

## LISA BAKER, HR MANAGER & ANGELA ANYANWU, HR ADVISOR

East London NHS Foundation Trust

Current Progress			Aim		What are we testing?	
Messure Total Number of Working Days from Start - Finish Implemented new documents and offered two hearing dates at case number 108			By December 2015 increase the number of disciplinary cases which are concluded in 115 days or less to 80%		<ul> <li>Reduced preliminary report to a one page document</li> <li>New 3-way meeting between Commissioning Manager, line manager &amp; HR</li> <li>New IO rota used to pair experienced and non-experienced IO's together</li> <li>New guidance pack for line managers, IO's, Commissioning Manager &amp; panel members</li> <li>New investigation planner tool</li> <li>Offer of two disciplinary hearing dates at the outset</li> <li>New disciplinary policy</li> </ul>	
Why is this important to service users and carers?				Outcome measures		
There are huge implications when disciplinary investigations aren't concluded in a timely manner:   Breach of disciplinary policy could lead to an appeal and case going to an ET  Increased suspension costs and cost of agency/bank to cover role.  Impact on the person being investigated – increased stress, as well as impact on the employee's colleagues and the team or service they work within.  Also means delays in referring cases to professional bodies i.e. NMC  All of the above implications are likely to have a negative impact on the care that service users receive  Driver diagram				<ul> <li>We measured the length of time it took to complete the disciplinary process. We looked at this data over a 12 month period prior to commencing this project to establish how long this took on average</li> <li>We then broke the process down into 6 separate stages i.e. the date HR were informed of the allegations to the date that IO's were appointed (Stage 1), the date IO's were appointed to the date when they submitted their final report (Stage 2) and so on. We measured the length of time taken at each stage to identify which stage took the longest to complete and why this was etc.</li> <li>We measured how long the new preliminary report (one page document) took to complete and compared this to how long it used to take to establish if this new, shorter document has led to an improvement.</li> <li>We also measured the length of time it took to hold a disciplinary hearing following the process change of offering two hearing dates in the hearing invite letter to establish if this</li> </ul>		
АІМ	Preliminary and	Revise IO Training and d     Create e-learning modul     Create e-learning modul     Create e-learning modul     Schedule 2 dates for hea     Delivery	Revise IO Training and deliver jointly with Union Rep Create e-learning modules to supplement IO training Run Trustwide training bi-monthly as a refresher for new IO's. Schedule 2 dates for hearing upon appointment of IO's. Use investigators rots and pair experienced and non-experianced IO's. Reduce prelim report to a one page report with a 3-way meeting:		new, shorter document has led to an improvement.	
December 2015 increase the number of disciplinary cases which are concluded in 115 days or less to 80%.	stage of the investigation. Investigation process from start to end. Decision making. Financial Viability	ne Manager ne Manager Provide Disciplinary guid Eport examples inary protocol gr (port support of commitment eration of report specent bisheet der report ton guidance eration of report ing under the special support of commitment eration of report ing under the special of commitment eration of report ing under the special of the special support of commitment eration of report ing under the special of the special of the special support of the special support	Anno pack including example of interview questions. principles of a good report. date tool to be submitted to Com Mgr/HR 2 weekly. at tool a reeded for ID to complete investigation and release ID reveek). IF/Com Mgr. alloway point (D5/30days) for prelim check. Settings at the investigation planning stage. Uf it nown. where from outset and on a regular basis. after report submitted to consider action needed. act containing key information including sanction preparation for hearings. th JD's and HB. dental 2 dates hearing offering at outset. within 5 days. Jets to justfy why witnesses ar called.	•Constraints of the •The disciplinary p •Underestimated •Important to pick •Importance of re •Importance of w	hole team completing tasks and allocating tasks on a regular basis luce the time someone has to complete a part of the disciplinary process and mplete it quicker	