

**NHS 24
BOARD MEETING**

**02 MARCH 2023
ITEM NO: 12.2b
FOR ASSURANCE**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE MEETING
HELD ON 9 FEBRUARY 2023**

Executive Sponsor:	Chair Staff Governance Committee, Alan Webb
Lead Officer/Author:	Director of Workforce, Jacqui Hepburn
Action Required	The NHS 24 Board is asked to note what was discussed at the Staff Governance Committee at the 9 February 2023 Meeting.

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 9 February 2023.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined. The focus of the Committee meeting on 9 February 2023 had been Attendance Management, Shift Review Update, Quarterly Workforce Report, Ways of Working & Planning and Organisation and Culture and People Services. The Committee also discussed Staff Engagement, Equality Mainstreaming Report and approved the Staff Governance Committee Terms of Reference.

2.1 Attendance Management Update

The Committee noted the presentation provided to highlight main themes in relation to Attendance Management:

- The rolling sickness absence figure is currently 7.52% which is an overall reduction from this time last year.
- The attendance improvement plan continues to be in place and has been reviewed for 2023/24 (copy of updated plan enclosed).
- Covid special leave provision ended on 1st September 2022 which resulted in an initial increase in the sickness absence figure.
- There has been an increase in long term sickness absence. A number of our Long-Term Sick cases are off with covid related illness.
- In terms of length of service, under 1 years' service and 5-7 years categories are a cause for concern that require more work.
- The Committee also noted the actions which had been undertaken during 2022/23 as part of supporting attendance management including:

- Wellbeing Team Managers will be in place until June 2023 and several improvements to the process have been evident.
- Training and Support for Line Managers has been put in place
- An updated and improved Attendance and Wellbeing Action Plan
- Senior and middle management programmes Leadership Development Programmes are being put in place.
- The Health and Wellbeing Strategy Action Plan has been updated and some of the focus for 2023/24 will be Mental Health Support for Staff, Financial Wellbeing and Climate Change and Sustainability.

2.2 Equality Mainstreaming and Workforce Data Report

The Staff Governance Committee noted the contents of the draft NHS 24 Equality Mainstreaming Report 2023 and Workforce Data Report 2023 highlighting the following:

- Mainstreaming progress and examples in action
- Equality Outcomes mid-term update 2021-2025
- Equal Pay Statement 2021,
- and Gender Pay Gap

The Committee also noted supplementary content, analysis and feedback from leadership team and relevant committees would be considered/added to the reports prior to being presented to the Board for approval to publish by the end of April 2023.

2.3 Organisation and Culture

iMatter National and Board Results

The Committee noted the iMatter results for 2022 and the proposed approach for 2023:

- A refocus be placed on the cycle, and in particular action planning
- Organisational consideration be given to the 6 lowest scoring responses per the Board Yearly Components Report and a cross-directorate Action Plan devised.
- A Communications Plan be developed
- A communication is released via Team Talk

The Committee noted the proposed approach had been approved by the Executive Management Team (EMT) at their 10 January 2023 meeting.

Corporate Induction Update

The Committee noted the proposed NHS 24 Induction Programme, for all new employees of NHS 24.

- The proposed NHS 24 Induction Programme is a structured approach to the first 12 months of a new employee's career journey
- The Induction Programme will be launched in Q4 2022/23 and will be mandatory for every new member of staff.
- Will be modernised and accessible, with a mix of digital and face to face delivery.
- Will digitally frontload 'need to know information', linked to on-boarding

The Committee strongly agreed with the outlined approach for Induction moving forward.

External Events & Bursary

The Committee noted the proposal to move to two fixed periods each year, when Bursary applications could be submitted. Timings had been selected to align with general delivery cycles for academic qualifications. This approach would allow greater financial oversight of bursary awards, ensuring fairness of distribution across the organisation.

The Committee noted the paper and were content with the improved approach.

Mandatory Training Update

Committee members noted the paper, highlighting the development of a Mandatory Training Action Plan.

- Mandatory Training ensures that individuals have the right knowledge and skills to carry out their duties in the safest ways possible, minimising any risk to themselves and others.
- Significant progress has been made already in relation to compliance levels, which currently sit at 83%.
- Historically however, compliance with Mandatory Training has been persistently variable and this has been raised as an organisational risk.
- Benchmarking shows, NHS 24 has considerably more Mandatory e-learning modules than other NHS Boards
- A Mandatory Training Improvement Plan is underway as part of the Training Project which incorporates a review of Induction, Training and CPD.

Appraisals

The Committee noted the paper advising the following:

- The move to a fixed appraisal window approach in 2023 and each year thereafter.
- Staggered completion phases to allow for alignment of objectives with organisational strategy, whilst avoiding periods of predicted increased pressure.
- Communications plan, comprehensive guidance, and full relaunch to educate, inform and engage all NHS 24 employees.
- Approval to report on Objectives and PDP only in 2023/24 as end of year discussions will not take place until 2024/2025.