



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board	
Held on	25 September 2024	
Agenda Item	14	
Title	HSCP iMatter 2024	
Summary		
This report outlines the results of the Health and Social Care Partnership 2024 iMatter survey.		
Presented by	Julie Murray, Chief Officer	
Action required		
The Integration Joint Board is asked to:		
<ul style="list-style-type: none"> • note the areas the HSCP have achieved positive feedback from staff • note the actions required for improvement • consider participation in HSCP Bulletin communications to raise awareness of IJB members and their roles. 		
Directions	Implications	
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC	<input type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Workforce <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty	

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

25 September 2024

Report by Chief Officer

EAST RENFREWSHIRE HSCP iMATTER 2024

PURPOSE OF REPORT

1. The purpose of this report is to outline the results of the Health and Social Care Partnership 2024 iMatter survey.

RECOMMENDATION

2. The Integration Joint Board is asked to:
 - Note the areas the HSCP have achieved positive feedback from staff.
 - Note the actions required for improvement.
 - Consider participation in HSCP Bulletin communications to raise awareness of IJB members and their roles.

BACKGROUND

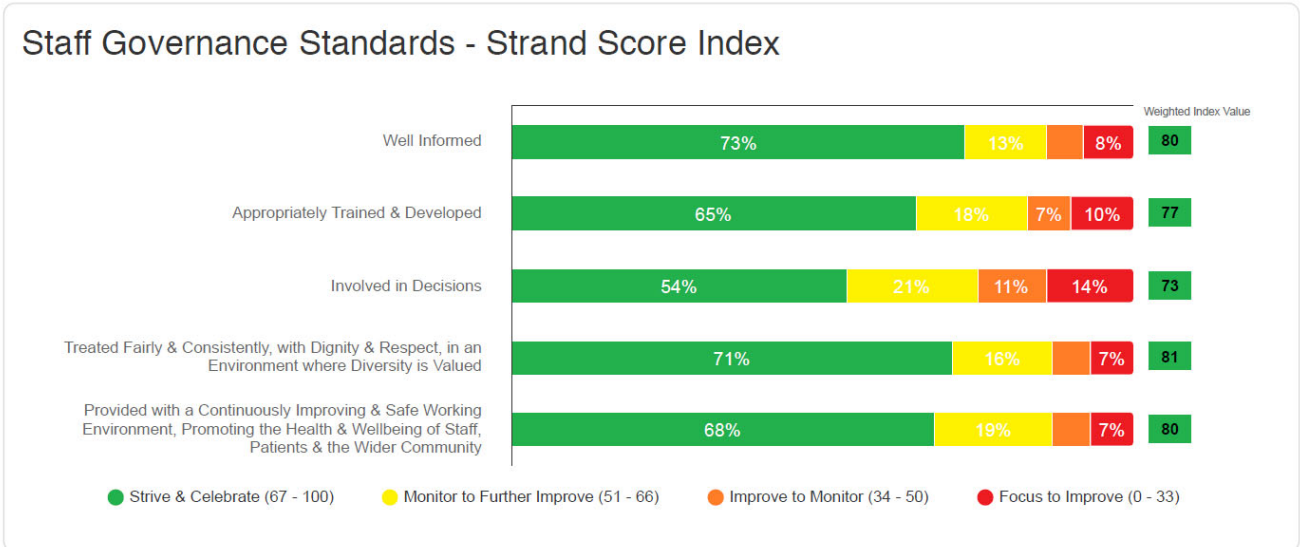
3. The iMatter questionnaire, and importantly the collaborative action planning discussions that follow, provide a platform to share thoughts on staff experiences at work, and drive forward activity where there are opportunities for improvement.
4. The iMatter questionnaire is launched in 3 cohorts, with East Renfrewshire HSCP in the third cohort.
5. Our iMatter survey opened on 28th May 2024 with 1037 staff across 76 teams receiving the survey via email or SMS text message. This is the first year the HSCP has been completely digital in our distribution of the questionnaire.
6. The results of the survey are split into percentages of responses and also by Employee Engagement Indicator (EEI) scores.
7. The Employee Engagement Index is not a percentage. It is presented as a composite score against an EEI maximum value of 100. The EEI is generated from 28 questions relating to staff engagement. Responses are based on a six point Likert scale where:
'Strongly Agree' = 6
'Agree' = 5
'Slightly Agree' = 4
'Slightly Disagree' = 3
'Disagree' = 2
'Strongly Disagree' = 1

REPORT

- 8. The 2024 survey reported an increased response rate for East Renfrewshire HSCP. We achieved a 65% response rate compared to 57% in 2023.
- 9. Our Employee Engagement Index (EEI) score was slightly lower at 78 compared to 80 last year. In comparison with the other HSCPs our engagement is good.

Directorate	Response Rate %	EEI Score
East Dunbartonshire HSCP	69%	81
East Renfrewshire HSCP	65%	78
Inverclyde HSCP	58%	79
Renfrewshire HSCP	57%	75
Glasgow HSCP	55%	77
Total NHS GGC	53%	75

- 10. Linking our scores with the 5 Staff Governance Strands we scored highest for questions related to staff being “well informed” and “being treated fairly and consistently, with dignity and respect, in an environment where diversity is valued”.
- 11. Our lowest scores were for questions relating to “being involved in decisions”.
- 12. These results are in keeping with results from previous years.



13. Our top 5 performing questions were:

iMatter Questions	Staff Experience Employee Engagement Components	Average Response			
		2021	2022	2023	2024
My direct line manager is sufficiently approachable	Visible & Consistent Leadership	90	87	91	90
I feel my direct line manager cares about my health and well-being	Assessing risk & monitoring work stress and workload	88	85	89	88
I have confidence and trust in my direct line manager	Confidence & trust in management	88	85	89	88
I am clear about my duties and responsibilities	Role Clarity	87	87	87	88
I would recommend my team as a good one to be a part of	Additional Question	87	84	88	87
My team works well together	Effective team working	85	83	87	86

14. Our lowest 5 performing questions were:

iMatter Questions	Staff Experience Employee Engagement Components	Average Response			
		2021	2022	2023	2024
I feel involved in decisions relating to my job	Empowered to Influence	72	71	75	72
I am confident performance is managed well within my organisation	Performance management	66	66	69	66
I have confidence and trust in Board members who are responsible for my organisation	Confidence & trust in management	65	63	66	62
I feel sufficiently involved in decisions relating to my organisation	Partnership Working	59	59	60	58
I feel that board members who are responsible for my organisation are sufficiently visible	Visible & Consistent Leadership	60	58	60	58

Action Planning

15. This final stage in the iMatter process is the most important. It involves teams meeting to discuss the results of their team report, celebrating their successes and agreeing actions to make improvements where necessary.
16. This year we achieved an 88% Action Planning completion rate compared to 96% in 2023. This may be attributed to the fact that the action planning period was during the summer.
17. We are also required to create an HSCP wide Action Plan. The Senior Management Team agreed the following Action Plan.

What we do well

We have a culture with supportive line managers who care about staff wellbeing

Areas for Improvement	Desired Outcome	Actions	Responsible for the Action and target completion date – who and when?
Involvement in decisions relating to my job/team	Improved staff engagement	Ensure staff involvement through team meetings/121/KSF/Quality Conversations when change is required	Team Managers 31/12/2024
Confidence my ideas are listened to and acted upon	Evidence ideas are recorded and actioned	Team iMatter Action Plan to be agreed by whole team and mid year review to evidence progress recorded	Team Managers 28/02/2025
Adequate time to support learning and development	Dedicated time given to support learning and development	All staff allowed time to complete Stat/Man training. Agreed learning and development through KSF/Quality Conversation with time to complete	All 31/07/2025
Visibility of SMT/DMT	Improve visibility and awareness of SMT/DMT managers	Regular visits to team meetings from SMT/DMT. Monthly Who's Who communication in HSCP Staff Bulletin	SMT/DMT 31/07/2025

18. Last year we ran a series of articles in the HSCP Newsletter about our IJB members to increase knowledge and awareness of the roles within the IJB. We would welcome the opportunity to continue working with IJB members to increase knowledge and awareness of roles and responsibilities and the opportunity to introduce new members on our Board.

CONSULTATION AND PARTNERSHIP WORKING

19. Consultation within each team during action planning ensures a collaborative approach to developing their agreed action plan and facilitates ownership for improvements.
20. The HSCP wide Action Plan is agreed by the Senior Management Team and presented at Joint Staff Forum for staffside input and agreement.

IMPLICATIONS OF THE PROPOSALS

21. There are no implications arising from this report.

DIRECTIONS

22. There are no directions required.

CONCLUSIONS

23. East Renfrewshire HSCP is committed to achieving a better working environment for all and iMatter provides the opportunity to work with those staff and teams to achieve this. We have traditionally performed well in our iMatter reports, however there are always further improvements that can be made.
24. This year our action planning rate dropped slightly, although still an excellent achievement. The drop could be attributed to the time of year as the summer holiday period coincided with preparing the action plans.
25. Overall, we had a very positive report and will focus on the areas of improvement detailed in the HSCP Action Plan.

RECOMMENDATIONS

26. The Integration Joint Board is asked to:
 - note the areas the HSCP have achieved positive feedback from staff
 - note the actions required for improvement
 - consider participation in HSCP Bulletin communications to raise awareness of IJB members and their roles.

REPORT AUTHOR AND PERSON TO CONTACT

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4 September 2024

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

None