



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Email: foi@wwl.nhs.uk

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Ref: FOI/2024/10191

Date Received: 10th October 2024

Response Due: 7th November 2024

Date: 28th October 2024

Dear Sir/Madam

With reference to your request for information received on 10th October 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. I have had a look through the annual reports and some of the data on engagement from the staff surveys, but I was just wondering if you have a contact, any resources or just a general overview with regards to employee engagement strategies that have worked for your organisation. I am particularly interested in engagement in non-networked / deskless employees as this is something we are hoping to look into and improve on in the future.**

As a general overview, the staff engagement strategy sits within the Trusts Staff Experience Department and is being implemented mainly through the work of our Organisational Development (OD) team. There are a number of different ways of how we engage with our staff at WWL. We regularly communicate with staff through our Trust-wide forums, such as the All-Staff Team Briefs or Leaders' Forums, which provide great opportunity to update staff on new initiatives and to also give staff the floor to present and share any good practice with colleagues.

One of the main routes of amplifying and engaging our staff is through the NHS National Staff Survey and Quarterly Pulse Surveys which allow us to understand our staff's experience in our organisation aligned with the NHS People Promises. We regularly dedicate time to communicate with staff through various comms channels when we launch the surveys and make sure to follow up with the results and how we are going to use them to improve staff experience for all. There is also continuous stakeholder engagement throughout the year with our divisional leadership teams to support them in planning and implementing local engagement solutions on the back of the survey results.

We have also developed a stepped model of OD support for individuals and teams which incorporates a self-service OD toolkit for staff to explore tools to engage with their teams, a structured 6-month teams

programme to support teams to improve team culture and engagement, as well as bespoke OD work for those teams who may have more complex needs, and which would benefit from more input from our OD team. Since introducing this model, we have been able to provide support to more staff than ever and to empower them to locally influence engagement by trying out different tools which work for them. Additionally, we run a staff engagement associate network which is open to all staff with interest in staff engagement and being an advocate in their area of work. The associates have been an integral part in cascading engagement initiatives and feeding back on good practice which facilitates shared learning.

Our three staff inclusion networks (LGBTQIA+, For all minority ethnicities, Disability and Long-term health conditions) are another important element of our strategy to ensure that we amplify the voices of those who may not always have the same experience as those that do not face barriers due to protected characteristics. We engage frequently with the networks to listen and learn from their lived experience and sense check any new staff engagement projects to make sure whatever we produce will feel inclusive for all.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait
Chief People Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111