

# #teamNORTH People Report

October 2022





**#teamNORTH** 

## People Report Contents

|                                | Page |
|--------------------------------|------|
| Delivering on #TeamNorth       | 3    |
| Absence                        | 4    |
| Workforce                      | 7    |
| Resourcing                     | 9    |
| Appraisal                      | 10   |
| People Insights and Indicators | 11   |

## Nurturing our people

### Staff Autumn Vaccination Programme

Our Autumn staff vaccination programme commenced on the 19th September, for both Covid-19 booster and Flu vaccine. Staff have been able to book an appointment at the Mass Vaccination Centre and pop up clinics throughout the Trust from the 3rd October.

### COVID-19 move to Sick Absence on 1 Oct

All managers and staff absent with COVID have been issued a letter advising of the changes to absence recording and management of COVID-19 under the Attendance Management Protocol. 151 staff are currently absent with COVID-19, with 78 absent 29+ days.

### Chairman's Awards

The annual Chairman's Awards took place on 22<sup>nd</sup> September in a hub based virtual event. This year we received 80 submissions, which resulted in 24 finalists shortlisted across 8 categories.

### Public Consultation on Whistleblowing

A public consultation on a regional framework on Raising a Concern in the Public Interest (Whistleblowing) HSC Framework and Model Policy closed on 9 September.

## Enabling our talent

### Leadership Conference / Programmes

The annual leadership conference took place on 5<sup>th</sup> September with over 350 participants. Our Leadership Pathways were launched and are booked to full capacity (60 candidates).

### IT Skills Pathway

106 staff have registered for courses between April and August 2022 on Digital Skills and on using the Microsoft Office suite, with 94% feeding back improvements in skills and productivity.

### Customer Service Award – RVQ

The new Customer Service Award commenced, with 46 learners registered on courses Sept 22 – Jan 23, across 5 divisions. In addition 26 learners commenced Essential Skills Training across 8 divisions.

### Assistance to Study

A revised policy has now been released. The policy provides a framework to support our staff to undertake further study with 75% financial support of course fees and day release, where appropriate.

## Building our teams

### Workforce Appeals – Community Hospitals

Support was provided to Community Hospitals through the Plea for Help scheme, with 1,057 additional hours provided during August & September 22.

### Terms & Conditions HR Clinics

369 staff and managers have attended clinics relating to annual leave, family leave, retirement and pay processing. A further 13 clinics are scheduled between October – December 2022.

### IIP – Sharing our #TeamNORTH Story

Our IIP reaccreditation commenced on 5<sup>th</sup> September, with Stage One now complete. The online survey closed on Friday 14<sup>th</sup> October, with an overall response rate of 19%, a 5% increase on our 2018 response rate.

### Ballots for Industrial Action

3 Recognised Trade Unions have notified the DOH and HSC employers they are now in formal dispute & are now balloting their members or are intending to Ballot members in respect of pay, staffing and rising costs of travel. Contingency plans are being prepared.



# Sickness Absence

excluding COVID-19 and Self-Isolation absences

## 6.00

Days lost per  
employee YTD

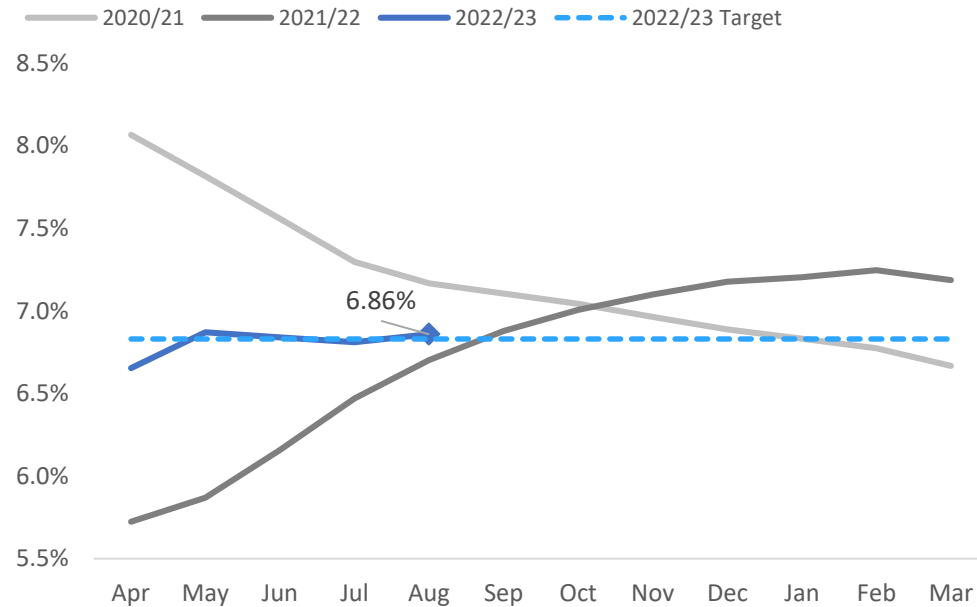
*Compares to 5.77  
same point last  
year*

## 6.83%

Target  
2022/23

### Cumulative Sickness Absence

(excl. COVID-19 and Self-Isolation)



**Western** (July)

7.01% (+0.11%)

**Southern** (August)

5.62% (+0.03%)

**South Eastern** (August)

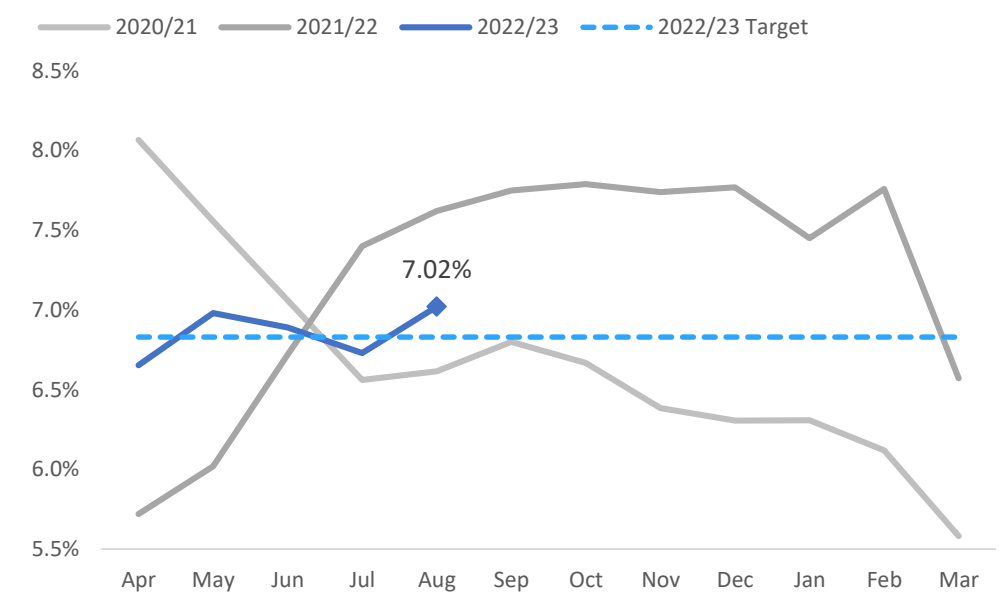
6.82% (+0.05%)

**Belfast** (June)

7.62% (+0.18%)

### Monthly Sickness Absence

(excl. COVID-19 and Self-Isolation)



**Western** (July)

7.36% (+0.24%)

**Southern** (August)

5.75% (-0.04%)

**South Eastern** (August)

6.98% (-0.09%)

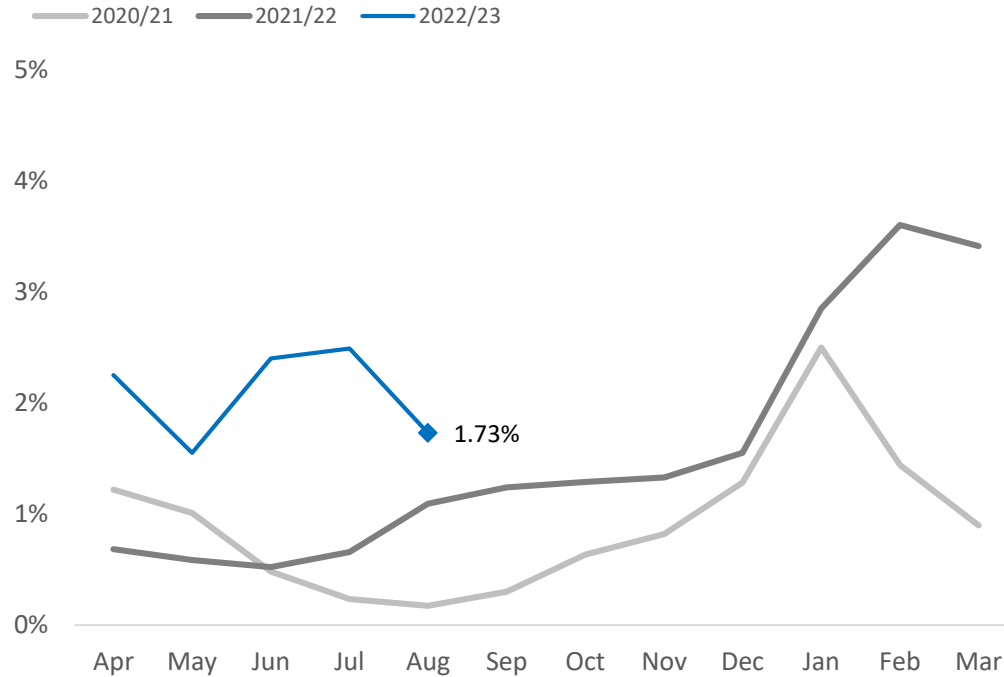
**Belfast** (June)

7.97% (+0.45%)

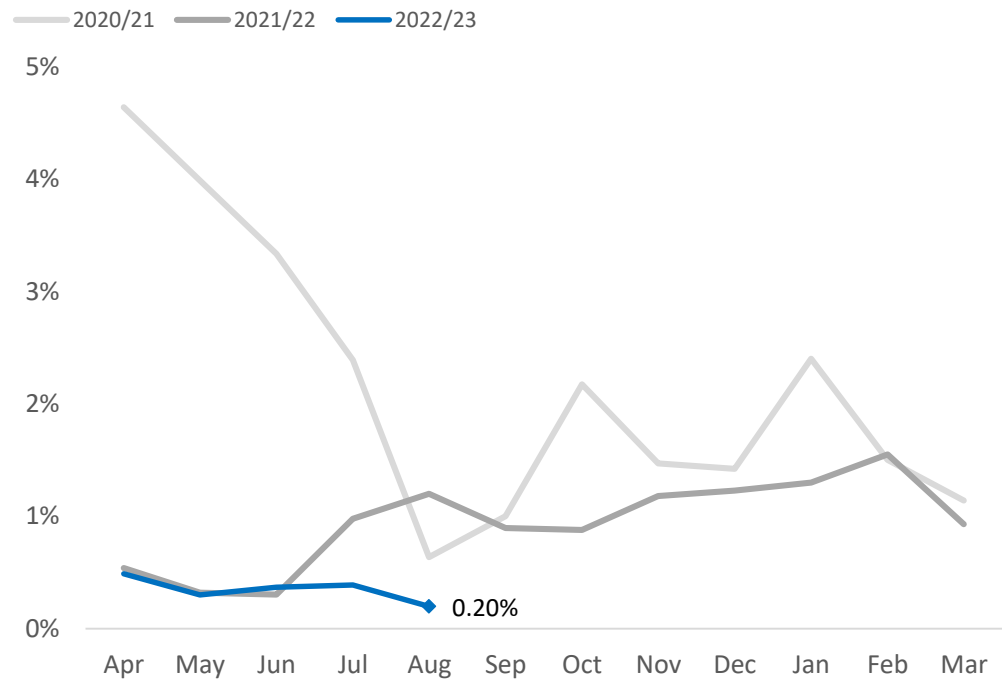


# COVID-19 Related Absences

## Monthly COVID-19 Sickness - HRPTS



## Monthly Self-Isolation - HRPTS

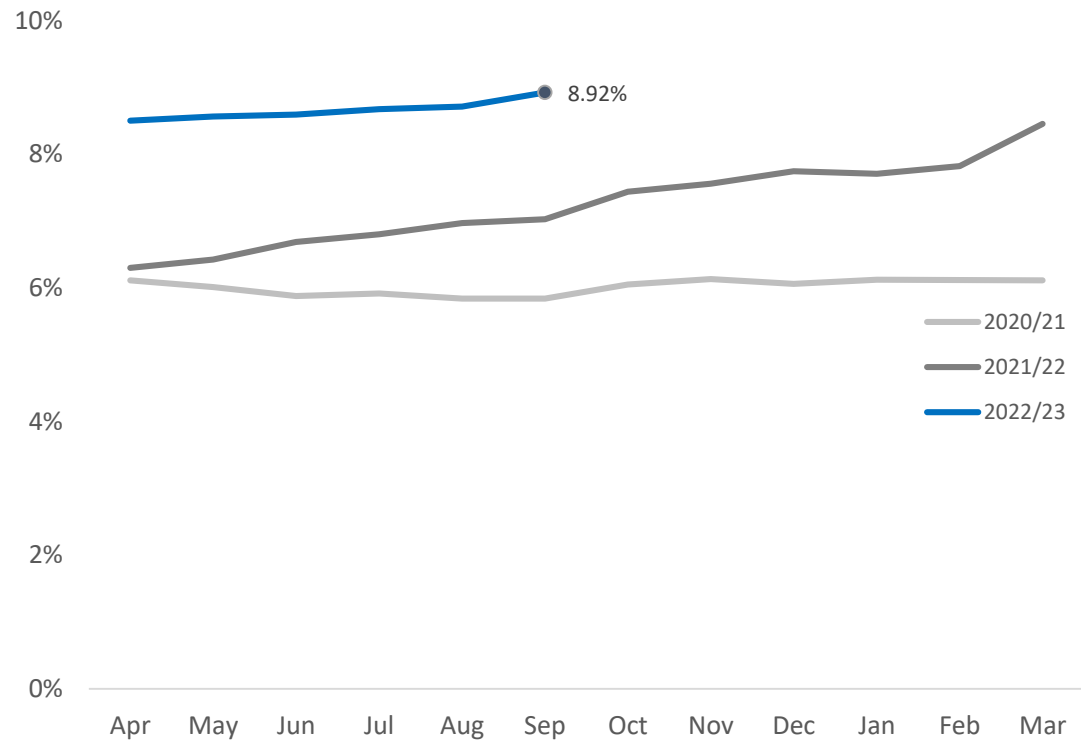


*NB: spikes during 2020/21 relate to shielding and CEV self-isolation*

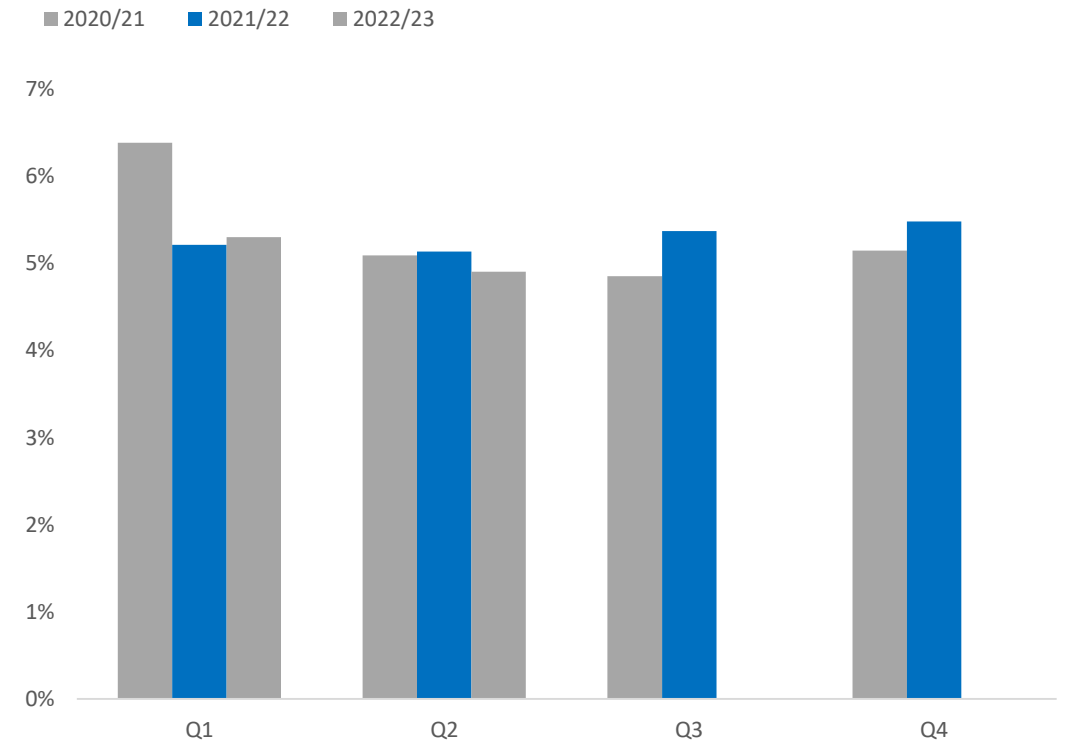


## Turnover, rolling 12 month

*(permanent headcount, excl. medical rotation)*



## Percentage of temporary staff by quarter



Spike Q1 2020/21 was Workforce Appeal



## Workforce – Turnover by Personnel Area

| Personnel Area           | 12 months to<br>31/03/2021 | 12 months to<br>31/03/2022 | 12 months to<br>30/09/2022 | Change since<br>31/03/2022 |
|--------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Admin & Clerical         | 5.00%                      | 5.66%                      | 5.19%                      | +0.47%                     |
| Estates                  | 5.41%                      | 5.77%                      | 11.37%                     | +5.60%                     |
| Medical & Dental         | 6.06%                      | 13.44%                     | 13.43%                     | -0.01%                     |
| Nursing & Midwifery      | 7.71%                      | 9.83%                      | 9.19%                      | -0.44%                     |
| Professional & Technical | 5.35%                      | 7.10%                      | 6.50%                      | -0.61%                     |
| Social Services          | 5.15%                      | 7.97%                      | 7.11%                      | -0.86%                     |
| Support Serv./User Exp.  | 6.01%                      | 10.02%                     | 8.29%                      | -1.74%                     |

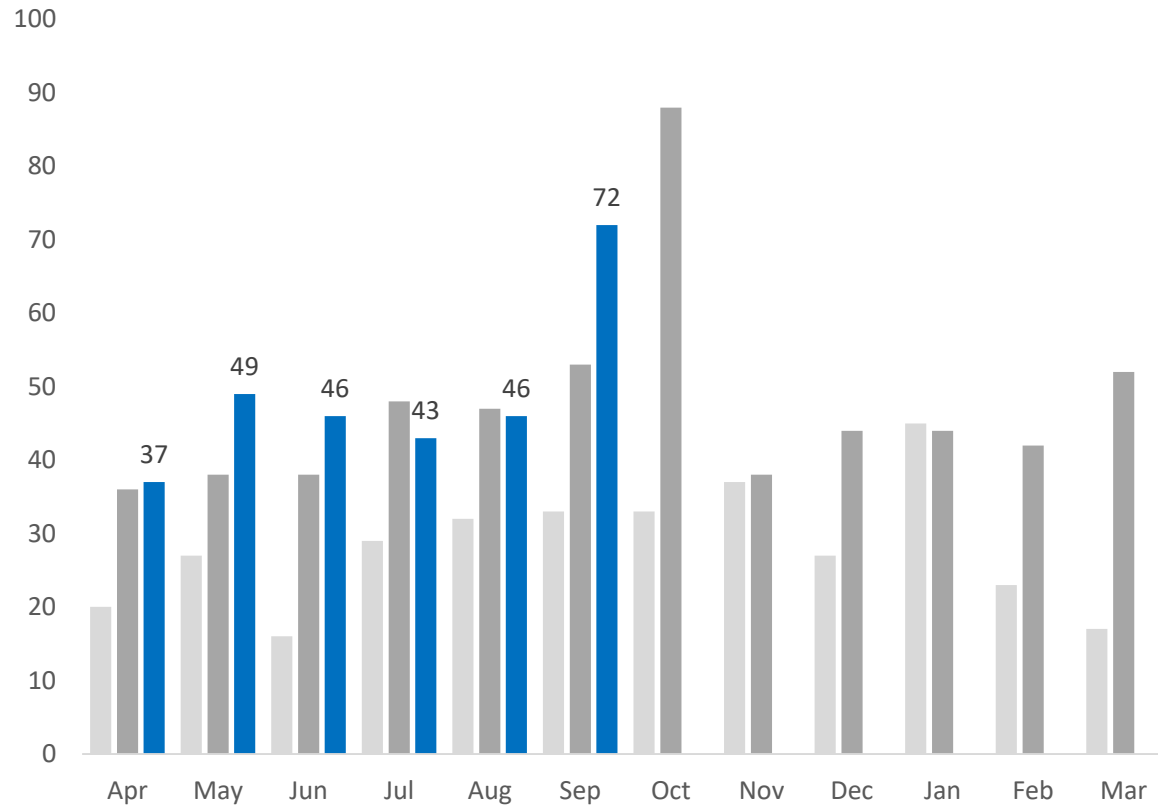
- Turnover is based on 12-month rolling calculation
- Excludes temporary and bank staff



# Workforce Stability

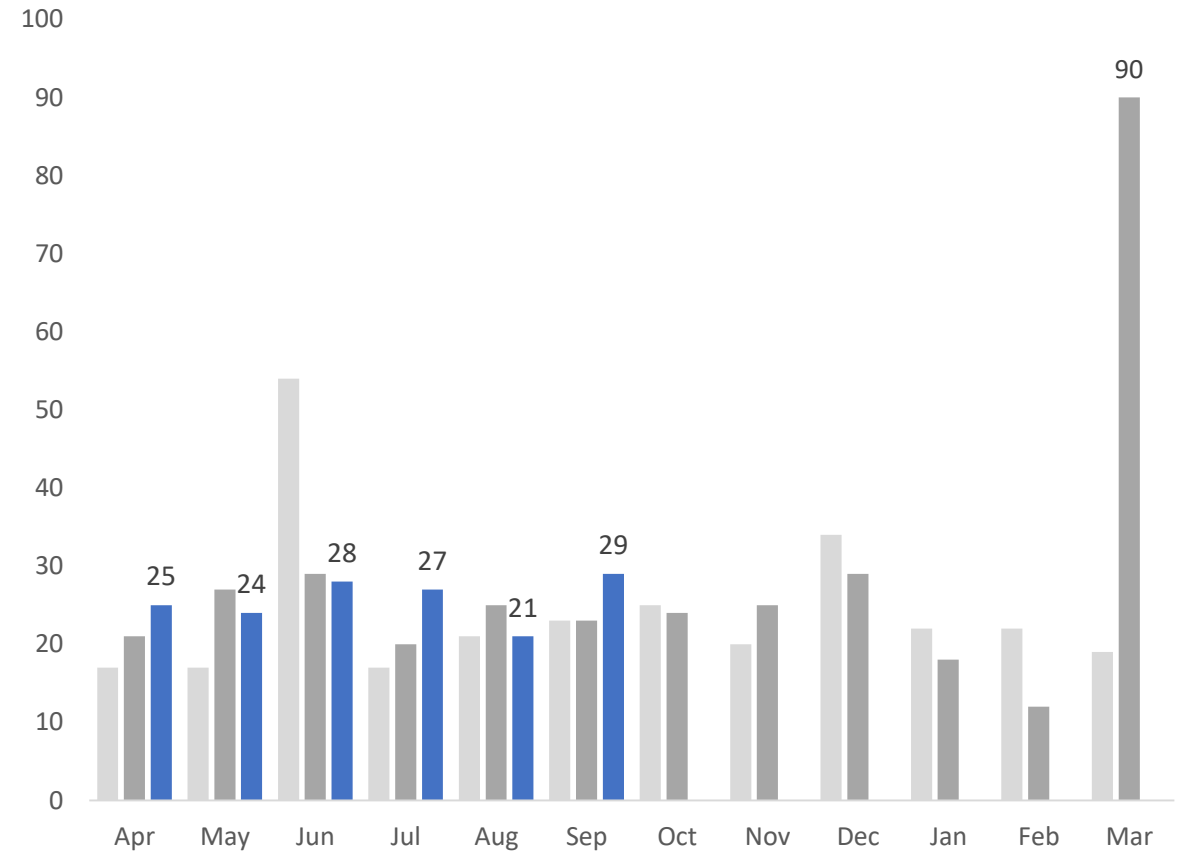
## Resignations by month

2020/21 2021/22 2022/23



## Retirements by month

2020/21 2021/22 2022/23





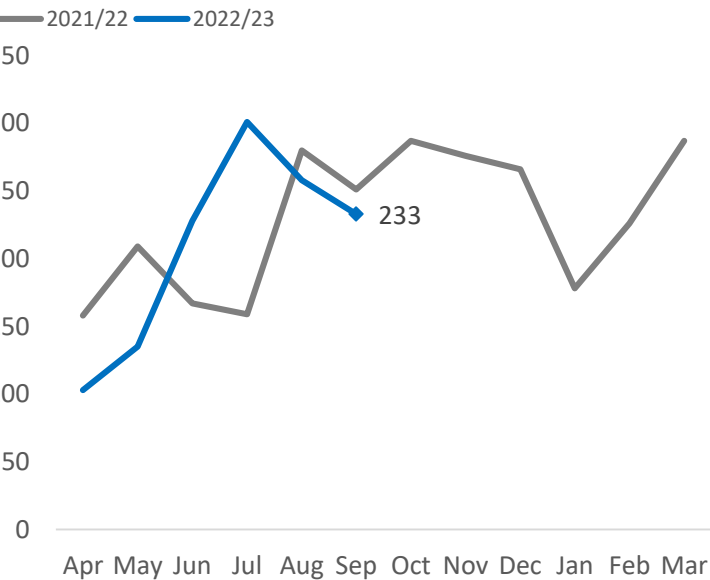
# Resourcing

1,423 (+17)

Requisitions with R2022SSC

As at 30 September 2022

Requisitions released to RSSC by month



840 (+52)

In process

582 (-36)

On hold





# Appraisal

**59%**

Current position

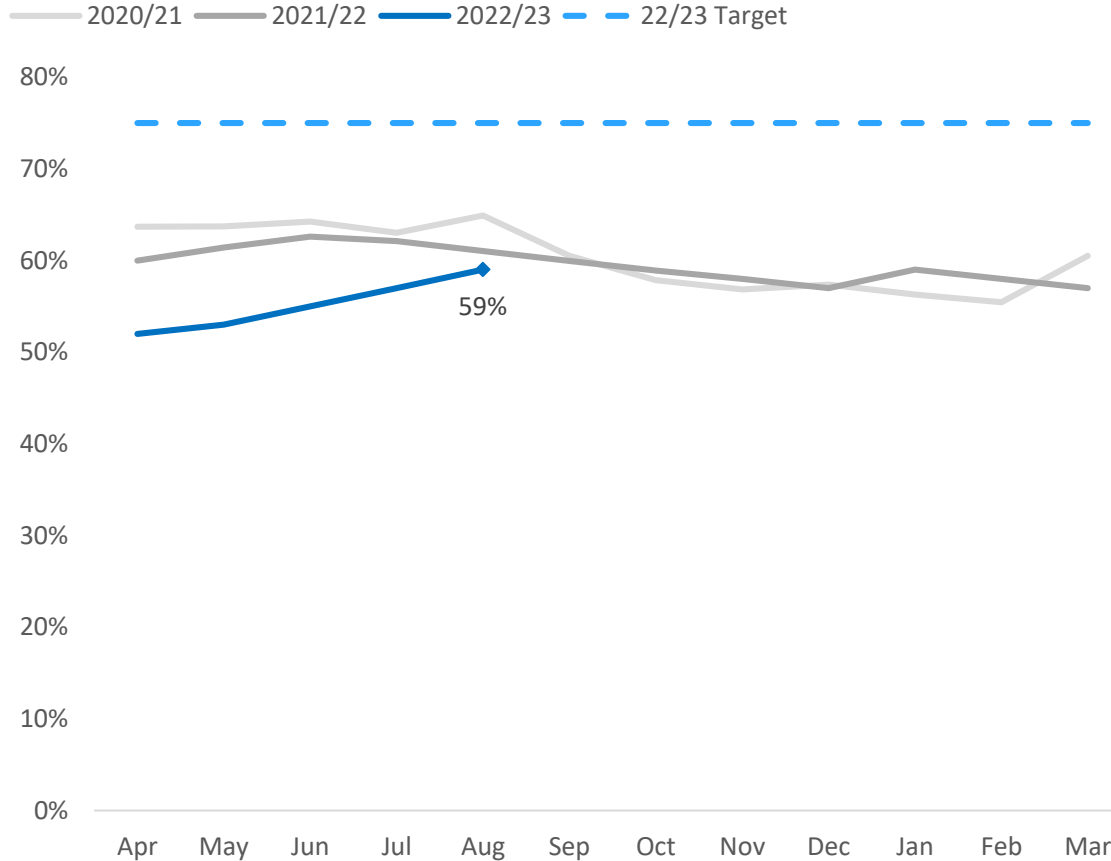
**75%**

2022/23 Target

**57%**

Compares to  
2021/22 End of  
year position

## Appraisal for AFC Staff



| Directorate / Division                              | %   | Var. on prev. month |
|-----------------------------------------------------|-----|---------------------|
| Community Care                                      | 70% | 0%                  |
| Finance                                             | 91% | 9%                  |
| HR, OD, Corp Comms & CEO                            | 77% | 9%                  |
| Medical                                             | 34% | 2%                  |
| Medicine & Emergency Medicine                       | 44% | 1%                  |
| Mental Health, Learning Disability & CWB            | 67% | 6%                  |
| Paediatrics, Women's Services and Corporate Support | 65% | 0%                  |
| Strategic Development & Business Services           | 75% | -1%                 |
| Surgical & Clinical Services                        | 48% | 2%                  |
| The Children and Young People's                     | 47% | 4%                  |



# People Insights and Indicators

## COVID Absence

- COVID-19 sick absence moved to management under sickness absence on the 1<sup>st</sup> October 2022, this will significantly impact Trust performance against the sickness target for 2022/23 – combined sickness and COVID-19 is 8.75% for August 22 against a target of 6.83%;
- Managers have been encouraged to avail of the COVID-19 Vocational Rehab programme to fully support their staff.

## Absence

- Mental Health remains the highest reason for sickness absence and the 'Recognising & Responding to Stress Policy Toolkit' was issued on 12<sup>th</sup> October. A webinar scheduled for the 18<sup>th</sup> October 22, considered how the 'Talking Toolkit' can be used to address workplace stressors for individuals and teams; & signpost individuals to the resources and supports that are available within the Trust.
- Attendance Management Training for managers is ongoing, with 64% having completed this by 30<sup>th</sup> June 2022.

## Attrition

- Activity to improve resourcing is being undertaken regionally and locally – HSC & NHSCT branding templates are being developed, careers videos for the external NHSCT page, careers events with the NHSCT region are planned and a new 'candidate passport' to speed up pre-employment checks has been introduced.

## Investors in People

Our Trust's Context Setting Day took place on Monday 24<sup>th</sup> October 2022, this marks Stage Two of the process. This will be supplemented by sharing of information, examples of good practice and sources of evidence with the IIP Assessment Team through our storyboard document which will be shared with the IIP Assessment Team in early November. The third and final stage of the process, One to One Conversations phase, will take place between 15<sup>th</sup> November – 1<sup>st</sup> December. Approximately 200 staff from across the Trust have been randomly selected to take part in a confidential conversation with one of the IIP Assessment Team.

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