



SWAG

**Scottish Workforce & Staff Governance Secretariat Minute
Wednesday 29th July 2020
MS Teams**

Present:

Anna Gilbert – Scottish Government
Catriona Hetherington – Scottish Government
Pauline Howie – Scottish Ambulance Service
Stephen Lea-Ross - Scottish Government
Bob McGlashan – Royal College of Nursing
Gordon McKay – Unison
Tom Power (on behalf of Caroline Cooksey) – NHS Grampian
Norman Provan – Royal College of Nursing (Chair)
Suzanne Thomas – Scottish Government

In attendance:

Alison Carmichael – Scottish Government
Birgit Clark - Scottish Government
John Malone, Scottish Government
Lynn Rance - Scottish Government **(Minute)**
Liz Reilly – Scottish Government

Apologies:

Tracey Ashworth-Davies – NHS Education for Scotland
Caroline Cooksey – NHS Dumfries and Galloway

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 19 June 2020 and matters arising

2. The minute of the meeting and summary of action points were agreed as an accurate record. No action points recorded as outstanding.

Outcome: SWAG Secretariat agreed minutes as accurate and action points.

Agenda Item 3 – Employee Experience Measure

3. Liz Reilly provided members with an update on Employee Experience Measure. During the discussion the following points were raised:

- the outcome of the previous SWAG Committee on 16 July 2020 was summarised where there was agreement for the full National iMatter Staff

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Experience Continuous Improvement Programme to be reintroduced in 2021 in line with proposed Board timetables which are to be submitted to Scottish Government by September 2020.

- This is in addition to the recommendation that a Well Being Pulse survey for 2020 to include and widen the scope of questions around values, discrimination, bullying, morale, safety culture and reward and with the intended incorporation into the survey of Warwick Edinburgh Wellbeing Model questions.
- Unfortunately, after further liaison with Warwick University it became apparent that although the validated model had benchmarking capability, there was a lack of clarity on analysis capability. Furthermore, unforeseen risks around licence requirements which would significantly compromise timescales. This meant full reconsideration and consequently the Scottish Government could no longer recommend including these questions.
- Other approaches were therefore explored resulting in an amended recommendation for the holistic well-being measurement.
- The Office of National Statistics Personal Well-being Questions (ONS4) were examined and provided a focus on holistic wellbeing. These questions are used widely across industry sectors in the UK, so are already a validated model with significant benchmarking capability on a large scale. Additionally, with no restrictions in the way the returned data is analysed and with questions examined against the iMatter and staff experience component, it appeared a good fit. There are no licence requirements or costs to impede the achievement of current timescales so this option was identified as one that could better support our overall needs, whilst retaining our focus on holistic well-being.
- The World Health Organisation Well-Being Index was also considered. This has no licensing or cost requirements attached to the model but it places limitations on analysis and support available. This model was therefore ruled out by the Pulse Survey Development Group.
- SWAG Secretariat were then invited to consider the amended recommendation paper for using the Office of National Statistics Personal Well-being questions within the 2020 staff experience pulse survey
- **Option 1:** The introduction of a Well-being Pulse Survey for 2020, incorporating ONS4 Questions, two health and well-being iMatter questions, qualitative questions, staff groupings and demographics.

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- **Option 2:** Everyone Matters Pulse Survey, incorporating ONS4 Questions, nine related iMatter questions, qualitative questions, staff groupings and demographics
- A questions matrix was also presented to help facilitate discussion and agreement for each option and in light of the changes to broaden the scope of the Survey. It was also proposed that the survey title be changed from 'Well-being Pulse Survey' to 'Everyone Matters Pulse Survey'.
- In conclusion SWAG Secretariat was invited to approve:
 - Option 2 – Everyone Matters Pulse Survey
 - Implementation period to commence 1 September 2020
 - Pulse Survey to run for 3 weeks

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

- Members welcomed the flexibility on the compromises presented and advised that generally agreed in principal but felt the first two “everyone matters “ pulse survey questions were not specifically framed to a work situation and also asked what time period would answers be based on, as the well-being questions were worded as “ today” or “yesterday”. It was confirmed that the first two questions did not specify “within a workplace environment” the wording could be changed to include reference to work or the workplace and confirmed that the survey would cover the COVID time period - March to end of August.
- Furthermore the holistic well-being questions were not specifically related to work but it would be emphasised that the survey was designed to help gain an understanding how employees felt now and to find out about their experiences over recent months, both in the workplace and beyond.
- Members agreed that the ONS questions were an appropriate alternative for the previously SWAG endorsed Warwick questions and the additional staff experience questions also addressed concerns previously raised. However, it was felt that a letter explaining the changes should be sent to the full SWAG Committee to ensure that these came as no surprise when the survey issued and that it was received well across all constituencies. It was agreed that a letter from the 3 SWAG Co- chairs would be distributed to the full SWAG Committee after the meeting.
- SWAG Committee agreed that the revised questionnaire provided a comprehensive data set and came from a validated model. The committee recommended option 2, to run for a period of 3 weeks with the consensus



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being that Deputy Director Stephen Lea-Ross advise the Cabinet Secretary of the agreed approach immediately after the meeting.

- Members stressed that to ensure continuous improvement it is important to emphasise to Health Boards that iMatter will return next year, subject to the evolving picture of Covid -19. All Boards are required to submit proposed timetables for 2021 delivery. Liz advised that all these points would be reinforced in the subsequent letter to the Boards.

Outcome: SWAG Secretariat agreed Option 2 and the timetable for implementation.

Action point: Letter to be issued to SWAG Committee with updated from pulse survey.

Agenda Item 4 - AOB

Agenda items for the next meeting were discussed and suggested items included:

- Everyone matters – Paper only
- Mobilisation plans for NHS Scotland
- Workforce Planning (including COVID-19 governance plan)
- INWO update

Date of Next Meeting

SWAG Committee – 23rd October 2020

SWAG Secretariat – 1 September 2020, MS Teams – (14:00 – 16.00).