

25th October 2024

Response to the Consultation on the Proposals for
BCHS - Administration staff location changes

Dear Colleagues,

I am writing to you following the end of the consultation period with staff regarding the proposed organisational change to the Consultation on the Proposals for BCHS - Administration staff location changes.

The formal consultation process commenced on 9th September 2024 and consultation documents were made available to the staff directly affected as well as the rest of the team. The consultation ended on 8th October 2024. The consultation paper and associated documents were made available on the Trust Intranet. Support measures such as highlighting the availability of the Trust's Employee Assistance Programme was offered.

The purpose of the consultation was to provide staff with an opportunity to consider the proposal and respond with comments and feedback. An open consultation meeting was held via MS Teams on 11th September 2024 and all staff were invited to attend. Individual meetings were also offered to affected staff. I would like to take the opportunity to thank those that responded to this proposal.

A number of comments were received during the consultation process. The directorate has carefully considered all feedback and responses to themes are set out below:

My role can be performed from existing location, I can work remotely, I can do my job from home, the reason to move delivers no benefit.

Whilst many elements of the roles can be performed from practically anywhere. There is a need for our teams to work collaboratively and support a variety of work streams supporting our services as required.

The proposal also sets out a financial saving that will result for the Directorate. This helps the Trust secure our Services and deliver these as effectively and efficiently as it can.

The Trust has recently communicated that we believe that there is significant value from people meeting and interacting in person in teams – both for the teams themselves to work well as well as for wider interactions beyond the individual teams to ensure things work well in local places too. This is relevant both for services providing direct patient care as well as for the services providing the enabling functions to deliver that patient care.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Lorraine Sunduza OBE
Chair: Eileen Taylor

Whilst the proposal was not about changing any flexible working arrangements as discussed throughout the Consultation process. The feedback received heavily weighted on this area and I have incorporated the management position for information and clarity.

Our Trust note that it is important that service and patient care requirements must take precedence over personal preferences in determining the most appropriate work arrangements.

In-person work is the usual default arrangement in our services. Being on-site fosters face-to-face interactions, allowing us to collaborate seamlessly with colleagues, provides for immediate response and intervention and often enables more equitable distribution of workloads. In many circumstances, in-person interactions also contribute significantly to relationship and rapport building, trust, satisfaction, and timely clinical support.

There will be increased travel involved if the proposal is implemented.

It is recognised that there will be an impact on some colleagues having to travel further with increased time spent doing so and associated costs. Travel costs will be reimbursed in line with the Trust's Expenses policy section 8 Reimbursement of excess travel costs. There are also options to consider flexible working arrangements. For example, changes to working hours may be viable so rush hour is avoided.

Travel and parking will cost the trust more long term

The costs associated with travel were incorporated into the rationale for this proposal.

Environment - both local and on site at the proposed location is more congested than my existing site.

Some of our sites cater for more staff than others. Any relocation would only proceed where there is adequate space and facilities for staff. Some of our locations are based within or near town centres. This does at times pose challenges in terms of congestion, however there are also benefits of access to local services.

Will this proposed base be permanent. Will I have to work on different days or different locations as a result of this proposal?

This proposal sets out to change work the work location. It does not set out to change existing working practices where we support our services within Bedfordshire. As with all our services, their needs change as do our operational demands.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive

Chief Executive: Lorraine Sunduza OBE
Chair: Eileen Taylor

These changes are designed to make me leave my role.

The proposal sets out to secure the roles subject to the work location changes in line with the estates strategy. Where we have vacated numerous sites to ensure we can maintain our core services throughout Bedfordshire and avoid redundant capacity in sites no longer suitable for our needs

There is no proposal to make any roles redundant or otherwise. It is recognised that the consultation process can be a challenging and unsettling time. As discussed during 1:1 consultation meetings management will look to provide support where possible. and I would like to remind you again that you have access to the free Employee Assistance Programme helpline which you can access by calling 0800 030 4302 or visiting <https://elft.workplacewellbeing.com/>

Following the end of the consultation it has been decided that the proposal will go ahead as detailed in the Consultation Document.

The next steps are working with all Staff impacted to support in making arrangements for the relocation. Your respective Line Managers will be in contact with you directly.

An induction to the new sites will be held week commencing 11th November 2024.

All changes will be fully implemented by week commencing 18th November 2024.

If at any time you have concerns or queries regarding the change then please do not hesitate to contact me. I appreciate that this is a difficult process but I want to thank you for your contribution and understanding.

Yours sincerely



Mohammed Hanif
Service Manager – Single Point of Access and Business Support



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Lorraine Sunduza OBE
Chair: Eileen Taylor