Meeting Date	15th June 2021	Agenda Item	3.4 (ii)
Report Title	**Update on PADR and Mandatory Training for Support / Hotel Services**		
Report Author	Joanne Jones, Head of Support Services		
Report Sponsor	Craige Wilson Deputy COO		
Presented by	Joanne Jones, Head of Support Services		
Freedom of Information	Open		
Purpose of the Report	To provide the Workforce and OD Committee with an update on the PADR and Mandatory Training compliance within Support Services. This is a follow up reports presented to the August and November 2019 board meetings.		
Key Issues	The Support / Hotel Services Department is a diverse department comprising many departments including domestic, Portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry. Each department and each site vary in their compliance and requirements to improve their situation As a result of the previous papers in 2019 additional resources were provided to the department, levels of compliance increased but unfortunately have reduced due to the impact of COVID.		

Specific Action Required *(please choose one only)*	**Information**	**Discussion**	**Assurance**	**Approval**
	☐	x☐		☐

Recommendations	Members are asked to: • **Note** the content of the report

SUPPORT SERVICES HEALTH AND SAFETY ASSURANCE REPORT

1.   INTRODUCTION

The Support / Hotel Services Department is diverse comprising of many departments including domestic, Portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry, which all have different support requirements to meet their training needs.

The services are provided on all Health Board sites and the departments range from the largest, Morriston Hospital Domestic Department, which has approximatly180 WTE (220 head count) to the 0.2 WTE (1 head count) in Pontarddulais Health Centre with a lone worker providing a caretaking service.

Papers were prepared for the August and November 2019 Workforce and OD Committee detailing the current situation and the purpose of this paper is to review the position and confirm the options in place to get the improvement back on track.

2.   BACKGROUND

2.1 Mandatory Training
2.1.1   <u>Statistics / Performance</u>

The mandatory training compliance for Support Services in May 2021 is
is at 63.74%, which is detailed by department below:
(The position in November 2019 was 61.54%)

Department	No. of staff	Compliance %
130 P201 Cimla Catering	2	19.23
130 P207 Llwyneryr Domestics	3	100.00
130 P213 NPTH Catering	22	94.06
130 P214 NPTH Community Domestics	11	44.06
130 P216 NPTH Hotel Services Management	2	73.08
130 P217 NPTH Housekeeping	111	70.41
130 P218 NPT Laundry & Linen	4	100.00
130 P220 NPTH Portering & Security	21	93.77
130 P234 Tonna Hotel Services	19	67.21
130 P600 Singleton Catering	103	85.51
130 P602 Cefn Coed Catering	14	70.33
130 P603 Morriston Catering	64	83.29
130 P610 Community Domestics	12	17.31
130 P611 Singleton Domestics	127	88.49
130 P612 Morriston Domestics	224	20.67
130 P613 West Domestics Management	2	92.31
130 P620 Facilities Management	18	48.72
130 P624 Singleton Newsagent	7	76.92
130 P625 Singleton Car Parks	2	100.00
130 P627 Morriston Car Parking	1	100.00

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130 P629 MorrIston Accommodation	1	100.00
130 P640 Gorseinon Hotel Services	16	72.12
130 P641 PTRC	2	100.00
130 P643 Cefn Coed Hotel Services	23	62.54
130 P652 Singleton Laundry and Linen	3	89.74
130 P653 Morriston Laundry & Linen	6	93.59
130 P654 Central Laundry	2	73.08
130 P660 Singleton Porters	52	84.47
130 P661 Morriston Porters	113	60.72
130 P662 West Portering Management Team	4	76.92
130 P663 Cefn Coed Porters	2	57.69
130 P671 Morriston Security	11	51.05
130 P680 West & Community Telephonists	23	76.25
Grand Total	**1027**	**63.74**

The chart below shows the overall Support Services target timeline from 2019 to date and actual performance.
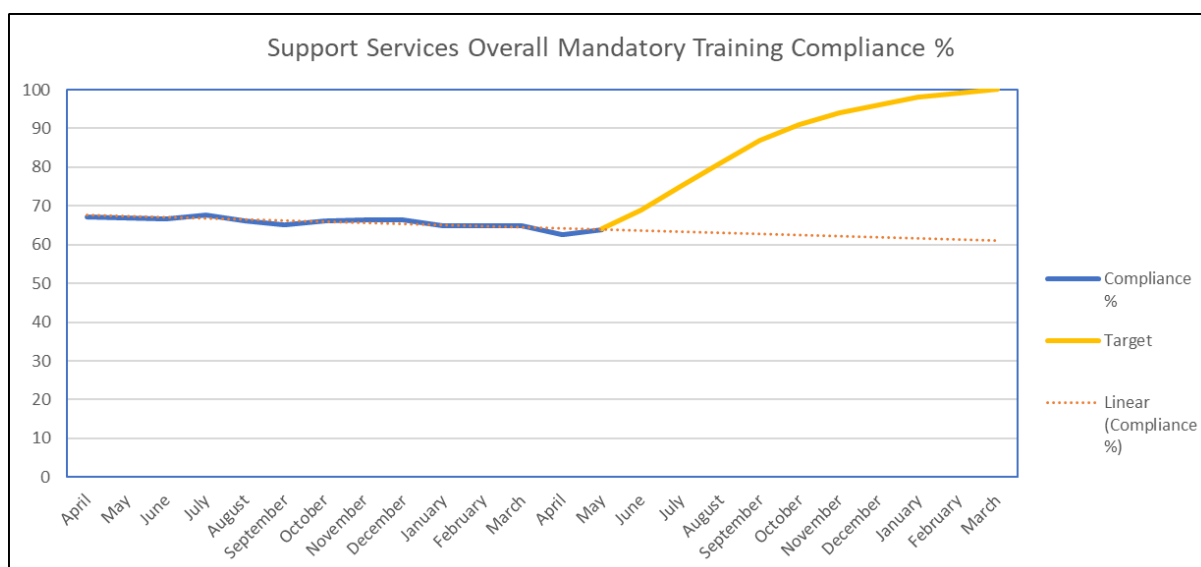

2.2 PADR

2.2.1 Statistics / Performance
The current compliance as @ May 2021 is 29%, the compliance in November 2021 was 43.38%

Dept	No of Staff	% compliant
130 P201 Cimla Catering	2	0.00
130 P207 Llwyneryr Domestics	3	0.00
130 P213 NPTH Catering	21	38.10
130 P214 NPTH Community Domestics	11	0.00

130 P216 NPTH Hotel Services Management	2	0.00
130 P217 NPTH Housekeeping	107	44.86
130 P218 NPT Laundry & Linen	4	0.00
130 P220 NPTH Portering & Security	21	0.00
130 P234 Tonna Hotel Services	18	5.56
130 P600 Singleton Catering	102	0.00
130 P602 Cefn Coed Catering	14	0.00
130 P603 Morriston Catering	63	57.14
130 P610 Community Domestics	12	0.00
130 P611 Singleton Domestics	125	67.20
130 P612 Morriston Domestics	223	0.00
130 P613 West Domestics Management	2	0.00
130 P620 Facilities Management	18	44.44
130 P624 Singleton Newsagent	7	0.00
130 P625 Singleton Car Parks	2	0.00
130 P627 Morriston Car Parking	1	0.00
130 P629 MorrIston Accommodation	1	0.00
130 P640 Gorseinon Hotel Services	16	0.00
130 P641 PTRC	1	100.00
130 P643 Cefn Coed Hotel Services	23	0.00
130 P652 Singleton Laundry and Linen	3	0.00
130 P653 Morriston Laundry & Linen	6	0.00
130 P654 Central Laundry	2	0.00
130 P660 Singleton Porters	52	34.62
130 P661 Morriston Porters	112	86.61
130 P662 West Portering Management Team	4	25.00
130 P663 Cefn Coed Porters	2	0.00
130 P671 Morriston Security	9	0.00
130 P680 West & Community Telephonists	24	0.00
Grand Total	**1013**	**29.81**

The chart below shows the overall Support Services PADR target timeline and actual performance.

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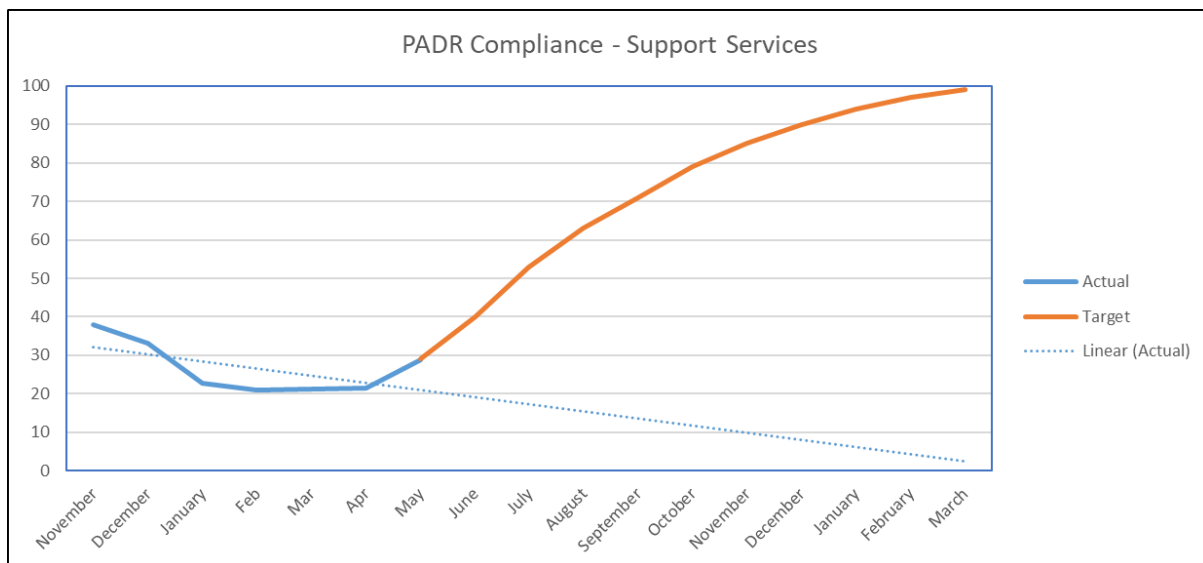
3. IMPROVEMENTPLANS AND TIMELINE

3.1 Mandatory and statutory training and PADR Compliance

The COVID pandemic has totally disrupted the targets for both PADR and training compliance.

The target has been disrupted because:
- staff unavailable to train due to different priorities
- 400 additional new staff have been recruited into the department to cover additional domestic hours and staffing for the field hospitals.
- A pool of bank staff has been created
- Key departmental trainer seconded to H&S for manual handling training for
- Departmental trainers allocated to operational training
- 10% of departmental staff were shielding

The current Mandatory training compliance is 63.74% and PADR 29%. The target anticipates that the expected date of full compliance is March 2022.

In 2019, 6 options were proposed to help improve performance, the following table provides an update on those options.

Options	2019 comments	2021 comments
Purchase more IT equipment	Actioned 12 new computers purchased	No further equipment required
Enhance cover to release staff and supervisors / trainers	Actioned	Would propose to do the same to enable training to take place. A management post has been redirected to undertake PADRs
Simplify the password / signing on process	Not actioned System does not meet the needs of staff who do not use IT equipment regularly	Not actioned System does not meet the needs of staff who do not use IT equipment regularly
Arrange group PADR sessions	Trialled in the domestic department. Not well liked	Will undertake another trial to see if it is more successful
Enable overtime to be undertaken to improve training rates.	Actioned	Would propose to do the same to enable training to take place

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Arrange class room sessions for training	Very successful on some courses.	Will have to review given social distancing requirements

3.2 Simplification of hte IT Systems.

The other major problem which should be reconsidered is the Cymru account passwords and resetting of ESR passwords. The resetting of Cymru accounts can take up to 45 minutes each time if the account has not been used.

Due to the hours the community staff work, it can be 1 hour per evening. The Supervisors tried to assist and ask for passwords on their behalf which will be sent directly to the staff. This is the response from an email on 18th September 2019:

"*I'm sorry but as my colleague has advised, we will need to be contacted by the employees individually.*
If you can ask them to contact us either by phone, email or live chat we can assist them with getting them access to their accounts".

To achieve compliance further support will be required to avoid these type of delays.

4. RECOMMENDATION

The Workforce and OD Committee is asked to **note** the content of the report:.

- Targets to be reintroduced and overtime /additional resources to assist in achieving the targets. This will have to be approved due to the current financial position.
- Classroom sessions to be reconsidered in light of social distancing
- Group PADRs to be trialled again
- A simplified IT / ESR password is put in place for part time community staff who do not attend sites or work regular office hours.

Governance and Assurance

Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	☐
	Co-Production and Health Literacy	☐
	Digitally Enabled Health and Wellbeing	☐
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	☒
	Partnerships for Care	☒
	Excellent Staff	☒
	Digitally Enabled Care	☐
	Outstanding Research, Innovation, Education and Learning	☐

Health and Care Standards

(please choose)	Staying Healthy	☐
	Safe Care	☐
	Effective Care	☐
	Dignified Care	☐
	Timely Care	☐
	Individual Care	☐
	Staff and Resources	☒

Quality, Safety and Patient Experience

The availability of an annual PADR, training and compliance with statutory/mandatory training are core values to which managers and staff at all levels in the organisation have key roles to play. It is recognised that there are vital links to partners such as trade unions colleagues, by working closely with them to support good standards of training and education for all.

Patients, families and staff require safe facilities within the Health Board in which to provide the required care which should add to a positive patient, family and staff experience.

Financial Implications

Additional resources were authorised to support the Internal Audit report for PADR compliance (and HSE improvement notices work) for the portering department, Morriston Hospital

Legal Implications (including equality and diversity assessment)

There are legal implications for statutory training within the department, for example Food Hygiene

Staffing Implications

Adequate staffing levels within all services is essential

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)	
Long term – acting now by managing and identifying training needs protects staff and patients.	
Involvement – of staff and experts will support and engage staff who feel valued and valued staff who are happy have improved patient outcomes. Collaboration – the department will work collaboratively engaging with all to improve the training and education and well-being of those who work and use our services.	
Report History	The previous reports were submitted in August and November 2019
Appendices	None

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