

NSS Resource Deployment Guidance – non clinical staff

Background

In response to the challenges of COVID-19, the Scottish Government requested all primarily non-patient facing Boards to review their current programmes of work and consider if staff could be released to support essential services. NSS have reviewed its services to understand what is essential (scale up) and what can be reduced or stopped (scale down). Additionally, NSS are seeking flexibility and support from staff in non-essential service areas to be temporarily deployed to other roles within their SBUs and across NSS in order to support colleagues and help sustain essential service provision.

NSS have identified both their essential and non-essential service areas and the critical roles required to maintain service provision. SBUs have invoked their business continuity plans, and the SBU Resilience Leads will identify staff from within their own SBU, in the first instance, who could be temporarily deployed into the required roles.

Where further resource is still needed, the NSS Resource Deployment process which involves deploying staff into essential services across NSS will be put into action. There is also potential for staff to be deployed out with NSS depending on individual circumstances.

For Managers

NSS Resource Deployment Process

Leads from Human Resources (HR) and Strategy, Performance & Service Transformation (SPST) have collaborated to develop and implement a NSS Resource Deployment process which will be applied across NSS. This process will enable us to identify where there remains a 'demand' to maintain essential service provision (after local deployment) **and** where there is potential resource to 'supply' staff support to that service. All the information will be gathered locally and supplement the information already held regarding essential and non-essential service areas.

Initial information about potential additional resource requirements

In order to assess demand for a service, SBU Resilience Leads or Service Leads should complete the Demand Form [here](#) to identify the service areas and skills required to support essential service provision. Local Managers should be able to support this process

as they will have the knowledge to assess likely capacity and the skills gap in their own areas. This will enable us to gather information on likely future demand and start to identify appropriately skilled staff.

[If you have an immediate need for additional resource](#)

If you identify an immediate need for support in a critical service within your SBU please send an email to nss.peopledemand@nhs.net giving specific information about your requirements. Include information on numbers of staff required, timescales and relevant skills and experience. SPST colleagues will contact you to gather any additional information that is needed. HR colleagues will then review the pool of staff available for potential deployment to match the most appropriate staff for your needs.

[Initial information about potential staff availability](#)

In order to assess availability of potential resource, HR Business Partners should complete the Deployment Matrix [here](#) to identify potential staff in non-essential service areas who are available to support in the service areas of most need. The HR Team will gather supply information and analyse suitability. Where staff are considered suitable for temporary deployment, each individual staff member will be contacted by HR and asked to complete a Employee Profile form [here](#). This will provide HR with a more detailed picture of individual's circumstances and a profile of the Knowledge, Skills and Experience available to enable more effective resource planning.

SPST and HR will work in collaboration to align the data capture for resource requirements and staff availability. It should be noted that all information will be held within the framework of General Data Protection Regulation (GDPR) in the collection and use of the data.

[For Staff](#)

[Deployment](#)

The following will be considered when determining which staff are suitable for deployment

- Staff will be deployed within their own SBU where practical and appropriate first. If additional resource is not required within your own SBU then you may be asked to deploy to support another SBU or business area.

- Staff may not be in the right location to assist in those areas of most need and may therefore be asked to temporarily move to another base as necessary. The intention would be to minimise the need for additional travel and therefore relocate as locally as possible. Travel to work issues will be considered on an individual basis in line with current Terms and Conditions. Payment for additional travel expenses incurred in temporarily moving base will be in line with Terms and Conditions.
- Staff who are deployed may be able to work from home and this will be explored to ensure it is suitable to the role and would meet service requirements
- Staff who have childcare or dependant responsibilities may be able to work from home, if this is appropriate to the deployed role, and we will look at the possibilities for flexible working arrangements on a temporary basis to support this
- Staff may have skills they are not using in their current role and we will explore with them whether it would be feasible for them to be trained up in a relatively short period through refresher training.

Volunteering

Staff who currently volunteer in their own communities:

We know that many staff are already volunteering or are keen to volunteer either within their local communities or in other vital volunteering roles. While we understand that everyone wants to do all they can to help in these circumstances it's vital that all our critical services keep operating. If you are a member of staff and you already volunteer in your own time, out with your contracted hours in your own communities across Scotland, please continue to do so following the [COVID-19 guidance](#). You can find out about volunteering opportunities within your local communities by visiting www.readyscotland.org/coronavirus/volunteering

Staff who are not in a critical service and in a non-essential role:

If you feel that you have capacity to carry out additional work over and above your current activities, then you should speak to your line manager in the first instance. It is likely that you will have been identified as someone who could potentially be deployed to

support elsewhere in NSS. You should be contacted by HR and asked to complete an Employee Profile which will help identify your skills and experience and match you to the most appropriate opportunity for deployment.

[Staff who have a volunteer role in the Services](#)

For NSS staff who volunteer with, for example, the Forces Reserves and Police Scotland, we are currently finalising our approach to managing this so we can effectively balance the needs of NSS, the wider NHS and the wider community. We will communicate an update shortly. Thanks for your patience.

If you have any questions, please contact Lynn Cowan HR Lynn.Cowan@nhs.net, Janis Heaney SPST Janis.heaney@nhs.net, Fiona Callan SPST Fiona.callan@nhs.net