

## Appendix 1: Health Overview & Scrutiny Recommendation Response Pro Forma

*Where a joint health overview and scrutiny committee makes a report or recommendation to a responsible person (a relevant NHS body or a relevant health service provider [this can include the County Council]), the Health and Social Care Act 2012 and the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 provide that the committee may require a response from the responsible person to whom it has made the report or recommendation and that person must respond in writing within 28 days of the request.*

*This template provides a structure which respondents are encouraged to use. However, respondents are welcome to depart from the suggested structure provided the same information is included in a response. The usual way to publish a response is to include it in the agenda of a meeting of the body to which the report or recommendations were addressed.*

### **Issue: Oxford Health NHS Foundation Trust People Plan**

#### **Lead Cabinet Member(s) or Responsible Person:**

- Charmaine Desouza (Chief People Officer, Oxford Health NHS Foundation Trust)
- Zoe Moorhouse (Head of HR, Oxford Health NHS Foundation Trust)
- Amelie Bages (Executive Director of Strategy and Partnerships, Oxford Health NHS Foundation Trust)

It is requested that a response is provided to each of the recommendations outlined below:

**Deadline for response:** Wednesday 14<sup>th</sup> May 2025.

#### **Response to report:**

Thank you for the comprehensive report on the presentation made by Oxford Health NHS Foundation Trust People Plan to the Joint Health Overview and Scrutiny Committee (HOSC). We welcome the insights and recommendations provided by the Committee.

We appreciate the Committee's observations and recommendations and will look forward to feeding back our progress to the committee on a future date. Thank you for your continued support and collaboration.

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### Response to recommendations:

Recommendation	Accepted, rejected or partially accepted	Proposed action (including if different to that recommended) and indicative timescale.
<p>1. To work toward reducing reliance on agency staff where possible. It is recommended that processes are in place to ensure that the quality of care provided by agency staff is appropriate and up to standard so as to ensure consistency in the quality of care for patients.</p>	<p>Accepted</p>	<p>We already have a priority identified in our people plan for 2025/26 which is focused on safely reducing our reliance on agency workers by having a Bank First approach which is underpinned by strong recruitment strategies. Our bank fill rates as of April 2025 are 76% which is an improvement of 11% points since April 2024.</p>
<p>2. To create a positive and supportive work environment for staff, and to foster an environment and processes where staff can easily make complaints or express legitimate grievances.</p>	<p>Accepted</p>	<p>We have engaged positively with the NHS People Promise which helps define our staff experience at Oxford Health. One element of the people promise is focused on our staff feeling safe and confident to speak up. It is well defined and combined with our Freedom to Speak Up Guardians and our recently updated Grievance policy will support a positive and supportive work environment where we take the time to really listen to understand the hopes and fears that lie behind the words</p>
<p>3. To harness the use of technology to create a better and more</p>	<p>Accepted</p>	<p>Our IM&amp;T team has worked hard to make business intelligence available at managers fingertips via a bespoke application.</p>

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<p>efficient working environment for staff. It is also recommended that the Trust takes steps to avert the prospects of future IT outages inasmuch as possible, and to provide evidence of this.</p>		<p>Additionally, we have begun exploring how we can work with Artificial Intelligence (AI) to improve processes. Our processes for managing system outages have been updated since the E-rostering outage last summer to make it more robust. Equally as part of the procurement process all systems must go through full IT checks to ensure they meet the Trust's cyber security standards and legacy systems are being gradually replaced by third party managed systems which are more secure.</p>
<p>4. To work with system partners to campaign for an Oxford salary weighting.</p>	<p>Reject</p>	<p>The NHS has a nationally agreed pay framework which the NHS uses to ensure fair and consistent pay across all its services. However, we have and do consider recruitment and retention premia or attraction incentives in specific services or for specific roles where it has been challenging to run those services due to difficulties in attracting or retaining staff. Additionally, we have worked with local services such as those we provide in Oxford City to allow staff to access parking where appropriate and we have negotiated discounts on Bus travel, in addition to our provision of staff accommodation.</p>