

# **Board of Directors - Open**

Date:	13 May 2020	Item Ref:	15d
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TITLE OF PAPER	Workforce and OD Committee – Summary Report to the Trust Board of Directors in respect of Significant Issues
TO BE PRESENTED BY	Heather Smith, Non-Executive Director
ACTION REQUIRED	For assurance

OUTCOME	To report items of significance discussed at the Workforce and OD Committee meeting held on: <b>28<sup>th</sup> April 2020.</b>
TIMETABLE FOR DECISION	None required
LINKS TO OTHER KEY REPORTS / DECISIONS	Minutes of the Committee
STRATEGIC AIM STRATEGIC OBJECTIVE	Strategic Aim: People Strategic Objective: ALL BAF Risk Number: ALL
BAF RISK NUMBER & DESCRIPTION	BAF Risk Description: ALL
LINKS TO NHS CONSTITUTION /OTHER RELEVANT FRAMEWORKS, RISK, OUTCOMES ETC	Trust Board Assurance Framework     NHS Audit Framework
IMPLICATIONS FOR SERVICE DELIVERY & FINANCIAL IMPACT	Timely reporting to the Trust Board of Directors
CONSIDERATION OF LEGAL ISSUES	None required.

Author of Report	Heather Smith
Designation	Non-Executive Director
Date of Report	1 <sup>st</sup> May 2020



### 1. Purpose

To report in a timely manner, items of particular significance discussed at the Workforce and OD Committee meeting held on 28<sup>th</sup> April 2020.

### 2. Significant Issues of Interest to Trust Board

Trust Board members will receive the minutes of the Workforce and OD Committee meeting held on 28<sup>th</sup> April 2020 in due course, however, the Chair of the Committee, by means of this report, wishes to notify Trust Board Members of the following significant issues.

Due to the current situation with COVID-19 there has been a significant delay with some of our priorities and Committee expressed some concern that this might be leading to a lack of pace in areas where there could still be pace. As a result there were gaps in assurance.

- Health and Safety some high risk critical issues causing significant concern for Committee, where
  little progress is being made and reporting is considered too narrowly focussed, giving low levels of
  assurance. The Chair agreed to communicate these issues to the Executive Team by email.
- Organisational Development Committee requested increased pace with initiatives, including the work being done by the University of Sheffield.
- Staff Survey Committee were not assured by the report in terms of getting underneath the issues
  highlighted by the results of the Staff Survey but recognised that the OD report and the People Strategy
  Delivery Plan, to be received by Committee in May, will provide opportunities for assurance, and that
  the actions needed to address the issues will be a combination of high level and local level which could
  have very different approaches. Committee expressed concern with pace and progress.

Committee acknowledged the positive work ongoing with the Review of Community Services/Industrial Action resolution and noted that the timescale of 1<sup>st</sup> June 2020 will be challenging given current circumstances.

Committee also acknowledged and praised the learning and innovation that is taking place in this very difficult period which is particularly evident in areas such as Mandatory Training, Recruitment and Retention, and Health and Wellbeing. In terms of these areas, further assurance will be sought about intervention and prevention actions when the People Strategy Delivery Plan is shared with the Committee in May.

### 3. Contact Details

For further information, please contact:

Heather Smith, Non-Executive Director Caroline Parry, Deputy Director of Human Resources

Attached: Approved minutes of Committee dated 30th January 2020.



ITEM 2a, 28-04-20 UNCONFIRMED

## **Workforce & Organisation Development Committee**

Minutes of the Workforce & Organisation Development Committee meeting held on Thursday 30<sup>th</sup> January 2020, Committee Room 1, Fulwood House

1. Heather Smith Non-Executive Director of the Board (HS) – Chair of Committee

2. Ann Stanley Non-Executive Director of the Board (AS)

3. Liz Lightbown Director of Nursing & Professions and Executive Director of the Board (LL)

In Attendance:

4. Dean Wilson Director of Human Resources and Associate Director of the Board (DW)

5. Caroline Parry6. Brendan StoneDeputy Director of Human Resources (CP)Associate Non-Executive Director (BS)

Liz Johnson Head of Equality and Inclusion, Bank and eRostering (LJ)
 Karen Dickinson Head of Education, Training and Development (KD)
 Rita Evans Director of Organisational Development (RE)

10. Samantha Harrison
 11. Gaby Dale
 Interim Director of Corporate Governance / Board Secretary (SHa)
 Organisational Development Business Partner - observing (GD)

12. Jill Dentith Governance Specialist – observing (JD)

13. Helen Walsh PA to Director of Human Resources (HW) (minutes)

### **Apologies:**

Michelle Fearon, Director of Operations and Transformation / Joint Chief Operating Officer (MF) No further apologies were received.

No	Item	Action
1.	a. Welcome and apologies	
	The Chair, Heather Smith welcomed members to the meeting. Apologies were received from Michelle Fearon.	
	b. Declaration of interests	
	No declarations of interest were noted.	
2.	Minutes of the meeting held on Tuesday 5 <sup>th</sup> November 2019	
	a. Accuracy	
	The minutes of the meeting held on 5 <sup>th</sup> November 2019 were agreed as an accurate record, subject to the correction of a sentence on page 13 (BAF).  The confirmed WODC minutes, dated 5 <sup>th</sup> November 2019, will be re-circulated to Committee members when they are submitted to the February 2020 Trust Board Meeting along with the significant issues report from today's meeting.	



### b. Matters arising and action log i. Workforce (People) Strategy Delivery Plan and KPIs At a previous meeting of WODC Ms Lightbown suggested that it would be beneficial to see on the KPI document what the desired outcomes are for each of the 'Key Findings' and also to include 'blue' (complete and embedded) as part of the RAG rating. Caroline ACTION Bfwd – Ms Parry to include this in the next iteration of the KPI Parry document. **Action Loa** Committee reviewed the remainder of the Action Log and noted where actions were either complete, or; on the agenda for today's meeting, or deferred to a future meeting. 3. Workforce **Draft Workforce Strategy** The draft Workforce Strategy was received and approved by Committee subject to minor

amendments requested by members. Committee welcomed the change in direction of the Strategy.

Ms Parry presented this item and the following was noted –

- Work began on the Strategy in May/June 2019 initially in conjunction with colleagues from the Workforce Planning Group. Since then engagement has taken place with a number of different groups (management, Staff Side, Service User Engagement Group – particularly regarding Peer Support Workers) in order to develop the Strategy further.
- The draft Strategy aims to take account of themes and views captured so that staff can see how their comments have shaped the Strategy.
- The over-arching message is that staff are happy at work, safe and well. May need to reconsider this phraseology.
- The comments from Staff Side included the wording that states that all staff should be responsible for their own health and wellbeing can be wrongly interpreted as 'it's down to staff to sort their own health and wellbeing' - need to re-word that this is a joint effort between management and staff. The leadership section seems to be targeted at senior levels – Ms Parry said she would re-word the language used in this section. Staff Side also asked about staff retention and what initiatives have been put in place particularly for staff who are aged 50 and over. They also asked for re-assurance about the streamlining of recruitment processes and how the Trust will target under-represented groups, widening participation and engagement with Schools and Colleges.
- Ms Parry will also share the draft Strategy with the BME Staff Network and the Lived Experience Group.
- The draft Strategy is also based on and complements the national, local and place based aims and actions for the future NHS workforce, including the NHS Long Term Plan, interim People Plan, Mental Health Workforce Plan and the ACP Workforce Strategy.
- The engagement sessions with Managers led to a conversation about 24-hour services so Ms Parry and a Service Director visited staff during a night shift to talk to staff about their experiences / access to training etc. Useful feedback from this informed the Strategy.

- In order to ensure that the document is engaging, accessible, user friendly and easily translated locally, the intention is to work with the Communications Team to format the Strategy, to include staff stories, pictures and presentation of the data for use both internally and externally.
- Following engagement and feedback from the Executive Directors Group and WODC, the Strategy will be finalised, and the refreshed Trust Vision and Strategic Aims included once these are agreed and published.
- It was noted that the Strategy is a high-level document and the associated Delivery Plan will demonstrate specifics in more detail.
- Mrs Stanley reported that she liked the Strategy, particularly the 'Plans on a Page'
  and the emphasis on empowering staff to engage and have confidence to speak
  up. Also welcomed the partnership working with Staff Side colleagues but the
  Strategy should note that the Trust also has partnerships with other stakeholders
  too.

Committee agreed that the amended draft Strategy would be submitted to February Trust Board and the final version of the associated Delivery Plan would be received by Committee in April, followed by May Trust Board.

ACTION - The Chair asked Ms Parry to arrange for a communication to be sent to staff to highlight and demonstrate what has been done and what is being done following receipt of their comments.

Caroline Parry

ACTION – Ms Parry to amend the draft Strategy and submit to EDG prior to February Trust Board, and prepare the associated Delivery Plan for April WODC and May Trust Board.

Caroline Parry

POST MEETING NOTE – Workforce Strategy renamed as People Strategy.

### 4. Organisation Development

### **Organisational Development Initial Priorities Update**

Committee acknowledged receipt of the report and approved it.

Mrs Evans presented this item and the following was noted –

- After a period of induction Mrs Evans had shared her reflections regarding the OD challenges and opportunities facing the Trust and provided a proposal for nine initial OD priorities to EDG in August 2019, which were approved. They were also shared with the Trust Management Group in September 2019.
- The initial OD priorities sets out the way in which we will continue to build on our successes and develop as an organisation in line with the current key priorities outlined in 'Our Vison and Strategic Plan'.
- Will help us identify an approach to help us understand the root cause when things don't work quite so well.
- A shift of mindset assuring that 'golden-thread' to service users and staff pulling not pushing.
- Quantitative and qualitative measures will help us to see our own progress and needs.
- Pursue priorities from July 2020 onwards but Mrs Evans would like to see the Trust Strategy before this is finalised.

Gaby Dale and Simon Wheatley appointed as OD Business Partners for 6 months whilst it is decided what resource will be needed going forward. Mr Stone recognised the appreciative enquiry approach concentrating on clear sighted assets and ambitions, dealing with issues as they arise. Following a query from Mr Stone, Mrs Evans explained that 'a PLACE based approach' is the particular language that is being used across Integrated Care Service and Patient Centred Care. It is a concept that is emerging, which Mrs Evans was particularly involved in during her time working in Manchester, and it speaks to the needs of a particular population and culture. Mrs Evans described the importance of acknowledging the disappointments, such as the Staff Survey results or CQC grading in order make a shift in a more positive direction. Following a discussion regarding how difficult it might be to measure the initiatives in terms of how successful they are. Mrs Evans said that measures will be developed that are qualitative, positioning OD as an enabler. Mrs Stanley observed that the proposals are very ambitious and perhaps focus should be on areas where we can achieve step change, and prioritise our priorities in-line with the People Strategy. Mrs Evans confirmed that key deliverables will be in the plan and it will be clear what we can deliver by the end of June 2020, which will be shared with WODC. ACTION – Mrs Evans to provide a verbal update at the April meeting of Committee Rita Evans and provide a report on 'organisational diagnostic initial findings and recommendations' at the July meeting. Nursing Strategy 5. Incorporated into the People Strategy. 6. **Recruitment and Retention** Item deferred to April / July. It was noted that an update had been prepared for Council of Governors (27/02/20). Caroline ACTION – Ms Parry to provide the R&R update for CoG to the Chair and Mr Wilson. Parry 7. **Education, Learning and Development** Incorporated into the People Strategy. 8. **Equality, Diversity and Inclusion** a. Gender Pay Gap update Committee noted the Trust's compliance with the Gender Pay Gap report, following a query from Ms Stanley with regards to the Bonus Pay Gap which relates to the high proportion of female staff in the Trust and the flexible working arrangements available to them. It was agreed to expand on this statement in the People Strategy.

ACTION – Ms Johnson to present for national publication before 31st March 2020, following Board sign-off.	Liz Johnso
ACTION - Ms Parry to expand on the statement in the People Strategy relating to the availability of flexible working arrangements.	Caroline Parry
b. Equality Objectives (workforce)	
Committee received the update describing the work associated with the Equality Objectives for the workforce and agreed the objectives. Following a query from Committee with regards to some of the less positive metric scores, Ms Johnson confirmed that a set of targets has been prepared and is working collaboratively on a plan with another Trust. Noted that data would increase if we were better at reporting.	
Committee asked to see an overarching report that pulls together all of the plans associated with Equality, Diversity and Inclusion.	
ACTION – Ms Johnson to prepare one Action Plan for all areas of Equality, Diversity and Inclusion and present to a future meeting of Committee.	Liz Johnso
c. Interim update on Flexible Working	
Committee received the report and acknowledged that progress is being made.	
<ul> <li>Ms Johnson presented the item and the following was noted –</li> <li>One of the Trust's equality priorities in the WRES (Workforce Race Equality Standard) was to provide more information to staff about flexible working opportunities.</li> <li>The Trust Flexible Working Policy was reviewed and re-issued in May 2019.</li> <li>The Trust provides a range of options for flexible working however some improvements can be made to ensure it is widely recognised and implemented.</li> <li>Flexible working is included in the Wellbeing Action Plan.</li> <li>A Flexible Working Workshop took place at the Trust's Health and Wellbeing</li> </ul>	
<ul> <li>Conference in 2019.</li> <li>The new eRostering Policy includes a requirement for flexible working agreements to be recorded in the eRostering system.</li> <li>HR are planning a series of workshops for 2020/21 aimed at supporting managers to develop skills and explore challenging areas in more detail.</li> <li>Flexible working is proposed to continue as one of the Trust Equality Objectives for 2020-2024.</li> </ul>	
<ul> <li>The new eRostering Policy includes a requirement for flexible working agreements to be recorded in the eRostering system.</li> <li>HR are planning a series of workshops for 2020/21 aimed at supporting managers to develop skills and explore challenging areas in more detail.</li> <li>Flexible working is proposed to continue as one of the Trust Equality Objectives</li> </ul>	

Ms Johnson presented the item and the following was noted – The Problem Resolution Framework was developed in response to the high metric score in the WRES (Workforce Race Equality Standard) relating to disciplinary action. The overall aim is to facilitate informal resolution without entering the formal disciplinary process, which can have an impact on wellbeing of those involved. This initiative is aligned with the piece of work that Ms Parry is doing with the HR Business Partners (learning culture, change culture, leadership). 9. Staff Health, Safety and Wellbeing a. Health & Safety update Committee received and acknowledged the Health and Safety update report. Mr Wilson presented this item and the following was noted – Training for middle managers has commenced but the approach needs to be sustainable. A couple of Trusts have been visited who have an Outstanding CQC rating to see what learning can be achieved. • EDG decision to roll out, but noted this will impact on clinical teams. Requires further discussion at H&S Group and Mandatory Steering Group. Noted that a business case has been put forward for Admin resource. Dean Wilson Committee were assured regarding the plans outlined in the report and passed on their to raise with thanks to David Emblen and Anita Winter, but required further assurance about the EDG the resource available to implement this and the status of the mandatory training element. Dean Wilson ACTION – Mr Wilson to provide an update at the next meeting of Committee. b. Sickness Absence – Community – reasons for absence Issues raised in previous committee meetings will now be incorporated in the Delivery Plan for the new People Strategy - impact measures to be specified in the plan. c. Staff Health & Wellbeing Action Plan update – Quarter 3 Committee received and acknowledged the Staff Health and Wellbeing Action Plan update for quarter 3 and noted limited progress with some elements. The fact that it will be incorporated within the new People Strategy Delivery Plan was welcomed by Committee given the high priority of the subject matter. Ms Parry presented this item and the following was noted – Some overlap with the Listening into Action 'crowd fix' held during November 2019 which focussed on 'happiness and health'.

Priority action given to increase the Mental Health First Aid training provision. A pool of trained Mindfulness practitioners from within the Trust is being collated to support Trust-wide delivery of mindfulness sessions. A mindfulness App is expected to be available via NHS England. Progress is being made against some Health and Wellbeing KPIs – absence attributed to work related stress (HR working with IAPT); musculoskeletal related absence (appointing a Back-Care Aviser), provision of healthy food, flu vaccination CQUIN - frontline clinical staff. ACTION – Ms Parry to present the final quarter to Committee in April. After that, Caroline future updates will be incorporated in the People Strategy Delivery Plan update. Parry 10. **Corporate Social Responsibility, Citizenships and External Partnerships** Dean Wilson Relevant updates to be circulated to committee members by Mr Wilson as they arise. **General Governance (Audit, CRR and BAF)** 11. **360 Assurance Audit Reports** Committee received and acknowledged the report provided. Mr Wilson presented this item and the following was noted – A number of evidence based actions, outlined by Internal Audit, remain outstanding and will be completed soon. Planned Internal Audits for 2020-21 include – Additional Annual Leave Scheme; Recruitment KPIs; Quality of Appraisals; Staff Engagement; Health and Safety (to focus on adequacy of environmental risk assessments and the follow up of Timing of these Audits were all planned for guarter 1, as set out at the Audit Planning Workshop, however Mr Wilson has requested that they be spread out throughout the year. Ms Stanley pointed out that any issues concerning Audit Reports will be escalated by Audit Committee and it therefore doesn't need to be a regular item on agenda for WODC. Audit Committee report is currently reviewed by EDG monthly. 12. **Risks assigned to Workforce** a. Corporate Risk Register (CRR) b. Board Assurance Framework It was noted that insufficient progress is being made with regards to the Corporate Risk Register and the Board Assurance Framework (workforce risks) and Committee asked colleagues to interrogate further in order to understand the issues so that improvements can be made in those risk areas. In addition, it was noted, in respect of risk 201 -Organisational Development, that Committee did not agree the 'green' rating and asked that it be reduced to 'amber.'

	Other risks  CRR – Risk 3831 – discussed at EDG. Action – to redefine the risk.  CRR – Risk 4021 – This risk could be reduced from a 12 rating. Action – discuss with Mike Hunter.  CRR – Risk 4223 – Reduced to a 12 rating and noted that it has now been separated out from the Back-Care Adviser risk (now no. 4325).  Overall, Ms Stanley noted that Committee are not assured and that the gaps need to be completed and definition of risks improved.  The Chair suggest that a sub-group be convened to articulate what the Trust/HR colleagues need to do to improve the assurance ratings.  ACTION – Mrs Harrison to liaise with Mrs Stoddart to update the risks identified.  ACTION – The Chair / Ms Stanley to convene a meeting to discuss improving the assurance ratings.	Samantha Harrison Heather Smith Ann Stanley
13.	Annual Review of Committee	
	Mrs Harrison presented this item. Committee members noted that Corporate Governance and HR colleagues, in conjunction with the Chair of Committee, will be reviewing the work of the Committee (April 2019 to January 2020) and, as per last year, would receive a copy of the draft report for approval via email, prior to the report being finalised and submitted to April Audit Committee and the Board of Directors in May. A copy of the final version will also be provided to Committee at the April meeting, for information.  ACTION – Ms Harrison, Mr Wilson, WODC Chair and HR colleagues to review the work of the Committee April 2019 to January 2020 and provide the Committee's Annual Report to Audit Committee in April 2020, and WODC for information.	Samantha Harrison Dean Wilson Heather Smith HR SMT
14.	For information	
	CMHT Collective Dispute  Committee received a verbal update from Mr Wilson on the CMHT Collective Dispute. Committee noted that Staff Side colleagues have agreed to suspend any Industrial Action whilst the review is taking place. A meeting of Staff Side members, Management Side and ACAS is taking place on 7 <sup>th</sup> February 2020 to agree the Terms of Reference, this follows an initial meeting on 30 <sup>th</sup> December 2019.  The Chair thanked Management Side, Staff Side and Local Authority colleagues for their collaborative working on this matter.	

15.	Any other Business	
	a. NHS 2019 Staff Survey	
	Mr Wilson and Ms Johnson provided a verbal update. Raw data from the 2019 NHS Staff Survey has been received (embargoed until March 2020), which appears to indicate similar disappointing results to last year. A Staff Survey Steering Group will be convened and analysis will be provided to April meeting of Committee.	
	ACTION – Ms Johnson to convene the Staff Survey Steering Group and provide analysis for the April meeting of Committee.	Liz Johnson (Rita Evans)
	b. Workforce Performance Report (HR dashboard)	
	Mrs Stanley observed that Committee need to consider what data / graphs it requires to receive so that HR colleagues can produce a Workforce Report (HR dashboard) for Committee.	
	ACTION – It was noted that a meeting will be convened to discuss the requirements of Board for a refreshed Workforce Performance Report (HR dashboard). POST MEETING NOTE – new date to be arranged.	Heather Smith Helen Walsh
	c. Mandatory Training Compliance	
	Committee noted that mandatory compliance levels had decreased in recent months and acknowledged the efforts being made to improve the situation. Committee asked to receive an update at the next meeting.	
	ACTION – Ms Dickinson to provide an update on Mandatory Training at the April meeting of Committee.	Karen Dickinson
16.	Evaluation / Annual Planner	
	a. The Chair proposed that the agenda for future meetings of Committee be structured around the four key elements of the People Strategy with a lead for each one ensuring that Committee has a strategic focus going forward. The Chair thanked colleagues for their reports and for responding to the requirements of the Committee and comments made.	
	<b>b.</b> Committee highlighted the following for the significant issues report for Board –	
	<ul> <li>The draft Workforce Strategy (People Strategy) was received and approved by Committee subject to minor amendments requested by members. Committee welcomed the change in direction of the strategy.</li> <li>Committee received and approved the Organisational Development Initial Priorities update.</li> <li>Committee noted the Trust's compliance with the Gender Pay Gap report.</li> </ul>	

- Committee received the update describing the work associated with the Equality Objectives for the workforce and agreed the objectives. Committee asked to see an overarching report that pulls together all of the plans associated with Equality, Diversity and Inclusion.
- Committee were assured regarding the plans outlined in the Health and Safety update but required further assurance about the resource available to implement this and the status of the mandatory training element.
- Committee received the Staff Health and Wellbeing Action Plan update for quarter 3 and noted limited progress with issues but recognised the difficulties in achieving progress on what are some very difficult issues. The fact that it will be incorporated within the new People Strategy Delivery Plan was welcomed by Committee given the high priority of the subject matter.
- Noted that insufficient progress is being made with regards to the Corporate Risk Register and the Board Assurance Framework (workforce risks) and Committee asked colleagues to interrogate further in order to understand the issues so that improvements can be made in those risk areas. In addition, it should be noted that risk 201 – Organisational Development – Committee did not agree the 'green' rating and asked that it be reduced to 'amber.'
- Committee received a verbal update on the CMHT Collective Dispute. The Chair thanked Management Side, Staff Side and LA colleagues for their collaborative working on this matter.
- Committee received a verbal update on the NHS Staff Survey and await the results (embargoed until March 2020).
- **c.** Committee received the annual planner for information.

Date and time of next meeting: Tuesday 28th April 2020, 2.00pm-4.00pm via teleconference / Committee Room 1

Apologies to: Helen Walsh, PA to the Director of Human Resources

Helen.Walsh@shsc.nhs.uk