

West Dunbartonshire HSCP

Staff & Practice Governance Monitoring Framework

2017/2018

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Introduction

The HSCP Clinical and Care Governance Group works in accordance with the National Framework for Clinical and Care Governance, with its remit being to provide national direction, monitoring and scrutiny for integrated services in relation to:

- Quality Assessment
- Risk Management
- Service User Feedback
- Continuous Improvement
- Staff Governance

Staff Governance is a system of corporate responsibility for the HSCP, the HSCP understands accountability for the fair and effective management of all staff.

Running parallel to this commitment is the HSCP Strategic Plan which supports the commitments to develop a joint strategy and support plan for the HSCP workforce.

For 2017/2018, a transition position is in place until iMatter is rolled out across HSCP. iMatter replaces the existing NHS Scotland Staff survey and will be the engagement tool for all of our HSCP staff in 2018.

Key to Assessment

Strive to Celebrate	G
Monitor to Further Improve	Y
Improve to Monitor	A
Focus to Improve	R

Priorities for our Workforce

Our key priorities for the workforce are addressed through the HSCP Workforce and Organisational Development Strategy, building on joint workforce planning across the HSCP, together with the commitment of the principles of staff governance - that staff should be:

- well informed;
- appropriately trained;
- involved in decisions which affect them;
- treated fairly and consistently;
- provided with an improved and safe working environment.

The Strategy delivers key actions in support of this. An annual support plan is developed as part of the Workforce and Organisational Development Strategy, which describes the key workforce and organisational development activities that will be undertaken across and within service areas which are of particular relevance.

The next annual update on the support plan for 2017/18, along with refreshed actions for 2018/19, will be presented to the Partnership Board in November 2017.

We aspire to have a capable sustainable workforce that works in an integrated way through effective leadership and management.

1. Well Informed/Information Sharing and Joint Working

	Activity	Evidence of Application	Leads	Timescale	Status
1.	Staff are informed and updated on clinical and care governance requirements for HSCP	Records of clinical and care governance symposium http://www.wdhscp.org.uk/about-us/senior-management-team/clinical-and-care-governance/	SMT	Ongoing	Green
		Staff attend clinical and care governance forum. Reports shared widely across HSCP teams http://www.wdhscp.org.uk/about-us/senior-management-team/clinical-and-care-governance/clinical-and-care-governance-forum/	Clinical & Care Governance Forum	Quarterly	Yellow
		Operational sharing of knowledge/information amongst HSCP teams. Application of the five domains enacted through the HSCP http://www.wdhscp.org.uk/about-us/health-and-social-partnership-board/health-and-social-care-partnership-board-meeting-papers/ http://www.wdhscp.org.uk/about-us/health-and-social-partnership-board/financial-	SMT	Ongoing	Yellow

		governance/audit-committee-section/ Feedback received from iMatter themes/WDC Focus Group – Using Team Brief as a tool for regular an ongoing communication within HSCP.	SMT	Quarterly	Amber
2.	Communicate and maintain staff awareness of staff governance and report to Joint Staff Forum. Ensuring that staff are informed of matters regarding the HSCP/NHSGG&C/WDC	<p>HSCP has corporate responsibility to communicate. Implementation of new approach to team brief/core brief/staff news communications across HSCP.</p> <p>Embedded HSCP understanding on how information is dispersed is through:</p> <ul style="list-style-type: none"> - Two way opportunities to share information (local management discussions, team meetings, supervision, management engagement, employee engagement, development days). - Quarterly report provided to WD Partnership Board http://www.wdhscp.org.uk/about-us/public-reporting/performance-reports/ - WDC Intranet http://www.wdhscp.org.uk/ - NHSGG&C Staffnet - HR Connect 	SMT JSF	Ongoing	Green/Yellow

		www.nhs.uk/working-with-us/hr-connect/			
3.	Enhancing Joint Working within HSCP	Integrated Performance monitoring and reporting. Sharing and recognition of good practice and information across HSCP services Recognition of good practice through awards submissions and results	SMT Clinical & Care Governance Forum	Ongoing	Yellow

2. Appropriately Trained and Developed/Developing Knowledge and Skills

	Activity	Evidence of Application	Leads	Timescale	Status
1	Embedding of new WDC PDP processes for HSCP employees. Maintain performance for NHS KSF/PDP frameworks	Accurately record all eKSF Reviews/PDPs on eKSF system in accordance with compliance timescales. Implement new PDP processes using “Be the Best Conversations” Frameworks.	SMT Clinical & Care Governance Forum	Ongoing	Red
2.	Comply with all statutory and mandatory training	NHS employees have completed the relevant core statutory and mandatory training and it is recorded on either Learnpro or empower. The HSCP are developing a Statutory / Mandatory Training Guide for the HSCP staff groups to identify what is statutory and mandatory for all.	SMT Workforce Development Group	Ongoing	Amber
3.	Implementation of training programme for Duty of Candour	The target date for implementation of duty of candour requirements is 1 st April 2018 – the HSCP will rollout training for the duty of candour requirements.	SMT	1 st April 2018	Green
4.	Compliance with professional bodies’ training expectations	Provision of professional forums for Professional Registrants/Social Workers Completion of PRTL	SMT Clinical and Care Governance Forum	Ongoing	Green

3. Involved in Decisions/Risk, Discretion and Decision Making

	Activity	Evidence of Application	Leads	Timescale	Status
1.	Roll out of iMatter staff engagement tool across HSCP	iMatter Directorate Reports to SMT Employee Engagement Index	SMT	Yearly	Green
2.	Workforce & OD Strategy Implementation	Progress work of Workforce & OD Group across HSCP, increasing membership. Review current Workforce & OD Plan once national guidance is issued. http://intranet.west-dunbarton.gov.uk/media/8006/strategic-plan-2016-2019.pdf Continue to update Workforce & OD Strategy Support Plan.	Head of People & Change	Yearly	Yellow
3.	Ensuring all staff have the opportunity to be involved in planning and development decisions that affect them	Employees are engaged with planning and service development through local implementation group e.g care home redesign, healthy child programme, health visiting, school nursing. Partnership working, raising awareness of Joint Staff Forum	SMT JSF	Ongoing Quarterly	Green

4. Treated fairly and consistently, with dignity and respect, in an environment where diversity is valued/Guidance Consultation and Supervision

	Activity	Evidence of Application	Leads	Timescale	Status
1.	Views of NHS employees will be sought through a Dignity at Work Questionnaire	Results of questionnaire. NHS Employee will be invited to answer 5 questions relating to subjects which are not covered in iMatter for example bullying, discrimination, abuse, violence from patients public, whistle blowing	SMT JSF	November 2017	Green
2.	Ensure application of HR policies in place across WDC/NHS	Regular reports to JSF on attendance management, health & safety, discipline & grievance.	SMT JSF Health & Safety Committee	Ongoing	Red

5. Provided with a continuously improving and safe working environment, promoting the health and wellbeing of staff, patients and the wider community/Self Regulation

	Activity	Evidence of Application	Leads	Timescale	Status
1.	Ensuring appropriate arrangements are in place as a means for improving health & safety arrangements.	Implementation of Duty of Candour requirements. Continuing development of HSCP Health & Safety Committee.	SMT NHS GG&C/WDC H&S		
2.	Continue to support Healthy Working Lives Implementation of Health Strategy and Employee Health and Wellbeing Strategy	Maintenance of gold award, continuing with good practice approach established within HSCP. Quarterly meeting of HWL Steering Group. Regular input through HSCP Health & Safety Committee.	Healthy Working Lives Group Health & Safety Committee	Yearly	Green
3.	Create a culture of improved organisational effectiveness through , a focus on continuous improvement and Team Effectiveness Create a culture of improved organisational effectiveness through , a focus on continuous improvement and Team Effectiveness	Identification of development needs through iMatter, team meeting discussions and Improvement activity. No of Teams involved in Team and Service Improvement activities. Support for integrated team development or learning opportunities promoted through OD and L&E teams.	SMT Workforce & OD Group	Ongoing	Yellow

4.	Adopting new ways of working – technology enabled workforce	Identification of future technology and required training needs through the Learning and OD plan. Use of eLearning as the main Learning tool. This will be monitored through the new Statutory/Mandatory & Role Specific Skills document that is currently be produced.	SMT Clinical and Care Governance Forum	Ongoing	Yellow
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Key Achievements

Key Staff Governance achievements in the past 12 months:

- Continued Success in maintaining HWL gold award.
- Ongoing focus through Clinical and Care Governance Forum, meeting bi-monthly.
- Successful response to 1st round of iMatter implementation for health teams within HSCP:
 - Response Rate of 82% (593 out of 719 staff completed the questionnaire)
 - 78% Employee Engagement Index
 - Action Plans developed
- 2nd round of iMatter for Integrated Teams to launch on 24 July 2017.

Priority Areas

Priority areas in the year ahead:

- Implement iMatter to the whole HSCP
- Developing iMatter Action Plan for HSCP
- Revisit Team Brief
- Develop an HSCP Leadership and Succession Planning Framework

