

Our Behaviours

The North Older People's Team comprises 28 members of staff and four Team Leads. The team provides a range of services and support - including duty triage, assessment and support to improve the independence and lives of older people and their families.

As part of one of their whole team meetings, four practitioners led an interactive session focussing on how, as a service, they demonstrated Warwickshire County Council's six new behaviours. Vic Cole, Team Lead, took some time out to spend 10 minutes telling us why and how they used the behaviours to review and celebrate the way they work.

What drew your practitioners to the behaviours?

The very nature of our work creates situations and conflicting demands on our time; therefore we often use part of our team meetings as a vehicle to come together and offer support and celebrate the good work we do. Four of our practitioners saw the behaviours on the intranet and thought it was a great opportunity to use these to think about positive examples of how we, as a service, demonstrated the behaviours.

What were peoples' initial thoughts of the behaviours?

Colleagues were generally positive about the behaviours. We found them easy to understand and also very simple to translate locally across our service. We all felt that the shift to focussing on behaviours created a level of ownership over the way we work.

The behaviour 'Be the best we can be' really resonated with us. We are a service that expects high standards of work and behaviour. If we say we will do something, we try our best to do it. But it's important that people take personal responsibility to look after themselves, therefore it was particularly pleasing to see this reflected as an expectation of the organisation.

How did you use the behaviours within your team meeting?

The team broke off into groups and considered how we demonstrated the six behaviours, and then fed back to one another. This was done by providing statements or general comments. Some colleagues provided specific examples of work that we do on a daily basis, which complimented the descriptors detailed within the framework.

It was a great opportunity for us all to spend some time reflecting on how we work, recognising and celebrating our successes and also refocusing our energies where it was felt we needed to.

What impact has the session had on embedding the behaviours into your services day to day work?

It was really useful to use the behaviours to help us recognise all the positive work we do. We now need to make sure that, as a team, we keep it alive by giving thought to these behaviours in the way we approach our work and feeding the behaviours into our everyday conversations, our 1:1's and team meetings.

The following showcases some of the statements and examples provided as part of our session



- We will listen to what the customer is saying they would like.
- We provide information and keep it up to date / signpost.
- We explain charging policies
- We don't discriminate
- We encourage community involvement
- We advise of eligibility entitlement
- We support people to stay at home longer
- We work in partnership with other services/providers
- We respond proactively to complaints
- We manage budgets responsibly
- We manage expectations.



- Part of our ethos is to facilitate rather than prescribe. (ie. carer assessments - we explore needs; they determine what would help them to care).
- Extra Care Housing - we facilitate moving into this.
- Buddy system - mixed levels of skills in the team and we support each other to find customer solutions/ share info



- **Example** - On one occasion a 24 hour provider advised that their support rate had increased. This was with immediate effect. Proactively the Social Worker contacted colleagues in Commissioning Service, who in turn linked with a senior member of the provider team and the instruction to increase was rescinded. Purpose - to act quickly and decisively.
- **Example** - Reviewing list - a group of practitioners work together to do different tasks, checking, monitoring the list, visit customers, linking with others. Purpose - reduce the backlog/list. Energy - to keep a pace by self allocating to ensure maximum efficiency around their time



- *Customers - Upon completing the assessment, identify support/needs, discussion takes place about the networks of support and make appropriate referrals.*
- *Communication - Conveying information which is accessible and supportive of the particular needs.*
- *Establishing likes/preferences and build confidence and trust.*
- *Listening and empathising - information, guidance, signposting.*
- *with other providers such as health and 3rd sector.*



- *Problem solving on duty.*
- *Work with people to achieve what they want to achieve- outcomes*
- *Give people time to think for themselves about how they can resolve their own issue/need.*
- *Give people options and choices (Direct Payment/managed budget).*
- *Give people information so they can decide how to do something.*
- *Negotiate/ mediate visits.*



- ***Example- Duty** - work together, fast moving, keep the list moving, help out others, a buzz to complete the work effectively and safely. Come together and a team approach.*
- *Work as a team - respect different skills and knowledge and use them to support customers and each other.*
- *Know our team purpose - support customers, advocate when needed, understand our customer base (demographics) and what is important to them, challenge, understand why we are here.*
- *Proactive, continue to learn, develop ourselves. Supervision used effectively.*