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

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.
Cross-group collaboration

Moving forward from the pandemic

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

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.

The Entropy level

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

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.

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

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.

To find out more, read the full report here.

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%.