

**Agenda item 4i**

<b>Report to:</b>	<b>Board of Directors</b>	<b>Date: 4 October 2018</b>
<b>Report from:</b>	<b>Director of Workforce and Organisational Development</b>	
<b>Principal Objective/Strategy:</b>	The purpose of this paper is to provide the Board with an update on key workforce issues that are not covered in the PIPR.	
<b>Title:</b>	Report of the Director of Workforce and Organisational Development	
<b>Board Assurance Framework Entries:</b>	Recruitment Retention Staff Engagement	
<b>Regulatory Requirement:</b>	Employment Legislation Well-Led Flu vaccination	
<b>Equality Considerations:</b>	n/a	
<b>Key Risks:</b>	<ul style="list-style-type: none"> <li>• Turnover increases as a result of poor staff engagement</li> <li>• Vacancy rates do not improve as a result of PRP staff not progressing to registration with the NMC</li> </ul>	
<b>For:</b>	Information	

**1. Purpose**

The purpose of this paper is to provide the Board with an update on key workforce issues that are not covered in the PIPR. The areas this paper focuses on are:

- 2018 Flu Vaccination Campaign
- Papworth Reward App Update
- August Pulse Survey Results

**2. Updates**

**2.1 2018 Flu Vaccination Campaign**

The 2018 Flu Vaccination Campaign will formally commence on 8 October 2018. This year we will be using the quadruple vaccine as recommended by Public Health England. A comprehensive communication programme has commenced and staff will be able to access the vaccine either in their workplace via peer vaccinators or at drop in clinics. We are also offering an incentive in the form of the chance for those who have been vaccinated to win John Lewis vouchers. We will be monitoring uptake and reporting this weekly at the Our Move briefing. We will be asking staff who choose not to have the vaccine to complete a form that confirms their decision and their reasons for not wanting to be vaccinated.

This year all NHS organisations have received a letter signed by NHSE, NHSI, Staff Side organisations and professional bodies, that sets out an ambition for 100% of healthcare staff with direct patient contact to be vaccinated against the flu. We are required to undertake a self-assessment against a checklist of best practice and report

the output of this to the Board before the end of 2018. This will be reported at the November Board meeting.

We have been asked to ensure that staff who work with patients with specific immune-suppressed conditions, considered higher-risk, are vaccinated as quickly as possible. The Management Executive have decided that, given the nature of the services we provide, all inpatient and outpatient areas of the Trust fall within this definition of higher risk. All clinical areas will be required to undertake a risk assessment of the impact of staff choosing not to be vaccinated and determine any mitigating action that could be taken in order to manage any risks identified for example a requirement to use PPE.

## 2.2 Papworth Reward App

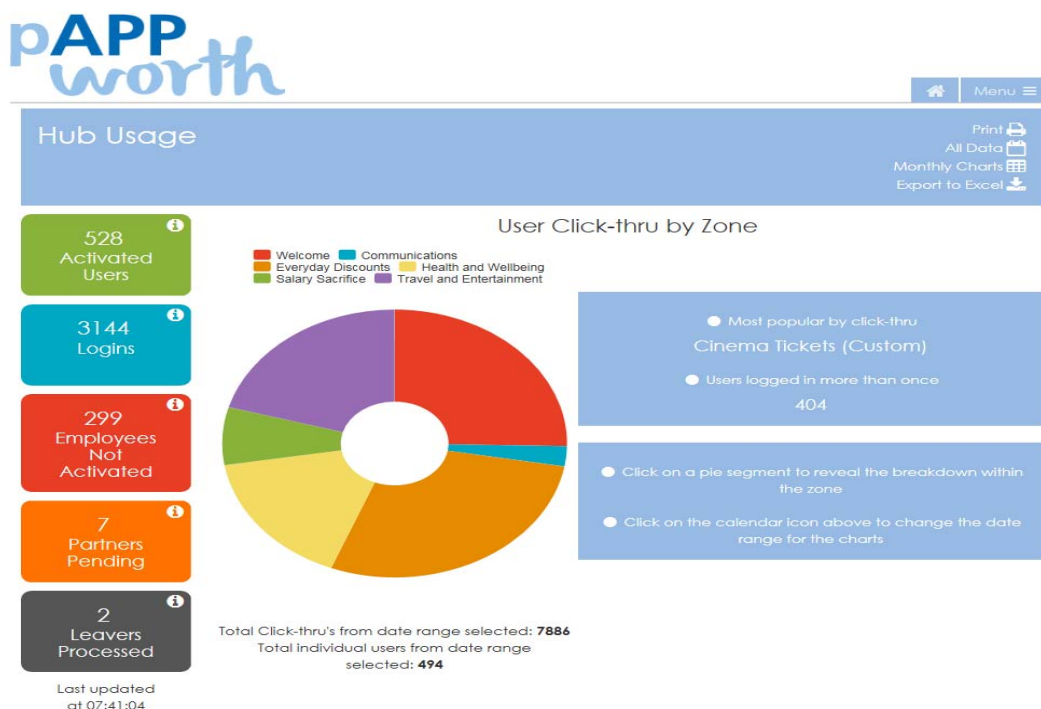
As part of our Recruitment and Retention Strategy in February 2018 launched a staff benefit scheme. We offered staff access to a discount scheme that gives them a range of discounts in a wide range of shops and services. The funding for this benefit was provided by the Trust's Charity.

The benefit scheme is accessed via the pAPPworth App from all mobile devices. It provides tailored savings to Trust employees and their partners. Employees provide their data and give consent for it to be used via a link on the Intranet. The Trust employee is then able to download the App and start saving.

After the initial launch in February, representatives from Personal Group came into the Trust for a number of days to increase awareness of the App by providing one to one sessions for employees. A further drop in session is planned for October 2018 at Royal Papworth House which it is envisaged will capture the majority of staff based there.

We have continued to promote this benefit to staff via our communication channels and the landing page on the Intranet has been updated with clearer instructions and now has monthly offers updated by the Comms Team. As well as promoting the App to those that have not signed up yet we are targeting those employees (to date 299) who have registered their details but not activated the App, with an email reminding them of how to download the App to ensure they are not missing out on the offers.

The data of usage shown below is from 2nd February 2018 until 24th September 2018.



The table below shows the most popular retailers and the savings made by Trust employees to date. In the run up to Christmas there is a real opportunity to promote accessibility of the App and the savings it can provide, as well as exploring the other functions of the App including Health and Wellbeing advice and 'push notifications' instantly sending key messages.



\*The estimated savings are due to not all transactions being captured by the App MI and so Personal Group add on a % to reflect this.

## 2.3 August Pulse Survey Results

We saw an improvement in the response rate to the Pulse Survey. In August 279 surveys were completed which equates to approximately 15% of the workforce. This compares to 7% in July. We opened the survey for a longer period in recognition of the holiday period and we increased communication. An overview of the responses are detailed in the table below:

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	trend
Total number of surveys completed in month	377	238	225	143	279	
Do you know where your role will be based?	86.7%	90.8%	90.7%	88.1%	90.0%	
Do you still have concerns about the move?	82.0%	84.5%	82.2%	72.0%	67.0%	
Concerned about changes to ways of working	44.8%	51.3%	43.1%	27.3%	30.5%	
Concerned about disruption to team	41.4%	41.2%	40.0%	26.6%	25.1%	
Concerned about parking at new site	58.9%	59.2%	59.6%	38.5%	36.6%	
Concerned about traveling to new site	61.5%	63.4%	57.8%	50.3%	41.2%	
Have you had discussions with your line manager about the move?	75.6%	82.4%	78.2%	75.5%	78.5%	
Is there enough joint working within your team on planning for the move?	61.0%	63.9%	62.7%	69.2%	68.8%	
Are you getting sufficient communication?	56.5%	59.2%	60.0%	62.9%	69.9%	
Have you worked out your travel plans for your new base?	50.1%	56.7%	57.8%	61.5%	64.9%	
Will you be leaving the Trust when we move?	10.1%	8.4%	8.9%	6.7%	5.0%	
Would you to recommend the Trust to friends and family if they needed care or treatment?	80.4%	88.7%	81.8%	74.1%	81.4%	
Would you to recommend the Trust to friends and family as a place to work?	39.8%	40.3%	36.9%	41.3%	41.2%	

There has been a reduction in staff reporting concerns about the move however it is important to note that some of the responders will be based at Royal Papworth House and so this may be affecting how they respond. We have amended the questions for the September survey to ascertain staff's base so that we can factor this into the analysis of the data.

There has been a steady improvement in staff saying they are having discussions with their line manager; that there is joint working within their team on planning for the move, and that they are getting the communication they need.

The free text comments linked to the recommender questions indicates the following themes for staff who would not recommend us as a place to work:

- Too much change and uncertainty
- Staffing levels in some areas
- Culture
- Leadership style

The results are shared with managers with the ability for them to break the feedback down by staff group and Directorate. We gave a commitment to staff that we would not share data at an individual level so going below department level would compromise this.

### **3 Recommendation**

**The Board of Directors is requested to note the content of this report.**