

 manx care Kiarail Vannin	SUMMARY REPORT	Meeting Date:	25 May 2021
		Enclosure Number:	11

Meeting:	Manx Care Board		
Report Title:	Workforce & Culture Update		
Authors:	Louise Quayle		
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Other meetings presented to or previously agreed at:	Committee	Date Reviewed	Key Points/ Recommendation from that Committee
	People Committee	10 th May 2021	Year 1 priorities agreed

Summary of key points in report

The Workforce & Culture Development Programme year 1 detailed plan and years 2-5 high level plan is now in final draft form. It has been issued to both the Health & Care Transformation Programme and the People Committee for review and sign off.

The latest TPMO summary report for this project is attached; this provides details of task tracking, risks, mitigations and current overall project RAG status. The People Committee will receive this summary report monthly as part of the programme governance.

It is important to acknowledge that this plan will be flexed to some degree during the fact finding stages of the project in order for priorities to be reset based on the needs of the organisation; in agreement with EMC, the Board and the People Committee.

Recent highlights:-

We've all been listening

The team are currently preparing a communication to be issued Manx Care-wide to provide a summary of the recent Have Your Say survey results and an acknowledgment of participation in the recent listening events, confirming that action plans are now being developed. The communication will also provide details of the next survey to encourage and promote completion.

The team have gathered over 300 comments as a result of the recent 'Let Us Listen' sessions, emails to the wecare@gov.im inbox and from talking directly with staff. Those comments have been reviewed and consolidated into themes and actions. An action plan is in final draft and will be incorporated into a report on the findings of the listening events. A communication to colleagues will be drafted to ensure that there is a follow-up and a 'thank you' to everyone who has contributed. This report will be issued to the People Committee in the first instance.

Manx Care Induction

The launch of the new Manx Care Induction has been delayed slightly due to availability of key personnel. The first induction is scheduled for 21st June. Additional induction sessions will be scheduled in June/July to capture the 150 staff who have commenced in post in DHSC/Manx Care over the past 12 months.

A staff handbook is in final draft and has been issued to colleagues across the organisation to seek feedback on the content.

Staff Stories

Work is ongoing to identify colleagues from a variety of care groups and roles in order to create a suite of staff stories which will be communicated in different way across Manx Care. The team will work with the Head of Communications with regard to promoting the stories.

Cultural Assessments – Care Group level

Approval was sought at the recent People Committee to bring forward some of the activities within the project plan as a result of some immediate concerns. A programme of work to undertake a cultural assessment within one particular Care Group will commence on 17 May and a further similar set of activities within another Care Group from July. This work includes drop-in sessions for colleagues, 1:1 sessions and a local level survey.

Engaging in this piece of work at an earlier stage in the programme will be beneficial in seeking to establish a baseline for those care groups which have been identified as requiring some immediate support. It will also provide further opportunity for colleagues to be listened to and heard with a view to developing local action plans. The People Committee will be updated as to the progress of this work over the next two months.

By bringing forward this work earlier within the plan, it is expected that this will have an impact on one work stream - the development of appraisals for Manx Care staff. During the initial ground work to progress the MPTC appraisal documentation review the team have uncovered some issues which require unpicking in order to implement a new appraisal system effectively and once, rather than revisiting to make further changes. The team have been working closely with Lyz Howard and following consultation with Lyz, it is proposed that some further research is undertaken in an attempt to resolve those issues, alongside continuing with the pilot Lyz is facilitating with a view to rolling out the new process in the Autumn.

Project Risks

A risk register for the Workforce & Culture Development Programme is currently being developed.

In the meantime, we are able to report that the following high-level risks have been identified:-

1. Availability of key stakeholders in Manx Care
2. COVID restrictions – restricts ability to utilise sites for sessions and to “drop in”
3. A further COVID lockdown
4. Competing priorities – some deliverables may need to be reprioritised and delayed until year 2 if, during the fact-finding work, some immediate action is required which has not been factored into the current plan
5. Requirement for any specialist skills/advice on particular aspects of the programme
6. Funding available to support staff engagement, reward/recognition suggestions, wellbeing initiatives
7. Approved DPIA – currently pending feedback on queries

Early positive interactions

- The Project Lead has provided a number of presentations since April re the project foundations, scope and year 1 plan. They have been held across all Care Groups– the engagement has been fantastic, the enthusiasm and the ideas which have been generated are inspirational. Individual follow-ups are taking place over the coming weeks along with further presentations at team meetings to discuss the programme with a wider audience.
- The team have followed-up on a number of comments/issues raised at the listening events and have been able to achieve some early ‘quick wins’ for colleagues - e.g. signposting a number of queries relating to specific job role concerns, Manx Care structure queries, email distribution lists, communications, office accommodation issues and access to white goods appliances.
- Recognising the importance of culture – one of the Care Groups will be recommending that they re-title and re-draft the ToR for their governance group to create a ‘Culture & Governance Group’ with positive culture embedded into this forum.

- The Project Lead was delighted to be asked to Guest Blog on 4th May 2021 – this resulted in over 40 emails of interest in the project, ideas/suggestions from colleagues and requests for attendance at particular forums/team briefings/1:1's.

Recommendation for the Board/ to consider:

Consider for Action Approval Assurance Information

The Board is invited to ACCEPT the assurance provided by the report.

Is this report relevant to compliance with any key standards? YES OR NO		State specific standard
IG Governance Toolkit	YES	Information governance to be included as part of induction
Others (pls specify)		
Impacts and Implications?	YES or NO	If yes, what impact or implication
Patient Safety and Experience	YES	Duty of candour training will provide transparency for patients and service users
Financial (revenue & capital)	NO	The OD programme is fully funded (pending confirmation from TPMO re year 1 budget)
OD/Workforce including H&S	YES	Essential aspect of Workforce and OD strategy
Equality, Diversity & Inclusion	YES	EDI will form part of the induction and listening events will provide opportunities to hear from all members of the workforce. EDI requirements will be considered as part of the planning for all aspect of the OD programme
Legal	YES	Equality legislation must adhered to throughout the programme