NHS North East and North Cumbria

Board Assurance Framework 2023-24 Quarter 3-4 review

Background

The Board Assurance Framework aligns to the Integrated Care Strategy which is a joint plan between our local authorities, the NHS and our partners including the community, voluntary and social enterprise sector who form our Integrated Care Partnership (ICP). The ICP is responsible for setting and developing our strategy for health and care in the region and therefore the risks to delivery of the strategic goals have been used to inform the Board Assurance Framework.

The Board Assurance Framework has been completed in line with the ICB's risk management strategy which can be accessed here https://northeastnorthcumbria.nhs.uk/media/gdfbshss/icbp037-risk-management-strategy-2-23-24.pdf

NHS North East and North Cumbria – Board Assurance Framework 2023-24 – principal risks

Four principal risks to achieving the ICB's strategic goals have been identified against which current ICB risks are mapped:

Strategic goal	Overarching risk	Current score (highest score of current risks)	score (highest scorerarget score (by 2030)		Aligned risks in corporate risk register		
Longer & healthier lives	The ICB fails to commission services in a way that tackles the wider causes of ill health, and life expectancy of people within the North East and North Cumbria is not improving. The gap between how long people live in the North East and North Cumbria compared to the rest of England is not on track to reduce by 10% by 2030.	16	8	NENC/0001 NENC/0009 NENC/0024	NENC/0025 NENC/0029 NENC/0047	QSC EC	
Fairer outcomes for all	Our health and care services are not delivered in a way in which improves the outcomes of communities who currently have much poorer health outcomes. The gap between the inequality in life expectancy and healthy life expectancy at birth between people living in the most deprived and least deprived 20% of communities is not on track to narrow by 10% by 2030.	15	12	NENC/0004 NENC/0006 NENC/0028	NENC/0033 NENC/0049 NENC/0051 NENC/0052	QSC FPIC EC	
Better health & care services	The quality of commissioned health and care services varies across the ICB area and in some places falls below our high expectations for our public and patients. The ICB does not maintain its good or outstanding rating from the Care Quality Commission (CQC) and the percentage of regulated services across social care, primary care and secondary care that are rated as good or outstanding by the CQC is declining.	20	12	NENC/0007 NENC/0023 NENC/0031 NENC/0032 NENC/0034 NENC/0048 NENC/0054	NENC/0055 NENC/0059 NENC/0060 NENC/0065 NENC/0067 NENC/0075 NENC/0076	QSC FPIC EC	
Giving children and young people the best start in life	We fail to deliver health and care services which give children the best start in life. The percentage of children with good school readiness when they join the reception class (including children from disadvantaged groups) is declining.	16	12	NENC/0027 NENC/0066		QSC EC	

QSC – Quality and Safety Committee

FPIC – Finance, Performance and Investment Committee EC - Executive Committee

NENC Board A	ssurance	Framew	ork 2023-24				Version: 7	Date: 16 January 2024
Goal 1	Longer	and heal	thier lives for all					David Purdue
Risk category	Quality;	System re	ecovery				Lead director(s)	Jacqueline Myers
Principal risk	causes	of ill healtl	ommission service h, and life expecta a is not improving	ancy of pe			Lead Committee(s)	Quality and Safety Committee Executive Committee
ГПСІраї ПЗК	East and	d North Co	how long people umbria compared track to reduce b	to the res	st of	Rationale for curre Potential impact of continuity critical ar	insufficient system resilie	ence and response to business
		Risk	scores				de la fall la classica andre d	
Та	arget		Cı	urrent		safety and welfare		standards putting patient health,
Consequence	4		Consequence	4				services across the system.
Likelihood	2	8	Likelihood	4	16	Reducing and prev NENC ICB is current standards set.	enting antimicrobial resis ntly an outlier and all but	tance is a global health priority. one of our FTs is failing to meet ong term, sustainable and reliable
						High levels of susp	ected suicides.	
Key controls						Assurances		
System-wide surge and escalation plan; ICB Business Continuity Plan; Emergency Planning, Resilience and Response (EPRR) compliance; requirement for providers to notify ICB if OPEL status is escalated. Place Based Delivery Urgent and Emergency Care groups.			Annual business continuity cycle. Annual EPRR submission to NHSE. NHSE regional operational centres provide regional scrutiny and challenge. Addressed in contract meetings if OPEL status is repeatedly escalated. Escalation process includes close liaison with place-based teams. NHSE regional operational centre provides scrutiny and challenge.					
	ers on NHS	S Standar	ar performance ex d Contract and ha tv.			Quality and Safety Committee agenda and minutes. ICB Board agenda and minutes. Audit committee agenda and minutes. Executive committee agenda and minutes.		

CQC inspectio	ons.		CQC inspection reports and HealthWatch				
Workforce ste	ering group.		Membership from NHS providers and NHS England – terms of reference,				
LMNS Leads a	and LMNS Coor	dinators working with providers.	meeting notes and action plans.				
		- .	Regional Maternity Transformation Board oversight.				
			Regional Perinatal Quality Oversight Board.				
			Birth Rate Plus in place with providers.				
			Maternity and neonatal workforce census undertaken by NHSE.				
Workforce pre	ssures are mon	itored via the Strategic Data Collection	Strategic Data Collection Service (SDCS) reporting.				
	S) reporting sys		NHS Long Term Plan.				
		transformation agenda linked to Long	Monitored at Place Based Delivery primary care commissioning grou	ps and			
Term Plan.	, , , , , , , , , , , , , , , , , , ,	с с	Place Based Delivery primary care teams provide reactive support to				
Practices now	report OPEL st	atus via UEC-RAIDR App	practices.				
		ess Recovery Plan (PCARP) which	Oversight of PCARP delivery through system overview group and Pri	imary			
includes workf	orce, digital, ph	armacy PCN access capacity plans and	Care Transformation team reporting into Primary Care Strategy and I	Delivery			
		ind communications.	sub-committee.	-			
Single OPEL f	ramework agree	ed	System workforce retention reporting				
Ensuring com	missioned servi	ces are accountable for demonstrating	Mental health LDA subcommittee terms of reference, minutes, programme				
delivery of car	e that is trauma	informed, therapeutic, safe and least	reports, performance reports.				
restrictive.			Population health management				
Reduce acces	s to the means	for suicides which should include those					
that are presci	ribed by the NH	S.	Alerts and local intelligence sent out to prescribers, primary and seco	ondary			
NHS England	national suicide	e strategy due summer 2023.	care. Working with other agencies such as OHID and NHS England.				
Improving serv	vices through lis	stening and learning.					
Ensure equita	ble, effective an	d targeted treatment for groups known to	Engagement teams.				
be at high risk	of suicide.						
Improve suppo	ort and training	for NHS staff.	ICB suicide prevention plan and national suicide prevention strategy.				
Increase skills	and capability	of the NHS workforce.	Training delivery planned for Qu4.				
		Lin	ked Risks				
Ref	Category	Description		Score			
NENC/0001	System		and management and business continuity arrangements could lead to				
	recovery	•	needed during an incident, increased pressure across the system and	16			
		inability to delivery core services					
NENC/0024	Quality		elow the required standards, putting patient health, safety and	16			
		welfare at risk.		10			

NENC/0009	System recovery	As a result of workforce pressures, increased demand, infrastructure or technology issues, failure of or challenges to PCNs' ability to meet transformation agenda there is a risk that primary care is unable to provide long term, sustainable and reliable quality care services to patients	12
NENC/0025	System recovery	If maternity services do not have adequate staff to provide safe services there is a risk to patient safety and patient experience.	12
NENC/0029	Quality	Reducing and preventing antimicrobial resistance is a global health priority and this is reflected in the NHS Oversight Framework and the NHS Standard Contract.	8
NENC/0047	Quality	The rates of suicide in the North East and North Cumbria are the highest in the country at 13.4 per 100,000 people. The risk to the ICB is that we do not suicide rate for people in contact with NHS commissioned and health care delivery services who may be amendable to healthcare preventative efforts.	12

NENC Board A	ssurance	Framew	ork 2023-24				Version: 7	Date: 16 January 2024
Goal 2	Fairer o	utcomes	for all			David Purdue		
Risk category	Finance	; Quality;	System Recovery	; Workfor	се		Lead director(s)	David Chandler
		omes of c	re services are no ommunities who o			in which improves poorer health	Lead Committee(s)	Quality and Safety Committee Finance, Performance and Investment Committee Executive Committee
Principal risk	The gap between the inequality in life expectancy and healthy life expectancy at birth between people living in the most deprived and least deprived 20% of communities is not on track to narrow by 10% by 2030.					around wider ICS' f	unable to deliver its plann inancial position.	ed financial risk alongside a risk
		Risk	scores			-	nges to recruitment particu	larly of clinical and social care
Та	rget		Cu	rrent		staff.		
Consequence	4		Consequence	5		area.	-	asylum seekers across the ICB
Likelihood	3	12	Likelihood	3	15	CQC. Risk of patients hav of escalation to cris Unnecessary variat ICB.	ving poor access to timely is.	and effective treatment, and risk s are undertaken across the
Key controls	• •					Assurances		
Financial plan; QIPP plan; efficiency plan; financial reporting and monitoring; financial governance arrangements, financial policies and scheme of delegation					Scheme of Delegat updated annually.	ocess in place and panel i	ace at each Place. nancial policies reviewed and n place for approval of any	

area.	lture Plan	ooking at migrant issues across the ICB	Audit committee review and reports to FPI. Monthly reports to NHSE and a review of position with NHSE. Assurances received from each ICS FT provider on review of financia controls. NHS Provider FT finance committees. Terms of reference, meeting notes, action plans, reports. Chief Nurse meetings with counterparts in NHSE and ICB workforce have regular meetings with counterparts at NHSE. Plan developed in consultation with and cooperation of the wider syst Multi agency approach identified to address specific impacts. Issues also being addressed by NHSE and UKHSA regionally. CQC/NHSE monitoring meetings and oversight of action plan.	team				
	gement proces	2	Assurance visits with safeguarding leads.					
System quality	•		Peer level support from other areas and ICBs.					
Standard NHS	contracts in pland, Tyne and W	ace with two main providers: Cumbria, ear (CNTW) FT and Tees Esk and Wear	Contract management process Performance management process OPEL status NHS England quarterly assurance meeting Workforce planning from NHSE and providers					
Care (AACC).	nuing Care Stra	ation Programme for All Age Continuing	Reporting from AACCSTG to Exec/Quality and Safety Committees. Minutes/notes from AACCSTG and working groups. Programme management of workplan. Highlight reports and minutes from Exec, Quality and Safety Commit System Quality Group	tee and				
		ng LeDeR workload and timeliness of ngements and non-recurrent funding	Workforce/budget options appraisal in development. LeDeR assurance group in place. LeDeR annual report to QSC.					
			ked Risks					
Ref	Category	Description		Score				
NENC/0028	Workforce	•	Widespread clinical and social care workforce challenges could impact on delivery of safe services, drive up witing times and lead to poorer outcomes for patients					
NENC/0033	System Recovery	The increased numbers of refugees and has highlighted a lack of consistent provision	asylum seekers being placed in the North East and North Cumbria 12 sion across the ICB area					
NENC/0052	Quality		ies and possible reputational impact due to an 'inadequate' CQC regnancy pathways. Quality of service, patient safety and service	12				

NENC/0006	Quality	Access to adult mental health services and risk that people do not receive the right treatment and access to services at the right time.	12
NENC/0049	Quality	Continuing Care - variation in practice and compliance within the ICB/ICS could result in reputational damage, non-compliance with statutory duties, adverse financial impact, negative patient/family experience and adverse impact on the market and workforce.	12
NENC/0051	Workforce	As a result of there being limited dedicated funded resource to undertake LeDeR reviews and a continued increase in the number of reviews required, there is a risk that reviews will not be undertaken effectively and the ICB failing its statutory duty, which could result in limited learning, reduced quality improvement impact, continued circumstances which contribute to early deaths and reputational damage.	12
NENC/0004	Finance	Delivery of financial position. There is a risk that the ICB is unable to deliver its planned financial position, together with a risk around delivery of the wider ICS financial position.	12

NENC Board As	ssurance Fi	rameworl	x 2023-24				Version: 7	Date: 16 January 2024			
Goal 3	Better he	alth and o	care services			David Purdue					
Risk category	Finance; F	Political; C	uality; System Re	ecovery			Lead director(s)	David Chandler			
	ICB area and in some places falls below our high expectations for our public and patients.							Quality and Safety Committee Finance, Performance and Investment Committee Executive Committee			
Principal risk	rating fron the percer care, prim	n the Care ntage of re ary care a utstanding	a aintain its good o e Quality Commiss egulated services and secondary can by the CQC is de	sion (CQC across sc re that are	C) and ocial	 Rationale for current score Multiple financial risks: 30% real terms management cost reduction; 					
т	arget	Risk se		rrent				unding allocation; underlying			
Consequence	4		Consequence	4		 table below an Inconsistent pri Care, Educatio Registers (DSF guidance. 	nd corporate risk regist imary care quality across in and Treatment Review Rs) not being compliant a				
Likelihood	3	12	Likelihood	5	20	 significant pres Transfer of pati Choice accredi NHS E policy de capacity. Failure to achie bed closure. Delayed ambul which could da confidence in the limpact of indus Risk that scale meet statutory 	sures are evident in cert ient records from one GF itation - risk that the ICB direction to contract unaff eve 23-24 planned inpation lance handovers could g image the ICB's reputation he NHS. strial action on healthcare of reduction in ICB 2:0 v	ain Constitutional Standards. PIT system to another platform. is required under legislation and ordable levels of IS provider ent discharges and subsequent enerate negative media attention on and cause the public to lose e providers. vill compromise ability of the ICB to			

Key controls	Assurances
Financial plan including QIPP; financial reporting and monitoring; staffing	Monthly finance reports including showing running cost position; financial
establishment control process; recruitment freeze; work programme	plan to show breakeven position; reports to FPI; weekly running cost
established to oversee transformation; monthly forecasting and variance	working group in place and transformation group being established; process
reporting.	in place with appropriate approval required for staffing changes.
Financial sustainability group.	Medium term financial plan.
NHS provider FT efficiency plans.	Financial sustainability group minutes.
Register of recurring commitments.	Monthly finance reports; compliance with investment/business case policy.
ICB investment/business case policy.	Investments budgeted for on recurring basis.
Financial governance arrangements.	Scheme of Delegation approved annually.
Capital plan and monthly reporting and forecasting against capital plan	NHS provider FT finance committees
and funding allocation.	Agreed ICS capital plan with variance reporting; ICS Directors of Finance
Provider collaborative process for managing capital spend	group.
	Audit One internal audit of key financial controls 22/23 – substantial
	assurance.
Development of a plan to look at primary care quality to feed into the Q&S	No governance structure for reporting currently and a lack of capacity to
committee	manage at place.
Identification of areas where CeTRs and DSRs are in place and	No assurance currently.
triangulate and develop this into a transformational project to standardise.	
Contract management and performance management processes in place.	Performance monitored by ICB.
Elective recovery plans have been developed with main providers.	Activity monitored by ICB.
	New North East and North Cumbria Performance Improvement and
	Oversight group established which will include COO attendance from acute
	trusts.
NHSE to negotiate with provider the transfer of scanned/digitised records.	ICB escalation through primary care transformation programme.
CSU safe alternate storage for records outside the system	
	CSU IG and Clinical Standards team review of governance arrangements.
Established accreditation process.	NENC Contract Group and Executive Committee oversight.
Prioritisation of elective service specification and pathway development	
Senior Intervenor Project development of regional commissioning	Led by NHSE
framework to enable discharges and triangulation with housing work.	Terms of reference for Senior Intervenor, meeting notes, action plans and
ICB Learning Disability and Autism Programme Team to support	reports.
discharges.	
Local A&E delivery boards	Minutes/actions from LADB.
System agreement to no delays over 59 minutes (from Feb 2023)	Analysis of any serious incidents resulting from delays.
ICB winter plan and surge plan	System SitReps during surge periods.

System resilience meetings Notes/actions from monthly meetings.						
Quality and S	afety Comm	ittee and Area Quality and Safety Sub	QSC minutes, papers and actions.			
Committees	-		Weekly reporting template of % of handovers over 59 minutes.			
Urgent and er	mergency ca	are network.	UECN minutes and action plans.			
ICB engaging	with provide	ers regarding industrial action. Provider risk	ICB incident coordination centres stood up for every period of indus	strial		
assessments	in place.		action.			
			Robust oversight and regular engagement from NHSE.			
		3 2.0 programme with a steering group in place.	Plan progress closely monitored, reviewed and tested.			
	g with NECS	who have a seat on the Programme Steering	Finance team lead the assurance related to delivery of 30% RCA re			
Group.			Proposed operating model and staffing subject to formal consultation	on.		
•		pment plan published and now being	Regular engagement with staff and partners.			
implemented.						
Training for G			Regular correspondence to review records.			
		to review records with regular updates.	Support for internal teams.			
Digital update			NHSE has supported roll out.			
National cam	paigns.					
<u> </u>			ed Risks			
Ref	Category	Description		Score		
NENC/0065	Finance	Risk that both the ICB and wider ICS are unable delivers a balanced financial position	e to agree a robust, and credible, medium term financial plan which	20		
NENC/0054	System	Inconsistent Primary Care Quality across ICB		16		
	recovery			10		
NENC/0067	System	C(e)TRs and DSRs not being compliant against	t the new updated policy and guidance.	16		
	recovery					
NENC/0007	Quality	There is a risk of failure to achieve 23/24 opera		16		
NENC/0048	Political		em (EMIS) to another platform (TPP - SystmOne).	16		
NENC/0032	Finance		atutory financial duty to manage running costs within its running	16		
		cost allocation.		10		
NENC/0075	System	Choice accreditation - risk that the ICB is requi	red to contract unaffordable levels of IS provider capacity.	16		
	recovery					
NENC/0055	System	Failure to achieve 23-24 planned inpatient discl	narges and subsequent bed closure trajectories.	15		
	recovery					
NENC/0023	Quality	Risk that delayed ambulance handovers impact		12		
NENC/0059	System recovery	Impact of industrial action on health care provid	ers across the ICB	12		
	recovery					

NENC/0060	Workforce	Risk that the scale of reduction for ICB 2.0 will compromise the ability of the ICB to meet its statutory duties and make progress towards its vision and long-term foals	12
NENC/0034	Finance	There is a risk of ongoing recurring financial pressures and commitments for the ICB arising from services initially commissioned with non-recurring funding allocations.	12
NENC/0031	Finance	There is a risk that the ICS is not able to manage capital spend within the confirmed capital funding allocation.	12
NENC/0076	Quality	There is a risk that perpetrators of domestic abuse could see information in GP records relating to Multi-Agency Risk Assessment Conference (MARAC).	12

NENC Board	Assurance	e Framew	ork 2023-24				Version: 7	Date: 16 Janu	ary 2024
Goal 4	Giving	ing children and young people the best start in life					David Purdue		
Risk category	Quality						Lead director(s)		
	We fail t start in I		health and care se	ervices wl	hich give cł	nildren the best	Lead Committee(s)	Quality and Safety Comm Executive Committee	ittee
Principal risk	readines	ss when t ng childrei	f children with goo ney join the recept n from disadvantag	ion class		Rationale for curre Inconsistent approa	pproach to Autism Care Pathways resulting in poor post		
		u	scores						
Т	arget		Cu	rrent				reputation, there is also	
Consequence	4	- 12	Consequence	4	- 16	potential for legal challenge if children and young people are unable to access the mental health services they need.			
Likelihood	3	- 12	Likelihood	4	- 10				
Key controls			•			Assurances			
ICS Autism sta	tement in o	developm	ent.			No assurances currently.			
CAMHS Partne	ership Boa	rd in place)			Performance updat	es to ICB		
Quality and Sa	fety Comm	nittee. Ex	ecutive Committee	;		Minutes and reports	S		
Contract review Joint commissi			n foundation trusts porities			Contract and perfor	rmance management pro	ocesses	
					Lin	ked Risks			
Ref	Category	De	scription						Score
NENC/0066	System recovery	Inc	onsistent approac	h to Autis	sm Care Pa	thways resulting in p	oor post diagnosis suppo	ort and care	16
NENC/0027	Quality		ere is a risk that cł ely manner.	nildren ar	nd young pe	eople are unable to a	ccess mental health serv	vices they need in a	16

NHS North East and North Cumbria – Board Assurance Framework 2023-24 – Place risk heatmap

Key risk	Risk ref	Risk	Target score	Current score	Place	Category
The ICB fails to commission services in a way that tackles the wider causes of ill health, and life expectancy of people within the North East and North Cumbria is not improving.	PLACE/0021	Primary care workforce unable to provide safe and effective services.	9	12	North Cumbria	Workforce
	PLACE/0045	Talking Therapies Newcastle	8	12	Newcastle	System Recovery
	PLACE/0119	Provision of Diagnostic Spirometry across Tees Valley	8	12	Tees Valley	System Recovery
	PLACE/0112	Adult Tuberculosis Services in Sunderland	6	12	Sunderland	System Recovery
Our health and care services are not delivered in a way in which improves the outcomes of communities who currently have much poorer health outcomes.	PLACE/0042	Autism diagnosis and post diagnosis support	12	12	Newcastle	System Recovery
	PLACE/0050	Capacity to meet performance access targets for diagnosis, treatment, cancer and A&E.	8	16	Newcastle Gateshead	System Recovery
	PLACE/0002	Intermediate Care and older people's services	8	12	North Tyneside	System Recovery
	PLACE/0072	Host commissioner responsibilities - staff capacity to deliver areas of responsibility.	8	12	Sunderland	Workforce
	PLACE/0061	The possible closure of Butterwick Hospice if they are unable to meet the requirements of the CQC inspection conditions.	8	12	Tees Valley	System Recovery
	PLACE/0115	LeDeR review allocation	6	12	North Tyneside	Workforce
	PLACE/0116	Community Diagnostic Respiratory Service	4	12	South Tyneside	Finance
	PLACE/0126	iPlato mass communication	4	12	North Tyneside	Political
The quality of commissioned health and care services varies across the ICB area and in some places falls below our high expectations for our public and patients.	PLACE/0128	Ambulance Handover Delays over 59 minutes - South Tees NHS Foundation Trust	12	20	Tees Valley	Quality
	PLACE/0048	Increasing activity and cost associated with CHC.	12	12	Newcastle Gateshead	Finance
	PLACE/0083	CHC mainstream financial reconciliation.	9	12	South Tyneside	Finance
	PLACE/0086	Residential and Continuing Healthcare (CHC rate uplift)	9	12	South Tyneside	Finance
	PLACE/0016	Children Looked After Team at NCIC continue to be in business continue and not meet statutory responsibilities for this cohort of children.	8	16	North Cumbria	System Recovery
	PLACE/0091	Achievement of economy, efficiency, probity and accountability in the use of resources	8	12	South Tyneside	Finance
	PLACE/0060	Requirements of responsible commissioner guidance	8	12	Tees Valley	Finance

Key risk	Risk ref	Risk	Target score	Current score	Place	Category
	PLACE/0062	GP practices potentially closing as a result of receiving a 'requires improvement' or 'inadequate' CQC ratings.	8	12	Tees Valley	Political
	PLACE/0059	Wound management at North Cumbria Place	6	12	North Cumbria	Quality
	PLACE/0127	Community phlebotomy service delivered by STSFT	6	12	South Tyneside	Finance
We fail to deliver health and care services which give children the best start in life.	PLACE/0120	Delivery of Medicines in Special School	9	12	Newcastle	Quality
	PLACE/0064	Insufficient Designated Doctor for Looked After Children	9	12	Tees Valley	System Recovery
	PLACE/0040	Children and Young Peoples Access to mental health services.	8	12	Newcastle	Political
	PLACE/0057	Children and Young Peoples Access to mental health services.	8	12	Gateshead	Quality
	PLACE/0114	Sensory processing disorder service	6	12	North Tyneside	System Recovery
	PLACE/0124	St Oswald's Contract short break for children	6	12	North Tyneside	Finance
	PLACE/0017	Maternity services STSFT	6	12	Sunderland South Tyneside	System Recovery