

Item: 5

Orkney Health and Care Committee: 29 March 2018.

Orkney Health and Care Staff Survey.

Report by Chief Officer/Executive Director, Orkney Health and Care.

1. Purpose of Report

To advise on the results following the recent Orkney Health and Care Council Staff Survey and present the subsequent action plan.

2. Recommendations

The Committee is invited to note:

2.1.

That, as a result of concerns raised regarding cultures within the Council's care services, a survey of Council Orkney Health and Care staff was undertaken during November 2017.

2.2.

The results from the staff survey, attached as Appendix 1 to this report.

2.3.

The key themes arising from the staff survey, as outlined in section 5.2 of this report.

2.4.

The action plan, attached as Appendix 2 to this report, developed in order to address the key themes arising from the staff survey.

3. Policy Aspects

This report is focussed on supporting staff in their work roles and as such it does not link directly to Council policy, rather it underpins delivery of all Council policy areas.

4. Background

4.1.

Questions were raised in late 2017 about the culture within some of the Council's care services and the experiences of the workforce. As part of a process of seeking to better understand the issues that were presented Orkney Health and Care worked alongside Human Resources to create an Orkney Health and Care Council staff survey. The survey was live for the duration of November 2017.

4.2.

Following the closing date of the survey, senior managers from Orkney Health and Care along with senior staff in Human Resources analysed the findings. In addition to this, where staff raised specific queries about individual cases, complaint or issues, these were looked into.

4.3.

On the week commencing 18 December 2017, the results of the staff survey were circulated to staff. The feedback from the staff survey is attached as Appendix 1 to this report.

4.4.

The Orcadian ran the results of the survey in the edition between Christmas and New Year.

5. Staff Survey Findings

5.1.

Analysis of the results highlighted the following:

- 84% responded positively when asked if their line manager is approachable and available.
- 89% responded positively when asked if they were treated with dignity and respect by their co-workers.
- 83% responded positively when asked if they were treated with dignity and respect by their unit lead / registered manager / operational manager.
- Around two thirds of the people who responded to the survey opted not to identify themselves.

5.2.

Following the results, key themes were identified as follows:

- Staff would like to see more of the Senior Management Team.
- Making sure the process for shift allocations and shift swaps are fair particularly for short notice cover.
- Encourage all staff opinions to be equally heard and valued so that teams work together and all members feel included.
- Staff would like identified opportunity for discussion of issues to do with workplace culture such as a staff forum or similar.
- Training on use of Council policies to be refreshed.
- Supervision to routinely be offered and include prompts for issues of bullying, harassment and discrimination, to encourage issues to be identified and talked about.

- More communication within and across services so staff feel informed, involved and included.

6. Action Plan

6.1.

An action plan, to address the key themes outlined at section 5.2 above, has been developed, and is attached as Appendix 2 to this report.

6.2.

The Chief Officer hosted the first “Meet the Chief Officer” session on 31 January 2018 at St Peter’s House and invites were sent out to all Council Orkney Health and Care Staff. The next scheduled “Meet the Chief Officer” session will be redesigned as a “Meet the Heads of Service” session, in light of the departure of the current Chief Officer, and is scheduled for 25 April 2018. Meet the Chief Officer sessions will resume in July. Future sessions will be opened to both Council and NHS Orkney, Orkney Health and Care staff.

6.3.

The first Orkney Health and Care newsletter was distributed to staff on 9 February 2018. The feedback received from this has been very positive and the next newsletter will include services from NHS Orkney, Orkney Health and Care.

6.4.

There will be a meeting of the Extended Management Team of the Orkney Health and Care services on 27 March 2018 at which the survey results will be considered and the details of additional training and the proposed staff forum will be discussed.

7. Human Resource Implications

7.1.

The actions outlined in this report are focussed on supporting the workforce and promoting a positive culture in the workplace. A detailed action plan has been created to follow up on the issues raised, and this is now being implemented.

7.2

It is worth noting that a Council wide staff survey covering a number of the areas of workplace culture included in this survey is currently running and the results of that will be available by May 2018. This will be useful to indicate where the Orkney Health and Care results sit in comparison to other Council services.

8. Financial Implications

There are no financial implications directly arising from this report.

9. Legal Aspects

There are no legal implications directly arising from this report.

10. Contact Officers

Caroline Sinclair, Chief Officer / Executive Director, extension 2601, Email caroline.sinclair@orkney.gov.uk.

Scott Hunter, Head of Children and Families, Criminal Justice and Chief Social Work Officer, extension 2601, Email scott.hunter@orkney.gov.uk.

John Trainor, Head of Health and Community Care, extension 2601, Email john.trainor@nhs.net.

11. Appendices

Appendix 1: Orkney Health and Care Staff Survey Results.

Appendix 2: Orkney Health and Care Staff Survey Action Plan.