



North Central London  
Clinical Commissioning Group

# Staff briefing 10 September 2020



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# NCL CCG Operating Model update on feedback

# Operating Model feedback

- Thank you to all staff who took time to provide feedback to EMT around the emerging operating model for NCL CCG.
- There were a lot of conversations over the last month to discuss this and tease out new ways of working and build on our recent successes.
- Our staff welcomed a chance to engage with the new operating model at an early stage as evidenced by both their comments and the volume of feedback received.
- The key next step is for this to be collated and shared with EMT for consideration and review.
- An updated NCL CCG Operating Model will then be shared with all staff.
- An initial review has been undertaken and some clear themes exist within the feedback, which we will share with staff in the next staff briefing.



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# Update on Covid-19 working arrangements

# Update on Covid-19 working arrangements

- The Executive Management Team has been keeping Covid-19 working arrangements under close review.
- At this week's EMT meeting, the results of the staff working arrangements survey were reviewed, and an update presented on work to ensure our offices are compliant with infection control guidance.
- We can confirm that staff will, in the main, continue to be supported to work from home until the end of December.
- Over this period, we will continue to focus on ensuring you feel supported to work from home effectively, and that working hours and workloads are manageable.
- We are also keen to support staff to remain in touch with each other through informal virtual forums, and to ensure regular updates are shared through our internal communication channels.

# Update on Covid-19 working arrangements

- Via the survey, a small proportion of staff (around 60 people) indicated that they have a need to return to the office sooner, largely on an ad hoc or part time basis.
- Line managers and our HR team will be supporting these members of staff to return to the office safely over the next month.
- In our next staff briefing (24 September) we will provide further information for any staff who would also like to return to the office on an ad hoc basis from October, but haven't identified this through the survey.
- Business managers are working to finalise guidance and information that will be shared with staff in advance of returning to the office.
- In addition to generic guidance, specific local guidance will be provided relevant to each site. A spreadsheet for each office will be kept detailing working arrangements for staff.

# Update on Covid-19 working arrangements

- Key information on office working processes and protocols will be housed on the intranet.
- Please ensure you regularly check the intranet for updates, and speak with your line manager about any questions – or to discuss any changes to your working arrangements you may wish to make over the coming months.
- Thank you for your ongoing flexibility and commitment over the last six months.
- The safety, and wellbeing, of our staff is incredibly important and we appreciate so many of you taking time to complete the survey, which informed this plan.
- The position will be kept under review and further advice will be provided in mid-December on arrangements for the New Year.



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# NHS People Plan We are the NHS: Action for us all



We are 1.3 million strong. We are all walks of life,  
all kinds of experiences. We are the NHS.





# People Plan: Introduction

- The **NHS People Plan** was launched 30 July 2020 by NHS England and NHS Improvement (NHSEI) and Health Education England (HEE).
- The NHS People Plan (2020 – 2021) builds on the Interim People Plan released in June 2019.
- The plan sets out what the people of the NHS can expect – from their leaders and from each other – for the rest of 2020 and into 2021.
- Whilst the plan is primarily focused on the short-term (2020/21), there is an intention for the principles to create longer lasting change.
- It also includes ‘Our People Promise,’ which sets out ambitions for what people working in the NHS say about it by 2024.

# People Plan: Commitments

The plan focuses on specific commitments and actions that employers and systems should take, as well as the actions that NHSEI and HEE will take:

- ✓ Looking after our people particularly the actions we must all take to keep our people safe, healthy and well – both physically and psychologically.
- ✓ Belonging in the NHS highlighting the support and action needed to create an organisational culture which is open, inclusive and where everyone feels they belong.
- ✓ New ways of working emphasising that we need to make effective use of the full range of our people's skills and experience to deliver the best possible patient care.
- ✓ Growing for the future particularly by building on the renewed interest in NHS careers to expand and develop our workforce, as well as retaining colleagues for longer.

# NHS People Promise

The plan also includes **Our People Promise**, which outlines behaviours and actions that staff can expect from NHS leaders and colleagues, to improve the experience of working in the NHS for everyone by 2024.



- The NHS People Promise is central to the plan both in the next nine months and in the longer term.
- The themes and words that make up Our People Promise have come from those who work in the NHS.
- It has been developed to help embed a consistent and enduring offer to all staff in the NHS.
- From 2021 the annual NHS Staff Survey will be redesigned to align with Our People Promise.

# NHS People Plan and Actions

- In each area of the NHS People Plan, there are actions for employers, national bodies and systems.
- The actions within the NHS People Plan fall under nine headings:



- There are a list of detailed asks of employers and systems within each of the categories to be delivered during 2020-21.

# People Plan: Next Steps and further information

- The CCG will develop a local People Plan that will detail how each of the actions will be achieved and also work with partner organisations in the system to ensure system-wide requirements are met.
- Staff will be kept up to date on the development of the local and system-wide People Plans.
- The NHS People Plan can be viewed in full here:  
<https://www.england.nhs.uk/ournhspeople/>
- NHSE/I will also be setting out the leadership values and behaviours we all want to see and experience, particularly around equality, diversity and inclusion, in a new Leadership Compact.
- Further action for 2021/22 and beyond is expected to be set out later in the year, once funding arrangements for future years have been confirmed by the government.



# Other HR updates

## FAQs

- FAQs have again been updated on the Change Programme page of the staff intranet: <https://intranet.northcentrallondonccg.nhs.uk/working/ncl-change-programme/>
- Updates are shaded in grey.

## Engaging our People Forum

- We are still looking for representatives from the following directorates: Haringey Borough Directorate, Islington Borough Directorate, Strategy Directorate, Quality Directorate, Strategic Commissioning Directorate and Finance Directorate.
- More details about the group is available in the [on the staff intranet](#).
- If you're interested in becoming a representative, email the HR team [islccg.nclworkforce@nhs.net](mailto:islccg.nclworkforce@nhs.net) by Friday 18 September 2020.

## Appraisals

- Due to the interruptions to BAU caused by the Covid-19 pandemic, there are some changes to appraisals this year.
- Staff are encouraged to review the information available on the staff intranet: <https://intranet.northcentrallondonccg.nhs.uk/working/appraisals.htm>
- Key dates for this year's approach to appraisals is as follows:
  - **August – October 2020:** informal review discussions – short-medium term objectives / priorities
  - **November 2020 – March 2021:** ongoing review and conversations
  - **April – May 2021:** appraisal meeting – end-of-year review/setting objectives for the year ahead.



## Appraisal Drop-In Sessions

- Appraisal drop-in sessions have been scheduled to support managers and staff to have effective appraisal conversations.
- The drop-in sessions will allow managers and staff to ask questions on a range of areas or if they want to clarify anything about the appraisal process this year.

Date	Time
<b>Wednesday 16 September 2020</b>	11.00am – 12.30pm
<b>Thursday 17 September 2020</b>	2.00pm – 3.30pm
<b>Thursday 24 September 2020</b>	2.00pm – 3.30pm
<b>Friday 2 October 2020</b>	10.00am – 11.30am



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Other updates

# ICS – changes to governance arrangements

- Our Covid-19 response has to date been guided by the NCL Clinical Advisory Group (CAG) and NCL GOLD group.
- As we continue our recovery, there have been some changes to the meeting schedule relating to GOLD and other meetings across the system.
- NCL Gold will meet on Wednesday, 4pm – 5pm.
- NCL System Leadership Update will meet every Thursday, 4pm – 5pm.
- NLP ICS Partnership Executive Group – will meet each Friday from 8.30am – 9.30am. There will be a formal meeting once a month, chaired by Mike Cooke Chair of NCL ICS and the regular Friday meetings will be chaired by Rob Hurd, NCL System Lead.
- The Clinical Advisory Group (CAG), the NCL CEOs meeting and Partnership Board will also continue to meet as normal but arrangements may be reviewed in the future.

# Staff briefing – schedule



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## NCL briefings

- We will be continuing with the NCL-wide staff briefings fortnightly, moving forward. These will be held by Executive Directors with central slides shared each fortnight.
- Invites for the NCL-wide sessions led by Paul Sinden and/or Sarah McDonnell-Davies will be shared this week.

## Borough briefings

- Borough-based briefings will continue every other week, led by Director colleagues.
- There will also be inequalities sessions held in each borough over the next month. These sessions about Structural Racism, will be led by Professor Vini Lander (Director of the Centre for Race, Education and Decoloniality, Carnegie School of Education).