇨	1. Staff engagement strategy includes communications, alignment meetings, visible leadership at all levels 2. Clear commitment to clinical leadership at service line level. 3. Strengthened processes forcompliance with mandatory training. 4. Partnership Group meetings	Draft OD plan "Passionate about People" sucessfully delivered to TB Seminar June 2013. NEDs reported confidence in the messages and initiatives outlined. Workforce development plan successfully delivered to TB Seminar in March 2014, highlighting actions on culture, values, workforce planning and development initiatives.	Recent CQC visit reported excellent staff engagement on the wards. NHS Staff Survey 2012 failed to give assurance due to low numbers of staff completing the survey. NHS Staff Survey 2013 results low results again. However, 1,600 staff completed a bespoke Staff Engagement Survey in 2014. Results were presented to TB Seminar in March 2014. Results are being digested and action planning will commence soonest. Concerns included lack of vision and leadership competence, excessive workloads and staff reporting feeling stressed, as well as acting on concerns from staff on patient wellbeing. There were good building blocks though for staff engagement with H&S and L&D scoring well with staff.	4	2	8	1. Evidence should be sought on number of exec's/senior managers attending walkarounds across the Trust to check for greater visibility. 2. Currently there is little to no development for managers and leaders in nursing, medicine and management across the Trust. 3. There is a lack of a coherant internal communications/engagement strategy present at this time. 4. Action planning must take place following staff survey.	Patient Safety Walkabouts are part of the culture of the Trust and working well. A series of innovative and focused management and leadership development initiatives are being rolled out. Communication strategy is being discussed at April Trust Board meeting. Action planning to be added.	March 2014

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	3.2	If we fail to identify sufficient CIPs and put in place processes to translate ideas and visions to practice going forward, the trust will not be able to deliver our CIPs and planned productivity improvements. If we miss this year's CIP target of £15 million, we may fail to meet our overall financial targets fo the year, our Monitor risk rating and FT application will be at risk. The amount of CIPs required in future years will also increase.	SW	5	4	20	⇨	1. PMO established 2. Service Improvement Team. 3. Revised processes for CIP management 4. Divisional performance management meetings, including CIP delivery 5. Weekly performance updates at TOB	1. Formal CIP Board review of all Red and Amber CIP schemes against a framework to ensure consistency and identification of issues 2. Monthly finance report presented to Trust Board 3. Project management documentation for all CIPs. 4. Improvement Board	Internal Audit of CIP process - November 2013	5	2	15	Planning gap remains against the target to deliver £15m CIPs in 2014/15 and c£15m in 2015/16.	1. Develop further improvement initiatives linked to benchmarking data.	Apr-14
	3.3	If potential future London-wide service reconfigurations or impact of commissioning standards lead to loss of ability to meet standards due to financial constraints, a significant amount of activity may be decommissioned.	MK	3	4	12	⇨	1. Active engagement with opinion leaders, local providers and other stakeholders by Medical Director and CEO. 2. Contingency plans developed. 3. Engagement with commissioners to agree implementation plans	Self-assessment against new commissioning standards has been published. Comparison with other London Trusts awaited. Gap analysis being undertaken by operations to identify impact of achieving all unachieved standards. Trust will need to take risk assessed approach to full compliance, informed by position relative to other Trusts.	1. External clinical service reviews e.g. cancer peer reviews, NHSL pathology reviews 2. Configuration of other london healthcare organisations	3	4	12	Not knowing what strategic decisions about configuration will be taken in the near future Item for board seminar discussion in May 2014	1. Continued active engagement with UCLP. 2. Participation in Clinical Senates 2. Building a coalition with other DGHs	Mar-14
	3.4	If we do not mitigate against potential quality impacts of cost reduction programmes, then patient experience may reduce, patients may choose other providers, the Trust will lose business and the Trust's viability will be put at risk.	MK/JF	4	3	12	⇨	1. All CIP programmes must pass clinically-led Quality Impact Assessment before going forward. 2. Clinical Advisory Group (chaired by Medical Director and Director of Nursing) monitor and report on quality impact of CIPs.	1. Quality committee and TB regularly review measures of quality, including: Complaints, Incident reporting, Friends & Family scores, GP surveys, Readmission rates, Mortality etc 2. TB monitors staffing ratios (e.g. nursing & midwifery) against good practice standards. 3. Divisional Board & patient safety committee scrutiny of impact	1. SHMI <70 over last 6 quarters. 2. CQC inspection reports 2. MQGF assessment 2012. 3. Ongoing complaints and negligence claims data. 4. Comparison of nursing, midwifery & HCA ratios versus similar Trusts.	4	2	8	1. Identification of a quality predictor tool for emerging SDPs	1. identify tool and resource 2. Fully functioning clinical advisory panel	Mar 14
	3.5	If WH does not improve the environment and efficiency of the maternity department, then the service may not continue to be financially viable or clinically safe.	LM	4	3	12	⇨	1. Quality of patient care and experience is monitored as in all departments through patient feedback, complaints, incident reports etc. 2. Funds to improve the environment in terms of quality and patient safety are subject to a business case application to the TDA 3. Funds to improve the environment in terms of functional suitability and standard have been included in the trust 5-year capital investment plan as part of the Estate Strategy and a further £750k has been awarded by the DH	1. The estates strategy and investment plan were approved by the Trust Board in January 2013 2. Performance of maternity is subject of regular reviews by community committee 3. A maternity redevelopment plan is in preparation and reviewed by the Estates Strategy Delivery Board 4. Minor improvement plan under way 5. ODC submitted to the TDA awaiting decision	1. CQC inspection reports	4	2	8	Commissioner support for growth	1. Secured CCG support for growth to 4700 births 2. developing outline business casefor £10m maternity investment 3. LTFM excludes estates sale to support maternity investment 4. Activitymonitoring in place	Sep-14
	3.6	If we do not fully implement Service Line Management (SLM), then consultants will not know where and how to improve efficiency, weakening their clinical leadership in the achievement of CIPs and financial trajectories	SW/LM	3	5	15	⇧	1. Costing and business intelligence systems purchased to support SLR.	1. Project to be established in finance with support from business intelligence team. 2) Quarterly update of SLR to include scorecards.	Clinical Champion identified to advise on project and progress (Rob Sherwin, O&G).	4	2	8	Additional SLM resources to divisions to be identified	Revised SLR reporting to be implemented to support clinical engagement	Sep-14
	3.7	If a Tariff deflation proves to be greater than in our plans, then this will reduce WH income and may affect its financial viability	SW	4	2	8	⇨	LTFM to follow national guidance issued by Monitor..	LTFM assumptions and associated risks reviewed by R&P Committee	External due diligence by TDA.	4	2	8	None anticipated		June 2014.
	3.8	If payroll related costs including severance are higher than planned this will cause financial instability against financial plans. If agency usage continues to be high, then we will not meet our financial targets	SW/JR	4	3	12	⇨	1. Our plans are to take advantage of existing vacancies and natural staff turnover (which combined are substantially in excess of envisaged workforce reductions over the next 5 years) to minimise redundancies. Project to reduce agency costs established.	LTFM assumptions and associated risks periodically reviewed by R&P Committee	Severence for Exec posts & settlements above £100k require TDA sign off.	4	2	8	1. Workforce planning 2.Benchmarking with peer trusts e.g. Croydon, Ealing, Kingston and Homerton to identify areas for improving productivity 3. A review of all HR policies relating to staff pay terms and implement changes that are fair and realistic for financial sustainability	1. Severence to be controlled by workforce plans and performance management of staff. 2. Agency costs remain under constant review.	June 2014.
	3.9	If there is non compliance with information governance Toolkit requirements this would adversely affect CQC assessment, FT application requirements and we will be failing in our statutory obligations	SW	4	3	12	⇨	1. IG improvement plan to meet Level 2 IG Toolkit compliance, by time of FT authorisation, monitored by Information Gov Committee (IGC) 2. IG policies	1. IG Toolkit submission and report 2. IG report to Audit committee bi annually 3. IG report to Trust Board annually	1. TIAA Internal Audit review due Apr 2014	4	2	8	Outstanding issues in the following areas: 1. Records management 2. Mandatory training compliance 3. Longitudinal six month audit of data quality practice	IG action plan in place to complete outstanding issues in the following areas by Sept 2013. Focus on training: on line training, timetabled sessions and bespoke training now available.	Mar-14
	3.10	If integrated risk management is not embedded across the Trust, the Trust will not deliver safe and effective services	JF	4	4	16	⇨	1. Policies in place regarding risk management, incident reporting, and serious incident reporting. 2. Roll out of Health Assure and 3. RCA training for staff	1. Increase in incident reporting across the Trust 2. Good RCAs with action plans 3. SHMI	1. Parkhill annual internal audit of governance arrangements 2. CQC inspection compliance 3. CQRG meeting 4. Quality visits with TDA	4	3	12	1. Increase in the level of risk assessments being completed across the Trust 2.Accountability by divisions for risk management 3. Increase in capacity in risk management in divisions Item for board seminar discussion in Feb 2014	1. Project in place to address by June 2013 (Risk Register Roll out Commenced in September 2013 following testing in WCF) 2.Risk register implementation full roll out in progress. SCD Divisional Support implemented from Central Governance Team 25.11.2013.ICAM Defined Risk Manager in place, WCF Head of Quality in place. 3.Operations restructure 4.Governance workgroup to commence in January 2014 combination of Divisional and Central Governance leads now additional resources in place, work plan to be developed for integrated risk management and highlight priority areas. Intial discussions have commenced with support from Central and Divisional Resources on priority areas.	Mar-14 Work in progress
	3.11	If our services are unsafe, our patients will suffer, our reputation will suffer, and our CQC licence and FT application will be at risk	MK	5	2	10	⇨	1. Clinical policies, procedures and guidelines 2. Professional registration, appraisals, PDPs,	1. Clinical outcome measures, SHMI 2. Clinical audit 2. Incident reporting	1. External service reviews 2. National benchmarking 3. Keogh review - National Inspector of hospitals 4. CQC Risk Monitoring Report published 13 Mar 14 put WH in band 6 (lowest risk)	5	1	5	Impact of new CQC quality standards	New quality standard structure to be implemented	Mar-14

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	3.12	If WH is not operationally excellent, patients will not be seen and treated in line with national guidelines and the organisations reputation will suffer.	LM	4	4	16		1. Divisional performance assurance meetings 2.Performance plan agreed with TDA 3. Improvement plans for all board indicators 4. Improvement committee formed	1. Weekly ET review of performance 2. Monthly TB review of performance review meetings	1. Weekly TDA meetings	4	2	8	Restructured performance dashboard at division and TB level.	1. Divisional performance dashboards to be issued in July 2. Revised Trust Board Performance Report to be issued in July 3. Operations restructure	Sept-13 complete
NHS Outcomes Framework 2013/14 Domain 1: Preventing people dying prematurely																
4. Improve the health of local people	4.1	4.1 If we fail to meet quality standards (eg CQC essential targets, waiting times for ED, Cancer, and therapy services) then our patients may be experiencing poor care, our reputation will suffer, and our CQC licence and FT application are both at risk	JF/LM	5	4	20		SAFETY, EFFECTIVENESS EXPERIENCE 1. Quality is top of TB agenda and at the heart of the business, with clear lines of accountability down to ward/community level. 2. Datix incident reporting system and integration with risk management processes. 3. Staff encouraged to raise concerns e.g. through Partnership Board & Meet the CEO programme. 4 Special controls to ensure CIPs do not threaten quality (see above).	1. Monthly performance report to trust Board 2. Bimonthly Quality Committee meeting 3. Bimonthly Quality visits in each division 4. Clinical risk reports to QC from each division each meeting 5. Review of integrated performance dashboard at QC 6. Written reports - SIs, NHS LA, 7. Quarterly reports from feeder committees 8. Hotspot deep dives 9. Divisional quality reviews completed 10. Quality standards established 11. New Quality Committees commenced in each division 12. Quality data packs established	1. SHMI <70 over last 6 quarters. 2. CQC inspection reports 2. MQGF assessment 2012. 3. Ongoing complaints and negligence claims data. 4. Comparison of nursing, midwifery & HCA ratios versus similar Trusts. 5. NHSLA Level 1 completed Feb 2012. 6. NHS Staff survey identifies high management commitment to patient care compared to other trusts	5	2	10	1. Full roll out of Friends & Family scores.	1. Full roll out of Friends & Family scores on inpatient wards and ED from April 2013, maternity October 2013 and community April 2014 2 Plan to achieve NHSLA Level 2 by February 2014 (NHSLA program has ceased, exit program in place including development of organisational wide document control processes and assurance committee agreed at EC in October 2013 and approval of Terms of Reference in 26.11.2013 3. PET in each ward to achieve higher percentage scores in each of the CQIN areas of the pt survey 4. Specific improvement plans related to areas of poor performance in pt experience surveys. 5. Roll out care connect 6. Monthly mock inspections being completed for Services by Central Governance Team based on CQC Standards commenced October 2013, 1 Community 1 Hospital, additional reviews being completed based on intelligence from Incidents, Complaints, feedback. 7. Health Assure (compliance system roll out plan approved in October Exec. Staff Forums developed for ongoing support and feedback and rolling program of service compliance visits support and training.	Monthly review
5. Fostering a culture of innovation and improvement	5.1	If the process to develop a robust IBP and LTFM is not well planned and managed, then our FT application could fail. This includes the continued development and implementation of the ICO strategy and SDP development to ensure service change supports FT application once the formal application process is resumed.	SW	5	2	10		Timetable and planning documentation set up to deliver planning requirements.	Executive responsible for planning and strategy in place.	1. TDA planning process to Sept 14. 2. HDD at the approapriate time.	5	2	10	Board and executive team in a state of transistion, including vacant CEO and CFO posts. Further work required to translate ICO vision into long term strategy.	Recruitment process underway.	Jun-14
	5.2	If the executive leadership is unable to transform the organisation at the required pace and scale, then trust will not be sustainable. If we are not able to successfully recruit and retain a management team that is capable of providing the leadership necessary to deliver the ICO transformation envisaged in the IBP, then the trust will not be sustainable.	JR	5	4	20		1. Ongoing commitment to increase capacity by delegating leadership to lower levels in the organisation - e.g. creation of 3 Divisions, appointment of Service Line Clinical Leads etc.2. Regular monitoring of management capacity & capability through appraisals, 360° feedback, Board development programme, and external feedback via FT process. 3. Selective strengthening of management capacity from external sources - e.g. Interim OD Director; E&Y support to IBP development.	1. Change leadership capacity discussed in Board Seminars. 2. Informal NED discussions on leadership capbility & capacity	1. BGAF report. 2. Informal discussions with other external stakeholders who know us well (e.g. NCL, NHSL, CCGs)	4	3	12	Vacancies exist across the Executive leadership team and are currently being filled by interim contractors/fixed term contractors. Risk exists in those staff leaving in June with no substantive directors having been appointed.	1. Feedback from the NHS Leadership Academy's Board development programme disgnostic completed in December 2013. Board development programme have started in Dec 2013. 2. Development of a Recruitment and Retention Plan for delivery in January 2014 3. Executive development with an external facilitator commenced in November 2013 4. Recruitment takes place to fill posts from April 2014.	BGAF planned for Sept 2013 to be delayed until Chair and Director of Corporate Affairs in post. Expected new date: April -14.
	5.3	If we do not implement an effective OD strategy, we will fail to evolve / employ / train our work-force to deliver service changes and productivity improvements and therefore CIP will not be delivered, services will not be transformed safely and the trusts long term future will be compromised.	JR	5	3	15		1. Continued development of integrated training & education programme, focused on skills relevant to the Trust's strategy. 2. Processes to maximise compliance with mandatory training. 3. Ongoing Board and other leadership development programmes. 4. Continued reinforcement of a culture that encourages mentoring, continuous improvement, and innovation. 5. Appointment of Interim Director of OD, Feb 2013	1. TB regularly reviews workforce statistics, incl training, appraisals, sick leave, vacancies etc. 2. Changes already underway in HR with improvements being made in HR data quality and reporting. Changes to how appraisal and MT is conducted and reported upon leading to improved compliance and quality. 3. Review and improvements in train to streamline recruitment processes and policies so that the right recruitment decisions are made. 4. New OD strategy received praise by NEDs at June Trust Board Seminar, further work being delivered to July TB on timing of programmed initiatives with costs. Focus of OD strategy is engagement and improvements in managerial and leadership capability and confidence. 5. TB Seminar received the Workforce Development Plan 2014-16 in March 2014.	Via results of staff engagement survey, feedback on SDP and CIP success from TDA, quality of staff to give excellent care via CQC, ability for NHS Trust to become FT, via TDA, Monitor. Reduced number of complaints from patients, family, improvement in media story coverage in local press via local journalists and relationships with key stakeholders such as commissioners, regulators, local politicians and the public.	5	2	10	1. A group of managers and leaders across the organisation with patchy skill and will in a range of managerial and leadership activities. 2. Inconsistent processes and practices across all areas leading to poor messaging and low levels of engagement. 3. A pervading culture of "cosy", with not enough staff/managers/leaders feeling "restless" for improvement. 4. Very weak internal workforce planning expertise.	1. Deputy Director of HR Ops in post from October 2013. 2. New top OD team in place. 3. Full work programme and roll out commnced on leadership development and management development, coaching and mentoring 4. £1.2m LETB funds won for development, education and training initiatives to progress with speed OD initiatives. Development of stable workforce plan for 2014/15.	Nov 2013 and ongoing
	5.4	If the quality of teaching is not excellent, then commissioners (UCL, Middlesex and LETB) may not renew their teaching contracts. This will not only lead to a loss in income, it may lead to loss of trainees who are a critical part of service delivery.	MK	4	2	8		1. Post graduate medical education board chaired by Director of Education oversees quality of training. 2. Director of UCL Medical School is a NED on the Trust Board. 3.Commitment to maintain/enhance training infrastructure evidenced by TB 3. Approval of capital expenditure for e.g. Library, Cinical Skills Centre	1. Education Strategy Group developing education strategy	1. Medical education audit annually, NMC audit of education standards, NMC audit of mentorship, 2. GMC annual trainee survey	4	1	4	Integrated care and primary care education roles to maintain quality and negotiate opportunities	1. Clinical Education Strategy Group convened for 20/03/2013 (re reconfiguration of LETB and educational funding for individual professional groups). Met in May and next meeting July/Aug 2013. 2. Recruitment to integrated care and primary care education roles	suggest removal

Strategic Goal	Ref	**Corporate/Principle Risks** *Should be high level potential risks which if happened will prevent the objective from being achieved*	Executive Lead	Impact	Likelihood	Risk Score	Movement from 5 December 2013	**Controls** *The systems and processes in place that mitigate the risk*	**Management Assurance** *What are we doing to manage the risk and how this is evidenced - how and when this will be reported to the board?*	**Independent Assurance** *External evidence that risks are being effectively managed (e.g. planned or received audit reviews)*	Impact	Likelihood	Residual Risk Score	**Gaps in Controls or Assurance** *Where an additional system or process is needed, or evidence of effective management of the risk is lacking and need improved reporting on assurances*	**Action Plans** *to address gaps in control/assurance*	Due Date
	5.5	If delivery of the Electronic Patient Record Project fails, transformation of the organisation and delivery of an integrated patient record will be delayed i.e. delay in improvements to patient safety, outcomes and experience as well as operational efficiency.	SW	4	3	12	⇨	1. EPR Project Board in place, with associated programme management arrangements in place 2. Joint Trust/McKesson fortnightly project team meetings to review workpackages 3. On-going stakeholder workshops with clinical services	1. Joint Trust/McKesson fortnightly project team meetings to review progress 2. Joint Trust/McKesson workshops to review functional specifications 3. Quarterly report to Executive Committee 4. Bi Annual report to Trust Board 5. Risk register and issue log	1. Successful go-lives for EPR PAS, ED, Maternity, and GP portal 2. McKesson proven deployment methodology 3. HSCIC-BT process to manage migration off RIO by October 2015	4	2	8	Awaiting HSCIC and BT to publish the catalogue to return RIO data and scanned documentation.	TIAA to be re-engaged for EPR Community deployment to provide external assurance.	EPR and BI upgrade - 03/05/14 Community EPR go-live - 30/10/15

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