

REPORT TO ABERDEENSHIRE INTEGRATION JOINT BOARD – 20 DECEMBER 2017

iMatter Report

1 Recommendation

To inform the Integration Joint Board (IJB) of the positive progress across the Aberdeenshire Health & Social Care Partnership in relation to iMatter.

It is recommended that the IJB: -

- 1.1 Acknowledges the good work undertaken by staff across the IJB to achieve the current excellent response rates and positive progress in relation the development of integrated teams across the Health & Social Care Partnership.**
- 1.2 Notes the very positive responses from staff as to their experience of working within the Partnership.**

2 Risk

2.1 Identified risk:

A low response rate in future years would mean that managers will not have the opportunity to receive their team feedback and mean local action planning using the iMatter tool will be impossible.

How might the content of this report impact or mitigate the known risks:
The content of this report highlights the benefits of using the national tool in integrated team development and will allow the IJB to support its continued use.

3 Background

- 3.1 iMatter is a national staff experience tool commissioned by the Scottish Government and initially rolled out to all NHS employees to replace the staff satisfaction survey. In 2017 Health and Social Care Partnerships across Scotland adopted iMatter for integrated staff. The tool allows teams to work together to improve experiences in the workplace and their day to day work with individuals.
- 3.2 Within Aberdeenshire H&SCP work was undertaken to map the 4050 staff into teams. The iMatter questionnaire was then sent out electronically in



August. Paper copies were also provided to those without work emails. The response rate was 65% - which is very positive in relation to questionnaire responses and demonstrates the commitment of staff and managers to the process.

- 3.3 Managers received their team results in September. Managers then came together with their team to discuss experiences at work, identified what was working well and what three improvements could be made. Overall responses were very positive across all teams, with most teams having very few amber and red responses to individual questions. This means teams can work collectively to make improvements to experiences at work that really matter. Actions plans were then developed in November, which hold managers and teams to account for improvements identified. To date 198 team action plans out of 254 plans have been submitted.
- 3.4 An overall aggregated report is also provided to the Chief Officer showing the common themes across the whole H&SCP along with statistics on return rates. This highlighted a high level of satisfaction.
- 3.5 A follow up survey on Dignity at Work has gone out through iMatter in November. Feedback to the Chief Officer as to results will be received in due course.
- 3.6 The iMatter process will continue annually. Managers can access the system at any time to update their teams.

4 Equalities, Staffing and Financial Implications

- 4.1 Equalities and staffing; all staff members in the H&SCP are included in iMatter and the Dignity at Work questionnaires, which includes questions on equalities and discrimination. All teams have an active role in developing their action plans.
- 4.2 Financial; there are no financial implications in relation to iMatter, though teams may identify actions that may improve their operation.

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