



DIRECTORATE REPORT TO BUSINESS EXECUTIVE TEAM AND BOARD

Directorate:	Operations and Finance
Executive Lead:	Angela Williams
Reporting Month:	February 2024
Business Executive Team Meeting Date:	20 March 2024
Board Meeting Date:	28 March 2024

Overview of Key Activities During the Month

Strategy and Planning

- Board development session held around the development and implementation of our organisational strategic partnerships in 2024/25.
- Series of strategic priority 2035 road map workshops held, including the first for the excellent public health services priority.
- Executive Team workshop held around the development of our plans for 2024/25 and final validation of 2024/25 change portfolio undertaken as part of plan development.

Communications

- Delivered final phase of Beat Winter Viruses campaign, including activity in city and town centres around sporting fixtures to encourage regular and thorough handwashing.
- Responding to the increase in measles cases in England, delivered low-cost campaign to encourage MMR (Measles, Mumps and Rubella) vaccination uptake in children.
- To help staff understand the role of our Board and its strategic function, we launched a podcast featuring our Chair Jan Williams, 371 staff listened in and it has generated notable positive staff feedback.

Estates, Facilities and Health & Safety

- Work is progressing well to reconfigure space in CQ2.
- Several access audits at PHW (Public Health Wales) screening sites have been undertaken and work has commenced to develop action plans to address recommendations. This will support the quality agenda and service user experience of screening services.
- Implementation has commenced of 'soft phone' options (system allowing users to make and receive telephone calls over the internet via a computer or smartphone). The soft phones system will allow for the

timely transfer of incoming business calls to dedicated staff in all areas of the business.

- A series of estates / Facilities Capital bids have been prepared to take forward works to improve elements of the PHW estate and to improve estates management processes.
- Support provided to Diabetic Eye Screening Wales (DESW) to identify potential mid wales base for service administration.

Finance and Performance

- Commenced delivery of QlikSense implementation plan including delivering training and commencing dual running for finance users, whilst continuing to plan and prepare for wider roll out in 2024.
- 2024/25 Allocation agreed with Welsh Government as part of the 2024/25 Mandate letter, and detailed work on financial plans undertaken to ensure that we will be able to submit a break-even plan for 2024/25

Digital Services

- IT Ops are managing as per the plan a significant volume of deliveries, procurements, and contract renewals.
- Digital Services and Data teams have been collaborating on a route map for the development of our digital estate in line with the Digital and Data Strategy.
- Ongoing work to prioritise the capital spend for 2024-25 as well as aligning costs to the Digital Route map.
- The Discovery for Health Protection is progressing well with the Emyrean team presenting on milestones to HPSS/Digital collaboration meeting in early March.
- The DEWIS module (breast screening cohort selection module) testing has flagged up issues of varying severity, the majority of which have now been resolved. This is alongside QA work on the data migration and reports for the system.
- The Data Services team have been doing ongoing work on CSW failsafe.
- Digital Services senior teams have been liaising with DESW to understand potential changes to clinic hours.

Successes

Communications

- To raise awareness of the dangers of illegal vape liquids and highly potent counterfeit prescription drugs which WEDINOS have detected, we organised a media event at the WEDINOS lab with coverage on BBC Wales, Wales Online and South Wales Argus, also pending coverage on ITV Wales and The Guardian.
- By nurturing a supportive online community, disseminating accurate health information, and embracing innovative communication channels, we aim to help individuals make informed decisions about their health while fostering a sense of belonging towards public health initiatives. To do this, we have launched new Social Media Strategy and Channel Plan on [SharePoint](#).

Estates, Facilities and Health & Safety

- Identification of two suitable premises to establish administrative base for DESW in Mid Wales.

Finance and Performance

- Worked with directorates to develop 2024/25 savings plans to meet 2% savings target.

Strategy and Planning

- Assurance review of the Records Management Programme undertaken, and report provided to the SRO, including proposed recommendations.
- Tackling Diabetes Together Programme PID developed and submitted to BET for approval.

Digital Services

- Successful relocation of IT access and equipment to support teams that are moving from St David's Park to Yr Egin in Carmarthen.

Any Concerns being managed:

Communications

- Several fixed term contracts will end on 31 March 2024. This is likely to have an impact on web content development.
- Delays in the appointment of agency contract for the Diabetes programme work will limit what we are able to deliver in-year.

Estates, Facilities and Health & Safety

- No concerns to highlight for the reporting period

Finance and Performance

- No concerns to highlight

Strategy and Planning

- No concerns to highlight

Digital Services

- DHCW have delayed the Newborn Screening re-platforming project to Q1 2024-25.

Forward Look of key activities for next month

Strategy and Planning

- Strategic Plan formal approval by Executive Team (20/03) and Board (28/03)
- Workshops to be held in March to further develop our 2035 strategic priority road maps.

Communications

- Second phase of MMR vaccination campaign to encourage parents to ensure their children are up to date, to help prevent the spread of measles.

- Final stage of screening branding research project to be produced and final research report showing insights into current attitudes towards cervical screening.
- Draft report into HPSS (Health Protection and Screening Services) Internal communications and engagement review will be completed in March.
- Welsh Language remediation project set to end in March around future proofing Welsh Language compliance.

Estates, Facilities and Health & Safety

- Progressing the installation of PSBA (Public Sector Broadband Aggregation) to support CTER's accommodation requirement.
- Complete the roll out of 'soft phones' to all areas of the business required Reconfiguration works for prospective new tenants CTER to be concluded at CQ2.
- Continue reconfiguration / enhancement of floor 3 Open Space at CQ2.
- Progress configuration of floor four CQ2 to accommodate NHS Executive / Improvement Cymru.

Finance and Performance

- Finalising year-end financial position with a view to achieving forecast break even position for both revenue and capital.
- Joint workshop with DHCW (Digital Health and Care Wales) to share good practice and align accounting treatment of intangible capital schemes.
- Finalise and submit IMTP (Integrated Medium-Term Plan) finance chapter, Minimum Data Set and 2024/25 Budgetary Framework document.
- Work with Information Lab to develop Performance Assurance Dashboard as part of Phase 2 of Performance Reporting Development Project.

Digital Services

- Continued testing on the breast screening module with the breast screening service.
- User acceptance testing for the DESW optimisation on GP (General Practitioner) referrals.
- Further development of the Digital and Data Route map to understand the resource implications (financial and staff capacity).
- Continued work on procurements due to end of year pressures and contract renewals.