

Board of Directors

28 May 2020

Paper title:	Internal Communications Review	Agenda item 16
Presented by:	Paul Hogg, Director of Corporate Affairs	
Prepared by:	Paul Hogg, Director of Corporate Affairs	

Purpose of the report		
Presentation of the findings of the review of internal communications review.	For approval	
	For discussion	X
	For information	X

Executive summary		
<p>The Director of Corporate Affairs commissioned an in-house review of internal communications in response to a recommendation emerging from the well-led review by Deloitte LLP. The attached slide deck was presented to and supported by the Senior Leadership Team prior to the COVID-19 pandemic. A paper was scheduled to be presented to Trust Board in March 2020, but this was deferred to May 2020 and the Trust Chair requested that the report be discussed in more detail at Committee level beforehand. The paper was due to be submitted to the Workforce and Equality Committee but due to COVID-19, is now presented to the Finance, Business and Investment Committee (which has similar Non-Executive Director membership). This report is presented to the Board following scrutiny at the Finance, Business and Investment Committee on 26 May 2020.</p> <p>During the COVID-19 pandemic, some of the areas for action have progressed ahead of schedule (such as roll-out of Microsoft Teams) and others have been paused, in line with business continuity plans. The Trust's Recovery and Resilience Cell work will help inform existing and future internal communications needs.</p>		
Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?	State below 'Yes' or 'No' No	If yes please set out what action has been taken to address this in your paper

Recommendations
<p>That the Board of Directors:</p> <ul style="list-style-type: none"> Note the outcome of the review of internal communications which has been presented and accepted by the Senior Leadership Team; Note the impact of COVID-19 and potential future work aligned to the Recovery and Resilience Cell programme; and That it has been scrutinised by the Finance, Business and Investment Committee.

Strategic vision				
Please mark those that apply with an X				
Providing excellent quality services and seamless access	Creating the best place to work	Supporting people to live to their fullest potential	Financial sustainability growth and innovation	Governance and well-led
				X

Care Quality Commission domains				
Please mark those that apply with an X				
Safe	Effective	Responsive	Caring	Well Led
				X

Relationship to the Board Assurance Framework (BAF)	BAF Risks: 1.2 (Advances in digital technology); 3.1 (Engaged and motivated workforce); and 3.3 (Dynamic culture of innovation)
Links to the Corporate Risk Register (CRR)	N/A
Compliance and regulatory implications	CQC Well Led Domain: KLOE 6 (Use of information); and KLOE 7 (engagement).