

## North of England SPF Partnership Conference

### *Building a great place to work*

#### Welcome

The North SPF conference was held on 28 June 2018 in Horizon, Leeds. Chaired by Charlie Carruth, Regional Officer for Unison and staff chair for the North SPF and Lisa Crichton-Jones, Director of Workforce Transformation, North East & North Cumbria ICS and management chair for the North SPF, the conference focused on building a great place to work, covering health and wellbeing, retention and reward and staff experience in the NHS.

#### National context of staff experience in the NHS

Danny Mortimer, Chief Executive of NHS Employers gave a national update on the Interim People Plan (IPP), national developments, and suggestions on things organisations can do locally to improve staff experience and make the NHS the best place to work. The IPP is designed to be a 12-month work plan, but lays down some important markers for the longer-term. It talks about the need for the NHS to be the best place to work, importance of leadership, nursing supply, and technology. There are priority areas that the people plan does not have in its scope, that sit elsewhere in government such as the comprehensive spending review, CPD funding, migration policy, apprenticeship policy. Other areas of focus nationally are around increasing placement capacity, pension taxation issues, investment in pay to support attraction, national recruitment campaigns for nurses and other professions which are in shortage. Danny encouraged local efforts to support staff experience including: developing positive cultures and tackling bullying, harassment and Violence; retention of staff (particularly within the first 18 months of starting, offering staff flexibility and supporting career development opportunities) and re-addressing the way the NHS recruits and supports BAME staff.

#### The Northumbria Way

Judith Stonebridge, Consultant Public Health, Northumbria Healthcare NHS FT and Neil Summers, UNISON presented on their approach to health and wellbeing called 'The Northumbria Way'. The organisation has health and wellbeing high up on its strategic agenda, which is shown through the investment in a public health director post who leads this work. The trust operates across ten sites and their health and wellbeing offer of support is accessible and available to all staff groups. The trust has a universal offer, but also do targeted interventions, using sickness absence data and offer line manager support and training. They also use sickness absence data and look at this from a health inequalities point of view, splitting it down by locality to see the support and interventions needed at such level. Interventions span across physical and mental health including, loneliness and isolation, fitness opportunities, mindfulness, meditation, psychological support, financial wellbeing, obesity support, alcohol support and staying hydrated. They are a smoke free trust and have worked with staff to deliver this. Smoke free and support for health & wellbeing is included in all recruitment literature including details of support services for staff. Staff side have been involved in this work and have representation on the health and wellbeing group that has continued to drive the work from its infancy.

#### Equality, Diversity and Inclusion - C&M STP partnership forum

Chris Samosa, HR Strategic Lead, C&M Health and Care Partnership and Jean Blevin, staff side lead, The Walton Centre presented on the work of the successful Cheshire & Merseyside STP Social

Partnership Forum, including the recently established equality, diversity and inclusion (E, D & I) task and finish group. The forum decided to focus on E, D & I due to the regions WRES data and lack of BAME senior representation within organisations, and the levels of bullying or abuse reported at work within the LGBT+ community. It became clear that it wasn't just a race issue, therefore the task and finish group broadened their remit to look at other protected characteristics. The task and finish groups agreed priorities for the next 12 months include, support and training for HR, ensuring consistent branding and language, guidance for staff (what they should and shouldn't do), and awareness for clinical managers. They are also piloting peer support advisors in three C&M organisations (covering BAME, LGBT+ and disability) which will be rolled out across the patch.

### Social and organisational partnership to support the Flu campaign

Presentations were heard from Natalie Threapleton, Senior Infection Prevention Nurse from Bradford District Care Trust (BDCT) and Stan Cutcliffe, Senior Nurse Infection Control from Leeds & York Partnership (LYPFT) about their local flu campaigns. Six years ago, BDCT's uptake was approximately 50% and this year it has risen to 85.9%. They run a rolling year long campaign and continue to build it into staff inductions and statutory and mandatory training all year round. The team that deliver the vaccinations ensure they make it as easily accessible for staff and go out to visit different sites. Education and information (i.e. myth busters) are provided to staff where there are areas of low uptake to encourage them to have the vaccine. The trust also maximises promotion of the flu campaign through various communication channels (i.e. email signatures, payslips) and include personal stories from staff on screensavers. LYPFT rely on 85 peer vaccinators to help provide the vaccination to staff, and target area such as bank staff; a group of staff who move around the trust so are a high priority. They also attend senior staff meetings to provide the job there, making it as easily accessible for all. Both organisations spoke about the strong board support which was key to their successful campaigns.

### Juice Limited - Our Juice Journey

Andy Dodman and Gary Butterfield from Juice Ltd presented on their digital health and wellbeing platform which supports organisation to bring together all their health and wellbeing initiatives under one umbrella for all staff to access. The 'five ways to wellbeing' were developed by the New Economics Foundation in 2008 and supports people to improve their own health and happiness. The five strands are based on an extensive review of actions people can take that are positively associated with cognitive health and wellbeing, which underpins Juice Ltd core values. They shared the work they had done with Sheffield University, and the staff survey results which had increased in many areas linked to health and wellbeing since 2012. Juice are also working with an STP in London around developing a collaborative health and wellbeing offer. The NE were also keen to explore this concept following the conference.



The Five Ways to Wellbeing.pdf

### Reward in the NHS

Rachael Armistead, Head of Reward at NHS Employers facilitated a group work session where delegates considered and discussed reward strategy in the NHS, linked to the Interim People Plan which talks about the NHS being the best place to work. The NHS Employers reward strategy toolkit was used to aid discussions, which focuses on three stages; planning and preparation, development and design and implementation and communication. Group discussion centred around thinking about how reward ties right across the organisation from recruitment and selection to retention, the use of staff apps which pulls together organisations reward offer in one place, generational

differences linked to different reward incentives (i.e. childcare/nurseries for the younger generations or those with families, retire and return/pensions advice for the older), reward within teams and how everyone is recognised for the contribution they make, concept of flexibility and empowering managers and staff to have conversations and have the structures in place to do so and long service awards.

### Evaluation Summary

The North of England SPF Conference was attended by 61 delegates. Using the interactive Slido system, attendees were invited to submit questions through the day which were answered in the course of the programme. Towards the end of the event, evaluation questions were completed using Slido and paper forms. 27 people completed the event evaluation, 44% of the total attendance. 59% of delegates either agreed or strongly agreed that the conference helped them gain a better understanding of how we can build a great place to work in the NHS and 88% of delegates rated the quality of the conference as very good or good. Some positive comments from delegates included 'a well-structured day' 'Great venue, engaging and useful content - fab speakers! Thank you!' 'Great topic areas and opportunity for discussion' 'great to share ideas and visions analysing what could work in our own organisation'

