RETAINING RESERVIST TALENT IN YOUR WORKFORCE

THE NHS AND THE ARMED FORCES: A LONG-TERM PARTNERSHIP
Retaining Reservist Talent

- Valuing our Reservists

Victoria Reynolds, Workforce Equality, Diversity & Inclusion Lead
Our Trust

➢ St Helens and Knowsley Teaching Hospitals NHS Trust provides a full range of acute and intermediate healthcare services across our sites including inpatient, outpatient, intermediate care, maternity and emergency services.

➢ Rated as ‘outstanding’ in this year’s CQC inspection.

➢ Our staff have rated the Trust as the best place to work and receive treatment in the NHS, in the national NHS Staff Survey for the 3rd year running.

➢ Voted ‘Trust of the Year’ in this year’s HSJ Awards

➢ Shortlisted in this year’s HSJ ‘Reservist Support Initiative Award’
Our Objective

We recognise that the North West has a large Armed Forces Community and as an inclusive employer we want to enable equity of access to opportunities for Reservists within the Trust and actively seek to recruit highly skilled reservists.
Our Vision

To ensure that we deliver 5 Star Patient Care which includes supporting Reservists and the Armed Forces community throughout our organisation from the Chief Executive and Board all the way through to our workforce and beyond.
The start of our journey.....

- Corporate Social Responsibility
- Armed Forces Covenant 2017
- Step into Health Programme
  - Spouses
- NHS Careers Insight Day, March 2018
In 2018 we were delighted to have been awarded the silver category of the MOD’s Employer Recognition Scheme.

This year we were even more delighted to achieve the Gold Status which is a testament to the hard work of many of our personnel who have amended our processes to ensure that we actively support the Armed Forces community wherever possible.
As a Trust we have amended our Special Leave Policy

We decided to take this approach so that Reservists wouldn’t have to use annual leave and ultimately lose out on family time.
Our afternoon tea sessions attract staff from the Armed Forces community every month (and externally), providing an opportunity to catch up and share experiences of service life over tea and biscuits.

We have hosted 21 clinical placements with the Medical Regiment in Preston since Nov 2018.
Collaborative Working

➢ Facilitated the first regional Breakfast Network meeting in partnership with the Reserve Forces Cadet Association and 208 Field Hospital.

➢ In total 9 Trusts attended the event from across Merseyside and Cheshire.
Reserves Day

As well as promoting the benefits to other Trusts we have also invited 208 Field Hospital into the Trust on Reserves day to provide the opportunity to speak with patients and staff about the benefits of becoming part of the Reserve Forces.
“Having employed a Reservist within the team I found that his skill-set is second to none. The commitment to achieve is outstanding and approaches to tasks are very methodical.

This is a huge benefit to the directorate, which has worked very well with Heads of Service to identify risks and produce action plans.”
What our Staff say...

“Having left the Regular Army in 2015 I joined the Army Reserve in 2017. When I commenced my role with the NHS in 2018 I was concerned that there might be a conflict of interests and that I would not be able to continue my Service.

The Trust were more than supportive and allowed me the opportunity to leave early on training nights and on those occasions when we were deploying over a weekend”.

Future Plans

➢ Roll out of Veterans Aware

➢ Supporting 207 Field Hospital in an Employer Engagement Day

➢ Flexible working to support annualised hours to enable Reservists with dual careers

➢ A collaborative Careers Insight Day 2020

➢ ‘My story’ videos and resources to share across the region
Thank you for listening –

Any questions?
Support to Armed Forces Reservists – East of England Ambulance Service

Terry Hicks – Head of Operations and Armed Forces Champion
We are a **BIG** organisation

- More than **5,000 staff** and volunteers cover **7,500 square miles**
- There are potentially **more than six million** patients....
- We handle more than **one million 999 calls** every year
- We drive a **fleet of 1,000+ vehicles**
- We work with **17 acute trusts (A&Es)**
- Our budget is **£281 million**

[Link to website: www.eastamb.nhs.uk]
But...
Our Trust Values


**Respect.** We value individuals, including our patients, our staff and our partners, in every interaction

**Teamwork.** Together as one, we work with pride and commitment to achieve our vision

**Quality.** We strive to consistently achieve high standards through continuous improvement

**Honesty.** We value a culture that has trust, integrity and transparency at the centre of everything we do

**Care.** We value warmth, empathy and compassion in all our relationships

www.eastamb.nhs.uk

#WeAreEEAST
Our commitment to armed forces and veterans
What else have we done to support reservists?

- Developed a dedicated Reservist Policy which promotes paid time-off and support for reservists
- Appointed an ‘Armed Forces Champion’
- Demonstrated that we are active in the local community with press articles, social media posts, etc.
- Actively worked with CTP to advertise recruitment
- Demonstrated advocacy across health and defence
- Affiliated ourselves to local reservist units
- Developed and offered a wellbeing service that is cognisant to the needs of the veteran and their families
- Developed case studies to show how our actions have impacted positively on reservists and veterans
What did we do?

- Provided an additional two weeks of paid leave so that reservists can attend annual camp or equivalent training.

- Supported staff with less than five years NHS service start with one week paid and one week’s unpaid leave, and need to work towards a full two weeks of paid annual leave.

- Supported Reservists to have a period of ‘post tour’ leave which they take before they are demobilised and is accrued at the rate of 2.5 days per month of service from the MoD.
What did we do?

The Armed Forces Champion:

Responsible for increasing awareness of reservists within EEAST

Highlights the benefits of employing reservists, service leavers, veterans and spouses or partners of military personnel

Point of contact for any veterans who would like further information or help to find armed forces networks and advisory agencies which specifically target the armed forces community
Wellbeing Strategy

Health and Wellbeing at EEAST

"Together as One" Creating a supportive culture which enables our people to protect and build their own physical, psychological and social wellbeing

Wellbeing Hub

The Staff Wellbeing Hub

- A confidential one stop shop
- Wellbeing Champions
- Trained members of staff
- Signposting to locally agreed and fit for purpose resources and services

- Specialist support services
- Information and advice for individuals
- Information and advice for managers
- Workshops

Contact details:
wellbeing@eastamb.nhs.uk
01234 243060
east24/health-and-wellbeing.htm

All staff have the opportunity to:

- Feel at their best at all possible times
- Have, and build, the skills and resources needed to make positive choices
- Feel connected to each other and the organisation
- Feel able to bounce back from challenging experiences
- Understand themselves and manage their personal triggers
- Feel proud of and satisfied by the work they do

MY WELLBEING

PHYSICAL WELLBEING

PSYCHOLOGICAL WELLBEING

SOCIAL WELLBEING

Advice Mindfulness
- Signposting
- Eyecare vouchers
- TRM Information
- Substance abuse
- Trauma Support
- Nutrition
- Occupational Health
- Exercise
- EAP
- Chaplaincy
- Counselling Services
- Personal Resilience
- Domestic abuse

www.eastamb.nhs.uk

#WeAreEEAST
Wellbeing Strategy – veteran and reservist support
Reservist Unit Affiliations

• 254 Medical Regt (Cambridge, Norwich, Colchester)

• 335 Medical Evacuation Unit (York)

• 2620 Sqn (RAF Regiment) RAF Marham

• 4626 Sqn (Aeromedical Evacuation Squadron), RAF Brize Norton
Retaining reservist talent in your workforce

Creating an environment to support and value our armed forces community

Neil Picton | Head of Workforce Information & Engagement
Dani Colvin Laws | Staff Experience & Engagement Officer
Our journey

- **2013**: Covenant Signed with additional pledges
- **2014**: Patient Access and Reservist Mobilisation Policies
- **2017**: 10 Days Leave and Special Leave for Spouses
- **2018**: Guaranteed Interview Scheme across all roles

- **2016**: Silver DERS
- **2018**: Gold DERS
- **2018**: CIPD Winner
Creating a family

We recognise the importance of **comradery** to the Armed Forces community and want everyone to feel at ‘**home**’ in the NHS

- creation of the Armed Forces **Staff Network**
- replicate the ‘**family feel**’ from within the military
- give staff a **voice**
- shape the future of our ‘**Forces Friendly**’ agenda
- **review** our offering
- gain valuable **insight** into future considerations
We wanted to ensure that the support we give to our staff and those thinking about joining us was authentic and helpful.

- two executive champions and a dedicated HR lead
- supportive policies
- additional leave for reservists and CFAV’s
- guaranteed interview scheme
- special leave for spouses and partners
- removal of NHS experience as a mandatory requirement
- career website & first day kit
- continuous review and involvement
We felt it was important to be **advocates** of the Armed Forces community and **educate** our staff, the public and other employers

- regional **advertising** campaigns
- fusilier’s band **performance** in central Newcastle
- share **knowledge** with other organisations
- **support** other organisations in their own AF agendas
- attend **events** across the city and nationally as advocates
- **social media**
- **active member** of Newcastle Armed Forces Forum and NHS Employers NE Forum
- local unit deliver on our regional **leadership development** programme
- local units **invited** to our career days, staff benefit festivals and hospital sites
- encourage our staff to attend **executive stretch**
- **dedicated members** event to highlight why this agenda is important
Our staff value our authentic support and are proud of the steps we are taking, but thanks to them, we still have so much more to do.

- guaranteed interview schemes for spouses, partners and dependents
- supporting the Forward Assist Salute Her campaign and volunteering our time
- laying wreathes in memory of and to acknowledge the service and sacrifice of the Armed Forces and their families, across all conflicts
- mental health first aid training specific to the military
- more focus on promoting recruitment into the reserve forces
- on site drop in sessions with Forward Assist
- publishing a book of those we remember on the memorial at the RVI with proceeds going to a military charity

We can’t stop now
QUESTIONS