

Bedfordshire, Luton and Milton Keynes Integrated Care System

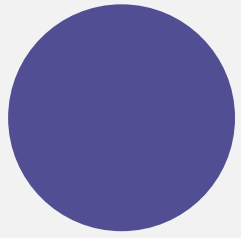
Staff Survey 2023



People Strategy Workstreams

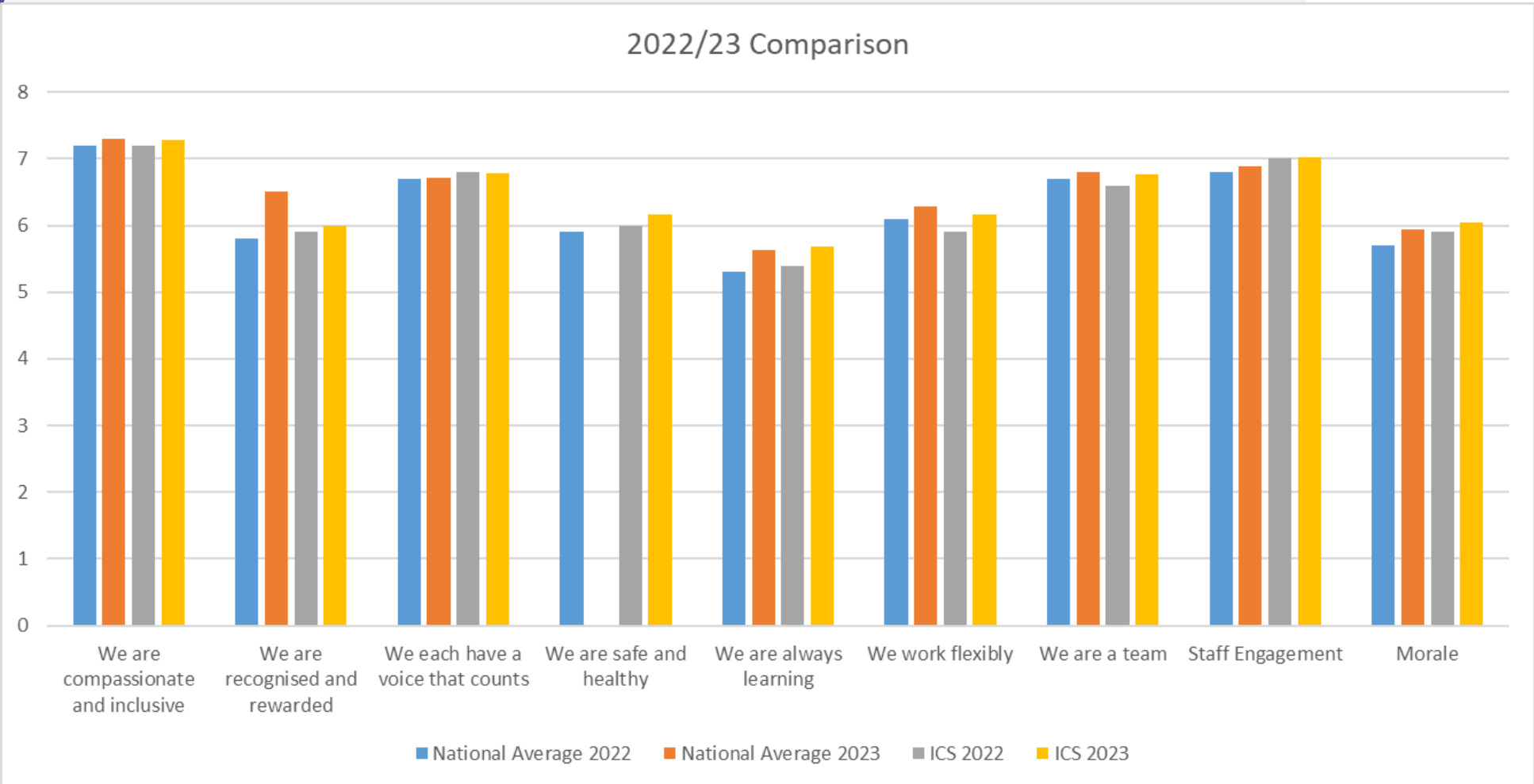
BLMK to be an excellent place in which to work, volunteer, learn and live

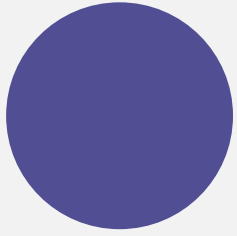
1. Primary Care Training Hub	2. Neighbourhoods Hub	3. Workforce Information, Planning, Supply & Retention	4. Innovation & Education	5. EDIB & Wellbeing	6. Leadership, Talent Management and Organisational Development
Objective: Meeting the ongoing training and development needs of the primary care sector, including skills development in relation to change management and quality improvement, as well as in relation to effectively using new ways of working and models of care.	Objective: Supporting the development of neighbourhood multi-organisational and multi-disciplinary teams.	Objective: Ensuring we have the capacity within our workforce to deliver great care. Supporting retention by both ensuring we plan effectively to recruit to our vacancies as they occur in a timely way and also putting in place a robust framework to support work /life balance through flexible working opportunities	Objective: Supporting workforce redesign for new models of care and maximising the use of new roles. We recognise the importance of enabling staff to develop their careers within the System.	Objective: We will create an environment where staff from all backgrounds feel included, valued and free from discrimination. We want to have a happy, healthy and engaged workforce as we know that staff who are supported, well and at work and deliver quality and safe effective care to our patients.	Objective: We will develop system leadership values, behaviours and training increasing OD capacity and supporting system transformation.
Key Initiatives <ol style="list-style-type: none">1. Increase ARRS roles within Primary Care2. Increase Placement/Education capacity3. Digital development4. PCN Support	Key Initiatives <ol style="list-style-type: none">1. Workforce Planning at Place/Neighbourhood Level2. Mobilisation and Movement of the Workforce3. Team development	Key Initiatives <ol style="list-style-type: none">1. Strategic workforce planning, integrated across health and social care.2. Developing and delivering strategies to deliver the long-term workforce plan3. Bank, Rostering & Automation4. Workforce supply: Recruitment and retention including collaborative campaigns.	Key Initiatives <ol style="list-style-type: none">1. Enable partnership working between employers and education and training providers2. Develop education offerings for new and emerging roles3. Maximise Pre-Employment training opportunities4. Maximise opportunities for multi sector and multi profession learning	Key Initiatives <ol style="list-style-type: none">1. BLMK Wellbeing Hub2. Oversee the development and delivery of Equality and Inclusion Strategy3. Oversee Implementation of Regional Anti Racism Strategy4. Share best practice to enable system learning	Key Initiatives <ol style="list-style-type: none">1. Leadership Development with a system perspective2. System talent management process3. Increase system OD capacity



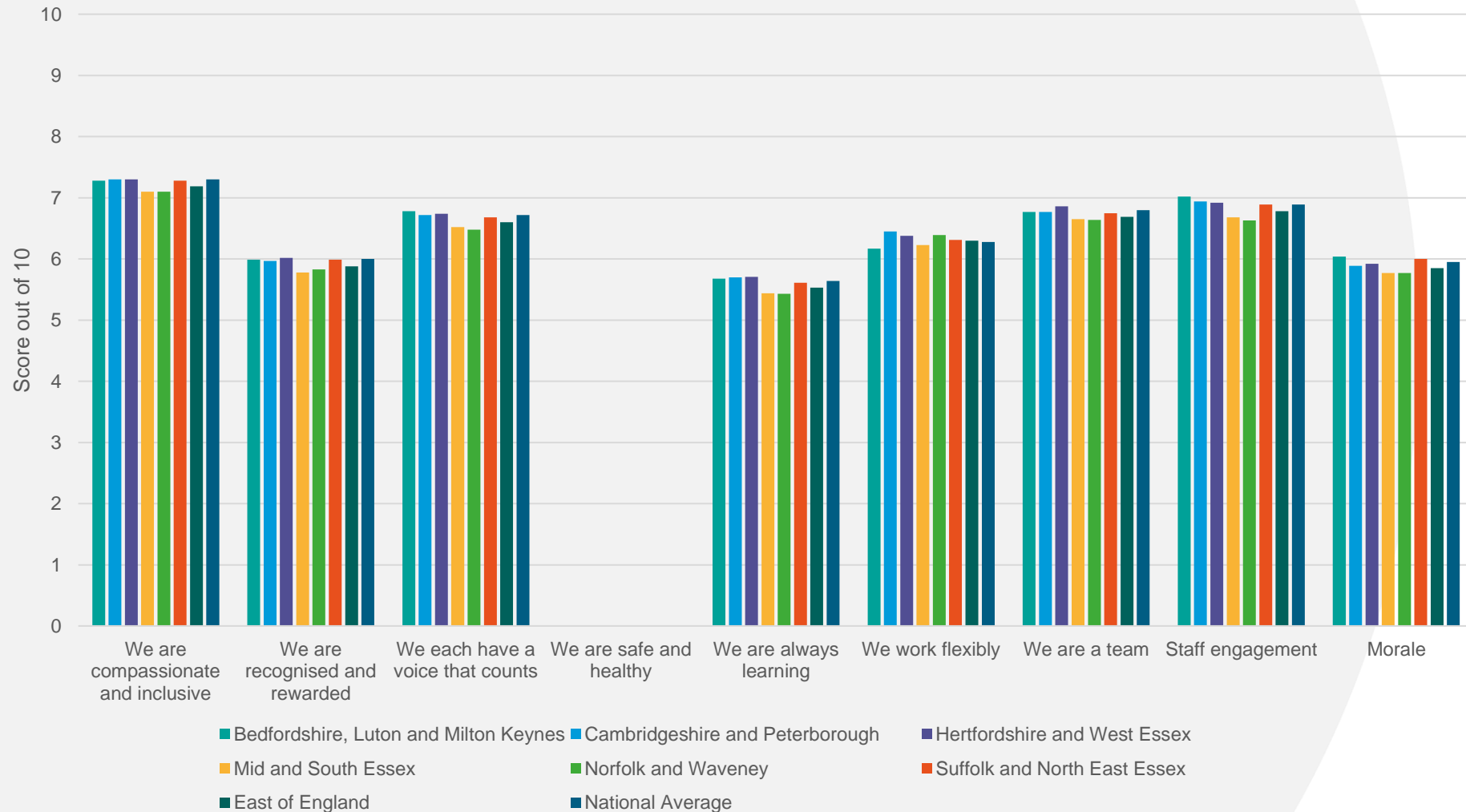
Summary

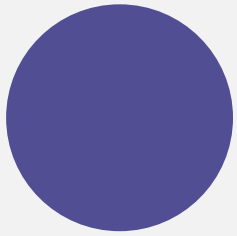
- Since 2021, the survey questions have been aligned with the NHS People Promise, which sets out, in the words of NHS staff, the things that would most improve their working experience.
- The reporting is designed to track progress against the seven People Promise elements, and against two theme scores reported in previous years (Morale and Engagement).
- The East of England Region, across all People Promise elements and the engagement and morale themes, have improved since 2022. The East of England region is the lowest performing region in 8 out of 9 areas.
- BLMK ICS is the same as the National average for 4 of the 5 areas, below for one and above for 2 areas (staff engagement and morale)
- BLMK ICS is above the EoE average for 7 of the areas and below for one (we work flexibly)



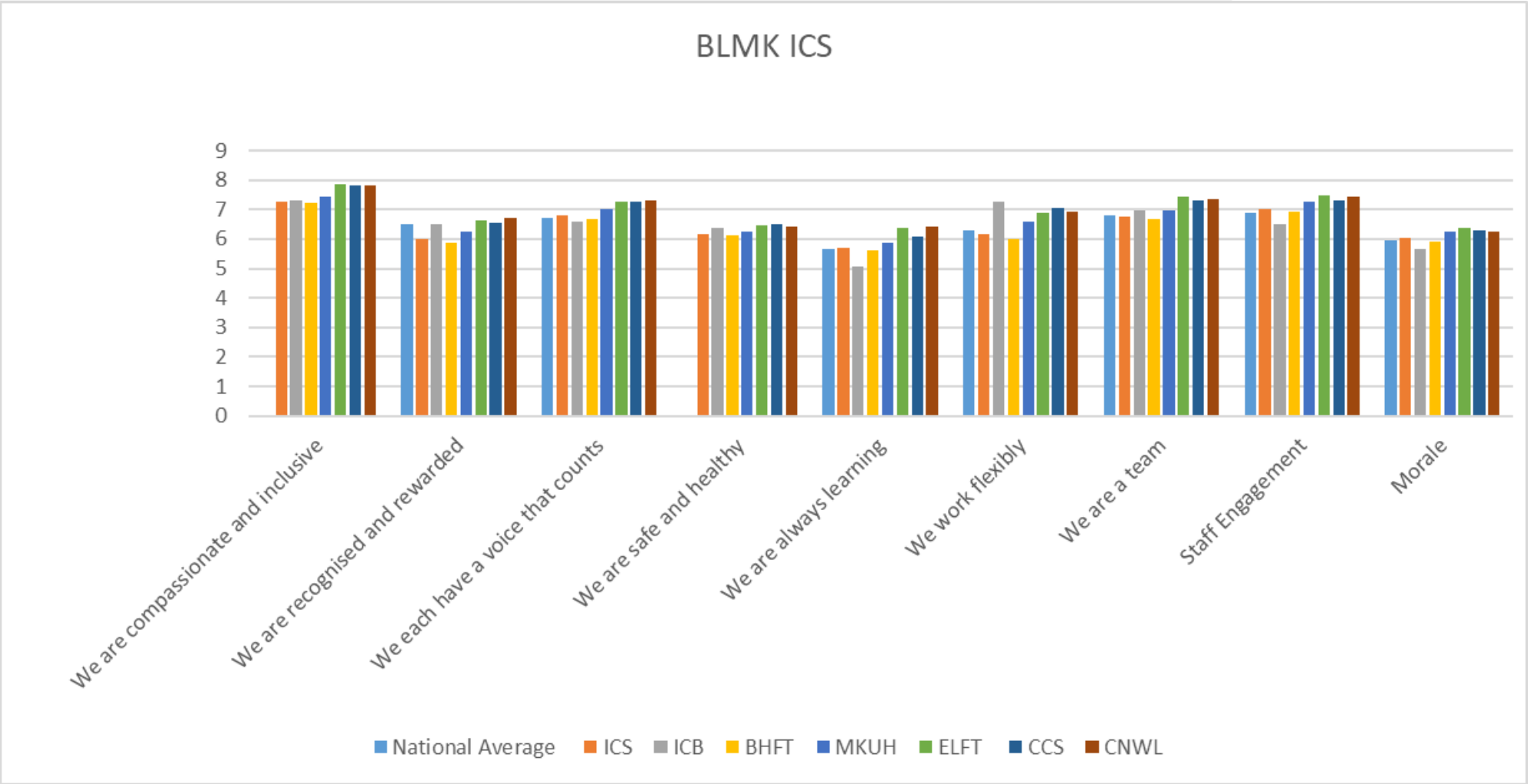


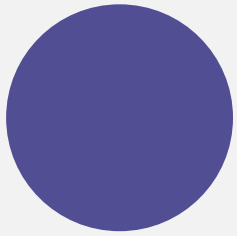
Regional Results



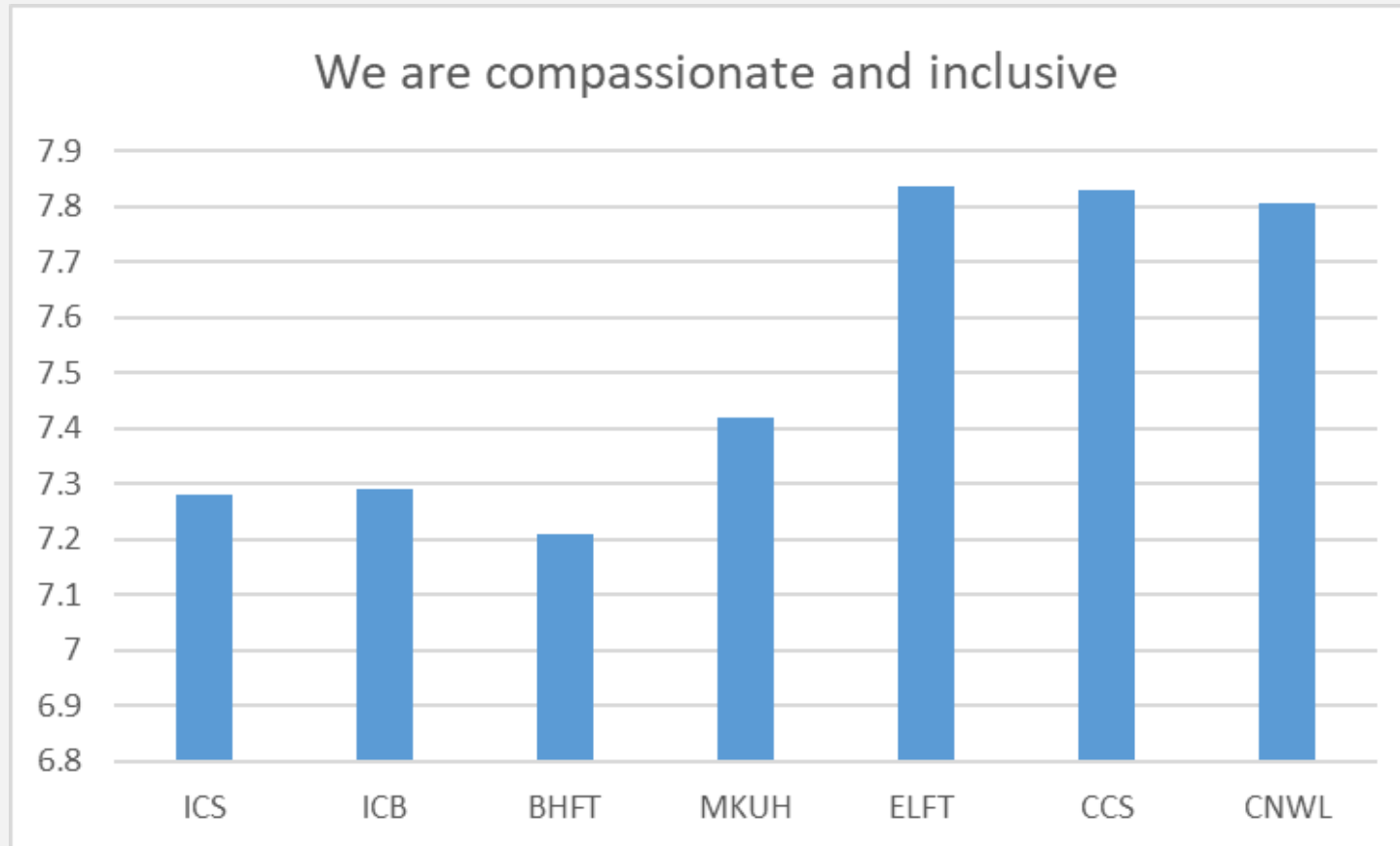


2023 NHS National Staff Survey Scores by Theme for partner NHS organisations in BLMK ICS

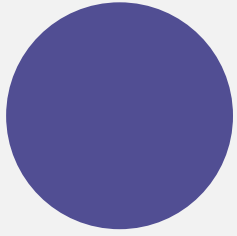




Promise 1 - We are compassionate and inclusive:



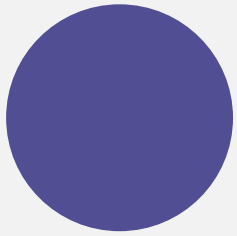
These scores range from 7.21 at BHFT to 7.84 at ELFT. All providers score above the EoE average score for this theme and a further deep dive has been completed across the ICS considering WRES and WDES staff survey data.



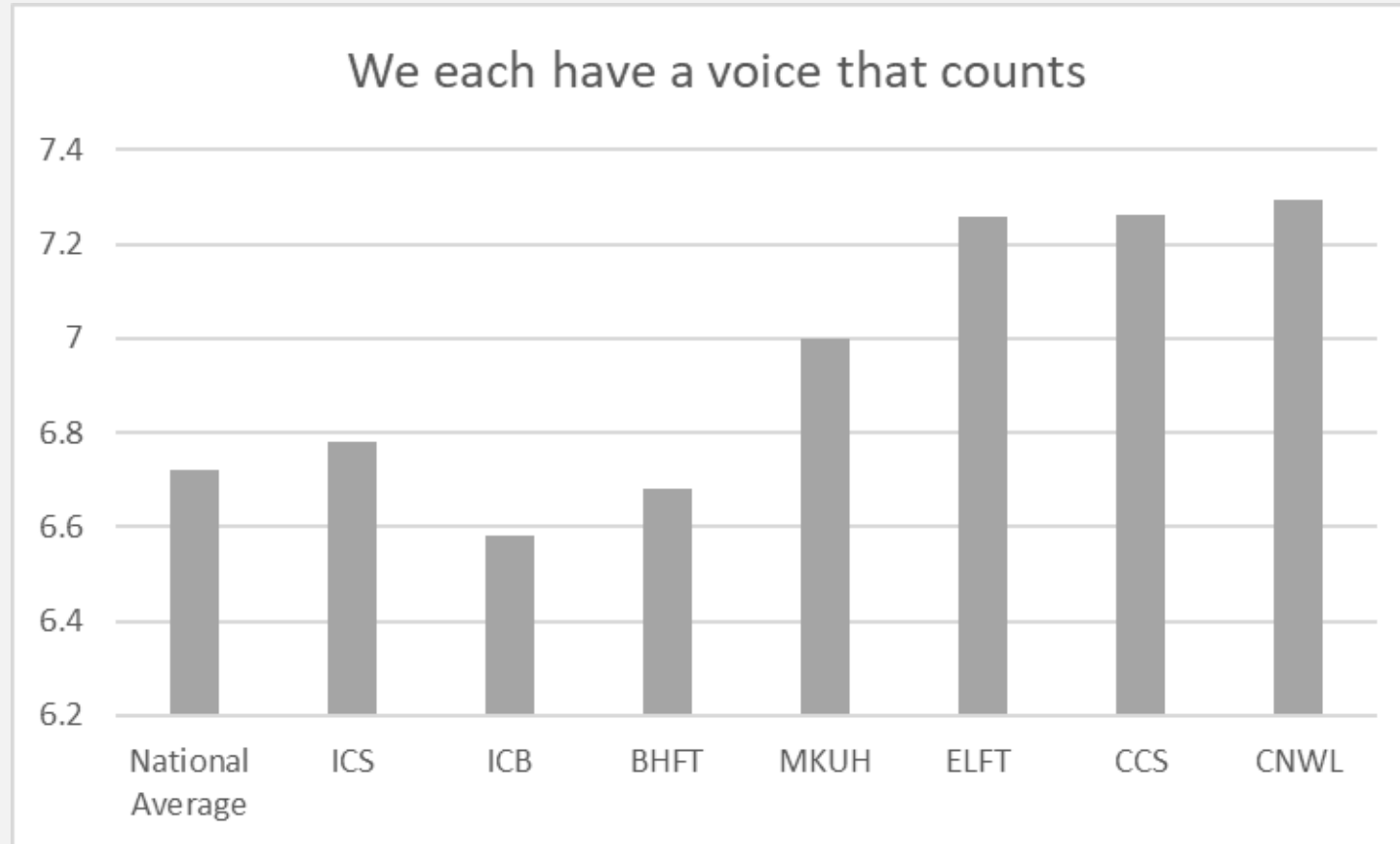
Promise 2: We are recognised and rewarded

People Promise Theme	National Average	ICB	BHFT	MKUH	ELFT	CCS	CNWL
We are recognised and rewarded	6.51	6.51	5.86	6.23	6.63	6.55	6.70

The majority of our providers and above the national average score for this area (3 out of 5). The ICB score reflects the national average.



Promise 3: We each have a voice that counts



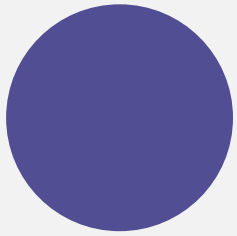
BLMK ICS is above the National Average for this element. The scores range from 6.58 (the ICB) to 7.39 (CNWL), with 4 providers scoring above the national average



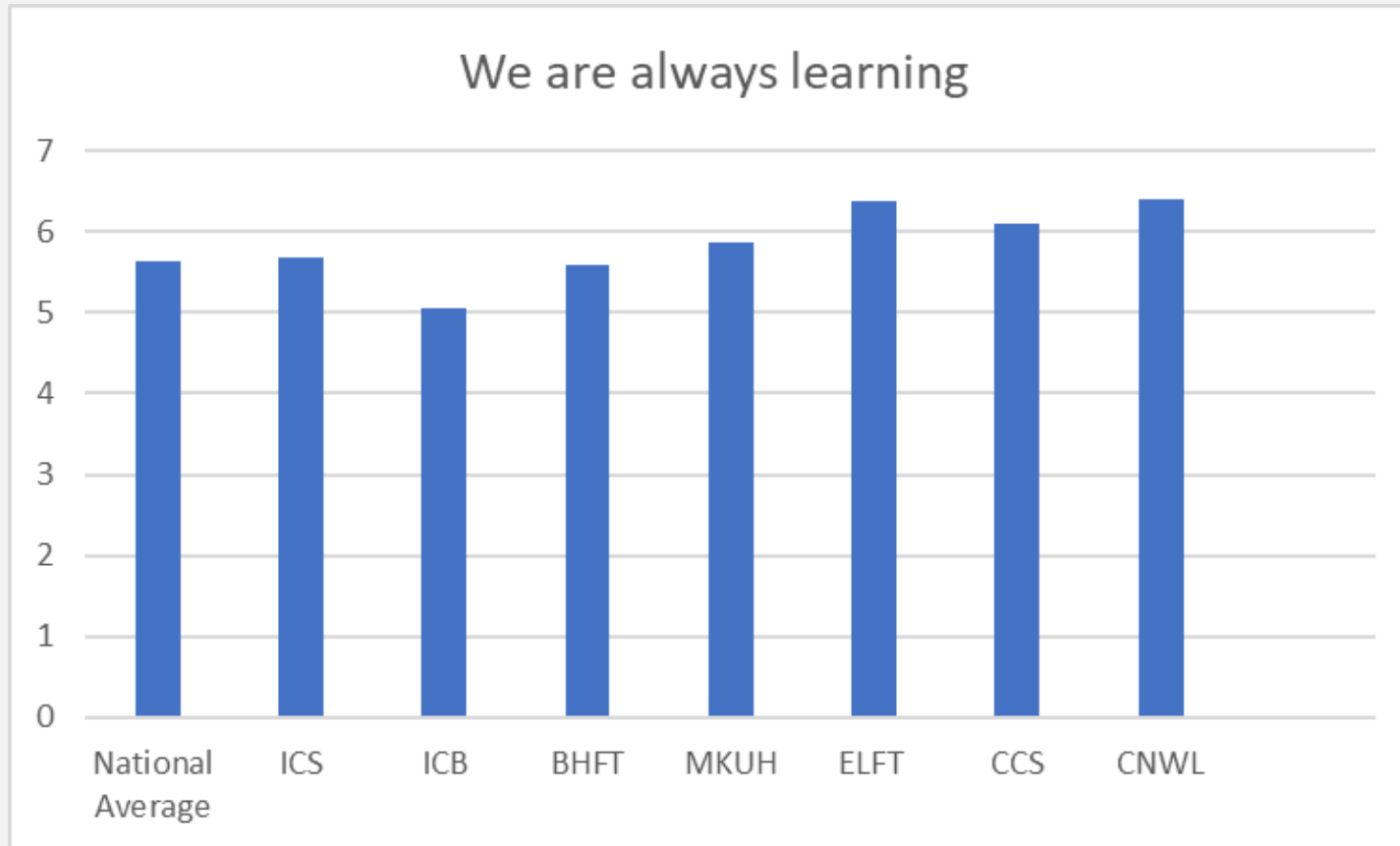
Promise 4: We are safe and healthy

People Promise Theme	ICS	ICB	BHFT	MKUH	ELFT	CCS	CNWL
We are safe and healthy	6.17	6.38	6.12	6.24	6.44	6.52	6.44

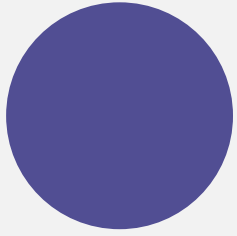
There is less variation in these scores across the Providers and information on the national comparison is not yet available. There is less variation in these scores across the Providers and information on the national comparison is not yet available.



Promise 5: We are always learning



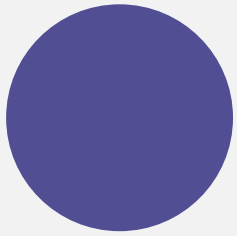
All providers are above the National Average, with the ICB slightly below the average score.



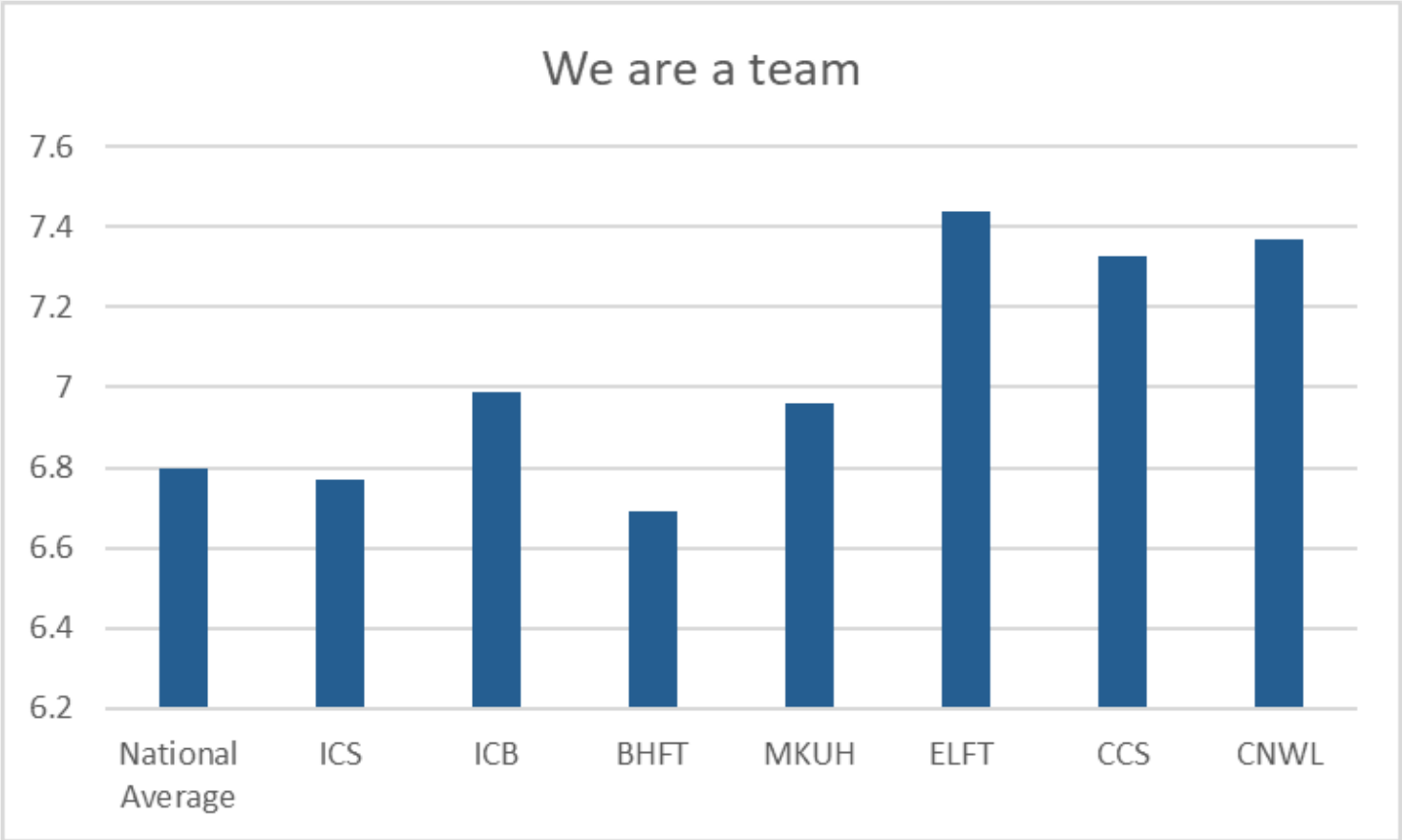
Promise 6: We Work Flexibly.

People Promise Theme	National Average	ICS	ICB	BHFT	MKUH	ELFT	CCS	CNWL
We work flexibly	6.28	6.17	7.28	5.98	6.57	6.89	7.06	6.91

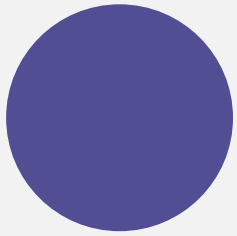
The ICS is below the National and Regional scores for we work flexibly, with the highest core in the ICB, followed by CCS.



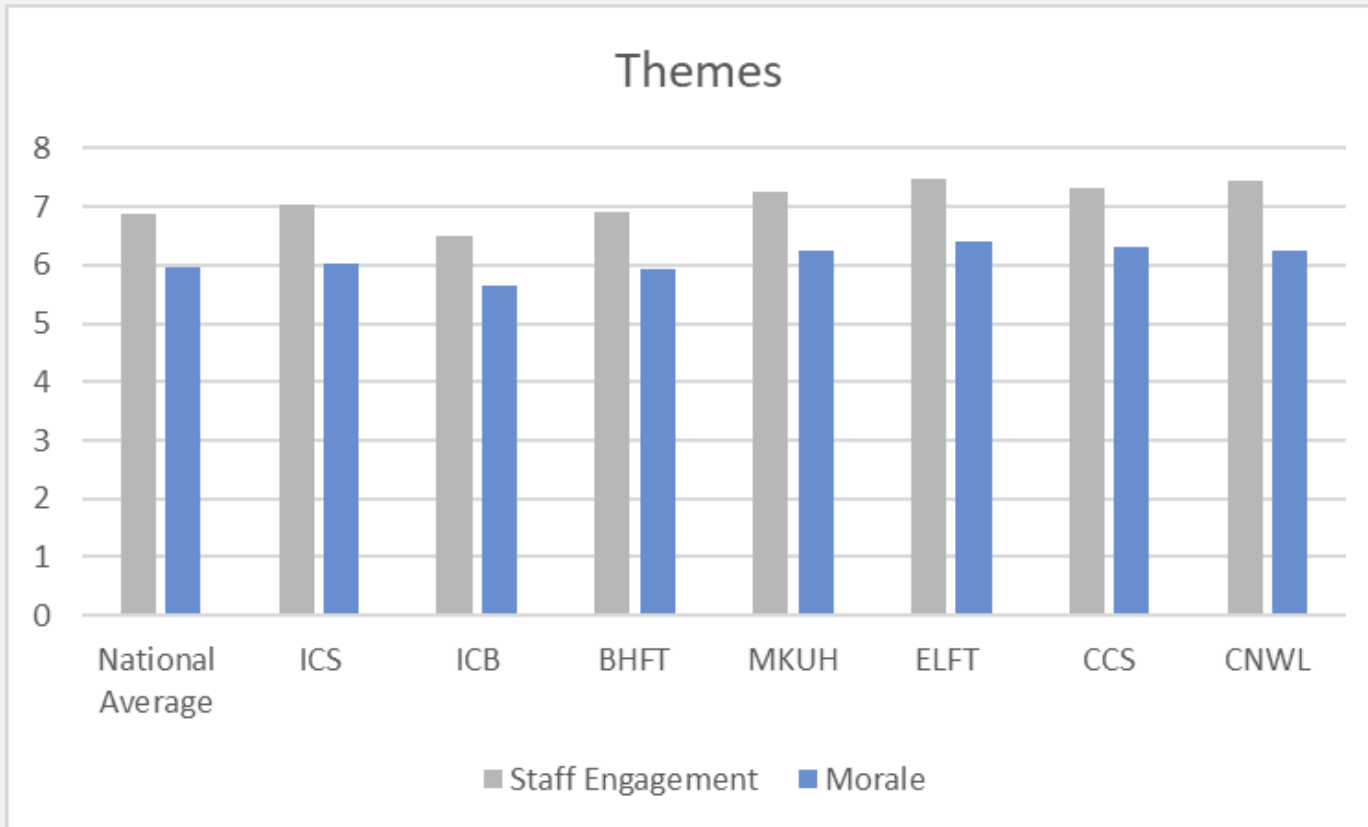
Promise 7: We are a team



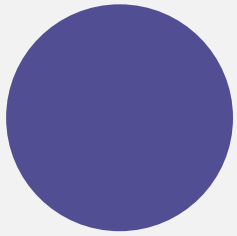
There are particularly positive scores for this area of the promise with some of our ICS providers well above the national average.



Themes

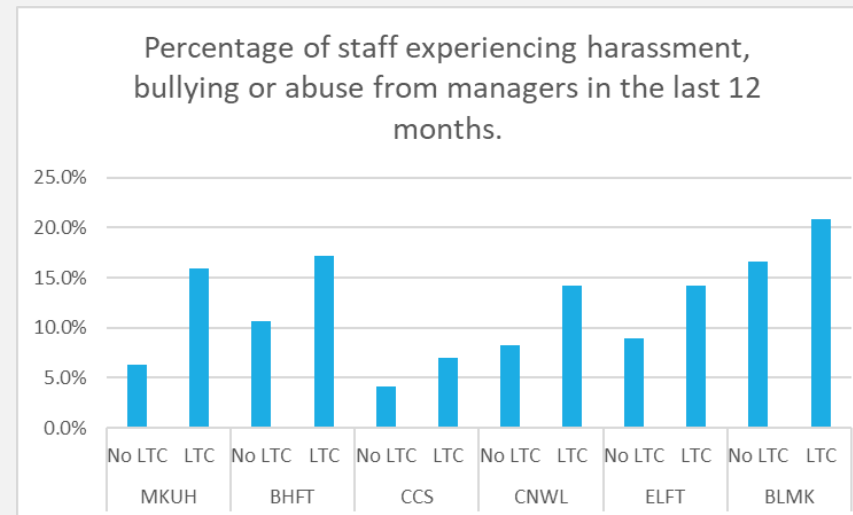
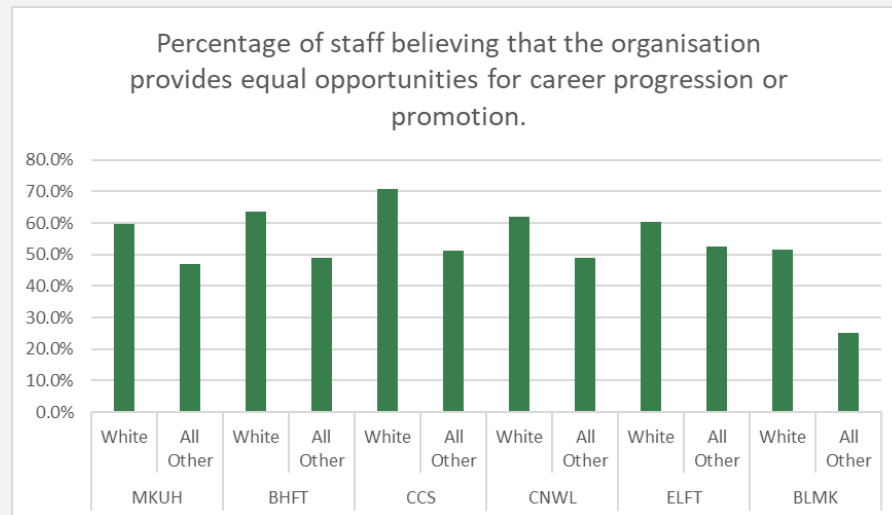


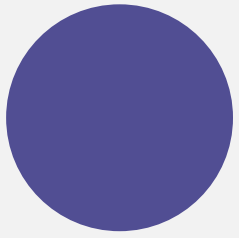
The ICS is above the national average for both Morale and Staff Engagement. All Providers consistently have higher staff engagement scores than morale.



WRES/WDES.

- There remains a gap in the experience of all our BME staff and those with Long Term Conditions. BME staff have a poorer experience particularly with regards to career progression, bullying and harassment and discrimination from staff and colleagues. Staff with LTC also report a higher experience of bullying and harassment from Managers and attending work despite feeling unwell.





Next Steps

- The staff survey report to be shared at the BLMK ICS HR Directors Network meeting
- 5.2 The staff survey results to be considered by the BLMK ICS Deputy HR Directors meeting to review progress against the People Strategy and refine any programmes of work
- 5.2 The staff survey results to be cascaded to each of the People Board subgroups to measure the impact of 2023/2024 activity and review 2024/25 priorities.