Allocate Awards 2019

Winner: **Working Inclusively Across Boundaries**

South Yorkshire and Bassetlaw ICS eRostering Group

Developing a region-wide sustainable workforce: Formal ICS eRostering Workstream yealds "Significant Improvements"

By taking a robust and transparent approach to sharing KPI data and best practice, a regional e-rostering group successfully identified areas where they could increase efficiency, implement shared standards and develop a region-wide sustainable workforce.

The South Yorkshire and Bassetlaw integrated care system (ICS) e-rostering group comprises lead officers from eight NHS foundation trusts.

Every month they share data on a range of metrics including roster lead times, unused hours, unavailability percentages and temporary staffing use. They have recently extended this to include individual efficiency priorities such as reducing carried-over leave.

Trusts that are performing well present masterclasses, sharing knowledge so practices can be adopted by the other organisations.

The main challenge in aligning the work of the group is that each trust has different policies and processes, and different resources assigned to e-rostering.

They have tackled this in several ways:

- The project was elevated to a formal workstream within the South Yorkshire and Bassetlaw ICS.

- A dashboard was established with NHS Professionals to enable the integration of systems and processes.

- A chair and deputy chair were appointed to represent the group at wider meetings.

As a result, the group has seen some significant improvements across the region.

Sheffield Health and Social Care reduced unused hours by 67 per cent, and Barnsley reduced overtime by 57 per cent.

The average roster approval lead time increased by six days from 27.26 days in April 2018 to 33.29 days in June 2019.

Aimee Hatchman, HR systems and workforce information manager, commented:

"We've developed a quarterly action plan template to track efficiencies, share risks and issues, and feedback to the HR director group. It's been reported that £90,000 has been saved."

Opportunities for efficiency for current rostered staff totals approximately £6,750,000. The group predicts that if all staff in the region were rostered, this would increase by a further £8m.

The key element of the group's success has been the sharing of knowledge and data. This has enabled trusts to benchmark themselves against other organisations and pooled a mixture of experience and skills, which has supported trusts to progress e-rostering agendas.

This has led to the group building a more sustainable workforce across the region as well as developing shared standards and consistency linking to the national retention agenda.

Going forward, the group intends to use the masterclass format to support trusts in reaching level one of The Levels of Attainment and increase the focus on efficiency, so trusts are supported to make the savings described.

The South Yorkshire and Bassetlaw integrated care system (ICS) e-rostering group accepting their Allocate Award