

Survey Summary

In August 2020, York MCN undertook a Barrett Values Centre Cultural Values survey to better understand the culture and health of the systems and services which respond to those experiencing multiple complex needs in York. The Barrett Values Cultural Values Assessment provides insights into what is and what is not working within the current culture of any setting.

122

 participants

4 Four sections of the survey covering **personal values**, **pre-covid culture**, **current culture** and **desired culture**.

Four questions per section.



Personal values

The three values of prime importance to people included:

- 1 Caring
- 2 Compassion
- 3 Making a difference

People also value meaning and purpose, and good relationships.



Highlights

What is important to people

How people experience the culture

How people would like to improve it.

Pre-covid Culture

People felt there was a culture of:

- 1 Control
- 2 Competition
- 3 Blame

There was a sense that the system was “change averse”.



Current Culture

Current challenges focused around:

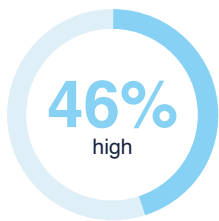
- 1 Confusion
- 2 Caution
- 3 Uncertainty

People also felt there is a lack of resources and a short term focus.

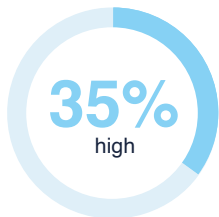
There was positive change between pre-covid and current culture: Adaptability and freedom was enabled in a time of lockdown when physical freedoms were highly limited.

The Entropy level

This is the measure of negative force or resistance in a system. The higher the rate, the more dysfunction.



Pre-covid level



Current level

A healthy level would be <12%.

Desired culture

Participants agreed relationships were seen as integral to a good system culture. They would like a more holistic and inclusive approach, with values focused on:



Community involvement



Cross-group collaboration



Adaptability

i To find out more, read the full [report here](#).

Moving forward from the pandemic

There is a **new energy for change** and a desire to learn and adapt.

This is inhibited by uncertainty about the future and a lack of resources.

The message from the field is to focus on those core desired values of **community involvement, cross-group collaboration and adaptability** as we move forwards.