

Staff Survey Action Plan

Report to: Board
Date: 26 June 2015
Report by: Janice Gibson, Head of Organisational Development
Report No: B-16-2015
Agenda Item: 17

PURPOSE OF REPORT

To advise members of the actions taken in response to the Staff Survey results and the next steps to address and progress the action plan.

RECOMMENDATIONS

That the Board:

1. Notes the progress outlined in this report in relation to the staff survey and the next steps to implement the action plan.

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| Version: 2.0 | Status: <i>Final</i> | Date: 24/06/2015 |
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Version Control and Consultation Recording Form

| Version | Consultation | Manager | Brief Description of Changes | Date |
|--|--|------------------------------|--|------|
| | Senior Management | | | |
| | Legal Services | | | |
| | Resources Directorate | | | |
| | Committee Consultation (where appropriate) | | | |
| | Partnership Forum Consultation (where appropriate) | | | |
| Equality Impact Assessment | | | | |
| To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval. | | | | |
| Policy Title: | | | | |
| Date of Initial Assessment: | | | | |
| EIA Carried Out | | YES <input type="checkbox"/> | NO <input checked="" type="checkbox"/> | |
| If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy. | | | | |
| If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required. | | Name: Position: | | |
| Authorised by Director | Name: Gordon Weir | Date: 24/6/15 | | |

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1.0 BACKGROUND

- 1.1** The Care Inspectorate carried out an all staff survey during September and October 2014. The survey was jointly commissioned by the Executive Team and Partnership Forum with a commitment to work jointly on the survey outcomes.
- 1.2** Following the results received in December 2014, 17 face to face sessions were held across the country during February and April 2015 to present the findings and engage employees in providing ideas, comments and thoughts on how we can work together to improve the organisation and address the issues in the survey.
- 1.3** The sessions were delivered jointly by members of the Executive Team and Partnership Forum. A note of each staff session was recorded and the information from all staff events collated and developed into the attached action plan.
- 1.4** Engagement and ownership of the action plan is key to its success and the attached plan, while in draft, has had robust consultation with employees, Partnership Forum and the Executive Team. The Partnership Forum met on 22 June 2015 and agreed that the action plan got to the heart of addressing the issues that were identified for improvement in the survey results.
- 1.5** The draft action plan attached is currently being reformatted into a more engaging document that will focus on outlining the actions that have already been addressed since the survey, the actions already progressing and future actions that are planned. An Executive Team and Partnership Forum sponsor has also been identified to champion each theme visibly.

2.0 NEXT STEPS

- 2.1** There is clear commitment from the Partnership Forum and Executive Team to progress and implement the actions within the plan quickly. The Chief Executive is also leading strongly from the front to make sure that all employees at all levels are engaged and can participate and be involved in delivering some of the solutions.
- 2.2** The next steps are therefore to:
- Send a clear joint Partnership Forum staff survey action plan communication to the whole workforce in early July 2015
 - Executive Team and Partnership Forum will then jointly monitor the progress against actions in the plan on a quarterly basis
 - Consideration will be given later in the financial year to whether we conduct a sample of the workforce to test if improvements are making an impact

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3.0 RESOURCE IMPLICATIONS

3.1 Any resource implications as a result of implementing the staff survey action plan will be met from existing budgets. Anything that arises that requires extra resources will be submitted to resources committee for approval.

4.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

4.1 A well supported workforce with positive morale will be good advocates for the Care inspectorate and all that we deliver. It is important that we address any internal issues getting in the way of delivery to enable and empower our workforce to focus on their commitment to improving the standard of care for those who need it most.

5.0 CONCLUSION

5.1 This report has set out a brief summary of the progress made since the staff survey results were received in December 2015. It outlines an inclusive approach to setting out clear actions to address the issues raised by the workforce and how this on-going commitment will be continued through close monitoring of progress. It also highlights that the spirit of Partnership Working is strong and will continue to as we support the improvements required.

LIST OF APPENDICES

Appendix 1 - Draft Staff Survey Action Plan