

<p>Scottish Workforce & Staff Governance Secretariat Minute Monday 18 March 2019 Conference Room D, St Andrews House, Edinburgh</p>
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Present: Anna Gilbert, Scottish Government
Pauline Howie, Scottish Ambulance Service (**Chair**)
Stephen Lea-Ross, Scottish Government
Norman Provan, Royal College of Nursing
Caroline Sharp, NHS Dumfries and Galloway
Anne Thomson, Royal College of Nursing
Dorothy Wright, NHS Education for Scotland

In attendance: Steven Colquhoun, Scottish Government
Debbie Livingstone, Scottish Government
John Malone, Scottish Government (**Minute**)
Liz Reilly, Scottish Government
Susan B Russell, Scottish Government
Terri Thomson, Scottish Government

Apologies: Sean Neill, Scottish Government
Simon Watson, Unison

Agenda Item 1 – Welcome, introductions and apologies

1. The Chair welcomed everyone to the meeting and noted the apologies. The Chair advised that the Secretariat was quorate.

Agenda Item 2 – Minute and Summary of Action Points of meeting held on 25 January 2019 and matters arising

2. The minute of the meeting and summary of action points were agreed as an accurate record.

Action points

3. Action Point 1 – Annual Reviews, National Staff Side
- An update on action point 1 was discussed. The ongoing issue relates to the involvement of the National Staff side representatives during each NHS Board annual review. It was previously agreed that Susan B Russell would contact Barbara Anne Nelson to set up a discussion with Norman Provan. Susan B Russell will again contact Barbara Anne Nelson and SWAG Secretariat will be updated in due course.

Agenda Item 3 – NHS Scotland Adverse Weather Policy

4. Stephen Lea-Ross led a discussion on the Adverse Weather Policy. The following points were raised:

- Members were invited to note and agree revisions to the interim national arrangements covering disruption to work. The policy guidance was initially issued on 21 December 2018. Staff-side colleagues subsequently raised substantive concerns with the guidance at SWAG Committee on 25 January 2019. In response, the SLWG was reconvened on 19 February 2019 and agreed amendments in relation to the following substantive concerns:
 - Paragraph 8 – “The need to provide essential services must be taken into consideration when decisions are made about whether it is safe to travel”. This paragraph is now prefaced with the sentence, “Staff should not feel compelled to take undue risks in order to attend work”.
 - Paragraph 11 – “Staff ... should consider whether to continue their services ...”. The word “service” has been replaced with “Journeys”.
 - Paragraph 13 – “Provisions for working across board boundaries”. This heading has been renamed as “Provisions for working at other institutions”.
 - Paragraph 26 – “Provision for access to paid special leave”. The paragraph has been amended to clarify that paid special leave is accessible under this guidance on a similar basis to the provision of paid special leave set out in the Model Special Leave Policy of the Supporting the Work-Life Balance PIN.

5. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members thanked Stephen for his update. The revisions to the interim national arrangements highlighted were agreed by SWAG Secretariat members. It was suggested by members that the wording of “Institutions” at paragraph 13 could be amended to “Sites”. It was agreed that this proposed amendment could be considered when the ‘Once for Scotland’ review takes place.

Outcome: SWAG Secretariat agreed to the revisions.

Agenda Item 4 – Trade Union Act 2016

6. Caroline Sharp led an update on Trade Union Act 2016. The following points were raised:

- The SLWG met up in March 2019 which was attended by Scottish Government, Employer and Staff side, allowing the meeting to be quorate. The meeting was

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productive resulting in a list of the key issues which the group needed to address and the groups Terms of Reference were agreed by all parties.

- It was agreed at the SLWG that an early draft of the Trade Union Act template would be submitted to SWAG Secretariat in May 2019 for consideration and if agreed then the template would progress to SWAG Committee in June 2019 for final sign off.

7. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members welcomed the update. It was highlighted that the Trade Union Act 2016 is a section of law which the House of Lords have agreed and is under the remit of the UK Government. It was recognised that employers will need to comply with this and complete the template every year going forward. Clarification on what information needs to be recorded, going forward, would be welcomed. Members look forward to reviewing the draft template at the next SWAG Secretariat meeting.

Outcome: SWAG Secretariat welcomed and noted the update.

Agenda Item 5: National Staff Experience Report

8. Liz Reilly led an update on National Staff Experience Report 2018. The following points were raised:

- The Health and Social Care Staff Experience report for 2018 was published on 1 February 2019. The feedback received was that the report was well laid out with the opportunity within the report to share team stories. Staff recipients have increased from the previous year however, staff responses have fallen to 59% (2017 response rate was 63%). Paper Questionnaires remains an area of concern and needs to improve with a fall in the number of returns from the previous year.
- There is a growing concern around boards that have no reports. There are 9 Health Boards that did not achieve the 60% response rate, which means there would be no full report generated. Within the said 9 Health Boards, Senior managers are aware improvement is needed to achieve the full report and they will work on this area over the coming year.
- The Strathclyde University has been commissioned to provide an independent academic valuation report on National Staff Experience. The report will be finalised in the coming months. The report will highlight what the root causes and barriers are for no reports as well as suggesting any improvements.

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- Work is underway to support managers and leaders at every level throughout the organisational structure in order that they are empowered and enabled to improve staff experience which will support improved patient experience.

9. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members thanked Liz for her presentation and look forward to seeing the outcome from the academic evaluation report which will also help senior management understand what is required to ensure a full report is produced and how to improve.
- It was suggested if Health Boards do not produce a full report then this should be highlighted within the Ministerial Annual Review process. Within Health Boards there needs to be a clearer understanding that managers need to be made aware of the iMatter process and to raise awareness with their staff on a regular basis.
- It was highlighted that West Dunbartonshire, HSCP, are in the process of testing an SMS test of change, sending links to work and personal mobile phones with 40 staff Evaluation. There are ongoing discussions about future app development. This news was welcomed by SWAG Secretariat members.

Outcome: SWAG Secretariat welcomed and noted the update.

Agenda Item 6 – Terms of Reference – Once for Scotland

10. Norman Provan led a discussion on the Terms of Reference for Once for Scotland. The following points were raised:

- The Terms of Reference (TOR) for the ‘Once for Scotland’ Workforce Policies were further reviewed following concerns raised by a staff side representative. The main issue relates to the paragraph on decision making/escalation process which currently states “if no agreement can be reached it will be for the Cabinet Secretary to take a decision”. It was proposed that this should be removed from the TOR.

11. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- SWAG Secretariat members agreed to delete the phrase in paragraph number 7 “If no agreement can be reached it will be for the Cabinet Secretary to take a decision”

Outcome: SWAG Secretariat agreed the amendment to the Terms of Reference as outlined above.

Agenda Item 7 – Staff Governance Monitoring Future Model

12. Caroline Sharp led a discussion on the papers which had been issued prior to the meeting. These papers included the following key points:

- Following the decisions taken by SWAG Committee & SWAG Secretariat on the proposed Staff Governance Monitoring Future Model, discussions have taken place with HR Directors. HRDs continue to express their concerns in relation to the proposals, particularly for peer review. It is perceived by the HRDs that there has been a lack of engagement with them as a professional community.
- Scottish Government welcomed the offer for constructive involvement in the further refinement of the future model and would hope this could also be channelled through the employer reps on the SLWG as well as well as broader engagement with HRDs and others.

13. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- SWAG Secretariat members thanked Caroline for the update. It was highlighted that the peer support model should be developed by the service in order to share good practice and allow Boards to provide assistance in areas of challenge. It was also raised that when the SLWG was being set up, HRDs were asked for a nomination to attend and contribute to the group however, they chose to nominate a deputy HRD to attend on their behalf.
- Members asked what the timescales were in producing the future model. It was confirmed that it was hoped that the remaining two aspects of the model i.e. peer support and SGM dashboard would be in place before the next round of SGM monitoring, scheduled for January 2020.
- It was agreed that Pauline Howie, Norman Provan, Anna Gilbert and Susan B Russell would meet with the regional HR leads in order to have further discussion and agree a way forward.

Action: Meeting to be arranged as outlined above

Outcome: SWAG Secretariat welcomed the discussion and look forward to future updates.

Agenda Item 8 – Honours

14. Debbie Livingstone led a presentation on Honours. During the presentation the following items were covered:

- The Honours Team are based in St Andrews House. The team record and process nominations from both external and internal sources and provide assistance and guidance on the process to members of the public, Lord Lieutenants, Stakeholders and Scottish Government officials. There is a Queen's Birthday and a New Year Honours list every year. Candidate names can be forwarded at any time of the year and the honours team will determine the next appropriate round to field them. The honours team supplies the papers for the Independent Reviewer meeting and the Permanent Secretary's meeting. The honours team are the conduit for recommendations to the Cabinet Office and they also liaise with their counterparts in Northern Ireland and Wales.
- The team are always looking for more nominations and they asked those present to look during their work for people who deserve to be recognised for their contribution and the difference they have made, through their work and personal lives. This relates to both stakeholder groups and to SG staff. There is a wide range of talents and interests, yet consistently few candidates for the State (staff) list is sent yearly.
- There are nine different committees which include: Arts & Media, Sports, Health, Education, Science and Technology, The Economy, Community and Voluntary Service, Public Service, and State.

15. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members welcomed the presentation from Debbie asked that she attend SWAG Committee to give a similar presentation. Debbie agreed to attend any future meeting to promote Honours.
- A paper pack was distributed with information for SWAG Secretariat's to share within their Health Boards. Members asked for an electric copy to be sent so it can be distributed.

Action: John Malone to circulate to SWAG Secretariat members electronic copies of the presentation/papers. John Malone to invite Debbie and her team to SWAG Committee.

Outcome: SWAG Secretariat welcomed the presentation and would welcome this subject to be presented to a full SWAG Committee meeting.

Agenda Item 9 – Set Agenda for SWAG Secretariat meeting on 15 May 2019

16. The following items were agreed for the SWAG Secretariat meeting on 15 May 2019

- Staff Governance Monitoring
- Trade Union Act 2016
- Academic Evaluation
- Once for Scotland

Agenda Item 10 - AOB

17. It was requested if there could be an additional SWAG Committee meeting to take place during July 2019 in order to allow for additional time for the final sign off of the first phase of the 'Once for Scotland' Workforce policies.

SWAG Secretariat's agreed this and it is anticipated that the meeting will last approximately 3 hours.

Action: John Malone arrange SWAG Committee meeting to take place in July 2019.

Outcome: SWAG Secretariat welcomed the additional meeting.

Date of Next Meeting

SWAG Secretariat – 15 May 2019, Conference Room D, St Andrews House, Edinburgh 14:00 – 16:00.