

Workforce Update

Trust Board	Item: 10
Date: 25th September 2019	Enclosure: G
Purpose of the Report: To report on key Workforce developments that have local, regional and national significance.	
For: Information <input checked="" type="checkbox"/> Assurance <input checked="" type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	
Legal / Regulatory / Reputation Implications:	Regulatory and compliance implications
Link to Relevant CQC Domain: Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input checked="" type="checkbox"/> Well Led <input checked="" type="checkbox"/>	
Link to Relevant Corporate Objective:	All Objectives
Document Previously Considered By:	N/A
Recommendations: The Board is asked to note the content of the report.	

1. Background

It is timely to update the Trust on the number of key Workforce developments that have local, regional and national significance.

2. Key issues

2.1 Statutory & Mandatory training

As reported in the integrated performance report the Trust's SMT compliance score increased to 86% in August – the highest level for 6 years. This has been the product of much hard work on compliance and improving digital access to training. The key will now be maintaining and improving the score further and to this end line managers are being asked to pursue 'soft sanctions' against staff who have zero compliance without good reason.

2.2 Staff Survey 2019

This year's staff survey will launch on 7th October and close on 27th November 2019. The Board will recall last year's excellent results of a 58% response rate and the 7th placed national ranking for its staff survey scores. The target is to improve on these this year and to do this we will once again be utilising a communications campaign based on 'You said – We did'. The key actions we will be reporting back to staff on are our work around pay and benefits, managerial skills and bullying & harassment, where an array of key initiatives have been implemented in the past 6 months.

The pay and benefits initiatives include all the Trust's work on pensions; the extension of staff benefits and the relaunch of the staff benefits handbook including lease cars and cycle schemes; a review of HCAS is now on the London Pay Agenda. Management interventions include work on compassionate leadership, unconscious bias training and the launch of an in-house mediation service.

Finally further work has been undertaken on bullying, surveying 100 staff to find out more detail about their experiences. One of the key issues emerging is the wariness of some staff to report incidents, either because they do not know how to or that they lack confidence in the process. To remedy this, there will be a fresh communications plan emphasising the zero tolerance of bullying and extending the work of the dignity at work representatives, who will be rebadged as 'Speak Up Champions' in accordance with national guidance. Members of BAME staff will be recruited to join this group.

2.3 Reverse mentoring

The Trust will be commissioning an external provider to train key staff including Board members and BAME staff to engage in a reverse mentoring pilot. The external provider – GP Strategies – will undertake a diagnostic piece of work to help us design the right scheme for this Trust which will then be signed off by EMC. The scheme will build on the success of this scheme applied in one or two leading organisations, including Guys' and St Thomas'. The evidence is that this

scheme has greatly improved engagement and helped build the confidence and understanding of minority groups to aid their development.

2.4 Flu campaign 2019

The Trust will launch its flu campaign for staff on 30th September 2019. This year's CQUIN target is 80% and the flu campaign will have the normal features of both static and roving flu teams, peer vaccinators and a detailed communications plan to ensure the highest possible level of take up. The Trust is required by NHS Improvement/England to undertake a self-assessment diagnostic on its plans with Board oversight, and this will be circulated separately to Board members in time for the Board meeting. The NHSE/I guidance is now attached together with a self-assessment template. A note of 2018 Flu Trust Performance data is also included for context

2.5 Chair of the SW London Sustainability & Transformation Partnership Workforce Board

The Director of Workforce has been asked to resume the chairing of the SWL STP Workforce Board, with effect from the October meeting. There is a need to provide coherent leadership to the very complex range of workforce issues and better connection with the work of the clinical senate in the months' ahead.

2.6 Visit by the NHS Chief People Officer

As the Board will know, Prerana Issar will be visiting the Trust on 28th October 2019. She is particularly interested in the work the Trust has done around Health and Wellbeing, supporting staff through Brexit and the success in the staff survey. A group of Non-Executive and Executive Directors will meet Prerana during her visit.