

Key Matters Report to the Group Trust Board

Name of Committee: People Participation and Equalities

Chair: Njoki Yaxley

Meeting Date: Wednesday, 04 February 2026

Key Matters:

Service Spotlight: the committee received a comprehensive presentation on the High Intensity User (HIU) service which is a non-clinical team recruited for their lived experience and ability to engage with individuals resistant to mainstream services.

The following reports were received:

- Key issues from CCS Trust Wide Working Together Group (TWWTG) – **substantial assurance**. This covered an update on volunteers; co-production activities and highlights across all services; interpretation and translation services and delivery of the health inequalities action plan.
- Key issues from CCS Diversity and Inclusion Steering Group – **substantial assurance**. This report assured the committee of the actions being taken to deliver the diversity and inclusion programme of work embedded into the CCS people strategy. It was noted that action plans were being streamlined to align with the people strategy for the new merged organisation, with a focus on key strategic objectives while maintaining ongoing initiatives.
- Key issues from NCHC Staff Experience Group – **reasonable assurance**. This report assured the committee of the staff experience activities that were currently taking place in support of NCHC's strategic ambition of 'attracting and developing brilliant and fulfilled teams'.
- Key issue report from NCHC Patient and Carer experience and involvement group - **reduced from reasonable to partial assurance (see Key escalations below)**. This provided an update on co-production with Carers Voice for a carer's booklet; joint work with Norfolk Healthwatch; the launch of AccessAble to improve information about service accessibility and complaints work.
- Bi-annual update on the delivery of the CCS People Participation approach - this is programme 4 of the Trust's current quality strategy.
- Bi-annual update on the delivery of the CCS year 3 anti-racism plan – **substantial assurance**.
- Bi-annual update on the delivery of the CCS people strategy actions in relation to diversity and inclusion.

- Presentation of NCHC Equality Delivery System plans and objectives including overall scoring for 2025-26 and proposed objectives for 2026-27 – **substantial assurance**. Summary of CCS equivalent was shared with the full document being completed and shared with members after the meeting. **Both plans scored as achieving.**
- Update on Accessible Information Standard - **partial assurance**. A comprehensive audit and self-assessment is planned, including the development of a unified policy for the new Trust. A working group will be formed to help guide implementation and would involve lived experience partners and clinicians.

Key risks and issues:

No risks identified at 15 and above.

Key escalations:

To note (no action required from the Board):

- The overall assurance rating for the NCHC Patient and Carer Experience and Involvement Group was reduced to **Partial** this reporting period, owing to the reduction in FFT (Friends and Family Test) responses. Plans are in place to address this and progress will be reported to the committee.

Good practice or Innovation:

- The HIU service had demonstrated a 40% reduction in A&E attendances, a 31% reduction in 111 calls, and a 37% reduction in ambulance service calls across its cohort.
- To address challenges in accessing face-to-face interpretation, an 'interpreter on wheels' (iPad-based live interpretation) was being piloted to improve service delivery in rural areas.
- NCHC had achieved Gold Award standard from NHS England for its work experience scheme.
- NCHC had completed Onvero's Talent Inclusion and Diversity Evaluation (TIDE) and were one of 22 organisations from 180 entries to be awarded a prestigious Gold TIDE (Talent Inclusion and Diversity Evaluation) Award recognising the Trust's commitment to inclusion and diversity. In addition, a nomination submitted by the Director of West Place was shortlisted for the Inclusive Culture Award at Onvero's Inclusivity Excellence Awards.