

Integration Joint Board

Date of Meeting: 16 September 2020

Title of Report: Argyll & Bute Culture Survey Update

Presented by: Joanna Macdonald

The IJB is asked to:

- Welcome the progress of the Argyll & Bute Culture 100 day plan
- Note the establishment of Argyll & Bute Culture Group

1. EXECUTIVE SUMMARY

NHS Highland published the results of the Argyll & Bute Culture Survey on 15 May 2020. This survey was carried out as part of a recommendation from the Sturrock Review and as such was directed at NHS Highland staff in Argyll and Bute.

Following its publication on the 15 May and presentation to a public meeting of the Argyll & Bute Integration Joint Board on the 27 May we immediately put in place an initial 100 day action plan to address the key findings with subsequent actions identified alongside staffside representation.

NHS Highland and Argyll and Bute Health and Social Care Partnership have offered a sincere apology to colleagues who indicated in the Culture Survey that they experienced bullying and harassment.

Each subsequent IJB has included a Culture Update from NHS Highland and Argyll & Bute's progress on the delivery of the 100 day plan.

It is acknowledged that change will take time and the participation of staff is key to this.

INTRODUCTION

Communication, delivery, empathy and appropriate action have been identified as key actions in building relationships and trust with an integrated staff group. Argyll & Bute HSCP seek to work with its partners to ensure we are meeting our commitments to staff building a strong partnership across a wide geographic area.

DETAIL OF REPORT

3.1 As part of this Plan NHS Highland Board:

- appointed an external culture advisor to review recruitment processes.
- launched an independent 'Speak Up', Guardian Service which offers a 24/7 service for staff to independently discuss concerns.
- appointed independent review panel members as part of the NHS Highland Healing Process.

Locally in Argyll & Bute we:

- invited staff volunteers to join the Argyll and Bute Culture Group to help improve the culture within the organisation. (over 30 staff volunteered with the first meeting on 1 Sept co-chaired by the Deputy Chief Officer and Staffside Rep).
- The Culture Group will provide the staff drive and representation for future culture development.
- have had over 200 staff attending our virtual training in Courageous Conversations.
- are holding twice weekly virtual staff check in sessions with the Chief Officer to provide an opportunity for staff to ask questions and provide feedback.
- identified staff Wellbeing Champions to help communicate key messages about wellbeing and psychological support.
- Communicate weekly about Culture and wellbeing
- Weekly Communication from the Chief Officer
- Delivered the 100 day plan with the exception of confidential contact officers

2. RELEVANT DATA AND INDICATORS

Argyll & Bute Culture Survey 15 May 2020

3. CONTRIBUTION TO STRATEGIC PRIORITIES

The Culture of the organisation doesn't just address the need to change behaviours but informs our attitudes in the delivery of our services and our ability to transform.

4. GOVERNANCE IMPLICATIONS

6.1 Financial Impact

None for this paper

4.2 Staff Governance

Review of NHS Highland policies and roll out of Once for Scotland policies

4.3 Clinical Governance

None for this paper

5. PROFESSIONAL ADVISORY

None for this paper

6. EQUALITY & DIVERSITY IMPLICATIONS

Seeks to embed good staff governance and support equality of treatment and opportunity for all staff.

7. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

None for this paper

8. RISK ASSESSMENT

Ensuring Argyll & Bute Health and Social Care Partnership is a positive place to work will support recruitment and retention of staff.

9. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

Culture Group staff are invited to take joint ownership of the virtual tea breaks supporting the chief officer and senior staff in creating a forum for all staff.

10. CONCLUSIONS

This paper outlines the basis for the creation of the Argyll & Bute Culture Group noting the 30 staff who have volunteered to support this and act as ambassadors across the partnership. The Culture Group has good representation from across the disciplines and provides a positive forum for enabling change in partnership.

11. DIRECTIONS

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| Directions required to Council, NHS Board or both. | Directions to: | tick |
| | No Directions required | x |
| | Argyll & Bute Council | |
| | NHS Highland Health Board | |
| | Argyll & Bute Council and NHS Highland Health Board | |

REPORT AUTHOR AND CONTACT

Author Name: Charlotte Craig
Email: charlotte.craig@argyll-bute.gov.uk