NHS 24 BOARD MEETING	22 JUNE 2023 ITEM NO 12.2 FOR ASSURANCE
KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD ON 18 MAY 2023	
Executive Sponsor:	Committee Chair, Mr Alan Webb
Lead Officer/Author:	Board Secretary
Action Required	The Board is asked to note the key points for assurance from the Staff Governance Committee meeting held on 18 May 2023.

1. **Purpose of the report**

   This report provides the NHS 24 Board with an update on key issues arising from the Staff Governance Committee meeting held on 18 May 2023 at 10am, via MS Teams.

2. **Recommendation**

   The NHS 24 Board is asked to receive and note the key points outlined.

2.1 **Staff Governance Committee Self-Assessment of Effectiveness 2023**

   The Committee considered and approved the Staff Governance Committee Self-Assessment of Effectiveness 2023. Members would undertake the questionnaire during the summer, with the results of the survey being presented to the Staff Governance Committee in August.

2.2 **NHS 24 Staff Code of Conduct**

   The Committee considered the revised NHS 24 Staff Code of Conduct which had been reviewed. There were no major amendments to the Code of Conduct however minor amendments were outlined which represented updates to terminology, references, and where applicable, provided additional clarity. The Committee were content to approve the revised version of the NHS 24 Code of Conduct and noted that this would be published on the NHS 24 Intranet site, communicated to staff via the usual communications channels, and inclusion of the updated Code of Conduct in the new digital induction handbook.

2.3 **Staff Governance Committee Annual Report to the Board 2022/23**

   The Committee considered the Staff Governance Committee Annual Report of 2022/23, and approved submission of the Report to the Audit and Risk Committee at its meeting on 8 June, and to the NHS 24 Board on 22 June.

2.4 **Directors Letters**

   The Committee considered a paper which provided an overview of recent correspondence received from the Scottish Government in relation to relevant PCS/DL's. The Committee welcomed this new report which would be

presented to the Committee on a regular basis to ensure visibility. Dr Hepburn specifically noted DL (2023) 05 – Supplementary Staffing – Agency Controls – and assured the Committee that a framework was in place in respect of this and this was consistently applied when roles were being recruited to. The Board would be asked to note this at its next meeting in line with the guidance from Scottish Government.

2.5   Internal Communications and Staff Engagement Update
The Committee received a paper which detailed key activities in respect of the Staff Experience Improvement Programme, the new Service Delivery Communications Process, the Patient Safety Leadership Sessions and Staff Engagement Meetings, work underway in respect of the options for the Staff Awards for 2023, the staff suggestion scheme and the development of the organisational culture work.

2.6   Carer Positive Engaged Employer Award
The Committee considered a paper and were delighted to note the Carer Positive Engaged Employer Award recently received by NHS 24. The Committee noted the significant work undertaken and the next steps required to pursue the next stage of the Award.

2.7   Quarterly Workforce Report
The Committee considered the Quarterly Workforce Report. The report provided an update on areas of focus and analysis of workforce information, including the vacancy factor, the number of new recruits, the attrition rate, the strategic review of recruitment, enhancements to the interface between Job Train and eESS, mandatory training compliance, progress of the Management Essentials Programme, the new corporate induction programme, the work undertaken in respect of the appraisal process, absence rates, key performance indicators for case management and the launch of the 3 Tier model incorporating helpdesk support for HR enquiries. The Committee noted the improving across all workforce KPIs, and in particular, the position on absence. The report showed actual absence, including COVID, reducing form 11.39% at the end of March 2022 to 8.47% at the end of March 2023, a reduction of 2.92.

2.8   Strategic Review of Recruitment
The Committee received a paper which provided an overview of the actions underway following the strategic review of recruitment. Work had been undertaken with the strategic external partner to improve recruitment and retention, improve attrition rates, improve the employer brand, and enhance the candidate journey.

2.9   Health and Safety Quarterly Report
The Committee considered a paper which provided an overview of key updates from the Health and Safety Committee on health and safety matters for the last quarter. The Committee noted progress on the reduction to slips trips and falls and training completion rates.

2.10 Workforce People Action Update

The Committee received a paper which provided an overview of progress to date in relation to key deliverables of the 3 Year Workforce Plan which showed that delivery was 14% ahead of target going into year 2.

2.11 Staff Governance Committee Risk Register

The Committee considered the Staff Governance Committee Risk Register and welcomed the revisions to the Risk Register and were content to note the risks and were assured by the information provided.