



North Central London
Clinical Commissioning Group

Directorate Staff Briefing

25 August 2021

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CSU service transition

- Last month, NHS England and NHS Improvement responded to the proposal for in-housing North East London Commissioning Support Unit (NEL CSU) services across London CCGs (North East London, South East London, South West London and North Central London).
- NEL CSU provides services to a range of clients, some within London and some outside of London.
- As this programme has expanded, 'CSU in-housing' will only form part of the wider CSU service transition.
- The CSU service transition programme will now take place in three distinct phases:
- **Phase 1:** Separation of leadership of NEL CSU London services and Out of London services. Out of London services will also incorporate national contracts and data management/DSCRO. All NEL CSU staff will be consulted on these proposals (with the staff consultation due to commence this week) and allocated to London or Out of London. Phase 1 has started and aims to conclude in October.

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CSU service transition continued...



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- **Phase 2:** Service delivery will continue from the two distinct branches. For NCL CCG this means that we will not notice much change, as we anticipate most of our current NEL CSU staff will be placed within the London region. During Phase 2, it is planned that both London and Out of London services will transfer to appropriate end destinations by 1 April 2022. Changes will be addressed in further consultation or engagement processes.
- **Phase 3:** The consultation outcome will be implemented, with services being formally placed in final destination organisations. The planned completion date for Phase 3 is 1 April 2022. NEL CSU employees with a CCG destination organisation will receive the same employment commitment as CCG staff. The purpose of this commitment is to provide those people in organisations directly affected by the proposed legislative changes with employment stability throughout the transition period while minimising uncertainty as much as reasonably possible.
- We will continue to keep you updated as the CSU service transition evolves in the coming months. At this point in time, we just wanted to ensure all NCL CCG staff were aware of the next steps, and cognisant that CSU colleagues would be involved in a consultation process which has started this week.

Mental Health and Wellbeing Champions



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- We are delighted to announce that we have 6 members of staff who have completed their Mental Health First Aid training and have agreed to act as Mental Health and Wellbeing Champions for the organisation.
- Staff can contact any of our champions to talk about any areas of their wellbeing and mental health. Conversations will be completely confidential.
- The champions have been trained to have supportive discussions regarding individual mental health and wellbeing and to signpost people in the right direction where they need help. The champions can also offer support to managers who need help regarding a member of their team.
- The champions are: Robyn Sandler (robyn.sandler@nhs.net); Agnes Rieu (agnes.rieu1@nhs.net); Kitty Grew (kitty.grew@nhs.net); Shobhna Rokad (shobhna.rokad@nhs.net); Jennie De Lord (j.delord@nhs.net); Brett Vallance (b.vallance@nhs.net)
- Further information is available [on the intranet](#).

Corporate training programme

- A number of learning and development courses will be available to book from Friday 27 August via the Learning Hub on the intranet
- The courses will be launched in the staff newsletter and are part of our OD plan which is based on themes from appraisals and the staff survey
- There are a range of courses available to support staff learning, development and wellbeing, including:
 - Micro-aggressions and Allyship
 - Developing a Growth Mindset
 - Creating a Positive Impression (CV writing and interview skills)
 - Achieving Assertive Leadership
 - Knowing MS Teams
 - Effective Communication
- More information, including booking details, will be on the [Learning Hub](#) on Friday
- If you have any questions or ideas for future courses please contact nclccg.od@nhs.net

Workforce Race Equality Standard report 2020-21

- NCL CCG has published its annual Workforce Race Equality Standard (WRES) performance report showing key areas of progress in 2020-21. It also includes an action plan for 2021-22.
- The report outlines the CCG's key areas of progress. This includes:
 - increasing BAME representation in senior roles in the CCG;
 - increased likelihood of BAME staff being appointment from shortlisting, and how the gap has narrowed between White and BAME staff in the last two years;
 - a more representative workforce and Governing Body compared with the local demography.
- The report also highlights the key actions that CCG is implementing to tackle discrimination, bullying and harassment, and BAME staff perception about equality of opportunity in promotion and career progression.
- The WRES report [is available on our website](#). If you have any questions, please email Emdad.haque@nhs.net

Diversity and Inclusion Strategy

- NCL CCG has refreshed the Equality, Diversity and Inclusion Strategy of the five legacy CCGs and has produced a two year single Diversity and Inclusion Strategy for 2021/23.
- The Strategy has been developed based on the CCG's equality duty and the current and future health inequalities and workforce priorities.
- It includes two specific equality objectives on health and workforce inequalities with specific outcomes, and four system enablers to ensure robust and effective implementation.
- The CCG has engaged both internal and external stakeholders in developing these objectives and the enablers and has developed an annual action plan.
- [The strategy is available on our website](#)
- If you have any questions, please email emdad.haque@nhs.net

Covid-19 vaccination – phase 3

- Phase 3 is the next phase of the Covid-19 vaccination programme, focused on delivering booster vaccinations, as well as continuing to give first and second doses to people who are yet to have them.
- Phase 3 will take place over autumn/winter and booster vaccinations can be given alongside flu jabs
- We are mobilising lots of sites across NCL to deliver phase 3 – lots of primary care settings including more PCN and community pharmacy sites along with some larger vaccination centres and hospital hubs for staff. Delivery will vary borough by borough.
- Lots of complexities to work through – and we recognise the need for very clear communications to patients.
- Lots of work has been going on to plan and prepare for phase 3 – a huge thank you to everyone who has been involved
- Any questions about phase 3, please contact liam.beadman@nhs.net

Mandatory vaccinations for care home workers

- New regulations will come into effect on 11 November 2021 requiring all individuals working or deployed in a CQC registered care home to be fully vaccinated against COVID-19 unless an exemption applies.
- In preparation, the HR team are working with CCG Directors to:
 - Undertake an audit to identify CCG teams and staff that are required to visit/work in care homes as part of their role and responsibilities
 - Draft a COVID-19 Vaccination Policy and Procedure that will meet the legislative requirements
 - Support managers to have conversations with staff that work in these setting to determine their vaccination status
 - Manage and support situations where workers have decided not to have the vaccine including those that may be medically exempt.
- Further information [is available on the intranet](#). If staff have any questions, please contact your HR Business Partner.

Return to office working - feedback

- Thank you to everyone who has participated in the 'return to office working' trial and for the positive start that we have had.
- Throughout the trial period, we have received some really helpful feedback which have been invaluable to us in developing our future ways of working.
- A summary of the feedback received so far, and the actions we have taken, was included in last Friday's staff newsletter and [is also available on the intranet](#).
- We look forward to continuing with our trial into September and starting the process of rolling out these initiatives more widely across the CCG. This will include the formal launch of our new 'Agile Working Policy'.
- Whilst everyone has the opportunity during September to work from our office sites, we are continuing to support home working for any staff who feel this may be too soon for them and we will provide further updates on this approach over the coming weeks.
- If you have any questions, please email Nclccg.businessservices@nhs.net

New phone number for the CCG



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- We are introducing a new switchboard number for NCL CCG
- The phone number will be 020 3816 3000 and will go live on 1 September
- The switchboard will be open 9am – 5pm, Monday – Friday and managed by the Corporate Services team
- The new switchboard number will provide callers with the option to press 1 for the continuing healthcare teams or hold for switchboard.
- We will be phasing out the existing (legacy) switchboard numbers for each of the former borough CCGs once we go live with the new number. This will be done over a 4 week period, after which point, these numbers will cease to exist.
- Please make sure you update any letterheads or email signatures and let any of your key stakeholders know. We will also be updating our website and the core stationery templates on the intranet
- If you have any questions, please contact Rachel.russ@nhs.net

Some reminders and dates for your diaries

- **[Annual declaration of interests](#)** – please complete your declaration of interests form by Tuesday 31 August. This is a mandatory requirement for all CCG staff. The form needs to be signed and sent to Andrew.tillbrook@nhs.net. Andrew can also answer any questions you may have.
- **[Ask EMT](#)** – next drop in session is on Tuesday 14 September, 11.40-12.20pm
- **[Pensions drop in clinic](#)** – Tuesday 21 September - book your spot
- **LGBT+ awareness training** – Tuesday 21 September, 2-3.30pm – a calendar invite has been sent to all staff. Please let Nclccg.communications@nhs.net know if you haven't received it.
- **[The CCG's Annual General Meeting](#)** – 23 September, 2.30-3.45pm

Mid-year pulse survey – closes tonight!



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- Thank you to everyone who has already completed the mid-year ‘pulse’ staff survey
- We have extended the deadline until midnight tonight (25 August) to give staff a final chance to complete it
- The survey takes approximately 10 minutes to complete and will allow us to hear staff views and comments on how we are doing in key areas.
- All responses to the survey will be received anonymously.
- If you have any questions relating to the survey, please contact the OD team on NCLCCG.OD@nhs.net
- Thank you again for taking the time to complete the survey and for your continued hard work, commitment and efforts.
- The survey is [available here](#).