

<p><b>NHS 24 BOARD MEETING</b></p> <p style="text-align: right;"><b>10 DECEMBER 2020 ITEM NO 12.2 FOR ASSURANCE</b></p> <p style="text-align: center;"><b>KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD ON 17 NOVEMBER 2020</b></p>	
<b>Executive Sponsor:</b>	Chair Staff Governance Committee
<b>Lead Officer/Author:</b>	Interim Director of Workforce
<b>Action Required</b>	The NHS 24 Board is asked to note what was discussed at the Staff Governance Committee at the 17 November 2020 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 held on 17 November 2020.

## 2. Recommendation

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

**2.1 ICT/Digital Business Case** – The Committee noted that the Board has had the opportunity to consider ABR Consulting’s review of ‘ICT and Digital Capacity and Capability’. This Business Case has been developed to deliver proposals for organisational change in response to the content of this review. This Business Case is the outcome of a significant programme of co-production, staff engagement and informal consultation. These are and will remain proposals which will be subject to formal consultation as set out in the Business Case in due course.

**2.2 Homeworking** – The Committee noted the survey which had been carried out with home workers during 3 - 25 August 2020. It was distributed to 251 employees working at home at that time, 136 employees participated in the survey with all directorates represented.

The EMT had considered the findings of this survey at their meeting on the 3<sup>rd</sup> November and agreed to the Working From Home Group reforming and moving forward as a Steering Group under revised terms of reference.

Overall there was a high satisfaction rate for staff working at home, 66% of respondents would welcome a blended approach to working, whilst 30% would prefer to work at home full time, with only 4% of respondents stating they would like to return to the office on a full time basis. From the survey there are a few key areas identified for improvement, including:

- Wellbeing - where there are aspects of home working that have contributed to a decline peoples wellbeing i.e. isolation.
- Culture within the organisation - stigma emerging between those working in an office base and those working from home.
- Consistent communication across teams and directorates.
- Concerns in relation to returning to the office

The Committee noted that the Working From Home Group would be reformed as a Steering Group to oversee and develop this work across the organisation, with the Group to review and agree a revised terms of reference and membership to take this forward. As we develop the 'Office of the Future' we will need to continually develop and evolve our working practices and policy support.

**2.3 Review of OD, Learning & Development** – The Committee noted that The Executive Management Team had agreed to commission a review of Organisational, Leadership and Workforce Development issues within NHS 24. Yellow Kite Consultancy had been commissioned to carry out this review, The Staff Governance Committee were advised at their meeting on the 25 August 2020, that the review had been commissioned and was underway.

The Staff Governance Committee discussed the review and it had been agreed to hold a Board workshop in January to discuss the topic further in relation to the OD, Leadership and Learning review and wider change and people implications for NHS 24.