

The Board is accountable for maintaining a sound system of internal control that supports the achievement of the organisation's objectives. In the LAS this is based on an ongoing risk management process that identifies the principal risks to the organisation's objectives and evaluates the nature and extent of those risks, in order to manage them efficiently, effectively and economically. The Assurance Framework enables the Trust to do this and also may highlight significant issues, this will usually be a high priority risk that we are not managing adequately that threatens the achievement of a strategic objective.

<b>LAS Service Plan Objectives</b>	<b>Standards for Better Health Domains</b>
1) To improve the delivery and outcomes of services for our patients and the public informed by their input through the Patient and Public Involvement initiative, with particular attention to national priorities, including National Service Frameworks, risk and governance, NHS Plan and capacity planning, particularly winter, emergency preparedness and technology.	Safety Governance Patient Focus Accessible and Responsive Care
2) To improve the delivery and outcomes of services for our patients and the public informed by their input through the Patient and Public Involvement initiative, with particular attention to national performance targets, e.g. financial balance, response time performance and call answering targets, Improved Working Lives, NHS Litigation Authority, complaints reduction/resolution with lessons learnt	Clinical and Cost Effectiveness Governance Patient Focus Accessible and Responsive Care
3) To improve the delivery and outcomes of services for our patients and the public informed by their input through the Patient and Public Involvement initiative, with particular attention to responding to recommendations of reviews that took place in 2004/5 by implementing recommendations	Governance Patient Focus
4) To improve the delivery and outcomes of services for our patients and the public informed by their input through the Patient and Public Involvement initiative, with particular attention to supporting partnership working with other organisations, to input and improve Urgent and out of hours care.	Patient Focus Accessible and Responsive Care Public Health
5) To improve the delivery and outcomes of services for our patients and the public informed by their input through the Patient and Public Involvement initiative, with particular attention to providing more consistent training to existing members of staff.	Patient Focus
6) To ensure that change is sustainable through investment in organisational development following up on changes to LAS structure, including the new A&E operations structure, integration of the Patient Transport Service and the Emergency Bed Service, instituting the Urgent Control Room and embedding the Urgent Care Service	Governance
7) To ensure that change is sustainable through investment in organisational development providing a high quality working and supportive environment for staff with good logistical support.	Governance Care Environment and Amenities
8) To ensure that change is sustainable through investment in organisational development developing a culture in which information is readily, openly shared and all staff are listened to and heard.	Governance
9) To ensure that change is sustainable through investment in organisational development ensuring behaviour is consistent with LAS Values.	Governance