

HR Support & Advice Unit Manager Briefing

From 01 March 2020, a number of our Board policies changed. These were replaced by the [NHS Scotland Workforce Policies](#) and developed nationally, in partnership with NHS Scotland employers, Trade Unions/Professional Organisations and the Scottish Government. The policies and associated supporting documentation set the standard for employment practice for all NHS Scotland Boards. The first phase included the following policies:

- ❖ Attendance
- ❖ Bullying and Harassment
- ❖ Capability
- ❖ Conduct
- ❖ Grievance
- ❖ Workforce Policies Investigation policy

The NHS Scotland Workforce policies can be accessed through HR Connect or directly through the website <https://workforce.nhs.scot>

All other policies that are not listed above, will continue to be accessed through [HR Connect](#)

You can access NHS Greater Glasgow and Clyde HR Connect or the NHS Workforce Policies site 24/7 providing you have internet access.

Contacting the HR Support and Advice Unit (HRSAU)

The HRSAU Enquiry Team can be contacted via telephone between:

Monday 9.00 -15.30, Tuesday 9.00 – 15.30, Wednesday 9.00 – 15.30, Thursday 12.00 – 16.00, Friday 9.00 – 15.30 on 0141 278 2700 Option 2 or via email 24 hours a day at HR.Support@ggc.scot.nhs.uk. Karleen Jackson is the HR Customer Service Lead and can be contacted at Karleen.jackson@ggc.scot.nhs.uk or 07838 583 603.

Cluster HR Manager contact details:

Cluster	Areas Covered	HR Manager	Contact Information
1	Diagnostics, South Clyde Sector and North Sector	Carol Ann McNicol	0787 091 7802 CarolAnn.McNicol@ggc.scot.nhs.uk
2	Women & Children's, Regional Services and South Sector	Angela Forsyth	07870 915 947 Angela.Forsyth@ggc.scot.nhs.uk
3	Facilities, Corporate, Pharmacy and Partnerships	Diane Wilding	07870 915 926 Diane.Wilding@ggc.scot.nhs.uk

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What should I expect when I contact the HRSAU?

You can contact the HRSAU by telephone or via email to access advice, guidance and to commission support for a number of HR related services. A couple of things to note when you contact us by telephone:

- + The HR practitioner who answers your call will ask you for a number of details, including your name, email and telephone details, where you work and what service you work for
- + These details will only be asked for the first time you call and for any further calls to the HRSAU, they will just confirm that the details remain correct
- + The main reason for recording these details is to allow us to be proactive in identifying hot spots where we could facilitate additional training or awareness on specific HR topics or where we could deploy additional resource to support you with particular challenges, such as attendance for example
- + If you contact us via email you will receive a response within 2 working days of receipt.

How do I get support for an Attendance Review Meeting – Long Term?

- + Employee information
 - o Name
 - o Payroll number
 - o Job title and Band
- + Date the current period of absence commenced and the expiry date of their current fit note
- + Reason for absence, (please include as much information as possible)
- + If the employee has reported the reason for absence as work related stress you should provide further background details
- + Confirmation of whether Occupational Health input
- + Name of the HR practitioner, if the case was concluded but you have previously received input supporting the employee's attendance and they are familiar with the case.
- + Detail or any Appeal process (*necessary for formal stage 2 requests only*)

Once information is received, the information will be reviewed and if appropriate an appointment will be scheduled into an Attendance Clinic or alternately the Cluster HR Manager will allocate to an HR practitioner.

At the majority of Formal Stage 1 meetings there is no requirement for an HR practitioner to be in attendance. However, if you believe an HR practitioner should provide support to the process please provide further detail via the HR Enquiry Team who will discuss your request directly with the Cluster HR Manager. If the case is already established and you wish to schedule a further date you should contact the HR practitioner supporting you directly to discuss availability.

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HR support for Workforce Policies Investigation Process

The investigation process may be initiated under the following policies:

- Conduct,
- Bullying and Harassment
- Grievance (*please refer below in the first instance*)
- Capability

The Investigation Initiation Manager should complete the request to Initiate HR Support form and submit it directly to HR.Support@ggc.scot.nhs.uk



Request to Initiate
HR Support - Workfor

If the investigation is instigated as a result of a formal complaint or Grievance Notification Form being submitted this should also be sent along with the completed initiation document. It is important any allegations are noted clearly and concisely and contain all the relevant information to allow an employee to respond. If you require support completing any aspect of the document a member of the HR Enquiry Team will be happy to assist.

HR support for a Grievance Hearing

The manager who receives the Grievance Notification Form should submit the following information to HR.Support@ggc.scot.nhs.uk along with a copy of the Grievance Notification Form.

- ✚ Employee name and payroll number
- ✚ Job Title and band
- ✚ Confirmation of what stage the hearing will be convened
- ✚ Confirmation of who is chairing the hearing
- ✚ Confirmation of who will be providing the management or employee response
- ✚ Confirmation the employee has received an acknowledgement of receipt in writing
- ✚ Also details whether early resolution was considered and if not, why.

If an employee submits an Individual or Collective Grievance Notification Form it is also important to consider the nature of the information detailed on the Grievance Notification Form. If the information noted refers to alleged misconduct by another employee towards them you should consider whether it is more appropriate to initiate an investigation in accordance with the Workforce Investigation Policy. If you are unsure please contact the HRSAU and a member of the HR Enquiry Team will be happy to assist and provide further guidance.

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If the employee wishes to appeal the outcome of the Grievance, the details should be sent to the HR Support & Advice Unit and an HR practitioner will be allocated to support the appeal panel chair by the Cluster HR Manager.

Please note, in the first instance, any intention to suspend an employee from duty should be discussed directly with your local Head of HR or HR Manager. If you are unable to locate your local Head of HR or HR Manager you should contact the HR Support & Advice Unit and ask to speak to one of the Cluster HR Manager's.

HR support with the Capability Process

An HR practitioner is not usually present at the Early Resolution stage of the capability process. However, there are occasions when support may be appropriate and you should contact the HR Enquiry Team directly on 0141 278 2700 to discuss this further. In addition, there are occasions whereby the Early Resolution is not appropriate and issues have to be dealt with formally. If a case is being escalated to a formal stage you will need to provide the following information:

- ✚ Employee name and payroll number
- ✚ Confirmation of what stage the process is being utilised
- ✚ Submission of the informal supported plan and any outcome letters
- ✚ Confirmation the employee has been informed in writing the process is being progressed formally.

Please note if you pre-arrange a date for a meeting prior to requesting HR support, unfortunately there is no guarantee of availability.

What if I need another kind of support from HR?

You can also contact the HRSAU for other kinds of HR support, some of which we have listed below but the list is not exhaustive. Please complete a Service Request pro forma detailing the support you need which allows the Cluster HR Manager to consider and allocate the appropriate support.



Service Request
Proforma.docx

- ✚ Support for flexible working appeals
- ✚ Policy Training

If you need to support with the implementation of a Workforce Change project, in the first instance this should be discussed directly with your local HR Manager who is involved in the initial strategic element of the change process. The HR Manager will then discuss the support required with the Cluster HR Manager.