



**Scottish Workforce & Staff Governance Committee**  
**Tuesday 22 February 2022**  
**14:00 – 15:00**  
**MS Teams**

**Present:**

<u>Name</u>	<u>Organisation</u>
Tracey Ashworth-Davies	NHS Education for Scotland
Margo Cranmer	Unison
Jane Christie-Flight (on behalf of Ian Cant)	Employee Directors Group
Jasmin Clark	Royal College of Nursing
Caroline Cooksey	NHS Dumfries and Galloway
Julie Collins	Chartered Society of Physiotherapy
Anna Gilbert	Scottish Government
Heather Gilfillan	Unite
Gordon Jamieson	NHS Western Isles
Jennifer Martin-Nye	Scottish Government
Bob McGlashan	Royal College of Nursing
Gordon McKay	Unison
Robin McNaught	The State Hospitals Board for Scotland
Sam Mullin	GMB
Norman Provan ( <b>Chair</b> )	Royal College of Nursing
Una Provan	Unison
Linda Walker	GMB

**In attendance:**

<u>Name</u>	<u>Organisation</u>
Anne Armstrong	Scottish Government
Niall Anderson	Scottish Government
Viki Freeland	Scottish Government
Lynn Rance ( <b>Secretariat</b> )	Scottish Government

**Apologies:**

<u>Name</u>	<u>Organisation</u>
Victoria Bowman	Scottish Government
Ian Cant	Employee Directors Group
Donald Harley	BMA

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Pauline Howie	Scottish Ambulance Service
Scott Keir	British Dietetic Association
Jacqui Jones	NHS National Services Scotland
Diane MacLaine (Observing)	Scottish Government
Susan Robertson	Unite
Steven Lindsay	Unite

### **Agenda Item 1 – Welcome, introductions and apologies. Minute and Summary of Action Points of meeting held on 25 January 2022 and matters arising**

The Chair welcomed everyone to the meeting especially Anne and Niall. Apologies were noted from Victoria Bowman via the Chair who also advised that the Committee was not fully quorate. However the meeting was arranged to discuss the recently published iMatter report so no official decisions were required.

The minutes of the meeting were agreed as an accurate record. A summary of action points were noted as AP 1 and 4 ongoing, AP3 duly completed with the convening of this February meeting. Regarding AP2, Linda Walker confirmed that evidence in regard to trigger points / data on protections for staff on sickness absence would be provided to SG Secretariat without delay.

### **Agenda Item 2 – iMatter National Report**

Viki Freeland shared the presentation slides circulated ahead of the meeting which provided a concise overview of the iMatter Report findings. Advising that whilst the response rate of 56% was down 6% compared to 2019, it was still an encouraging improvement from the 2020 Everyone Matters Pulse Survey response rate. Viki also highlighted facts and statistics from the following:

#### **iMatter Background:**

- demographics – used for the first time in iMatter was previously used in the 2020 Pulse Survey
- questions were based on the questions intended to be included in the 2022 Scottish Population Census
- 90% of staff answered each question.

#### **iMatter Key Indicators**

- Response Rates – ranges from 92% to 51% with highest Board risers identified.
- EEI Score - National support Boards have the highest EEI scores/have increased from 2019. NHS Shetland – highest scoring geographic patient/facing.



- Action Plans - Previously completed over a 12 week period, reduced to 8 in 2021
- Overall Experience – mean score of 6.8 with a broad range across the Boards.  
Staff Groupings with some quite obvious differences

### **Treatment of staff – key questions**

- A Good place to work- Recommendation only dropped by a surprising 1%- may increase in 2022 survey findings.
- Treatment at work Staff - Average scores the same as 2019.

**Governance Strands** – Prior to 2021, Strand scores had been stable through 2018 and 2019 . Well Informed strand requires the biggest focus following the 2021 result. Dignity and Respect remarkably unchanged but improvements on this should be sought and thoughts are expected on the approach of how to achieve this.

### **Questions requiring attention**

- Experience as an Individual – 6 questions highlighted as having lower scoring measures and given a focus to improve as they have remained the same or declined from 2019.
- My Team/My Line Manager – attention drawn to a forward focus to be given to the questions regarding confidence in performance being managed well and staff feeling involved in decisions relating to their team
- My Organisation – similar to the team question above but focus also required regarding confidence in performance being managed well and staff feeling involved in decisions relating to their organisation.

### **Early triage**

- EEI Team Reports issued - Consideration of team reports required for those sitting below the Strive & Celebrate level and should be the focus for Senior Leadership teams to support and encourage continuous improvement.

### **Actions and Next Steps**

Staff will be encouraged to get involved and to bring back “team stories “ next year

Members thanked Viki for the detail of valuable information provided in the slides and welcomed the findings. A discussion took place around:

- The surprising and relatively static picture given the immense pressures on staff during the period of the COVID pandemic.
- Acknowledgement that the results from the forthcoming 2022 survey may produce a different result.



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- Staff working from home may have had a positive effect on staff (better work life balance etc.)
- Note of caution recognised around ways of distribution, for example with ancillary staff, who may not have access to digital. Viki advised that paper average is approx. 20% and SMS texts around 40 % and work is underway on an SMS evaluation with input from colleagues in digital solutions.
- Development of an iMatter app was also suggested.

### **Moving forward:**

Reinstatement of “Team stories” proposed as useful to generate and highlight what can be done better at local team level.

The guiding principles for iMatter Reporting Governance Framework will be updated in line with the comments from members.

Possibility of taking a deeper dive into Pulse Survey’s as the infrastructure already exists and there is a new fresh perspective.

Consideration of what SWAG committee can do to embed this as a culture and to allow people to be involved in decisions that affect them.

### **Outcome:**

Discussion was welcomed by members and it was confirmed that the previously circulated slides could be shared with staff. Employers were asked to inform and take findings forward in the respective Boards

### **Action Point:**

All analysis and outcomes will be brought to and discussed at SWAG Secretariat 10 Mar 2022. This will be taken forward by Viki Freeland as new SG lead for iMatter

### **Agenda Item 4 - AOB.**

There was no further business to discuss and the Chair closed the meeting

### **Date of Next Meeting:**

SWAG Secretariat) 10 March 2022 (14.00 -15.00)

SWAG Committee – 26 April 2022 MS Teams (14:00 – 15:30)

SWAG Secretariat – 1st July 2021 MS Teams – (15.30 – 16.30)



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