



# MD BRIEFING



November/December 2017

## Welcome

Over the last few weeks we have been able to get out and about to meet a lot of staff through our joint briefings with Cllr Seccombe, you can read a summary of our key points in this briefing. We have also been able to celebrate the achievements of staff, read on to find out more.



Missed our last briefing - [October 2017](#)

## Organisational changes

We wrote to you recently to let you know about some organisational changes which will start to take effect from this month.

From 1 December the Fire and Rescue Service was incorporated within the Communities Group. As you will be aware we have been exploring opportunities to work collaboratively with other fire and rescue services over recent years. For now, we have reached the conclusion that we should focus our attention on integrating the service more fully within the county council, and this also provides us with an excellent opportunity to explore the synergies that exist between other county council services, particularly within Communities Group.

Our second significant structural change also allows us to create closer working relationships between health and social care. From 1 April 2018 Public Health and Strategic Commissioning will be combined within People Group, led by John Linnane. This will follow the retirement of Chris Lewington, the current Head of Strategic Commissioning

# Our behaviours

We want to support all of our workforce to be best they can be, and Our Behaviours provide a framework for understanding the expectations required from all our employees to support the cultural change and transformation of the organisation.

From the [Your Say Pulse Survey](#) we know that there is a good level of awareness of our key behaviours. What we need to focus on now is embedding them and really integrating them into our day to day work routine.

So how can you do this? We want to see Our Behaviours incorporated into conversations about how we operate and deliver our outcomes. We expect you to be talking about them - both on an individual basis at appraisal and 1:1s, and also more widely at a team level. What do they mean to you and your team? How are you demonstrating them? How will you ensure they are integral to the way you work?

There are a wealth of resources available to help you explore the behaviours in a more meaningful way on the dedicated [Intranet](#) page. They include a [printable poster](#) and tips on how you can introduce the behaviours into your individual and team [conversations](#).

## Managing Director and Leader staff briefings

Thank you to all colleagues who attended one of our staff briefings which we hosted together with Councillor Seccombe. We normally run these sessions twice a year, and this was the first round of briefings we have hosted as Joint Managing Directors.

You can find a summary of the main areas we covered and a summary of Cllr Seccombe's key points at the end of this month's briefing.

## Warwickshire staff WOW! at national awards

The county council was well represented at this year's WOW! Awards gala ceremony as we were shortlisted in three categories. Our Reablement and Hospital Social Care Teams reached the finals together with Donna Duffey from the Integrated Disability Service. Congratulations to everyone involved.

WCC has been a participant in the WOW! Awards since 2008 and since that time we have received hundreds of nominations, showcasing how our staff go the extra mile for their customers.

Each month the WOW! Awards judges consider these nominations and announce our monthly certificate winners. These monthly winners are then considered for the annual gala ceremony. 38 organisations across three continents are using the WOW! Awards scheme and over 21,000 nominations were considered for this year's gala awards – making WCC's achievement to reach the finalist shortlist in three categories even more remarkable. While our WCC colleagues didn't bring the final awards back to Warwickshire this time they are still winners in our eyes

The WOW! Awards scheme allows customers to nominate a team or individual employee they believe deserves recognition for excellent customer service – for going the extra mile.

We will be looking to raise the profile of the awards internally in the new year, so if it is a scheme you're not familiar with or would like to make more use of within your service look out for more information coming soon. In the meantime for more information or to make a nomination go to [www.warwickshire.gov.uk/wowawards](http://www.warwickshire.gov.uk/wowawards)

## Celebrating long service

While we're on the subject of recognising the achievements of staff we must mention all those colleagues that have recently celebrated their 25 years of service at this year's Long Service Awards.

This year's awards took place in a very festive looking Old Shire Hall last month and over 35 colleagues were recognised on the night, all of whom started their WCC careers in 1991 and 1992.

The evening showcased a real cross section of roles and service areas, but there were themes common to everyone - commitment, dedication, and an overwhelming agreement that one of the reasons people stay here for so long is because of the people. So while celebrating individual achievements, the awards also reflect what a brilliant workforce we have. Congratulations, and thank you, to all the colleagues who have reached their silver anniversary this year.

## Get information right first time

It is vitally important that when we are sending information, either electronically or hard copy, that we ensure it goes to the right person. Sadly this isn't always the case and our latest security incident figures are showing that it does happen and the numbers are creeping up.

There are some common sense steps we can all take to ensure these mistakes don't happen and that will see these figures drop.

- Make sure you are interrogating the most up to date contact information on your customer information system. And if you feel improvements could be made let your manager know.
- Don't overwrite a previous letter or email that already has customer information in it, start a clean template.
- Check you have the correct email address and be cautious about sending confidential information to an email group unless you know who the recipients are. Never send emails containing confidential information to an external address - to a customer, or organisation, without checking if this is being sent securely.

We all make mistakes occasionally but the Information Commissioner has little patience for human error and does issue large fines. Additionally there could be disciplinary implications for the staff involved. The roll out of [GDPR](#) next year, brings far reaching changes to data protection legislation and will mean more rights for customers in terms of how their information is handled. It will also be easier for customers to claim compensation when a data breach has occurred.

For further advice and guidance on sending information securely visit: [Information handling procedures](#). Print off a poster for your office about information security: [Emailing personal information poster](#)

## Do the right thing

We recently ran our annual Do the Right Thing week on the Intranet. This looks at how we as employees should do the right thing in the way that we work. Doing the right thing can encompass everything from whistleblowing through to managing information securely. It also covers fraud and Corporate Board has recently considered and agreed the Counter Fraud, Bribery and Corruption Framework. This framework outlines the council's commitment to creating an anti-fraud culture and maintaining high ethical standards in its administration of public funds.

The council is committed to carrying out business fairly, honestly and openly and has a zero tolerance to all forms of fraud including, bribery, corruption and money laundering. All frauds or suspicion of fraud must be reported immediately to the Internal Audit Team, who will decide how any investigation will be undertaken.

Fraud takes on many guises, but can be summarised as obtaining money, property or services dishonestly. As well as falsifying records, it also covers illegal use or disclosure of data, abuse of IT systems and abuse of a position of trust. Theft isn't fraud as such, but it is included. Real examples include:

- An employee forged management signatures to submit false mileage claims;
- An employee submitting inflated expense claims
- Contracts awarded to companies in which the employee has a financial interest
- Incorrect use of procurement cards

The council's policy is to take rigorous disciplinary action in all cases and report to the police.

There is now mandatory Anti-Fraud training available on WILMA - [WFW DS017 Fraud Prevention eLearning](#).

## See, Hear, Act to improve the quality of care in Warwickshire

Warwickshire County Council is encouraging people to report their experiences of care services in the county, whether they are good or in need of improvement.

In partnership with Warwickshire North and South Warwickshire Clinical Commissioning Groups, we have developed a new approach called See, Hear, Act.

See, Hear, Act sets out to encourage everyone in contact with people receiving care in Warwickshire – not just the individual themselves – to tell us what they think about the quality of care being received. So this includes family, friends, neighbours, members of the public and other service providers

See, Hear, Act gives everyone in the community a role in improving the quality of care services within Warwickshire by sharing what they see and hear – both good and poor - with our Quality Assurance and Improvement Team, so they can take action.

For more information see: [www.warwickshire.gov.uk/seehearact](http://www.warwickshire.gov.uk/seehearact)

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## In case you missed it

### [Your HR demonstration sessions](#)

Drop in sessions available in the new year

### [Seasonal flu](#)

Make sure you're taking the right steps to protect yourself and others

### [Childcare voucher deadline is approaching](#)

Understand which scheme works best for you

### [Christmas countdown](#)

Have you seen our festively themed Intranet articles?

# Joint Managing Director and Leader staff briefings summary

## Joint Managing Director - key points

### One Organisational Plan 2020

Our One Organisational Plan 2020 started in 1 April

£67m savings have been identified, we are monitoring their delivery and we are now approaching the end of the first year of savings (17/18). They also incorporate rolled forward savings from the previous OOP 2014 - 18.

We have a revised core purpose which is to make Warwickshire the best it can be and our two key priorities focus on the economy and supporting people to be safer and independent. In focusing on these areas we must be mindful of some of the issues we face also.

#### Economy:

- Warwickshire currently has underemployment - there are more jobs than there are people to take them up.
- There is a shortage of employment land in Warwickshire - we are struggling to find enough land for businesses that want to come to the county.

#### Communities:

- WCC is now very much focussed on need rather than want.
- We have an ageing population in Warwickshire.
- As a result of an ageing population, social isolation and loneliness are serious problems and put pressure on services such as social care and NHS.

## Key behaviours

Earlier this year we launched our key behaviours, they provide a framework for understanding the expectations required from all our employees to support the cultural change and transformation of the organisation.

- **We will do what we say:** following through on our commitments and promises, enables trustworthiness and preservation of WCC's reputation.
- **We will help communities to find their own solutions:** A change from providing solutions for people; helping rather than handing out.
- **We will move with purpose and energy:** We will work quickly and be responsive. This behaviour goes hand in hand with focusing on solutions.
- **We will build strong relationships:** this includes relationships between officers and members - WCC is very good at this.
- **We will focus on solutions:** avoid just highlighting the problems. Suggest solutions.
- **We will be the best we can be:** We will be the best that Warwickshire can be within the confines (e.g. budgetary) in which we find ourselves.

# Big issues

## **Health and social care**

- Increased pressure on the NHS and care services over the last few years is set to continue.
- We have factored in a 2% increase on council tax for the next three years which is ringfenced to adult social care.

## **Education**

- Schools across Warwickshire are changing, with most secondaries being academies. Some primaries are applying as well however most are choosing to retain their relationship with the county council WCC.

## **Blue light services and collaboration**

- We have formed strong relationships with the Police and Crime Commissioner

## **West Midlands Combined Authority**

- WCC is currently a non-constituent member of the WMCA. Cllr Seccombe holds the portfolio for finance and Warwickshire is crucial to the economic growth of the region.

## **Planning and infrastructure:**

- WCC is working closely with the district and borough councils to help plan for future developments.

## **Public service governance**

- We must focus on transparency and make sure we share information appropriately with partners.
- Currently there are no proposals to change local public service governance

## **Digital first**

- With a reduced budget we need to look at ways to deliver services more efficiently. Digital provides a solution to some of these problems.
- We will be looking to switch off some of our non-digital channels eg school admissions.
- Internally we are developing our new HR and payroll system and rolling out our social care customer information system, MOSAIC.

## **Budget and Brexit**

- No new money for local government in latest budget.
- Local government settlement at some point this month - will know what grants etc. WCC will receive.
- WCC currently speaking to foreign investors who are interested in locating in the county.



# CLlr Izzi Seccombe - Key points

## **Where we are now**

- Since we last held these briefings the council administration was in no overall control, following the May county council elections, the Conservatives now have a majority.

## **Economic growth**

- This is a key and important part of our work, giving someone a job is the best thing you can do.
- We are part of one of the best performing Local Enterprise Partnerships in the country and in terms of inward investment we are performing at the top of the table.
- The flipside to this success is that we are running out of land and this is a challenge for local authorities who are looking to pin down their local plans. We must continue to work together through the LEP to work through this problem as we want businesses to continue to come to Warwickshire.

## **Adult social care and health**

- Large proportion of WCC budget allocated for adult social care.
- There are challenges from increased demand due to an ageing population and an increase in the demand from people with learning difficulties.
- The budget spend on the long-term disabled is almost at parity with older people.
- Over last few years, WCC has had a greater focus on encouraging people to become more independent.
- The Health and Wellbeing Board aims to create a seamless pathway for health and social care.

## **WMCA**

- WCC is now a non-constituent member. I believe that this is the best place for us to be at the moment.
- WMCA very much want WCC to be a full member - however there are some red lines (such as preserving WCC's governance structure).
- WCC to focus on resilience over the next 20 years.

## **Universities**

- Warwickshire's universities are in a strong position and much of the work they have been doing has been directly underpinning the county's economy.

## **Business rates**

- Question over whether local authorities will be allowed to keep business rates - very much a priority of previous government but less obvious with the current one.