

Local Partnership Forum

Minutes of the meeting held on 11th October 2022 at 13.00 hrs Via Teams

Present

Jo Whitehead (AW)	Chief Executive Officer, Chair
Jan Tomlinson (JT)	UNISON and Trade Union Partners Chair
Alison Pawley (AP)	UNITE
Andrea hughes (AH)	IHC Director of Nursing, East
Catherine Jones (CJ)	Royal College of Midwives
Charlotte Wainwright (CW)	Health And Wellbeing Intervention Champion Co-ordinator
Chris Lynes (CL)	Deputising for Executive Director for Nursing & Midwifery
Christine Tanski (CT)	UNISON
Ffion Johnstone (FJ)	Integrated Health Community Director (West)
Gillian Cooper (GC)	Workforce Systems Development Officer, Workforce & Organisational Development
Helen Stevens-Jones (HS-J)	Director Of Partnerships/Communications and Engagement
lain Wilkie (IW)	Director of Mental Health & Learning Disabilities
Ian Donnelly (ID)	IHCD Operations, East
Jackie Hughes (JH)	Society of Radiographers and (Trade Union) Independent Member
Jeremy Thomas (JTh)	Deputy Head Occupational Health And Wellbeing
Julie Owen	Physiotherapy
Lesley Hall (LH)	Associate Director of Human Resources
Michael Shaw (MS)	Strategic Organisational Development Consultant, Workforce &
, ,	Organisational Development
Nick Lyons	Executive Medical Director
Phil Meakin	Associate Director of Governance
Richard Tanswell (RT)	UNISON
Rob Nolan (RN)	Interim Executive Director of Finance
Sally Baxter (SB)	Assistant Director - Health Strategy, Planning
Stacey Roberts (SR)	UNISON
Steven Gregg-Rowbury	Head of Resourcing
Stuart Whittaker	UNITE
Sue Green (SG)	Executive Director Workforce and Organisational Development
Susan Murphy (SM)	Assistant Director of Pharmacy & Medicine Management, West
Stacey Roberts (SR)	UNISON
Toni Wood (TW)	Royal College of Midwifery
William Nichols (WN)	Royal College of Nursing
IN ATTENDANCE	
Fiona Lewis (FL)	For minute taking

Agenda Item

The Chair welcomed all attendees to the meeting.

L22/45 Apologies for Absence

• L22/45.1 Apologies were received from Sharon Cawdell, Vivienne Nelson, Helen Roberts, Molly Marcu, Deborah Humphries, Geoffrey Armstrong, Vivienne Nelson, Pat Youds and Matt Joyes.

L22/46 Draft Minutes of the previous meeting held on 19.7.22 for approval

L22/46.1 The minutes were approved as a true and accurate record of the meeting.

L22/47 Matters Arising and review of Summary Action Plan.

L22/47.1 There were no matters arising and updates were provided to the Summary Action Plan.

CORPORATE GOVERNANCE

L22/48 Update on Targeted Intervention

- **L22/48.1** Phil Meakin, Associate Director of Governance, as programme lead for Targeted Intervention, provided his verbal update on the current situation. PM advised that as of 7/6/22, two further domains YGC Vascular Services and the YGC Emergency Department had been added to the original four domains.
- **L22/48.2** PM wished to note that the YGC TI domain reflected the improvement programme that is currently taking place there, namely The Journey to Excellence Improvement Plan, led by Gaynor Thomason. The new Operating Model had been used to ensure that it would lead not only to YGC improvements but also to improvements in the integrated health communities.
- **L22/48.3** PM highlighted the fact that since the last meeting, there had been some process improvements certain TI meetings and groups had been brought together to ensure that more focus was on evidence and outcomes which, from staff feedback had been broadly welcomed.
- **L22/48.4** At the upcoming Board Workshop, the six-monthly self-assessment, discussions around improvements brought about by TI was due to take place, looking at where they are in regards to the maturity matrix, with the hope that they would be able to come out of some of the domains. Their assessments would be submitted to Welsh Government, following the November Board meeting.
- **L22/48.5** PM wished to thank staff for their ongoing engagements and time that has been invested in TI. Lots of evidence around the domains had been provided over the preceding 3 months and there had been peer to peer assessments of

these taking place to ensure that changes really are having improved outcomes for staff, patients and communities.

FINANCE, PERFORMANCE & PLANNING

L22/49 Finance Report

L22/49.1 Rob Nolan, Interim Executive Finance Director, provided a verbal update on Month 5 Finance Report, which showed that there was a £0.5m overspend for the month, £2.7m overspend year to date with the planning assumption that the Health Board will break even this year.

L22/49.2 RN highlighted the fact that the cost pressure concerns were around:

- the growth in agency personnel
- the increase in both cost and volume of mental and physical continuing healthcare and care packages
- the increase and volume of prescribing costs
- the £35m savings target, with the challenge of £17.5m of savings yet to be identified

L22/49.3 RN wished to highlight the fact that the Covid spend was reducing month on month and that Welsh Government were still committed to funding it. In addition, Welsh Government was also committed to funding the increase in energy prices, stating that last year's energy cost was £10m and this year, it was expected to be £52m (prior to the Government price cap intervention).

L22/49.4 Billy Nichols asked if there was an update as to whether staff who had inadvertently paid VAT on their lease cars would be receiving a rebate from the Health Board. RN confirmed that he had escalated this query to Welsh Government and that his understanding was that there was to be an All Wales approach to this problem and that he would appraise Members once a decision was agreed upon.

RN

L22/50 Integrated Medium Term Plan Development Process.

L22/50.1 Sally Baxter presented her report, asking for suggestions as how Members felt was the best method of engagement over the next few months to ensure that they provide them with the information they need and in a way that is most productive.

L22/50.2 SB advised Members that the IMTP that was submitted to Welsh Government was not accepted as an approvable IMTP for a number of reasons, as there were a number of significant issues that arose during the months following the IMTP submission that needed to be addressed. However Welsh Government did accept the first year's plan submission as this year's current operational plan, with some additional accountability requirements put in place.

L22/50.3 It was confirmed that submissions had been requested for consideration for this year's IMTP by 2/10/2. The Planning Team was then working through the

180 submissions received – looking at different schemes, priorities and developments, looking to confirm details of these submissions and any possible linkage between proposals. She noted that many schemes had large numbers of workforce requirements and that this might affect the deliverability of such schemes.

L22/50.4. Due to the Health Board's current difficult financial situation, SB noted that there would have to be a rigorous prioritisation process around submissions that have been received.

L22/50.5 Once Welsh Government provides its annual guidance planning framework, which is expected to take into account the cost of living crisis along with both clinical needs and major national priorities, the Planning Team will know what must be included and addressed. Prioritisation is expected to take place in November which, following the appropriate scrutiny, should result in the draft plan being finalised in December and submitted to Welsh Government in January 2023.

L22/50.6 Billy Nichols requested that trade unions be involved at the outset of schemes as a matter of course and not brought in at a later date. SB to facilitate.

L22/50.7 Jo Whitehead confirmed that she had asked Helen Stevens-Jones to work with SB to develop some supporting documentation to help colleagues think about communication and engagement regarding new services. JW also asked that the Transformation Team provide a list of who from the Transformation Team would be leading on which transformation projects, to ensure people are aware of who to approach if they have any queries or suggestions. JW to circulate when received.

L22/50.8 SB talked the Members through the Transformation and Improvement Overview slides and asked for suggestions on how best Members would wish to engage and what topics would be of most interest. Jan Tomlinson agreed to discuss with trade union partners and revert to Paulo Tardivel and Sally Baxter directly.

L22/50.9 It was agreed that Paulo Tardivel might find it useful to attend one of the Workforce Partnership Group meetings - SG to invite Paulo Tardivel.

SB

JW

JT/PT/SB

SG/PT

WORKFORCE & ORGANISATIONAL DEVELOPMENT GOVERNANCE

L22/51 Workforce Report

L22/51.1 Lesley Hall presented her report, noting the challenges surrounding attendance management. Health and wellbeing of staff, stress, depression and the significantly higher levels of sickness amongst staff have all risen post-Covid along with a notable increase in relationship breakdowns. To combat these issues, W&OD have been promoting the staff health & wellbeing resources available, along with promoting the Respect and Resolution Policy, to aid early intervention.

L22/51.2 It was also noted that there are a number of staff who have been off work for a significant period of time due to the effects of Long Covid. This had been discussed at the Workforce Partnerships Group on a number of occasions and HR

- staff were well aware of these members of staff and were continuing to deal with them in a compassionate and sensitive manner.
- **L22/51.3** It was noted that the Workforce Partnership Group continues to meet monthly and is working well, particularly where they had worked through various consultations.
- **L22/51.4** Changes to pay progression arrangements, which had been due to take effect pre-Covid but this was suspended, were scheduled to take effect in October 2022. There had been some 'teething troubles' as pay progression is now no longer automatic, but Workforce had worked well with managers to overcome these problems.
- **L22/51.5** Reference was made to the Trade Union pay campaigns and potential industrial action ballots in relation to the pay circular, noting that RCN and UNISON had provided notifications of intent to ballot.
- **L22/51.6** As had been noted at previous meetings, a backlog in job evaluations was continuing to increase. An improvement plan had been agreed and was due to be enacted imminently.
- **L22/51.7** Sue Green wished to highlight the fact that they had been successful in securing recurrent investment into the Staff Wellbeing and Support Service which, when set up during Covid and augmented post Covid, had only secured investment on a non-recurrent basis. It had been built into the IMTP for 2022 and recurrent funding had now been confirmed.
- **L22/51.8** Sue Green noted with concern that, prior to Covid, both the Job Evaluation team were consistently meeting their KPIs. She was aware that the Operating Model and the changes it has brought about were adding to the pressure by the sheer increase in volume and was very keen and focussed on improving as quickly as possible. SG was keen to highlight the respect and resolution work being done and the fact that there had been an increase in being asked to participate in conversations in rebuilding and other relational work. She wished to remind Members that as part of the People Operating Model, they were putting in a dedicated team whose sole focus would be on case management. An Interim Head of Case Management had been brought in to start to manage the handover and to start to pull that team together.
- **L22/51.9** Jan Tomlinson also wished to note that she and her trade union colleagues really embrace partnership working and that she was proud of the relationship that has been built up over the years and seen nationally as best practice. She wished to say, on behalf of herself and her trade union partners, that they wished Lesley Hall a healthy and fulfilling retirement and hoped that whoever takes over the link with the trade union partners will be as fair, open and transparent as Lesley has always been with them.
- **L22/51.10** Stacey Roberts was concerned that she understood all Health & Safety meetings were being stood down for the next three months. Sue Green did not believe this was the case but asked for copies of any emails advising cancellations

of such meetings to be forwarded to her so that she could investigate. SR agreed to do this to enable SG to look into the matter.

SR/SG

L22/51.11 Catherine Jones discussed the Respect and Resolution Policy. She understood that there were only two mediators within the Health Board and she was not aware if they were Welsh-speakers or not. She asked if there was ongoing training within the Health Board for mediators with trade union partners and if there were any dates for upcoming training? Lesley Hall confirmed that there were many more than two mediators – probably closer to twenty currently - and that there is no BCUHB training scheduled currently. However, there is All Wales training programme to which some trade union colleagues' names had been submitted. Lesley Hall agreed to confirm the number of mediators currently and how many are able to mediate in Welsh.

LH

L22/51.12 Billy Nichols raised concerns about the previously mentioned backlog with the Job Evaluation team, which as one of the smallest teams in Wales, he believed needed bolstering with more resources. Sue Green recognised that the JE team was small and that it might need to be reinforced – even if this was temporarily, to reduce the backlog. SG referred once more to the improvement plan that had been agreed and was due to be enacted imminently which should ease the situation.

SG/WN/JT

L22/51.13 Billy Nichols also wished to ask for more support from W&OD with regards to staff who had been assaulted whilst at work during Covid, and who remained on sick leave. He felt that these people are being well-supported but that they must be encouraged to return to work, even if not to the position they held when they went off work, possible to another role? Sue Green agreed that W&OD needed to be supportive and to encourage people back to work as part of a rehabilitation programme, but wanted to ensure that the staff member would not feel pressurised to return. SG and Trade union partners agreed to pick this up outside the meeting.

UK Government is doing on pregnancy loss before 24 week's gestation, and the impact this will have on some of the Health Board's policies and terms and conditions. She felt it was very difficult for staff to get the time needed to recover when one is not officially 'sick' and welcomed the piece of work.

L22/51.14 Jackie Hughes asked the Health Board to consider the review that the

L22/52 Recruitment Review - Presentation

L22/52.1 Steven Gregg-Rowbury and Gillian Cooper talked through their review and the supporting information provided. Members were talked through the various areas of improvement – establishment control, creation and verification of vacancy, advert to offer and offer stage to on-boarding along with target KPIs and what had been achieved so far.

L22/52.2 Following a request from Independent Members to review the progress to date, a Deep Dive event took place on 18th August 2022, where 50 delegates attended in person and 8 virtually. This event provided a lot of positive ideas and a

further workshop is scheduled to take place on 20th October, to prioritise the improvements, deciding which will deliver the biggest impact as quickly as possible.

L22/52.3 New internal movers processes went live on 1st September, which has significantly reduced the checks required for staff from a recruitment point of view. A new offer letter, with proposed start dates, went live on 19th September which has enabled managers, when making an offer, to put a proposed start date forward, which provides confidence and encourages candidates to hand their notice in. Various virtual and face to face sessions for managers are taking place to update managers on what their roles and responsibilities are with regard to the changes and these have been positively received. A new offer letter process for medical appointments went live 19th September, which will also include the contract for employment and start dates.

L22/52.4 These new processes are all aimed at speeding up the recruitment processes and time taken for employment checks, thus enabling staff to hand in their notice once offered a position, safe in the knowledge of an expected start date. Due to the large number of cases within the system at the time the new systems went live, there has been a backlog but both Workforce and NWSSP are working hard to clear the backlog. It was agreed that as these enhancements only went live in September and therefore it was too early to see improvements however Sue Green confirmed that she expected to have the new systems tested and embedded before the end of the fiscal year.

L22/52.5 Jackie Hughes asked why there was a need for internal movers to provide various documents as proof of ID when they, as an internal mover, were asked to provide a mortgage statement, council tax bill, utility bill, etc, which an individual who lived with her parents was unable to provide. In response, SG-R confirmed that since 19th September the new system addressed this situation and cut out the need for internal movers to provide such information if already on the system. JH to provide details to SG-R regarding her family member's situation.

L22/52.6 SG-R confirmed that they are also looking at improvements not only in the recruitment process, but also with both the retire and return process and retention of staff.

L22/52.7 Cathy Jones and Billy Nichols wished to highlight the fact that they had noted during the RCN pay campaign that there is a significant number of employees – particularly overseas nursing staff – who do not belong to a trade union and asked if it would be possible to highlight this during the recruitment process. SG-R agreed and promised to promote and emphasize the value of trade unions in information included in the welcome pack provided to new recruits. SG-R also advised members that his team were currently looking at the pastoral support for the overseas work stream.

SG-R

L22/53. Mewn Undod mae Nerth / Stronger Together Verbal Update.

L22/53.1. Michael Shaw provided his update on the Mewn Undod mae Nerth / Stronger Together People Strategy and Plan. For future meetings, he asked

JH/SRG

Members to let him know if there were any specific areas that they would like him to focus on.

L22/53.2 MS talked through his presentation, describing the People and Culture Executive Delivery Group, the mechanism that provides oversight and support for the largescale changes. He felt that most of the larger changes outlined in the New Operating Model were up and running, with most of the critical appointments having been made. MS agreed to share the latest update from the Stronger Together community, which listed the critical roles and people. The next emphasis was to get the medical doctors and teams together.

L22/53.3 In November, once the integrated health care teams are all in place, the Stronger together team intends to:

- offer extra support to teams to help identify what needs to be done to respond to the challenges they face.
- Re-evaluate the work that the Stronger Together team does and if it is supporting the organisation effectively
- Review how to take learnings from other areas to enable transparent conversations to take place

L22/53.4 MS wished to note that Recruitment and Resources is scheduled to be a major focus for the team in coming month in, along with the major piece of work which is how the organisation can connect better to every member of staff, to the goals and purpose of the organisation and to enable everyone to better understand their personal contribution to their team.

L22/53.5 Finally, MS wished to note the piece of work currently underway on 'How Improvements Transform' and how they intend to promote compassionate leadership.

L22/53.6 The trade union colleagues agreed to reflect together and follow up with MS regarding his update and discuss how best to continue the involvement and engagement.

L22/54 Health & Wellbeing Update

L22/54.1 Jeremy Thomas provided an update on Health & Wellbeing. He noted that from Pg. 7 onwards in his report, it showed the difficulties his team had been having reaching the KPIs for the time for turnaround of new starters; however since the writing of the report this situation had been reversed and therefore they would be processing the pre-employment checks much quicker.

L22/54.2 JTh noted that there was an open day for recruitment scheduled to take place in the forthcoming weeks, where a potential 250 HCAs will require preemployment checks; people were being put in locally to try to clear as many of these as quickly as possible at source, at the open day.

MS

JT/WN/MS

L22/54.3 JTh noted unsustainably high staff 'did not attend' rates for vaccinations (around 30%), causing concern for the Health & Wellbeing team, and a piece of work was underway to understand the causes and addressing the situation. It was suggested that one reason for staff reluctance might be that some staff felt that they were being penalised if they had suffered two adverse reactions to Covid immunisations as they were then being taken through the sickness pathway. Lesley Hall expected managers to have a sympathetic approach to staff suffering bad reactions as this had been discussed at HR team meetings. Christine Tanski agreed to forward details to LH, where any staff felt that they had been treated unfairly. JTh explained that the high DNA rates were not purely for Covid immunisations but for various immunisations.

CT/LH

L22/54.4 JTh advised Members that face to face assessments have now resumed and that a new occupational health physician had been recruited. He will be able to undertake ionising radiation medicals, where this has not been possible to date as the incumbent physician worked remotely.

L22/54.5 Charlotte Wainwright, from the Wellbeing Team, introduced herself and talked through a number of key projects running within Occupational Health, under the Wellbeing programmes –

- The Health & Wellbeing Champions programme is ongoing. They are looking at working with clinical psychologists to look at emotional support and a structured induction session, also with ongoing support in place for Champions.
- Working to embed financial wellbeing, with Talk Money Week in early November
- A piece of work is being undertaken on the menopause and andropause and the appropriate support available for staff.
- The flu initiative, which went live on 26.9.22.

L22/55. Cost of Living Crisis

22/55.1 Peter Bohan presented his paper, which listed details of the work plan established by the newly-formed Cost of Living Crisis Group.

L22/55.2 He noted certain issues that were not listed, such as

- targeting hard to reach groups, porters, through posters and roadshows.
 The Wellbeing Occupational Health team are doing Winter Roadshows events to ensure that they liaise with local authorities
- 'warm rooms';
- asking for the release of staff to enable them to access financial advice and planning; various discount schemes, gambling helplines; financial helplines; drug and alcohol services, etc.
- helping staff to access grants to various schemes, such as the West's All Wales 'Nest' scheme which helped people access new boilers, insulation. He was waiting for feedback to these events to see how effective they were.
- Cycle to work schemes

- Extended loan schemes
- Eat smart, save well the Dietetics Department were doing a large piece of work with staff advising how to eat well on a budget.
- Working with Charitable Funds Committee to look at providing a cheap meal to support staff during the cost of living crisis.

L22/55.3 The Group's weekly meetings constantly reassessing that advice and information was getting to the right people. It was confirmed that the information the Communications team put out on 7/9/22, was accessed by 1,200 people; on 21/9/22 was accessed by 1,300 people and on 5/10/22 1,043 people went onto the website.

L22/55.4 Jan Tomlinson wished to commend Peter, his team and the Health Board for leading on this in Wales and confirmed that the trade unions were keen to work alongside the Health Board. JT also noted that BCUHB is the only health board that has this up and running. Whilst at a recent cost of living rally, JT acquired some useful links from an energy colleagues, on how to access grants for people in debt, or people with a family member with a disability and she had shared these links with PB.

L22/55.5. Jackie Hughes asked that any staff wishing to seek time off to access support such as counselling, accessing Citizens' Advice Bureau, etc, might be treated sympathetically in terms of time off arrangements. SG confirmed that there was an expectation that managers recognised concerns raised by staff and that they should work with staff to ensure flexibility and was concerned that there might be some instances where staff do not feel able to discuss the circumstances with their manager and therefore their request for time off might be refused. Trade unions and managers must work together to be supportive.

L22/55.6 Jackie Hughes wished it noted that there was no affordability check around salary sacrifice schemes. An example mentioned was the lease car policy, which states that 'staff should not be able to reduce their pay to under the national living wage' but did not actually check if the person could afford the payments that are required. The trade unions had been looking at providing affordability calculators and asked for support to enable to put something in place to support staff. Sue Green asked that if there were affordability calculators available, that they be sent to Peter Bohan, to be shared with managers to enable them to support staff, having the correct information available when having sensitive, diplomatic conversations with staff who have requested sign off of salary sacrifice applications.

JH/PB

L22/55.6 Trade union partners was very concerned about pension payments and asked if there was any assistance that might be offered to staff who are finding them too much at the present time and are choosing to leave their pension schemes. Jan Tomlinson asked if it would be possible to have a 'pension holiday' or be able to reduce their pension payments on a temporary basis? PB to enquire and revert.

PB

L22/55.7 The trade union partners asked if it would be possible to extend access to Charitable Funds' monies for the meal on a Wednesday lunch to all staff as she

believed that some staff were offended that they would not be able to take part. PB to enquire and revert

PB

L22/56 Speak out Safely Guardians

- **L22/56.1** Gareth Evans provided his verbal update, using slides which demonstrated the breakdown of the 38 concerns raised during the first 14 months of SoS Guardians scheme. Of the 52 conversation with staff, 14 remain open, with the majority of concerns coming from single individuals, however some were raised by staff as shared concerns.
- **L22/56**.2 GE discussed the range of challenges the majority were regarding management and leadership, some were regarding systems and processes with only one regarding staff safety.
- **L22/56.3** GE noted that there were 5 conversations to date with identified TU involvement and two related to university student and the Students' Union.
- **L22/56.4** In terms of conversations with multiple staff members or students, one involved 5 members of staff, of which 3 were signposted to their TU representatives as the most appropriate route for support.
- **L22/56.5** Sue Green asked that information contained in the slides, along with information including the number and variety of concerns raised and the level of TU involvement, be shared with Members. GE to put this information together, along with broader information regarding SoSGs, and circulate to Members.

GE

- **L22/56.6** SG noted that BCUHB was the first Health Board to bring SoSGs into Wales and that GE and his team were informing the national picture and that the way in which it was brought in, with the MDT and learning combined, had been proved to be working.
- **L22/56.7** Following a request for assurance that should there ever be any recurring themes, it was agreed that this information be shared as early as possible.
- **L22/56.8** The trade unions were pleased to hear that Guardians were signposting people to trade unions for assistance and requested assurance that guardians were to continue to remain being appointed on a fixed term basis. SG confirmed that there were evidence-based reasons from both the Guardians' and the general workforce's perspective that Guardians' roles were not permanent posts to maintain the Guardians' independence.

L22/57 ISSUES FOR DISCUSSION, RAISED BY TRADE UNION REPRESENTATIVES.

L22/57.1 There were no new issues to be raised, that had not already been covered during the meeting.

L22/57.2 The trade unions collectively wished, as a way of noting that this was		
Lesley Hall's last meeting before retiring, to thank her for all her hard work during		
their times working together.		
L22/57.3 The trade unions also wished to thank Jo Whitehead, who was also due		
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to retire before the next meeting, for her openness, honesty and willingness to work		
with them throughout.		
L22/58 FOR INFORMATION		
L22/58.1 Integrated Quality & Performance Report, September 2022		
L22/58.1.1 The report was noted.		
L22/58.2 Welsh Partnership Forum Minutes		
L22/58.2.1 The report was noted.		
L22/58.3 Strategic Occupational Health & Wellbeing Advisory Group Chair's		
report, 21.07.22.		
L22/58.3.1 The report was noted.		
Ezzioni in report was noted.		
L22/59 Any other Business.		
L22/59.1 There was none.		
[The meeting closed at 15:35]		
Date of Next Meeting		
Date of Heat Meeting		
Tuesday, 10.1.23, 1-4pm, Virtual via Teams.		
Tuesday, 10.1.25, 1-4pin, viituai via Teams.		