

**NHS 24
BOARD**

**18 JUNE 2020
ITEM NO: 12.2
FOR ASSURANCE**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE
HELD ON 20 MAY 2020**

Executive Sponsor:	Chair Staff Governance Committee
Lead Officer/Author:	Interim Director of Workforce
Action Required	The Board is asked to note what was discussed at the Staff Governance Committee meeting on 20 May 2020.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Staff Governance Committee held on 20 May 2020.

2. Recommendation

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

2.1 Wellbeing – The Committee noted that as part of the response to the COVID19 outbreak, and in response to DL (2020) 8, NHS 24 has responded to support the wellbeing of staff and has created a dedicated wellbeing work stream, led by our Health & Wellbeing Champion. The identification of a Wellbeing Champion was in response to a request from the Minister for Mental Health who is leading on this work.

This work stream is directed by a cross Directorate wellbeing reference group providing expert subject matter advice and the development of a comprehensive package of practical, emotional and psychological support for staff that will continue to develop in line with identified need. NHS 24 has reviewed the revised version of Core COVID-19 Information and Guidance for General (Non-Healthcare) Settings version 4.2 which will inform NHS 24's Operating Processes for Social Distancing Adherence.

2.2 Staff Data – The Committee noted the presentation in relation to the sources of data available for the workforce are diverse and not connected. The ability to measure performance against our Workforce Strategic Framework 2019-2023, to hold managers to account for their people performance and set corporate key performance indicators is inhibited by the complexity of the current systems landscape. The purpose of our presentation is to raise awareness in the Committee of the current challenges and to outline where we do what to get to. At this point in time we are scoping possibilities and working with the Chief Information Officer's team we will look to see maximise the potential of the introduction of Office 365. We will very much be drawing on the experience and expertise developed in other Boards to inform this process

2.3 Appraisal, Objective Setting and Personal Development Planning – The Committee noted that NHS 24 plan to take forward a renewed commitment to a quality personal development planning and review process in the organisation. It will be especially important that we are clear on what our key targets are and on what the organisation will expect from staff and managers as part of a quality appraisal process. We will refine our reports to ensure clear information is available in order to progress improvement in appraisal activity, both quantitatively and qualitatively.

2.4 Attendance Management – The Committee discussed the Improvement Plan which focused on supporting line managers through our learning and development programme and within Service Delivery, there is also a clear focus on line managers and how they manage early intervention in absence cases. As part of our "Better Working, Better Care Programme" and the Shift Review we are taking forward a number of actions to improve the proactivity of attendance management and we are looking at the current alignment of managers and teams to better monitor and address attendance and any other issues with staff.

NHS 24's Plan includes objectives to develop key positioning and messaging on the benefits of managing attendance well and the links to our wider health and wellbeing agenda. We also however need to recognise that in managing attendance while we very much wish to see staff be well and attend work, a range of outcomes is possible. Successful management of attendance requires good data, confident and supported managers and consistent treatment of staff.

Much work has been done to develop health and wellbeing resources for staff as we deal with the implications of changed ways of working as a result of COVID19. We aim to continue to develop those resources and where appropriate align those resources with any trends noted through staff data reporting.

We highlight above the importance of good data and accessible reporting. While we are committed to developing and managing the functionality with eESS we are also scoping out the potential for new digital technology building on Office 365. At this stage we cannot provide any definitive plans and we will need to assess feasibility. The Improvement Plan will become a Transformational Change Programme as it develops.