



## **'IDENTIFYING OUR CULTURE'**

### **January 2015**

The HSCI OD Work stream members considered the impact of culture on the values, behaviours and performance of organisations in December 2014. Members agreed that further work was required to understand the impact of culture and the different organisational cultures involved across NHS, Council, Third and Independent Sector organisations involved with Integration.

### **February – June 2015**

Requirements - Externally provided cultural diagnostic process and consultancy support with follow up action planning at team and organisational levels, and support for the development of internal culture facilitators for future sustainability was required. Procurement of this work carried out – 3 submissions received. Review panel established (NHS & D&G Council) the proposed company to carry out this work would demonstrate sustainability and longevity encompassing outcomes originally identified in the D&G OD Plan (2013).

### **July 2015**

Final decision taken by HSCI OD Work stream leads to commission Human Synergistics (HSUK) to undertake this piece of work from 2015 – 2018 inclusive and approved by Chief Officer.

### **August 2015**

Time plan agreed with HSUK and OD Work stream leads. Six members of staff were identified to complete accredited training programme to use the profiling tool training required (NHS, Social Services, 3<sup>rd</sup> Sector and Independent sector), ensuring internal resources for the whole of Dumfries & Galloway Adult services. Current and 'ideal' Culture identified through a series of questionnaires, electronic and hard copies.

- 2490 questionnaires were issued to establish current culture – 1392 responded.
- 80 questionnaire were issued to establish 'ideal' culture – 56 responded

This information would inform and identify areas of work which would impact on OD plans across all partners involved.

Project Manager and Director were identified at this point.

### **September 2015**

Information was developed (short power point presentation) and rolled out to the workforce with the ability to adapt for all areas across the care arena. This information was included in the Work force Briefings and HSCI Briefings across D&G.

Numbers were identified and percentage rates established:

- D&G NHS – 1277
- D&G Social Services – 277
- Independent Sector – 775
- Voluntary (3<sup>rd</sup>) Sector – 388
- General Practice – 163
- Independent Opticians, dentists, podiatrists etc. - 100

### **October 2015**

The identified six members of staff completed accredited training. All Heads of Departments, unit managers contacted across NHS and Social Services to introduce this work and to advise of priority required. Voluntary and independent organisations also contacted, using various methods, with this information. Official launch of questionnaires took place with 63 supported sessions taking place across D&G facilitated by NHS for all partners as required. Closing date for completed questionnaires extended until November 2015.

### **November 2015**

Further communication made with all staff regarding importance of questionnaire. Survey closed as agreed by all partners.

### **December 2015**

Questionnaire responses now officially confirmed by HSUK. Already established communication remains ongoing with HSUK and Project Director (weekly meetings).

### **January 2016 – February 2016**

Support sessions established between HSUK and accredited staff. Survey results presented by HSUK to Chief Officer and Project Team and then with OD Works stream Leads

### **March - April 2016**

Accredited staff now in receipt of individual sector results. These results were then presented to HSUK and members of the OD Work stream.

Collective results presented to IJB work shop and communications plan prepared for dissemination of information across Dumfries & Galloway.

### **May 2016**

Communication plan commenced in relation to rolling out the results across the partnership.