



Breakout session- One voice- Caring together for staff

Thank you for joining us today
This session will be starting shortly

Please be aware this session is being recorded

 #PositivePartnership2021



One Voice - Caring Together for Staff

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West Midlands Ambulance Service

- Formed in 2006
- 7,000 staff
- Emergency and Non-Emergency aspects to patient care
- 111 provider
- 15 Emergency Operational Hubs throughout West Midlands



Working in Partnership

- UNISON, UNITE, GMB as formally recognised Trade Unions. Also work with RCN
- Commitment at Executive level for partnership working practices to improving staff experience and wellbeing
- Aim to work together to create a workplace culture in which staff feel able to raise concerns informally for early resolution
- Weekly meetings with People Director and Emergency Services Operations Delivery Director
- Regional Partnership Forum and Local Partnership Forums



Working in Partnership

- Trade Union Representation on Trust Committees and working groups including policy consultation and Job Evaluation
- Open door policy between Trade Unions and Senior Management
- Partnership working through change management processes such as merging of 999 and 111 control rooms



Examples

- Equipment procured by UNISON to roll out staff health checks
- Sickness absence training jointly delivered by HR and trade unions
- Early intervention requests submitted by trade unions for reimbursement of private medical care to facilitate earlier return to work
- Trade Unions and HR working together to submit requests to extend sick pay or periods of compassionate leave
- Championing vaccination uptake Flu and COVID



Examples

- Championing staff survey completion and Trade Union involvement in working group
- Health & wellbeing case conferences facilitated in partnership with management, HR & Trade Unions
- Trade Union support to champion uptake of Health & Wellbeing services including Mental Wellbeing Practitioners, Physiotherapist, SALS, OH
- Partnership working for rota consultations



Results and Benefits

- Informal and swift resolution of concerns raised
- 240 health checks conducted in 2 months using equipment purchased by UNISON
- Staff turnover is at 8.3% (below national average)
- Sickness absence year end 2020 3.4%
- Increase in support for flexible working, 21.12% of the workforce on part-time hours
- Increase in support for career breaks and retire and return requests



West Midlands Ambulance Service
University NHS Foundation Trust



Any questions?

Trust us to care.



The next session will be Keynote- Nita Clarke OBE

This session will start at 2.30pm

Please join the session back on the main platform



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