



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	<b>17<sup>th</sup> December 2019</b>		<b>Agenda Item</b>	<b>5.1</b>
<b>Report Title</b>	<b>Workforce &amp; OD Forum</b>			
<b>Report Author</b>	Hazel Robinson, Director of Workforce & OD			
<b>Report Sponsor</b>	Hazel Robinson, Director of Workforce & OD			
<b>Presented by</b>	Hazel Robinson, Director of Workforce & OD			
<b>Freedom of Information</b>	Open			
<b>Purpose of the Report</b>	This report is submitted to the Workforce and OD Committee to provide an update on the work of the Workforce & OD Forum.			
<b>Key Issues</b>	This report sets out the recent work of the Workforce & OD Forum.			
<b>Specific Action Required</b> <i>(please ✓ one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	x			
<b>Recommendations</b>	That the Workforce and OD Committee notes:- <ul style="list-style-type: none"> <li>The work that has been considered by the Workforce &amp; OD Forum at its meeting on 14<sup>th</sup> November 2019.</li> </ul>			

## **WORKFORCE & OD FORUM**

### **1. INTRODUCTION**

To set out for the Workforce and OD Committee the recent issues that the Workforce & OD Forum considered at its meeting on the 14<sup>th</sup> November 2019.

### **2. BACKGROUND**

The Workforce & OD Forum meets bi-monthly and includes representatives from both Staff Side and each Delivery Unit in order to discuss workforce issues and share in the strategic views across the organisation.

#### **BMJ Hub Overview**

The BMJ Hub was presented to the group. All Consultant vacancies must be advertised within the BMJ, and so the Health Board had signed up to an annual subscription. The package would provide unlimited access to advertise all other vacancies, and the payment system used is via credits. The cost savings would be measured at the end of the year, but it was thought to be the right economic answer. The Health Boards links to Swansea University and the ARCH project shown within the video showing Swansea Bay and the life style provided by the Communications Department, would play a crucial part. The information and presentation should be fed back to all Delivery Units and a demonstration should be provided to all Clinical Directors. This system will provide size and prominence, particularly for major campaigns.

#### **Attendance at Work Update on Sickness Absence Forum**

The Facilities pilot had been extended to the Porters in Morriston and would be followed with the Laundry, Linen, and Security Departments in December. Further administrative support would be required to enable the roll out plan to be accelerated. Discussions were on-going with other areas that had been identified where this could work well such as Health Records and Phlebotomy. The first Managing Attendance At Work (MAAW) Forum had taken place with both HR and OH and this would be extended to include other managers after Christmas. All the sickness absence plans had been reviewed and a review was underway of the overall Health Board Action Plan. To date 539 managers had been trained in MAAW and by December 2020 the operational team would have covered 60 sessions training some 2,000 managers. The short term sickness figures increased in September 2019 to 2% with everything being done to facilitate, manage and support staff. There was a need to understand the impact of the changes in relation to the unsocial hours payment.

#### **Workforce Update from the Director of Therapies & Healthcare Sciences**

A report was presented which explained the key issues for the Heads of Service around Recruitment, Streamlining, Psychology and Theatre Operating Department Practitioners (ODPs). It was acknowledged that recruitment is a recognised challenge for a number of services, there are issues with the retention of Band 5 staff and difficulties recruiting into Band 6 positions and this is resulting in significant vacancies across the Health Board with a direct impact on service provision and staff engagement. Incentives to return to Wales are required to attract those staff who train in Wales and then take up a post in England. A route for ODPs training was being considered via the Apprenticeship schemes. It was noted that should the Apprenticeship Professional Leads require the Human Resources capacity to support

it would need funding, also the resources for the level of pastoral support would also have to be considered.

### **IMTP Update**

Detailed workforce planning templates had been issued to the Delivery Units for completion. The Finance templates had also been issued and were due to be returned by December 2019. Further discussions were required with the Delivery Units to establish what the schemes are, the available funding, and the Executive commitment. An IMTP prioritizing meeting is scheduled for 5<sup>th</sup> December 2019 with Executives. A draft plan to be provided to the Health Board in December 2019.

### **Quarterly Presentation – Guardian Service Activity/Living our Values**

A report was presented which provided some background around the Guardian Service. Since the launch in May 2019 there had been 31 contacts up to the end of September, which had risen to 41 up to the date of the meeting. The contract will go back to tender shortly as the Guardian Service cannot be just extended due to cost implications.

Two points of interest to note from the report,

- Most contacts received have been made from staff within the Admin & Clerical sector.
- Neath Port Talbot Hospital reported a higher level of contacts to the Guardian Service than Morriston or Singleton hospital.

### **Living Our Values**

Any individual or team are being requested and encouraged to sign up to a pledge to say how they are living up to the Health Board Values with 300 already in place. The Executive Team have all signed up and more people are wanted to sign up and share how they have brought their pledge to life. A thermometer would be placed in Headquarters to keep people abreast of progress.

### **HVO Update**

A paper was presented providing an update on progress to date.

### **New Appointment Form**

The All Wales form from Shared Services provides a number of improvements for an internal system with the form being pre-populated with as much data as possible, this is lifted from the TRAC system. There is to be a launch campaign in January 2020 that will be available on the intranet for the Delivery Units to cascade. No training is required as the system is quite simple. The form is sent to the appointing manager's inbox after recruitment and pre-employment checks are complete.

### **Pay Progression Update**

Shared Services are working on the technical solutions to link this with the payroll system. It is likely there will be a minimum detail for the core content of PADR agreed on an All-Wales basis, with options to design some things locally. It is necessary to identify what managers will need to complete to ensure people receive their increments. It is thought that the main issue will be what happens when it does not

work, and around the volume of calls the payroll department will receive, and how to separate them from those who are not due an increment, from those who should have been paid one. Initially from April 2020, this will affect staff recruited or promoted since April 2019, however, all staff will be affected from April 2021.

### **Payment of Bank Shifts**

The communication around the payment of bank shifts was queried along with the payment of nursing staff when covering a bank shift. Clarification was provided due to a misunderstanding of the original communication, however, this was quickly corrected and the agreement was confirmed.

### **Corporate Vacancy Panel**

It was noted that difficulties were being experienced with the Corporate Vacancy Panel, as there are delays in having clinical posts approved. The Assistant Director of Workforce & OD to be advised of the posts and would check as there should be no delays unless necessary details have been missed.

## **3. GOVERNANCE AND RISK ISSUES**

There are risks associated with the workforce issues which are detailed above.

## **4. FINANCIAL IMPLICATIONS**

There are financial risks associated with the workforce issues which are detailed above.

## **5. RECOMMENDATION**

That the Workforce and OD Committee note the work that has been considered by the Workforce & OD Forum at its meeting on 14<sup>th</sup> November 2019.

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
A sustainable workforce is key for the quality of patient care.		
<b>Financial Implications</b>		
There are financial risks associated with the workforce issues which are detailed above.		
<b>Legal Implications (including equality and diversity assessment)</b>		
Not applicable		
<b>Staffing Implications</b>		
None		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
Not applicable		
<b>Report History</b>	Second report	
<b>Appendices</b>	None	