Remit Committee: PODC ×

Clear ×

Action No.	Origin	Report	Report Assu...	Exec Lead	Date added	Original Imp...	Current Imp...	Recommendation	Management Action Agreed	Remit Co...	Managemen...	Quarterly Progress Report	Financial Year	Priority	Implementa...	Open/Private?
673	Internal Audit	Workforce - Mental Health Support	Reasonable assurance	Director P...	16/12/2025	30/06/2026	30/09/2026	Managing Attendance at Work (MAAW) Staff training We tested a sample of mental health-related sickness absence episodes. We considered if line managers, who conducted the Return to Work (RTW) meetings, had completed the Managing Attendance at Work (MAAW) training. We note: • 9/14 responders were either unaware of the training or had not undertaken the training. • 4/14 line managers had not undertaken MAAW training in the last 3 years, which is longer than the recommended time. • No response was received from six line managers within the sample. People and OD recommend that MAAW training is completed every three years. While we understand that a refresher course is recommended, it is not mandatory. The team is awaiting the release of an e-learning module for MAAW, which will become a mandatory requirement for line managers.	Management will ensure the delivery of learning and development on the Managing Attendance at Work (MAAW) Policy for individuals with line management responsibilities. Once the e-learning is available, the MAAW course will be incorporated into the organisation's induction guidance, as well as updated within relevant policies and procedures (noted that the Policy and e-learning are both developed and agreed at an All-Wales level).	PODC	Jenny Ansell (POD Operations Service Manager)	July 2026 Update: Request extension to 31 October 2026. The MAAW e-learning module will be assigned to the ESR training competency profile of all People Managers in Public Health Wales, and this exercise is due to be completed by 30 September 2026. Reference to the e-learning module will then be incorporated into induction guidance and added to other relevant information pages for staff and managers. There will be a three year renewal period on the training, i.e. training will need to be repeated every 3 years. The People and OD team will also continue to deliver one session a month online for those managers who wish to engage in the learning in a different way. RAG would be green once the requested extension is approved, but would be amber until it is approved. March 2026 Update: The e-learning module that was shared with PHW was for quality assurance checking. This has now been done and was returned to NWSSP in February. We are currently awaiting confirmation of a go-live date. POD continue to deliver the MAAW training internally. RAG = Amber (potential delays due to release of the module not yet confirmed. POD will continue to deliver until e-learning module is available)	2025/26	Medium	Red	Open
674	Internal Audit	Workforce - Mental Health Support	Reasonable assurance	Director P...	16/12/2025	30/06/2026	31/10/2026	We reviewed a sample of 20 mental health-related sickness absence episodes which identified gaps in compliance with the Managing Attendance at Work policy: • Late recording: Four sickness episodes were entered on ESR between 23 and 140 days after absence began. • Missing or incomplete documentation: Two samples lacked supporting documents; five self-certification forms were missing or incomplete; one case had no RTW or self-certification forms. • Form Errors: Discrepancies between ESR and RTW/self-certification dates; unsigned or undated forms; one RTW form had an incorrect historical sign-off date. • GP Fitness Notes: Four samples missing notes; one sample had three notes without the staff member's name.	Management will ensure line managers undertake the MAAW training and strengthen compliance with the application of the MAAW policy by ensuring: • Communication to managers on the importance of appropriate certification for sickness absences. • Timely recording of sickness absence episodes on ESR. • RTW interviews conducted promptly. • Adequate completion and storage of related documentation. • Provision of regular training and refresher sessions for line managers.	PODC	Jenny Ansell (POD Operations Service Manager)	July 2026 Update: Request extension to 31 October 2026. More regular communications planned to managers to remind them of the importance of appropriate certification and timely recording of absences. Review of rolling 12 months absence on ESR shows 55.68% of sickness absence was added to ESR within 7 days of absence being reported. 60.56% of closed sickness absences have recorded a return to work date. Health Roster is used to record sickness instead of ESR for the areas where rostering is rolled out so there would be a delay with this information being added to ESR for those areas. Data to be reviewed again in October to identify if there has been any further improvement. Sickness documentation is now stored in staff files on SharePoint. Training is provided monthly online, and will shortly be available on ESR. RAG would be green once the requested extension is approved, but would be amber until it is approved. March 2026: Comms has been shared with the Communciation team and is planned to go out in the Managers News in April. RAG = Green	2025/26	Medium	Red	Open

Count 2