

# Organisational Change Paper for CHS Bedfordshire Administration staff location changes consultation

## 1. Introduction

- 1.1. The Trust wishes to enter into formal consultation with staff and their Trade Unions in line with its agreed policy set out in 'Management of Staff Affected by Change Policy and Procedure' (version number 11, May 2021). The Trade Unions and affected staff are invited to raise questions and comments which can be taken into account before the proposals are finalised.
- 1.2. The purpose of this consultation document is to outline the proposal to relocate five administrative staff to other locations.

Two colleagues from our Twinwoods Site (Milton Road, Clapham Bedford MK41 6AT) to Operational Support Hub at Queensborough House (Friars Walk Dunstable LU6 3JA).

Three colleagues who were supporting Administration functions at sites we have vacated or are intending to vacate as part of our wider Estates and Service delivery changes.

The sites vacated are Sandy Health Centre (Northcroft, Sandy SG19 1JQ) and Biggleswade Health Centre (Saffron Road, Biggleswade, SG18 8DJ). The site we intend to vacate is Kempston Health Centre (Halsey Rd, Kempston, Bedford MK42 8AU).

The proposal sets out to relocate these three colleagues to Shefford Health Centre (Hitchin Rd, Shefford SG17 5FS).

The proposal paper is intended for our Administration Team at these four sites and will outline the operational and business case for proposing the change including all contractual and service changes affecting staff.

- 1.3. The process of consultation is to ensure all staff are informed of the proposed changes and is also intended to allow the affected employees the opportunity to respond and take an active role in this process.

## 2. Background

The Queensborough House site is our Operational Support Hub and we have two colleagues this proposal seeks to relocate, that are based outside of this site that support Bedfordshire wide services.

The relocation will allow for these roles to support our wider services better allowing for capacity that has become available with work stream migration to Single Point of Access (SPoA) over recent years, where these staff no longer perform some tasks that have been centralised.

There is expected to be operational efficiencies and increased resilience for the clinical services that are supported by these roles with improved access to a wider pool of resource. Also working in a more collaborative environment than the existing rather isolated one over time.

This Proposal will also support BCHS in their delivery of their financial viability plans, where cost pressures will be reduced with better utilisation of existing resources by way of infrastructure and staff.

2 staff members from Sandy Health Centre and Biggleswade Health Centre have not worked at these sites since the Covid Pandemic and ELFT have vacated these two locations. This proposal sets out to provide an alternative base for these staff.

Staff at Kempston Health Centre supports a site that the local Integrated Care Board have aligned primarily to a GP Practice. The reception area of this site has been allocated to the GP Practice and our colleague will no longer be required to support this site. This proposal sets out to provide an alternative base for this colleague.

### 3. Current Structure

#### 3.1 Org chart.

#### **Single Point of Access and Administration Structure**

SPoA Lead B5 (2 WTE) (2 Headcount)



SPoA / Admin Team Leads B4 (6.56 WTE) (7 Headcount)



SPoA Admin B3 (30.00 WTE) (36 Headcount)

#### **Reception Administration Structure**

Admin Team Lead B4 (1 WTE) (1 Headcount)



Reception Admin B3 (5.03 WTE) (10 Headcount)

## 4. Proposal

4.1 Bedfordshire Community Health Services (BCHS) have undergone a programme of Estate rationalisation in recent years and a dedicated Operational Hub has been formed at Queensborough House, Dunstable, which supports all services provided by BCHS.

This has involved integrating numerous support teams from isolated sites into one hub over time. Creating a more connected and flexible team working in collaboration at this hub supporting both Clinical Teams and Service Users.

One element of this proposal sets to relocate two of our remaining colleagues to this hub.

Both roles impacted by this proposal are Administrator roles. They are both full time roles. The work hours would remain the same for both roles. The roles will incorporate existing service aligned support and this proposal sets out to introduce a further element of supporting our SPoA (Single Point of Access). This element would only include activity already outlined within existing Job description. No changes to this are proposed.

The relocated staff members would continue performing their existing roles but from a new work location and support the collaborative working approach that the centralised hub provides. With on-site access to wider supporting colleagues and their management team.

Both roles have been identified to have capacity to support our SPoA function (Single Point of Access). Over recent years the introduction of the SPoA function has taken many elements of the roles both colleagues were performing. This includes all inbound calls and referrals.

4.2 In addition, this proposal sets out to relocate a further three employees to Shefford Health Centre. These roles are all part time Administrator roles that were supporting Administration functions at sites we have vacated or are intending to vacate as part of our wider Estates and Service delivery changes.

The sites vacated are Sandy Health Centre and Biggleswade Health Centre. We are intending to vacate from Kempston Health Centre. Our only administrative Staff member from Kempston Health Centre will no longer be supporting the Kempston site as our local Integrated Care Board has aligned the majority of this site to a number of GP practices.

This proposal sets out to formally change work base location of these employees whom would be permanently relocated to Shefford Health Centre.

All three of the roles impacted by this element of the proposal are Administrator roles. They are all part time roles and work hours would remain as per existing arrangements. The relocated employees would continue performing their existing roles but from an alternative work location.

The relocation of these colleagues will support Bedfordshire Community Health Services (BCHS) in utilising our Colleagues to support services more effectively and efficiently. Where workload has been moved under our transformation to SPoA, this capacity has left redundancy that this proposal sets out to address.

This proposal will allow BCHS to reinvest existing resource to areas where our workload is increasing without this becoming a cost pressure. This proposal will also support our colleagues by way of offering a wider variety of workload and an on-site support structure. No change to job descriptions is proposed. All colleagues impacted by this proposal would continue to support activities in line with their existing job descriptions.

Pre-consultation discussions have taken place with staff and staff affected are aware of the proposed changes, they are assured that process is being undertaken in line with the Management of staff affected by change policy and procedure v11 May 2021.

## 5. Proposed Structure

This proposal does not seek to make any changes to existing structure.

## 6. Impact on Staff

**6.1** There are no staff at risk as part of these proposed changes. The teams will continue to be managed by their respective existing line managers and continue to operate within their respective aligned teams. Workload will remain in line with existing job descriptions

**6.2** Staff will be working at sites they have perhaps not worked at previously. This proposal would support impacted colleagues with site inductions and visits.

**6.3** This proposal does impact the work streams staff members currently perform. There will be additional work streams, which will be in line with their existing job description and duties. To support these proposed changes training will be provided as appropriate.

**6.4** This proposal impacts staff with respect to increased journey times to and from the proposed work locations.

**6.5** Proposed changes impact on travel for each staff affected as below;

**6.5.1** Employee A – Twinwoods Health Resource Centre to Queensborough House

This equates to an increase of 36 miles travel daily, from their home location to proposed work location (LU6 3JA) for the impacted employee. Existing daily return journey from their home to Twinwoods Health Resource Centre (MK41 6AT) is 10 miles. Whereas home location to proposed work location Queensborough House (LU6 3JA) is 46 Miles.

**6.5.2** Employee B – Twinwoods Health Resource Centre to Queensborough House

This equates to a further 6 miles travel daily, from their home location to proposed work location (LU6 3JA) for the impacted employee. Existing daily return journey from home (MK43 0RE) to Twinwoods Health Resource Centre (MK41 6AT) is 26 miles. A return journey from home (MK43 0RE) to proposed work location Queensborough House (LU6 3JA) is 32 Miles.

**6.5.3** Employee C - Sandy Health Centre to Shefford Health Centre

This equates to an increase of 16 miles travel daily, from their home location to proposed work location Shefford Health Centre (SG17 5FS) for the impacted employee. Existing daily return journey from home to Sandy Health Centre (SG19 1JQ) is 1.4 miles. A return journey from home to proposed work location (SG17 5FS) is 17.4 Miles.

**6.5.3** Employee D - Biggleswade Health Centre to Shefford Health Centre

This equates to a further 11.8 miles travel daily, from home location to proposed work location Shefford Health Centre (SG17 5FS) for the impacted employee. Existing daily return journey

from home location to Biggleswade Health Centre (SG18 8DJ) is 0.6 miles. A return journey from home location to proposed work location (SG17 5FS) is 12.4 Miles.

#### 6.5.3 Employee E - Kempston Health Centre to Shefford Health Centre

This equates to a further 20.2 miles travel daily, from home location to proposed work location Shefford Health Centre (SG17 5FS) for the impacted employee. Existing daily return journey from home location to Kempston Health Centre (MK42 8AU) is 1.8 miles. A return journey from home to proposed work location (SG17 5FS) is 22 Miles.

6.6 All the existing work locations offers free staff parking. Parking permits will be provided to all impacted staff at proposed work location in line with Management of staff affected by change policy and procedure.

6.7 Any additional travelling expense incurred may be reimbursed where appropriate in accordance with the Trust's Expenses Policy and Procedure. This is in line with Management of Staff affected by Change policy and procedure section 7.

6.8 1:1 Individual consultation meetings will be offered to all staff impacted.

## 7. Financial, staffing and workload implications

7.1. The cost savings expected as a result of these changes are £64,000 (Recurring).

If there are any changes as a result of the feedback from the consultations or other unforeseen circumstances, the revised figures will form part of the consultation feedback process.

## 8. Service User Impact Assessment

8.1 With the changes proposed no impact has been identified to service users.

## 9. Timetable & Proposed Implementation

9.1. The Proposals for organisational change to (Service) will be managed in line with the Trusts "Management of Staff Affected by Change Policy and Procedure" (Appendix C)

9.2. There will be a formal consultation period of 30 days commencing on 9<sup>th</sup> September 2024.

9.3. The Trust is committed to achieving meaningful consultation and therefore welcomes feedback and comments on the proposed organisation change proposals. Any comments should be made in writing via e-mail directed to Mohammed Hanif.

9.4. On completion of the 30 day consultation timeframe all comments received will be considered and a final decision will be made and communicated to affected staff.

9.5. The timetable summarises the full implementation plan and is attached as **Appendix A**

## 10. Equality Analysis

- 10.1. Under equality legislation, public authorities have legal duties to pay 'due regard' to the need to eliminate discrimination and promote equality with regard to race, disability and gender, including gender reassignment, religion age as well as to promote good race relations.
11. The law requires that this duty to pay 'due regard' be demonstrated in the decision making process. Assessing the potential equality impact of proposed changes to policies, procedures and practices is one of the key ways in which public authorities can show 'due regard'. The Template is attached as **Appendix B**.

## Appendix A

### Implementation Timetable

Date	Action
04/09/2024	Consultation document shared with Staff Side and TU reps
09/09/2024	Start of consultation. Consultation document given to affected staff
11/09/2024	Group meeting to discuss proposals.
16/09/2024	Consultation meetings with individuals, as required
09/09/2024 to 08/10/2024	Responses to consultation from Staffside, individual TUs or staff submitted to management (it is a matter for those responding to decide who should be copied into their response)
08/10/2024	End of consultation period
09/10/2024	Management consider all responses and discuss their response with Staffside and try to reach agreement when views are conflicting. At this stage any need for further consultation or an extension can be considered
14/10/2024	Written notification of decision following consultation, including timetable for implementation of changes
01/04/2025	Impact assessment of major change to be undertaken 6 months after implementation