

# PEOPLE PLAN ACTIONS

Actions for employers, systems and national  
bodies in the NHS People Plan 2020/21

In each area of the [NHS People Plan](#), the document sets out actions for employers, national bodies and systems.

Please find below a summary of these actions:

## HEALTH AND WELLBEING

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Put in place effective infection prevention and control procedures.	Employers	
<b>2</b>	Ensure all staff have access to appropriate personal protective equipment (PPE) and are trained to use it.	Employers	
<b>3</b>	All frontline healthcare workers should have a vaccine provided by their employer.	Employers	
<b>4</b>	Complete risk assessments for vulnerable staff, including BAME colleagues and anyone who needs additional support, and take action where needed.	Employers	
<b>5</b>	Ensure people working from home can do safely and have support to do so, including having the equipment they need.	Employers	
<b>6</b>	Ensure people have sufficient rests and breaks from work and encourage them to take their annual leave allowance in a managed way.	Employers	
<b>7</b>	Prevent and tackle bullying, harassment and abuse against staff, and create a culture of civility and respect.	Employers	

<b>8</b>	Prevent and control violence in the workplace – in line with existing legislation.	Employers	
<b>9</b>	NHS violence reduction standard to be launched.	NHS England and NHS Improvement	December 2020
<b>10</b>	Appoint a wellbeing guardian.	Employers	
<b>11</b>	Continue to give staff free car parking at their place of work.	Employers	At least the duration of the pandemic
<b>12</b>	Support staff to use other modes of transport and identify a cycle-to-work lead.	Employers	
<b>13</b>	Ensure staff have safe rest spaces to manage and process the physical and psychological demands of the work.	Employers	
<b>14</b>	Ensure that all staff have access to psychological support.	Employers	
<b>15</b>	Continue to provide and evaluate the national health and wellbeing programme.	NHS England and NHS Improvement	
<b>16</b>	Identify and proactively support staff when they go off sick and support their return to work.	Employers	
<b>17</b>	Ensure that workplaces offer opportunities to be physically active and that staff are able to access physical activity throughout their working day.	Employers	
<b>18</b>	Make sure line managers and teams actively encourage wellbeing to decrease work-related stress and burnout.	Employers	

<b>19</b>	Every member of NHS staff should have a health and wellbeing conversation.	Employers	From August 2020
<b>20</b>	All new starters should have a health and wellbeing induction.	Employers	From October 2020
<b>21</b>	Provide a toolkit on civility and respect for all employers.	NHS England and NHS Improvement	March 2021
<b>22</b>	Pilot an approach to improving staff mental health by establishing resilience hubs.	NHS England and NHS Improvement	
<b>23</b>	Pilot improved occupational health support in line with the SEQOHS standard.	NHS England and NHS Improvement	

## **FLEXIBLE WORKING**

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Be open to all clinical and non-clinical permanent roles being flexible.	Employers	
<b>2</b>	All job roles across NHS England and NHS Improvement and HEE will be advertised as being available for flexible working patterns.	NHS England and NHS Improvement	January 2020
<b>3</b>	Develop guidance to support employers.	NHS England and NHS Improvement	September 2020

<b>4</b>	Cover flexible working in standard induction conversations for new starters and in annual appraisals.	Employers	
<b>5</b>	Requesting flexibility – whether in hours or location, should (as far as possible) be offered regardless of role, team, organisation or grade.	Employers	
<b>6</b>	Board members must give flexible working their focus and support.	Employers	
<b>7</b>	Add a key performance indicator on the percentage of roles advertised as flexible at the point of advertising to the oversight and performance frameworks.	NHS England and NHS Improvement	
<b>8</b>	Support organisations to continue the implementation and effective use of e-rostering systems.	NHS England and NHS Improvement	
<b>9</b>	Roll out the new working carers passport to support people with caring responsibilities.	Employers	
<b>10</b>	Work with professional bodies to apply the same principles for flexible working in primary care.	NHS England and NHS Improvement	
<b>11</b>	Continue to increase the flexibility of training for junior doctors.	Health Education England	

## EQUALITY AND DIVERSITY

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Overhaul recruitment and promotion practices to make sure that staffing reflects the diversity of the community, and regional and national labour markets.	Employers	By October 2020
<b>2</b>	Discuss equality, diversity and inclusion as part of the health and wellbeing conversations described in the health and wellbeing table.	Employers	From September 2020
<b>3</b>	Publish progress against the Model Employer goals to ensure that the workforce leadership is representative of the overall BAME workforce.	Employers	
<b>4</b>	51 per cent of organisations to have eliminated the ethnicity gap when entering into a formal disciplinary processes.	Employers	By the end of 2020
<b>5</b>	Support organisations to achieve the above goal, including establishing robust decision-tree checklists for managers, post-action audits on disciplinary decisions, and pre-formal action checks.	NHS England and NHS Improvement	From September 2020
<b>6</b>	Refresh the evidence base for action, to ensure senior leadership represents the diversity of the NHS, spanning all protected characteristics.	NHS England and NHS Improvement	From September 2020

## CULTURE AND LEADERSHIP

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Work with the National Guardians office to support leaders and managers to foster a listening, speaking up culture.	NHS England and NHS Improvement	With immediate effect
<b>2</b>	Promote and encourage employers to complete the free online just and learning culture training and accredited learning packages, and take demonstrable action to model these leadership behaviours.	NHS England and NHS Improvement and Health Education England	With immediate effect
<b>3</b>	Provide refreshed support for leaders in response to the current operating environment.	NHS England and NHS Improvement	From September 2020
<b>4</b>	Work with the Faculty of Medical Leadership and Management to expand the number of placements available for talented clinical leaders each year.	NHS England and NHS Improvement	By March 2021
<b>5</b>	Update the talent management process to make sure there is greater prioritisation and consistency of diversity in talent being considered for director, executive senior manager, chair and board roles.	NHS England and NHS Improvement	By December 2020
<b>6</b>	Launch an updated and expanded free online training material for all NHS line managers, and a management apprenticeship pathway for those who want to progress.	NHS England and NHS Improvement	By January 2021
<b>7</b>	All central NHS leadership programmes to be available in digital format and accessible to all.	NHS England and NHS Improvement, Health Education England	By April 2021

<b>8</b>	Review governance arrangements to ensure that staff networks are able to contribute to and inform decision-making processes.	All NHS organisations	By December 2021
<b>9</b>	Publish resources, guides and tools to help leaders and individuals have productive conversations about race, and to support each other to make tangible progress on equality, diversity and inclusion for all staff.	NHS England and NHS Improvement	From October 2020
<b>10</b>	Publish competency frameworks for every board-level position in NHS provider and commissioning organisations.	NHS England and NHS Improvement	By March 2021
<b>11</b>	Place increasing emphasis on whether organisations have made real and measurable progress on equality, diversity and inclusion, as part of the well-led assessment.	Care Quality Commission	Throughout 2020/21
<b>12</b>	Launch a joint training programme for Freedom to Speak Up Guardians and WRES Experts, and recruit more BAME staff to Freedom to Speak Up Guardian roles.	NHS England and NHS Improvement	By March 2021
<b>13</b>	Publish a consultation on a set of competency frameworks for board positions in NHS provider and commissioning organisations.	NHS England and NHS Improvement	During October 2020
<b>14</b>	Finalise a response to the Kark review.	NHS England and NHS Improvement	No timeframe provided
<b>15</b>	Launch a new NHS leadership observatory highlighting areas of best practice globally, commissioning research, and translating learning into practical advice and support for NHS leaders.	NHS England and NHS Improvement	By March 2021

## NEW WAYS OF DELIVERING CARE

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Use guidance on safely redeploying existing staff and deploying returning staff, developed in response to COVID-19 by NHSEI and key partners, alongside the existing tool to support a structured approach to ongoing workforce transformation.	Employers	
<b>2</b>	Continued focus on developing skills and expanding capabilities to create more flexibility, boost morale and support career progression.	Employers	
<b>3</b>	Use HEE's e-Learning for Healthcare programme and a new online Learning Hub, which was launched to support learning during COVID-19.	Employers and organisations	
<b>4</b>	Work with the medical Royal Colleges and regulators to ensure that competencies gained by medical trainees while working in other roles during COVID-19 can count towards training.	Health Education England	
<b>5</b>	Develop the educational offer for generalist training and work with local systems to develop the leadership and infrastructure required to deliver it.	Health Education England	During 2020/21
<b>6</b>	Support the expansion of multidisciplinary teams in primary care.	Health Education England	End of 2020/21

## GROWING THE WORKFORCE

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Enabling up to 300 peer-support workers to join the mental health workforce and expanding education and training posts for the future workforce.	Health Education England	2020/21
<b>2</b>	Increasing the number of training places for clinical psychology and child and adolescent psychotherapy by 25 per cent (with 734 starting training in 2020/21).	Health Education England	
<b>3</b>	Investing in measures to expand psychiatry, starting with an additional 17 core psychiatry training programmes in 2020/21 in areas where it is hard to recruit, and the development of bespoke return to practice and preceptorship programmes for mental health nursing.	Health Education England	
<b>4</b>	Prioritise the training of 400 clinical endoscopists and 450 reporting radiographers.	Health Education England	2021
<b>5</b>	Training grants are being offered for 350 nurses to become cancer nurse specialists and chemotherapy nurses.	Health Education England	2021
<b>6</b>	Training 58 biomedical scientists, developing an advanced clinical practice qualification in oncology, and extending cancer support-worker training.	Health Education England	2021
<b>7</b>	HEE is funding a further 400 entrants to advanced clinical practice training.	Health Education England	2020/21
<b>8</b>	Investing in an extra 250 foundation year 2 posts, to enable the doctors filling them to grow the pipeline into psychiatry,	Health Education England	2020/21

	general practice and other priority areas, notably cancer, including clinical radiology, oncology and histopathology.		
<b>9</b>	Increase of over 5,000 undergraduate places from September 2020 in nursing, midwifery, allied health professions, and dental therapy and hygienist courses.	Health Education England	2020/21
<b>10</b>	Employers should fully integrate education and training into their plans to rebuild and restart clinical services, releasing the time of educators and supervisors; supporting expansion of clinical placement capacity during the remainder of 2020/21; and providing an increased focus on support for students and trainees, particularly those deployed during the pandemic response.	Employers	2020/21
<b>11</b>	For medical trainees, employers should ensure that training in procedure-based competencies is restored as services resume and are redesigned to sustain the pipeline of new consultants in hospital specialties.	Employers	2020/21
<b>12</b>	Ensure people have access to continuing professional development, supportive supervision and protected time for training.	Employers	2020/21
<b>13</b>	Establish a £10m fund for nurses, midwives and allied health professionals to drive increased placement capacity and the development of technology-enhanced clinical placements.	Health Education England	
<b>14</b>	HEE to further develop its e-learning materials, including simulation, building on the offer provided in response to COVID-19.	Health Education England	2020/21

<b>15</b>	Start delivering a pre-registration blended learning nursing degree programme. The programme aims to increase the appeal of a nursing career by widening access and providing a more flexible approach to learning, using current and emerging innovative and immersive technologies.	Health Education England /Universities	From Jan 2021
<b>16</b>	HEE to pursue this blended learning model for entry to other professions.	Health Education England	From Jan 2021

## RECRUITMENT

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Increase recruitment to roles such as clinical support workers, highlighting the importance of these roles for patients and other healthcare workers as well as potential career pathways to other registered roles.	Employers	
<b>2</b>	Offer more apprenticeships, ranging from entry-level jobs through to senior clinical, scientific and managerial roles.	Employers	
<b>3</b>	Develop lead-recruiter and system-level models of international recruitment, which will improve support to new starters as well as being more efficient and better value for money.	Systems	
<b>4</b>	Primary care networks to recruit additional roles, funded by the additional roles reimbursement scheme, which will fund 26,000 additional staff until 2023/24.	Systems	Immediate

<b>5</b>	Increase ethical international recruitment and build partnerships with new countries, making sure this brings benefit for the person and their country, as well as the NHS.	NHS England and NHS Improvement and Health Education England	
<b>6</b>	HEE will pilot English language programmes – including computer-based tests, across different regions as well as offering English language training.	Health Education England	2020/21
<b>7</b>	Establish a new international marketing campaign to promote the NHS as an employer of choice for international health workers.	NHS England and NHS Improvement	2020/21
<b>8</b>	Encourage our former people to return to practice as a key part of recruitment drives during 2020/21, building on the interest of clinical staff who returned to the NHS to support the COVID-19 response.	Employers and systems	2020/21
<b>9</b>	Continue to work with professional regulators to support returners who wish to continue working in the NHS to move off the temporary professional register and onto the permanent register.	NHS England and NHS Improvement and Health Education England	2020/21

## RETAINING STAFF

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Design roles which make the greatest use of each person's skills and experiences and fit with their needs and preferences.	Employers	
<b>2</b>	Ensure that staff who are mid-career have a career conversation with their line manager, HR and occupational health.	Employers	
<b>3</b>	Ensure staff are aware of the increase in the annual allowance pensions tax threshold.	Employers	
<b>4</b>	Make sure future potential returners, or those who plan to retire and return this financial year, are aware of the ongoing pension flexibilities.	Employers	
<b>5</b>	Explore the development of a return to practice scheme for other doctors in the remainder of 2020/21, creating a route from temporary professional registration back to full registration.	Health Education England	2020/21
<b>6</b>	Develop an online package to train systems in using the HEE star model for workforce transformation.	Health Education England	2020/21
<b>7</b>	Improve workforce data collection at employer, system and national level.	Health Education England	2020/21
<b>8</b>	Support the GP workforce through full use of the GP retention initiatives outlined in the GP contract, which will be launched in summer 2020.	Systems	

<b>9</b>	Strengthen the approach to workforce planning to use the skills of our people and teams more effectively and efficiently.	Systems	
<b>10</b>	Work with HEE and NHSEI regional teams to further develop competency-based workforce modelling and planning for the remainder of 2020/21, including assessing any existing skill gap and agreeing system-wide actions to address it.	Systems	2020/21

## RECRUITMENT AND DEPLOYMENT ACROSS SYSTEMS

	<b>Action</b>	<b>Who</b>	<b>Timeline (where provided)</b>
<b>1</b>	Actively work alongside schools, colleges, universities and local communities to attract a more diverse range of people into health and care careers.	Systems	
<b>2</b>	Make better use of routes into NHS careers (including volunteering, apprenticeships and direct-entry clinical roles) as well as supporting recruitment into non-clinical roles.	Systems	By March 2021
<b>3</b>	Develop workforce sharing agreements locally, to enable rapid deployment of our people across localities.	Systems	
<b>4</b>	When recruiting temporary staff, prioritise the use of bank staff before more expensive agency and locum options and reducing the use of 'off framework' agency shifts during 2020/21.	Systems, employer and primary care networks	2020/21
<b>5</b>	Work with employers and systems to improve existing staff banks' performance on fill rates and staff experience.	NHS England and NHS Improvement	