

## Humber & North Yorkshire SeQuIn Tool Summary- Quarter 3: Recruitment

### HNY Summary

- All services submitted recruitment data in Q3
- Two services supplied actions out of the three
- There was limited uptake of the free-flow text box in HNY
- The overall average for HNY was 2.6 out of 5 or amber
- The overall average was benchmarked against WY, both scored the same
- Wider context from covid and ongoing restrictions as well as wider workforce issues have impacted on meeting these standards
- There is opportunity in HNY for services to share good practice at a virtual event in April around recruitment action plans
- There are two highlighted standards of very good practice from Clifton House on remuneration of involvement in recruitment and Stockton Hall involving service users in staff induction- both scoring 5/5

### Context

The SeQuIn Tool was coproduced with service users, staff and commissioners from the Yorkshire and Humber Region over a 3+ year period. Input was also given by SALT, Widget software, UCLan and a Website Design Company to create an interactive platform that can benchmark data across services and regions. The aim of the Tool is to upkeep old CQUINs and drive quality improvements in services with the service user and staff voice. The Tool has 12 areas each with 10 to 12 standards. The Tool was piloted in 2020 with some disruption from the Covid-19 Pandemic. Each year standards are chosen that help support services to think creatively where solutions are most needed. One standard is chosen per Quarter, the 2022/23 schedule is as follows:

**Quarter 1: Involvement** (to support systems and processes and involvement strategy in West Yorkshire, drawing on 3 years of data)

**Quarter2: Meaningful Activity** (to support services moving through covid restrictions to mixing of wards, to ensure activity is contemporary and meaningful)

**Quarter 3: Recruitment** (to support conversations and dynamic thinking around recruitment and retention of staff in a period of National crisis)

**Quarter 4: Progress against actions from Q1, 2 & 3** (a co-produced slide to show quality improvement and share good practice)

### Data Collection

The Recruitment standards for completion can be found here: [Recruitment-standards.pdf \(yorkshireandhumberinvolvementnetwork.nhs.uk\)](https://www.yorkshireandhumberinvolvementnetwork.nhs.uk)

The Recruitment standards were reviewed by the standards review committee made up of service users and staff who use the tool to ensure relevancy and accessibility. The recruitment standards

were also the first to introduce a free flow box with prompt questions to encourage sharing of good practice.

Data is captured in a variety of ways from small focus groups, 1:1 paper survey or asking people to score and action plan on tablets. We have encouraged services to collect data in any way that is meaningful and achievable during covid restrictions and staffing pressures, we do acknowledge this is a variable in the data and may have limitations on representation. We are working with services in 2022/23 to focus on action planning collaboratively and having discussions around quality improvement, as well as capturing the quantitative scores.

Further information on the SeQuIn Tool and its intended implementation can be found here:



SeQuIn Tool  
Slides.pdf

### **2022 Recruitment Data**

An extension of deadline was given for submission from End of December to End of January due to rising cases of covid and workforce resource over the winter period.

All Humber and North Yorkshire services completed the Tool in Quarter 3, and all standards were scored for recruitment leading to an average service score as follows:

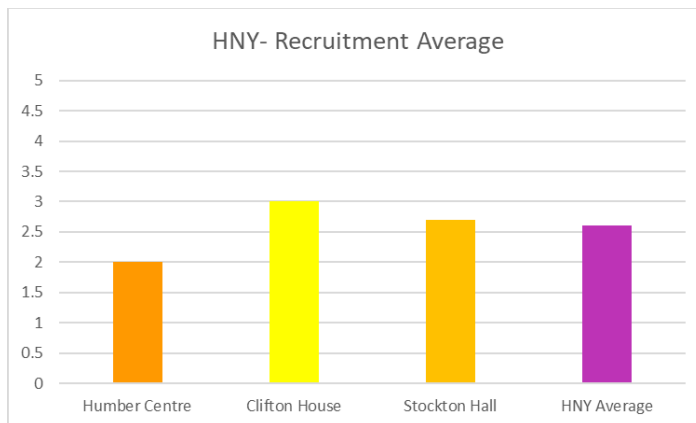
#### **Overall service scores:**

<b>Humber Centre</b>	2
<b>Clifton House</b>	3
<b>Stockton Hall</b>	2.7
<b>HNY Average</b>	2.6

(Table Q3101)

Clifton House scored the highest with an average score of 3 out of 5 on the recruitment standards, all three services scored a similar overall average, all with an amber rating. The HNY average is 2.6 out of 5.

#### **2022 Recruitment Bar Chart:**



(Chart Q3102)

**Service scores broken down into standards:**

	RECRUITMENT STANDARDS	Humber Centre	Clifton House	Stockton Hall
1	There is a policy or procedure in place that supports service users to be involved in recruitment	2	3	2
2	Service users are involved in the recruitment process and are supported by the Lead for Involvement to do so	2	3	3
3	Informal recruitment training is offered to service users to ensure the experience is enjoyable and meaningful	2	2	1
4	Service users are recognised for their involvement in the recruitment process	2	5	3
5	Service users are involved in staff induction	2	3	5
6	Service users are involved in staff training	2	2	2
<b>Service Average</b>		<b>2</b>	<b>3</b>	<b>2.7</b>

(Table Q3103)

Standards 3 and 6 are the lowest scoring standards in HNY with an average of 1.7 and 2 out of 5 respectively, both with a dark amber rating.

Standards 3 and 6 state respectively 'informal recruitment training is offered to service users' and 'service users are involved in staff training.'

Stockton Hall scored 1 out of 5 or a red rating for standard three meaning that this does not currently happen at all.

Standard 4 was the highest scoring standard in HNY at 3.3 out of 5 and amber/green rating. This standard shows that service users are recognised for their involvement in the recruitment process. Clifton House scored a top score of 5 out of 5 for this standard with a robust remuneration process.

The Humber centre scored 2 out of 5 for all standards, highlighting room for improvement in all areas.

The only other green rating and 5 out of 5 score came from Stockton Hall who involve their service users in staff induction.

**Provider Collaborative Recruitment Overall Average:**

<b>WEST AVG</b>	2.6
<b>HUMBER AVG</b>	2.6
<b>SOUTH AVG</b>	3.2
<b>Y&amp;H AVG</b>	2.8

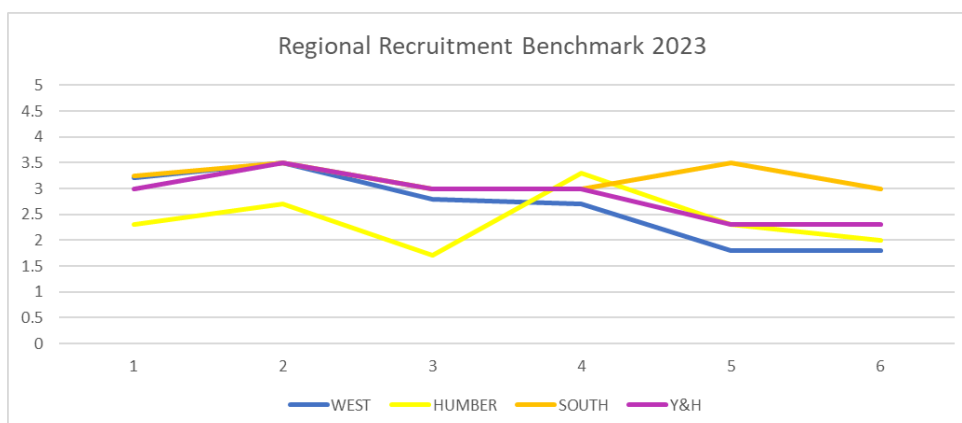
(Table Q3104)

**Provider Collaborative scores broken down to standards:**

	<b>RECRUITMENT STANDARDS</b>	<b>WEST</b>	<b>HUMBER</b>	<b>SOUTH</b>	<b>Y&amp;H</b>
1	There is a policy or procedure in place that supports service users to be involved in recruitment	3.2	2.3	3.25	3
2	Service users are involved in the recruitment process and are supported by the Lead for Involvement to do so	3.5	2.7	3.5	3.5
3	Informal recruitment training is offered to service users to ensure the experience is enjoyable and meaningful	2.8	1.7	3	3
4	Service users are recognised for their involvement in the recruitment process	2.7	3.3	3	3
5	Service users are involved in staff induction	1.8	2.3	3.5	2.3
6	Service users are involved in staff training	1.8	2	3	2.3
<b>Service Average</b>		<b>2.6</b>	<b>2.6</b>	<b>3.2</b>	<b>2.8</b>

(Table Q3105)

**Regional Recruitment Benchmark 2022:**



(Chart Q3106)

Humber and North Yorkshire are benchmarked against West Yorkshire and South Yorkshire in Chart Q3106. The average Yorkshire and Humber score is also shown for comparison. Humber and North Yorkshire scored an overall amber RAG score and average of 2.6/5, rating the same as WY and



marginally below SYB. Standards 5 and 6 were lowest scoring across the board. HNY had a high score for standard 4 on 'recognising involvement in recruitment'. Humber also had the lowest overall score for standard 3.

**Action Plan**

We suggest that each service chooses a recruitment standard to focus on as a quality improvement initiative in that year, again in collaboration with service users.

The services have chosen the following standards to action:

Humber Centre	1	Trust panel guidance to be shared with all SU's on becoming a panel volunteer
Clifton House	1, 3 & 4	To develop a service user leaflet that provides basic information about the recruitment process; outlining the process/opportunities, what to expect, what are the rewards etc. To have service representation at the newly launched values-based recruitment task and finish group. This is exploring the recruitment process within the Trust, including service user involvement.
Stockton Hall	-	No Action outlined

(Table Q3110)

The Yorkshire and Humber Network will track scoring and actions through individual engagement plans and support improvements to be made.

For Q4 the Provider Collaborative have asked to see a presentation from services showing their progress on actions chosen in Q1, 2 & 3. Themes can be discussed for a HNY topic group at this event supported by the Network if required, and service solutions shared as good practice, that can then be replicated by others.

In the interim the free flow text box was introduced as a potential quality improvement to the SeQuIn Tool and to offer the opportunity for services to further share good practice around the chosen area not covered by the standards, in this case wellbeing and retention of staff were suggested prompts.

The recruitment free flow box was used by only one HNY service; Clifton house shared their practice on bluebell ward of supporting service users to introduce themselves to staff.

**Recommendations/ Observations**

- Covid and restrictions are still playing a part in limiting how services may be involved in recruitment, there is, however, opportunity for creativity
- Recruitment and retention are a risk across health generally, which has again impacted meeting of these standards



- All three services have the opportunity to come together at the next HNY Virtual Event in April to problem solve and share good practice around these standards
- There are two highlighted areas of very good practice from Clifton House on remuneration of involvement in recruitment and Stockton Halls involvement in Staff induction

#### **Quarter 4**

Services are asked to present at the Virtual Event in April their progress against actions for Q1/2/3 including service user feedback with optional creativity.

Schedule for 2023/24 has also been confirmed as:

**Quarter 1: Involvement** (to support systems and processes and involvement strategy in Humber North Yorkshire, drawing on 3+ years of data)

**Quarter2: Reducing Restrictive Practise** (to ensure standards are up to date with changes in national guidance and that services are meeting this)

**Quarter 3: Technology** (a very topical area of conversation in all services, highlighted by service users in their forums, noted as a theme in quality reviews and as an inequality in the 2021 NHSE 'advancing equalities' report)

**Quarter 4: Meaningful Activity** (to repeat and benchmark against scores from last year to see if action implementation has resulted in an improvement over 12 months)

#### **Report produced by the Involvement Network- March 2023**

All previous reports can be found on the Yorkshire and Humber Involvement Website, please request password if first time on the closed section (all other areas open to the public)

<https://www.yorkshireandhumberinvolvementnetwork.nhs.uk/sequin-tool-summaries/>