

## Update on our ways of working - message from Colin Sinclair and Ian Cant

3 July 2020



Dear colleagues

I hope that you were able to join us for our live stream last week, or that you have been able to [watch the recording](#).

As we talked about during the session, there has been a considerable amount of activity ongoing across NSS to support our recovery and renewal. I'm pleased to say that we are now in a position to share more details on what our ways of working might look like in the short to medium term.

Working from home where it is possible to do so remains our default position. However, a range of support and guidance is now available to all staff, as outlined below.

**Please read this email carefully and in full so that you are aware of what will happen in the coming days.**

Broadly speaking, our staffing body falls into four groups:

1. Those who have worked in NSS buildings throughout the COVID-19 restrictions and continue to do so.
2. Those who have worked from home but will now be asked to come into the office because their role requires them to be on site.
3. Those who have worked from home and will continue to do so.
4. Those who have worked from home and, due to specific personal circumstances, would like to request to work from an NSS building in the future.

### Group 1

NSS is taking a phased approach to modifying our buildings to ensure they remain safe as more staff return to them. Each site will have a risk assessment undertaken, and you should read through the relevant assessment and any supporting guidance on [HR Connect](#) as they become available.

### Group 2

Decisions on which staff are now needed to return to NSS locations are taken at an SBU level. If you fall into this group, your line manager should have already discussed this with you. You will be asked to complete an individual assessment online, which will inform any additional considerations or support required. You should also review the site risk assessment for your NSS location, and any supporting guidance, once it becomes available on [HR Connect](#).

### Group 3

Working from home if you are able to do so remains the default position. However, we recognise that this is a shift for many of you, and that extra guidance might be

helpful. We will share it with you next week. This will enable you to have a discussion with your line manager about your working environment and any additional support you might need. You may also wish to read the site assessment for your usual NSS location for information, once it becomes available on [HR Connect](#).

#### Group 4

If you have been working from home up to this point, but do not feel that your personal circumstances allow this, you may be able to request to work from an NSS location. There will be a specific request process for this (with approvals determined by your SBU) and you should not come to any NSS location unless you have been notified that your request has been successful. The process will be shared with staff within the next two weeks.

**If you have any questions regarding this information, or you are not sure which group you fall into, please ask your line manager in the first instance.** Answers to Frequently Asked Questions will also be available on HR Connect shortly, and these will be updated regularly.

#### LINE MANAGERS

All line managers need to carefully read through the Line Manager guidance on [HR Connect](#), as well as the relevant site risk assessments and any supporting guidance as they become available. There is a process flow diagram available on [HR Connect](#) to ensure that line managers accurately follow the required processes to enable staff across the four groups above to access any required support from Occupational Health etc. Line Managers can access support from the HR team via the Contact Us section on HR Connect.

If you are a line manager of a new member of staff (who joined after 16 June) please make sure they receive a copy of this important information and any following emails from [nss.communications@nhs.net](mailto:nss.communications@nhs.net) – due to the Microsoft Office 365 migration new staff cannot be added to existing distribution lists and we want to make sure no one misses any important guidance.

I know that the approach above is quite different for some of us, and that change can be concerning. The safety of NSS staff remains our primary concern through our recovery phase, and the steps that we are putting into place are there to support and protect us all.

It's important to acknowledge that we might not all get these new ways of working right first time, so let's continue to be kind to each other, support our colleagues, and work together.

Best wishes

Colin Sinclair  
Chief Executive

Ian Cant  
Employee Director

#### **Important reminders:**

- To support staff with the latest information, we continue to update the Frequently Asked Questions (FAQs) on the [HR Connect Coronavirus Hub](#) on a daily basis.
- For information on how to stay safe and well please visit the [HR Connect Coronavirus Hub](#)

- Travel should only be undertaken when essential, including travel to and from work. If you are travelling for work purposes, please make sure you have your staff ID badge with you at all times.
- If you're a line manager, please ensure all NSS systems - such as SSTS, eExpenses and eESS - are up to date.
- PECOS orders - please ensure you receipt orders when goods arrive or services are received to allow suppliers to be paid promptly.

### Where to go for help and useful information

- **COVID-19 symptoms and how to manage them:** [NHSInform](#) (available in [BSL](#) and a variety of languages)
- **HR or staff-related questions and support** - [HR Connect Coronavirus Hub](#)
- **IT-related questions and support** – visit DaS Knowledge base and more <https://nhsnss.service-now.com/das>. If accessing from an external internet connection your login details should be in the format of [networkID@nss.scot.nhs.uk](#) (ie [kyliem01@nss.scot.nhs.uk](#)) and then your network password
- **Travel info and updates:** [Traveline](#)
- **Communications queries** - [nss.communications@nhs.net](mailto:nss.communications@nhs.net)



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