



<b>MEETING TITLE</b> Public Trust Board		<b>MEETING DATE</b> 26 November 2013	
<b>TITLE of PAPER</b>		Service Transformation Programme Update	<b>PAPER REF</b> 5.3
<b>STRATEGIC OBJECTIVE</b>		Continuously improving patient care High performing Always learning Value for money & provider of choice	
<b>PURPOSE OF THE PAPER</b>		This report provides an update on developments, issues and risks in relation to the Service Transformation Programme.	
<b>For Approval</b>		<input type="checkbox"/>	<b>For Assurance</b> <input checked="" type="checkbox"/>
<b>For Decision</b>		<input type="checkbox"/>	<b>Discussion/Information</b> <input type="checkbox"/>
<b>AUTHOR / LEAD</b>	Karen Warner Associate Director for Quality	<b>ACCOUNTABLE DIRECTOR</b>	Steve Page Executive Director for Standards and Compliance
<b>DEBATED AT:</b>		<b>Committee/Group:</b> Quality Committee	<b>Date:</b> 12 November 2013
<b>PREVIOUSLY AGREED AT:</b>		<b>Committee/Group:</b>	<b>Date:</b>
<b>RECOMMENDATION</b>		It is recommended that the Board notes the developments, issues and risks outlined in the paper and is assured with regard to the Transformation Programme management arrangements and action.	
<b>RISK ASSESSMENT</b>			<b>Yes</b> <b>No</b>
Corporate Risk Register and/or Board Assurance Framework amended			<input type="checkbox"/> <input checked="" type="checkbox"/>
Resource Implications (Financial, Workforce, other - specify)			<input type="checkbox"/> <input checked="" type="checkbox"/>
Legal implications/Regulatory requirements			<input type="checkbox"/> <input checked="" type="checkbox"/>
Quality and Diversity Implications			<input type="checkbox"/> <input checked="" type="checkbox"/>
<b>ASSURANCE/COMPLIANCE</b>			
Care Quality Commission Registration Outcome(s)		All	
NHSLA Risk Management Standards for Ambulance Trusts		All	

## **1. PURPOSE**

- 1.1 This report provides an update on developments, issues and risks in relation to the Service Transformation Programme.

## **2. STRUCTURE AND GOVERNANCE**

- 2.1 The original nine project groups have been reduced to eight as the Culture and Capability and Workforce groups have been amalgamated. Project plans with clear milestones are in place and are monitored through the monthly Transformation Programme Management Group (TPMG).
- 2.2 Each Project Group is responsible for providing monthly highlight reports including level of risk within the project which informs the Transformation Programme dashboard.

## **3. POLICY DEPLOYMENT MATRICES (PDM)**

- 3.1 The policy deployment approach continues to be utilised, with each of the project groups having a PDM specific to their project work-streams (PDM Level 1).
- 3.2 The approach is being used again in the coming year, aligned to the Annual Planning process. The PDM level 0 for the next 2 to 3 years will also be informed by a recent senior management workshop event and the December Board Development meeting.

## **4. COMMUNICATION AND ENGAGEMENT**

- 4.1 The Transformation Programme Team is now at full establishment which includes the secondment of a Communication and Engagement Manager. The team are planning a series of bite-sized workshops and drop in sessions to develop service improvement skills across the support functions. This approach will be the formal Service Improvement Skills programme which begins on the 18<sup>th</sup> November 2013. Planning for the next year includes an update and optimisation of the Transformation intranet pages and a Transformation blog.
- 4.2 The Bright Ideas scheme continues to generate a positive and inclusive response from all areas of the organisation with in excess of 135 suggestions to date. A sample of responses to these submissions is regularly published in Operational Update.
- 4.3 Significant developments include:
- The PTS volunteer driver scheme is an example of how collaborative working across Directorates can bring both efficiency and better outcomes for patients. The success of the project will be judged on the numbers of drivers recruited, the quality of the service they deliver and the efficiency the scheme brings. The early development of the initiative is achieving effective collaborative work with communications, training, recruitment, fleet and the Foundation Trust Team.

- The Clinical Development initiatives have considerably increased public awareness around Basic Life Support and Know Your Own Pulse (KYOP) in the Hull and East Riding areas with 1250 members of the public engaging in Basic Life Support awareness opportunities and over 120 people trained in KYOP with further events planned.
- The Bright Ideas Scheme has received and reviewed over 130 suggestions from staff at all levels and within all functions of the organisation with many of these being taken forward as viable projects. The ideas are reviewed at TPMG with many being taken forward for implementation. One such significant project is in the review and development of YAS intranet. The current site is under review and a new site is being developed to make it a more effective communications and engagement tool. This has followed several Bright Ideas for making the intranet a more valuable resource for frontline staff.

## **5. PROGRESS AGAINST MILESTONES**

- 5.1 The Programme dashboard (appendix 1) summarises the position to date.

## **6. SERVICE TRANSFORMATION OFFICE**

- 6.1 The office is now established at YAS headquarters providing a location where the Head of Service Transformation, Programme Administrator, Project Managers, Communications Manager and others central to the delivery of the programme can be co-located and a meeting space for the project teams. A visual management system is planned for the New Year.
- 6.2 Configuration and document management systems are now in place to ensure robust discipline around the governance of the Programme and a mapping exercise is underway to ensure appropriate and effective use is made of the available people, systems and time resources.

## **7. REVIEW OF KEY RISKS**

- 7.1 The risks previously reported with the programme delivery have been mitigated and the design of an electronic risk register (within Datix) is underway to collate the high level project risks for monitoring and reporting at TPMG.

## **8. RECOMMENDATIONS**

- 8.1 It is recommended that the Board notes the developments, issues and risks outlined in the paper and is assured with regard to the Transformation Programme management arrangements and action.

## **9. APPENDICES**

- 9.1 Appendix 1 – Service Transformation Programme Dashboard