

Workforce planning hub ~ your questions answered

Section 1 – about the hub

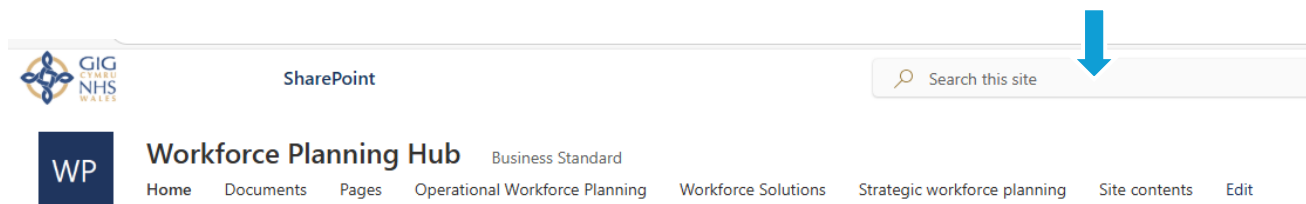
1. What is the hub all about?

The hub is a place for NHS Wales staff to find information and resources to support workforce planning activities. HEIW continues to develop workforce intelligence and supporting resources and guidance and new resources will be continually added to the hub.

2. How do I find what I'm looking for?

There are two ways you can search for resources.

a. You can search the hub by typing in a key word into the search at the top of the page.



b. You can search the HEIW workforce planning library*

Click the link on the link

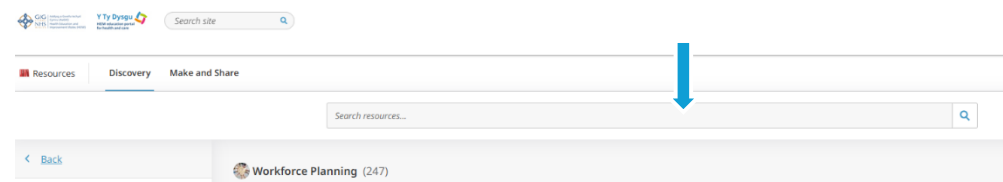


sign in



The screenshot shows the sign-in page for Y Ty Dysgu. It includes a 'Sign in' header, a 'New user? Sign up' link, a welcome message, and fields for 'Username' and 'Password'. There is a 'Sign in' button and a 'Sign in with your NHS Wales account' link at the bottom.

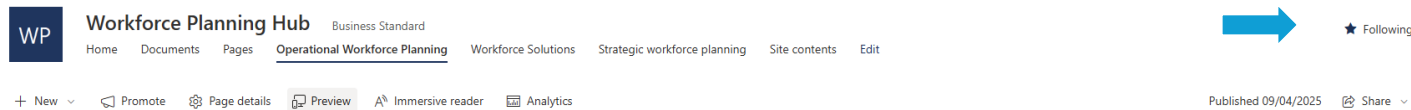
type in a key word(s) into the 'search resources' box.



*The HEIW workforce planning library is housed on Y Ty Dysgu, registration guidance [here](#)

3. Can I get updates?

You can get notifications by 'following' the page or pages you want to see updates from



4. Can I use the resources and templates in my own organisation.

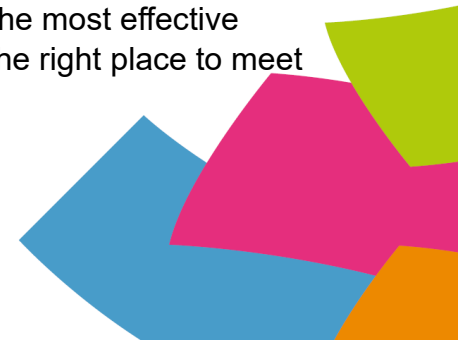
The resources have been developed and sourced by HEIW and are free to use within NHS Wales. Whilst the guidance is the same across NHS Wales, each organisation will have its own planning processes. It's recommended that you check with your Workforce Business Partner or Workforce Planning Lead before using any of the templates. The hub has links to your own organisation's workforce planning pages to help you.

Section 2 – workforce planning questions

1 – What is workforce planning and why do I need to do it?

Workforce planning is simply a process. It is made up of a few activities which help you understand demand for your workforce and what skills are needed to meet your patient needs. Then to create a plan to meet those demands.

It doesn't need to be complicated and can be adapted to suit the workforce problem you are trying to solve. For example, you may need to develop a recruitment plan or a staff development plan for a service change. For managers, it can be one of the most effective activities you undertake in managing your service and to ensure you have the right staff, with the right skills, in the right place to meet your patient need.



2 – Do you have any examples?

The resources are bundled together around common types of workforce planning. Examples have been included alongside resources for each of the bundles. These bundles are based on operational workforce planning, workforce solutions and strategic workforce planning.

To help you navigate around the hub, the bundles are explained below: -

Operational workforce planning

This bundle includes things to help with day-to-day operational planning, including examples, guidance and FAQs.

There are resources to help with things like resource planning, staff retention and wellbeing alongside data and analytics to help you. For example, a dashboard on the labour market can support your understanding about local workforce availability and inform your recruitment planning. There is also research about local labour market from the library.

There are links to training and development, such as workforce planning for the Welsh Language (to help you plan for the Welsh language skills levels you need to meet your local population health needs) and CPD opportunities to boost your skills and knowledge. There are also links to NHS Wales organisations workforce planning pages alongside the NHS Wales retention and wellbeing hubs and service improvement.

What might be involved in operational workforce planning?

Operational planning is usually short-term planning, typically up to 12 months and likely focussed on the availability of workforce to meet current demand.

Examples include: - managing rota's, planning jobs, planning for absence, student training and supervision, staff development, recruitment, retention and wellbeing.

This type of planning tends to be team or department based and is usually undertaken by a line or service manager.



Workforce solutions

This bundle has resources to help with a more targeted approach, including guidance and examples to support you to develop workable solutions for your service.

There are resources to help with things like pathway workforce planning, regional and system wide workforce planning, planning for new roles and examples of workforce models to help you build the roles and skills you need. There is a link to the NHS Wales Data and Analytics Portal for workforce and labour market information.

There are links to training and development, such as an Introduction to Workforce Planning and CPD opportunities to assess and develop your skills, including masterclasses. There are also links to key guidance documents, including the Professional Framework for Enhanced, Advanced and Consultant Clinical Practice, the Delegation Guidelines and Designing and Re-designing Roles.

What might be involved in planning workforce solutions?

This is usually linked to planning for specific challenges related to service change and transformation.

Examples include: - collaborating with stakeholders on system wide or regional planning, introducing new ways of working, planning to introduce new roles or workforce development for advanced or enhanced practice.

This type of planning tends to be wider than a team and may even include multiprofessional planning. One example of this type of planning is the [NHS Wales Endoscopy Programme](#).



Strategic workforce planning

This bundle has resources to help with medium and longer-term workforce planning. Including examples and guidance to support larger or more complex workforce plans.

There are resources to help with strategic workforce planning including a toolkit and guidance, alongside links to the NHS Wales workforce plans, workforce strategy documents and the Data and Analytics Portal.

There are links to training and development, such as the Introduction to Workforce Planning alongside CPD opportunities through workforce planning masterclasses and leadership development through Gwella. There are also links to the HEIW Workforce Observatory and to workforce research providing an overview of Census data, workforce trends and future workforce changes.

What could strategic workforce planning involve?

This is usually medium or longer-term planning. It may often be based on a vision that incorporates multiple or single workforce considerations.

Examples include: - whole organisation, whole service, regional or national plans that set out longer term actions.

This type of planning is usually a large and complex undertaking, which needs multiple stakeholder inputs and may often take 12 months or more to develop. Examples include [NHS Wales Strategic Plans](#)

