

North West Streamlining Success Stories

- **Workstream:** Non-Core: Policy
- **Sub Region:** South Cumbria & Lancashire



Policy on a Page

What was the aim?

To help workforce staff deal with common HR issues, University Hospitals of Morecambe Bay NHS Foundation Trust created a series of 'policy on a page' documents. These one-page guides provided core advice and reminders to staff about the trust's policies around disciplinaries, grievances & resolutions, sickness absence, performance and restructure. Having concise, quick-reference templates helped managers to manage workforce challenges in a consistent and effective way.

Members of the South Cumbria & Lancashire Streamlining Policy Workstream Group agreed that this 'policy on a page' concept could be helpful to other trusts. Across the area, trusts all had their own HR policies and these varied widely. This inconsistency often caused delays, extra work for employees and transitions for staff moving between trusts weren't always smooth.

What did they do?

HR representatives from Blackpool Teaching Hospitals NHS Foundation Trust (BTH) and East Lancashire Hospitals NHS Trust (ELHT) volunteered to trial the idea of a streamlined disciplinary policy for their trusts. Their goal was to create one policy that was suitable for all members of the South Cumbria & Lancashire Streamlining Policy Workstream Group to use within their trusts.

They began by looking at the individual disciplinary policies used by trusts within the Streamlining Group. Procedures used by other organisations in the private and public sector were also considered. Documents were compared and the best bits used. While developing the new policy, BTH and ELHT ensured that it conformed to key disciplinary principles set out by ACAS (Advisory, Conciliation and Arbitration Service).

What was achieved?

- BTH and ELHT created a simple disciplinary policy (just 12 pages) that can be used by trusts across the sub-region
- A shortened 'policy on a page' version was also drafted, providing a brief overview of the procedures. Feedback has been very positive about this template, particularly from managers who say it's really helpful to have all key points in one short summary
- Both BTH and ELHT have adopted this new policy
- The same review and development process has been used to create consistent procedures for other HR policies - including performance management and probationary periods - which trusts have also accepted.
- The transition for staff moving between trusts is smoother as policies are more consistent. This has also lessened the workload of HR staff as people are already familiar with policies

"Being part of the Streamlining group gives you that time out, away from your desk to share knowledge and experience with colleagues from other trusts. You can pick out the ideas that might work for your trust. It's about pulling out the best bits, creating consistency with our policies and procedures and supporting each other."

- Lynne Waddicor, Senior HR Business Partner, East Lancashire Hospitals NHS Trust

Want to find out more?

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North West Streamlining Team Success Stories

