



Scottish Workforce & Staff Governance Committee  
Thursday 16 July 2020  
MS Teams – Video conference  
Minute

Present:

<b>Name</b>	<b>Organisation</b>
Jane Anderson	Unison
Tracey Ashworth-Davies	NHS Education for Scotland
Julie Collins	Chartered Society of Physiotherapy
Caroline Cooksey	NHS Dumfries and Galloway
Joyce Davison	BMA
Anna Gilbert	Scottish Government
Heather Gilfillan	Unite
Pauline Howie ( <b>Chair</b> )	Scottish Ambulance Service
Gordon Jamieson	NHS Western Isles
Stephen Lea-Ross	Scottish Government
Steven Lindsay	Unite
Kathryn McDermott	Unison
Bob McGlashan	Royal College of Nursing
Gordon McKay	Unison
Dorothy McErlean (on behalf of Caroline McDowall)	College of Podiatry
Robin McNaught	The State Hospitals Board for Scotland
Norman Provan	Royal College of Nursing
Duncan Service (on behalf of Ian Cant)	Employee Directors Group
Linda Walker	GMB

In attendance:

<b>Name</b>	<b>Organisation</b>
Birgit Clark	Scottish Government
Catriona Hetherington	Scottish Government
John Malone – ( <b>Secretariat</b> )	Scottish Government
Leigh Murray (Observer)	Royal College of Nursing
Lynn Rance	Scottish Government
Liz Reilly	Scottish Government
Suzanne Thomas	Scottish Government



Apologies have been received from:

<b>Name</b>	<b>Organisation</b>
Ian Cant	Employee Director Group
Emma Currer	Royal College of Midwives
Willie Duffy	Unison
Donald Harvey	BMA
Jacqui Jones	NHS National Service Scotland
Scott Keir	British Dietetic Association
Caroline McDowall	College of Podiatry
Diane Murray	Scottish Government
Susan Robertson	Unite
Claire Ronald	Chartered Society of Physiotherapy
Lorna Sim	Unison
Yvonne Stewart	Society and College of Radiographers
Tom Wilson	Royal College of Nursing
Laura Zeballos	Scottish Government
Sam Mullin	GMB

### **Agenda Item 1 – Welcome, introductions and apologies**

1. The Chair welcomed everyone to the meeting. Members were informed of the list of apologies (noted above) and that the meeting was quorate.

### **Agenda Item 2 – Minute and Action Points from the meeting held on 19 June 2020**

2. The minutes were agreed as an accurate reflection of the meeting and it was agreed that one action point was ongoing (Honours to return to a future meeting).

### **Agenda Item 3 – Staff Experience Measure for 2020/21**

3. Liz Reilly was invited to provide a presentation on the proposed Staff Experience Measure for 2020/21. Papers were circulated prior to the meeting. During the presentation, the following items were covered:

- The National iMatter Staff Experience Continuous Improvement Programme has been paused in recognition of the changing priorities in responding to the Covid-19 pandemic. A letter was issued to Health Boards on 17 March 2020 from Stephen Lea-Ross, Deputy Director, confirming this position.
- The emergence of Covid-19 has had a significant and all-encompassing impact on those working within Health and Social care. It is therefore important to fully consider the options for continuing with a national staff experience measure for 2020 that is



meaningful and actionable, and will enable stakeholders to maximise the opportunities that this work may bring.

- The SG Workforce Practice Unit has undertaken engagement with a variety of key stakeholder groups to explore options for implementing a national measure for 2020.
- Feedback at the early stages of this journey has indicated a potential need for a short and sharp Pulse Survey approach, focussing on staff wellbeing and resilience during the recent period. It was reflected that it is important to understand what we are looking to measure and why we are measuring it.
- A pulse survey development workshop was held on Monday 22<sup>nd</sup> June to explore the detail in relation to the purpose and methods for a pulse survey wellbeing measurement.
- In view of the engagement journey set out above, SWAG committee were invited to consider the following options in the context of providing advice and a recommendation to the Cabinet Secretary on the staff experience measurement approach to be undertaken this year.
  - **Option 1:** No national staff experience measure is undertaken in 2020 – the committee were invited to note the significant risks attendant this option.
  - **Option 2:** Full National iMatter Staff Experience Continuous Improvement Programme is reinstated for 2020 – the committee were invited to note the significant logistical difficulties attendant this option.
  - **Option 3:** Full National iMatter Staff Experience Continuous Improvement Programme commences in 2021; agreed Board timetables submitted to Scottish Government by September 2020.
  - **Option 4:** The introduction of a Wellbeing Pulse Survey for 2020, drawing on developments within our engagement journey which will use quantitative and qualitative methodology. This approach will also include staff groupings and demographics.

4. The Chair gave SWAG Committee members the opportunity to ask questions and offer feedback. During the discussion the following points were covered.

- Members thanked Liz for the comprehensive papers which were circulated prior to the meeting. It was highlighted by members that there is no question within the mock questionnaire regarding discrimination or pay. It was confirmed that iMatter does not ask about discrimination as there is a section that asks about values and trust in a



number of areas. Within this year's pulse survey demographics will be included. It was also confirmed that iMatter does not measure staff pay. iMatter does recognise and reward staff by the story boards which are created every year.

- It was also highlighted that bullying, harassment, morale and safety culture are not within the suggested pulse survey. It was acknowledged that bullying and harassment is recorded in iMatter under the appropriate behaviours section. If staff feel they are being bullied then it would be expected that staff side member would help the member of staff to raise any concern through the appropriate routes. It was highlighted by members that the pulse survey is not the appropriate place for bullying and harassment questions.
- Members agreed that it would not be feasible for a full iMatter for 2020 due to the pandemic and timings. It was agreed that a pulse survey should be in place of this however, members questioned the surveys key questions and it suggested that SWAG Secretariat take forward and agree the surveys questions with further consideration of iMatter questions.
- Committee confirmed they were content with an approach to measuring staff experience that included a pulse survey this year, coupled with reintroduction of iMatter in 2021; they noted the ongoing work on D@W and further planned outputs from the Ministerial Short-Life Working Group on Culture.
- Committee commented that pulse survey questions should cover bullying/harassment and discrimination; they remitted the decision on a final recommendation on the form/questions to be included in the survey to SWAG Secretariat (due to meet on 29 July 2020), following which a formal recommendation would be provided to the Cabinet Secretary.
- It was also discussed that there should be a good communication strategy in advance of the pulse survey going live in Health Boards.

**Outcome:** SWAG Committee members agreed to postpone iMatter for 2020 and reinstated in 2021. They also agreed to the pulse survey, subject to SWAG Secretariat sign off in relation to the survey questions.

#### Agenda Item 4 - AOB

5. No further business was raised.



### **Date of Next Meeting**

The next SWAG Committee meeting will be held on 23 October 2020 by MS Teams from 11:00 to 13:00.