



MD BRIEFING



November 2018

Welcome

First of all a thank you to those of you who have attended one of our staff briefings over the past few weeks. We've been pleased to see such a good turn out and that so many of you had questions you wanted to ask. We have provided a summary of the key points in this briefing.



And a second thank you and also congratulations to all the colleagues who have this year received their long service award. We were pleased to meet so many staff who have reached their 25 year milestone at last week's long service awards. We will bring you more on this in next month's MD Briefing.

Missed our last briefing? [MD Briefing October 2018](#).

Doing things better update

As you might expect an update on our transformation programme was the main agenda item at the recent Leader and Joint Managing Director staff briefings. Below we've provided a summary of the main points we covered.

Transformation: Why are we doing this?

It is useful to remind ourselves about why we are undertaking such a comprehensive transformation programme. Essentially it is so we can continue to provide excellent services. We need to create a sustainable county council, so that we can provide better services for our residents and businesses now and in the future.

Structure and recruitment

Our new operating model means we will be doing things differently. We need the right balance of strategy, commissioning and delivery at the heart of our organisation, and to achieve this change we are making changes to the senior leadership structure. The recruitment process is well underway for Strategic Director and Assistant Director posts, and we have recently welcomed Stuart Jackson - as interim Assistant Director Environment Services and Paul Senior - interim Assistant Director

Education Services. Stuart takes over from Mark Ryder who covered this role for a short time and Paul is stepping in to cover when Chris Malone leaves us in December.

Our first stage of transition has realigned teams according to whether they provide a strategy, commissioning or delivery function. Some teams provide both, and at this stage, we have mainly kept existing teams together. Assistant Directors are now working on shaping their services for the future, which may result in further structure changes. We will also now be reviewing at the next level of the structure - the direct reports to Assistant Director. We will keep you updated as this work develops.

Our plan: October 2018 - March 2019

You can see a graphic of this plan [here](#).

Functional operating models

We are developing new functional operating models for: – Finance; Human Resources and Organisation Development; Business Support; Customer Support and ICT & Digital. This work looks at how the services operate and what changes we need to make so they are as efficient as possible and meet our business needs.

Commissioning Support Unit (CSU)

This new business unit, led by Steve Smith, is in the early stages of development and shaping. The unit includes services such as quality assurance, procurement and business intelligence to support the whole council and our new approach to strategy/commissioning and delivery. We are working on the detail of how the CSU will work with other areas of the council.

Performance framework

Our interim performance framework which will take us to 2020 will be presented to Cabinet in December with the draft budget. The longer term performance and financial framework for 2020 - 2025 will then be implemented from April 2020.

Our People Strategy

Is key to enabling the level of culture change required for the success of our new operating model. We are developing a detailed implementation plan for the strategy which will launch in new year.

Change

Our change management framework is in development to ensure we work as one council when making decisions about where we invest our money and which projects to progress.

Demand management

Strategic reviews and action plans are completed for Children and Families, SEND, Home to School and Social Care transport, and implementation has now started. The Adult Social Care strategic review is due for completion this month.

Digital and technology

The road map is being finalised and Cabinet have approved the ICT and Digital Strategy. The first key milestone will be launch of a new council website in the new year.

Property rationalisation set to continue

Colleagues will be aware that in recent years we have been undertaking a thorough review and rationalisation of our property assets to reduce our portfolio. Where buildings are retained we ensure that they are used as efficiently and economically as possible. At the same time we must continue to provide suitable services and facilities to local people and meet the needs of occupiers and operators. Our first phase of this property rationalisation work secured over £4m in savings.

This work is ongoing and a key milestone has recently been reached with the sale of land we currently occupy at Montague Road to a housing developer. The sale is conditional on the developer obtaining planning permission and we anticipate that this will be take place in the very near future.

Having reached this stage of the disposal process, we are now in a position to move forward with plans to relocate services currently based at Montague Road to new locations. These moves will be funded through the capital receipt the Council receives from the sale of the land.

A project to oversee these moves is now underway with the aim to vacate Montague Road by the end of 2019 at the latest. Colleagues from Strategic Asset Management are working with the various teams/services who will be relocating. At this stage we anticipate that many of them will be moving to Hawkes Point, and others to alternative locations including our site at Budbrooke.

More comprehensive communication and updates to teams at Montague Road will follow over coming weeks.

Introducing our Health and Wellbeing Champions

As we mentioned in last month's bulletin, earlier this year Corporate Board endorsed the council's first Workplace Wellbeing strategy which sets out our vision for improving the health and wellbeing of our staff, as well as a commitment to the wider wellbeing agenda of the council.

In order to deliver the strategy we have in place a wellbeing action plan which sets out the practical steps we will take to help improve health and wellbeing. Launching our new Workplace Wellness employee assistance programme and new occupational health service have been key actions, as is this month's launch of our Health and Wellbeing Champions.

We now have in place a network of staff across the council who have undertaken training and an examination to qualify as a Royal Society of Public Health certified Health and Wellbeing Champion.

Our champion colleagues will, as you might expect, champion health and wellbeing within their respective teams and services. In real terms this means supporting the wellbeing strategy and action plan by:

- Acting as an information hub to communicate key health and wellbeing messages
- Signposting colleagues to support and resources
- Raising awareness of different health and wellbeing topics
- Encouraging colleagues to think about and improve their own health and wellbeing
- Sharing stories and best practice about what teams are doing to improve their wellbeing and inspire and motivate others to do the same
- Supporting and influencing the development of policy and procedures in line with health and wellbeing principles

Details of our champions can be found on the [Intranet](#).

Please get in touch with your Health and Wellbeing Champion for any more information and any ideas you have on promoting health and wellbeing for our staff.

If you'd like to become a health and wellbeing champion please contact healthandsafety@warwickshire.gov.uk.

Also look out for regular updates in Wellbeing Wednesday articles on the intranet and don't forget to check the [Your Wellbeing](#) area of the Intranet for links to useful information, support and resources.

Positively Diverse Neurodiversity Conference

Our Equality and Diversity team recently hosted a well attended conference which focused on neurodiversity in the workplace. The conference welcomed speaker Dean Beadle who has toured the UK for ten years sharing his experiences of life on the autism spectrum. Alongside Dean, Rosie Clarke from Inclusive Employers delivered a session on the benefits of having a neurodiverse workforce and how to support colleagues in the workplace with a neurodiverse condition.

The key learning points of the conference were:

- Neurodiversity refers to conditions such as autism, dyslexia, dyspraxia and ADHD
- Individuals with neurodiverse conditions are affected in different ways and this can include: processing information, communicating and social interaction
- Neurodiverse conditions fall on a large spectrum and many people fall within the spectrum
- Diagnosis of neurodiverse conditions is increasing so it is important to be aware of neurodiversity as employees and line managers

What can individuals do to be inclusive of those with neurodiverse conditions?

- Enable team members to contribute ideas in different ways – e.g. create a google document that is shared amongst the team for people to put their ideas forward.

- Have an open attitude to diverse working and communication styles – e.g. some people may not hold eye contact but that doesn't mean they're not listening or interested.
- Find ways of including people in the team if they don't want to be part of social activities – e.g. provide a few different options of social activities that are inclusive to your team.
- Tailor your management style to individuals - e.g. some people may work better if left alone with once a week catch ups or others may be better with short daily check ins.

As part of our commitment to Equality and Diversity there are a range of resources available for all staff on the [Intranet](#).

If you have any queries or ideas on topics the Equalities team could cover for future events please do not hesitate to contact us on equalities@warwickshire.gov.uk

Your Say: demographic data summary

In addition to the questions asked about how it feels to work for WCC the Your Say survey also asks you for some personal information. This demographic data - sexuality, length of service, gender identity etc - is very valuable to help us make improvements for the future, and, where necessary, target support.

Last week saw the release of a summary of the key points from this year's demographic information. We know some staff have concerns about anonymity in the survey - please be assured that all personal data is separated out from the team and service results and can not be used to identify individuals.

You can find a summary of the key observations and areas identified for improvement [here](#).

Asking you these demographic questions really helps us to gain a picture of how engaged staff groups are across WCC.

Think: check before you send or share

It's essential that when we are sending information, internally or externally, electronically or paper, that we make sure it's the right information to the right person.

Our latest incident figures show that data breaches are happening at WCC and the figures are creeping up. In the first half of this year, 77% of WCC reported security incidents related to information being sent or released to the wrong person.

If you make a mistake, spot an incident or get one reported to you, please notify the WCC incident reporting hotline on 01926 738881 (a voicemail service is available for out of hours reporting) as soon as possible. Even if you don't have the full facts or you're not the service area the incident relates to, the quicker you report it, the quicker we can take steps to address the issue before it's too late.

There are some really common sense steps we can all take to make sure these mistakes don't happen - [make sure you check and think!](#)

For further advice and guidance on sending information securely visit our [Information handling procedures](#).

Staff benefits update

A few things to flag up in relation to our staff benefits.

New website

We now have a new and improved employee benefits platform, provided by Sodexo. Here you can find details of savings, offers and discounts available to all WCC staff. If you are an existing user and had previously logged in to the old website then you should have received an email with what to do to set up your account in the new look site. For safety and security, your password wasn't transferred over. So you will be asked to create a new password the first time you log in.

All staff who have reactivated their account or registered by 14 December will be entered into a prize draw, find out more information [here](#).

If you have not checked out our staff benefits before - don't miss out - visit www.wccstaffbenefits.co.uk

Credit Union offers a financial alternative

New to our staff benefits portfolio is the option to join the Citysave Credit Union. Credit unions provide an alternative to high street banks and building societies. They are financial co-operatives offering a savings and loan service to their members and other products such as children's savings accounts and prepaid junior debit cards. All WCC staff are now eligible to join Citysave, and as Citysave members and you can choose to make payments to Citysave direct from your pay.

For more information see www.warwickshire.gov.uk/creditunions

Last call for cycle scheme

If cycling to work is something you are thinking about (or already do) you could have a new bike in time for Christmas with the WCC cycle scheme. Our current cycle scheme window is now open until 14 December.

This is a government-approved scheme that allows you to hire a bike and safety equipment at discounted rates from your employer for the purpose of commuting to and from work and for use at weekends and evenings. The payments will be deducted directly from your monthly pay before your tax and National Insurance contributions are calculated.

For more information see this recent [Wellbeing Wednesday article](#).