

**NHS 24  
BOARD MEETING**

**29 FEBRUARY 2024  
ITEM NO 11.2  
FOR ASSURANCE**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD  
ON 5 FEBRUARY 2024**

<b>Executive Sponsor:</b>	Committee Chair, Mr Alan Webb
<b>Lead Officer/Author:</b>	Deputy Chief Executive/Director of Workforce, Dr Jacqui Hepburn
<b>Action Required</b>	The Board is asked to note the key points for assurance from the Staff Governance Committee meeting held on 5 February 2024.

## 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 5 February 2024 at 10am, via MS Teams.

## 2. Recommendation

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

### 2.1 Workforce Sessions

The Committee Chair advised informal sessions had taken place with the Workforce Directorate teams to provide an opportunity for Committee members to meet with staff and for staff to meet with Board Members. These sessions provided an opportunity for committee members to ask questions and meet the full teams. Members found the sessions informative and provided an opportunity to dive deeper into key areas of interest.

Dr Hepburn advised the teams had really enjoyed the opportunity to meet with Board Members and meeting them removed the 'mystery' which can sometimes surround Board Members. It had been suggested other Directorates and Committees adopt a similar approach for their teams to meet with Board Members.

### 2.2 Organisational Development

#### **Management Essentials Programme**

The Committee considered the paper 'Management Essentials End of Programme Report' presented by Ms Meldrum, Head of ODLL, noting the following highlights:

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- **Target: 90%** of specified managers to complete the programme within 18 months.
- **Achieved: 90%** of specified managers completed the programme within 18 months.
- **Target:** Level 1 evaluations to rate the overall effectiveness of the programme at **85%** or greater.
- **Achieved:** Level 1 overall effectiveness score: **89%**.

Committee members noted that a comprehensive review of the Management Essentials Programme had commenced in January 2024.

### iMatter National and Board Results

The Committee considered the paper 'iMatter National and Board Results' presented by Ms Meldrum, Head of ODLL. The Committee noted the iMatter cycle for 2023 had been completed and were advised NHS 24's performance had been comparable nationally.

KPIs	National Average	NHS 24 Performance	Comparison
<a href="#">Response Rate</a>	59%	70%	+11%
<a href="#">EEI</a>	77	74	-3%
<a href="#">Teams receiving reports</a>	90%	87%	-3%
<a href="#">Action Plans Agreed</a>	55%	62%	+7%

A communication will be released via Team Talk to inform staff of the overall 2023 iMatter results.

### Mentoring Programme

The Committee considered the paper 'Establishing a Mentoring Programme in NHS 24, 'Mentor24' presented by Ms Meldrum, Head of ODLL. Ms Meldrum advised a mentor programme would be launched in February 2024 and function as wraparound support to the Middle and Senior Leadership Development Programmes 'Leading with Courage' and 'Leading for Impact'. Ms Meldrum highlighted the benefits to both the individuals as well as the organisation in implementing such a programme.

### Workforce KPI's Update

The Committee considered the paper 'Workforce Strategy and Plan 2022-25 KPI Review' presented by Ms Meldrum. The Committee members noted concerted efforts across the organisation to deliver the actions identified in the Workforce Strategy and Plan 2022-2025 had resulted in some of the Year 1

KPI targets being exceeded. In a small number of cases, Year 2 targets had also been exceeded.

Discussions had taken place at the November 2023 Staff Governance Committee meeting which had led to the agreement to review the KPI targets for Years 2 and 3 taking account of progress made so far to ensure they still posed stretch to the organisation.

### **2.3 Staff Governance Monitoring Return 22/23**

The Committee considered the paper 'Staff Governance Monitoring Return (SGMR) 22/23' presented by Ms Westwood, Head of Resource & Planning. Committee members noted the response had been signed off by the Chief Executive, Chair of the Staff Governance Committee, and the Employee Director before being returned to Scottish Government by 4 December 2023. The Committee noted there would be no requirement from Scottish Government to provide a Return for year 23/24.

### **2.4 Internal Communications and Staff Engagement**

The Committee considered the paper 'Internal Communications and Engagement Update' presented by Ms Morton, Associate Head of Communications.

The paper provided key highlights from NHS 24's programme of improving staff experience over the last quarter and included:

- Overview of comprehensive range of internal communications activity delivered.
- Development of Staff Experience Groups in 2024.
- Approach to Reward & Recognition.

### **2.5 Once for Scotland Launch Policies**

The Committee noted an update provided by Ms Gordon, Head of People Services, who advised an updated tranche of the Once for Scotland Policies would go live for consultation on 8 February 2024. The consultation process would take place in partnership.

### **2.6 Staff Governance Committee Terms of Reference**

The Committee noted the Staff Governance Committee Terms of Reference and approved their onward submission to the NHS 24 Board.

## 2.7 Wellbeing Strategy and Action Plan

The Committee considered the paper Wellbeing Strategy and Action Plan presented by Ms Meldrum, Head of ODLL. Ms Meldrum advised that following an 18-month review of staff feedback and engagement; NHS 24 Our Wellbeing Strategy and Action plan had been designed and developed in conjunction with all NHS 24's staff groups through surveys, facilitated sessions and the national wellbeing survey.

Ms Meldrum had highlighted the following:

- NHS 24's Wellbeing Matters Strategy and Action Plan 2022-25 is underpinned by research and best practice globally.
- The four dimensions of wellbeing are tailored to the requirements of NHS 24 and is informed by our staff. The initial draft was refined by staff engagement and partnership working.
- The wellbeing action plan is the supporting document that sets out the aims in the next 2 years and will be monitored through the organisations Culture and Wellbeing dashboard and Wellbeing Score.
- Resourcing Our Wellbeing Matters Strategy will be considered on an ongoing basis as the strategy evolves and develops.