

Communities Group Induction

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About the Communities Group

This section will give you a brief overview of the Group, its vision, key elements, purpose and place in the County Council, and an introduction to its Strategic Director, Heads of Service and the business units they manage.



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Introduction from Monica Fogarty

I'm Monica Fogarty, the Strategic Director of the Communities Group and I'd like to welcome you to the Communities Group and help you to understand some of the services we provide.

The business outcomes for Communities Group are:

- To strengthen our economy by attracting more investment and maximising business and enterprise opportunities.
- To ensure that Warwickshire has a sustainable transport network that is fit for purpose to meet the current and future needs of residents, visitors and businesses in Warwickshire.
- To support our young people to meet their needs and aspirations.
- To help our residents learn throughout their lives, so they are skilled and ready for employment.
- That our Communities and individuals are safe and protected from harm and are able to remain independent for longer.
- The health and wellbeing of all in Warwickshire is protected.



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Structure

The Communities Group brings together business units responsible for:-

Transport & Economy
Community Services
Public Health
Education & Learning

We employ, among others, Planners, Civil Engineers, Mechanical Engineers, Landscape Architects, Economists, Accountants, Countryside Rangers, Bus Drivers, Tree Surgeons, School Crossing Patrols, Teachers & Educational Psychologists.

Our staff are based in offices, business centres, parks and depots throughout the county and we are supported by portfolio holding councillors who are responsible for certain areas of our work.

The following pages describe the work of each business unit and may be useful to help in understanding the Communities Group.

Related links

[WCC Structure](#)[Councillors and Committees](#)[Communities Structure Chart](#)

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What we do - Scroll through to find out more about each business unit

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Transport & Economy Business Unit

This business unit works to ensure that Warwickshire has a sustainable transport network which meets the current and future needs of all those who live, work and travel through Warwickshire. This includes developing, improving and maintaining the transport network, promoting road safety through engineering, education and enforcement and providing transport for the public, school children and adults with social care needs.

It also works to provide a blueprint for growth in jobs and the development of communities and the quality of life within those communities. The work is delivered through close working with partners especially the Local Enterprise Partnership.

This unit covers: - Economy & Skills, Planning, Development & Flood Management, Infrastructure & Regeneration, Transport Operations, County Highways, County Fleet Maintenance, Traffic & Road Safety, Transport Planning, Network Management and Design Services

Related links

[WCC Structure](#)[Councillors and Committees](#)

Mark Ryder
Head of Transport & Economy

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What we do - Scroll Through to find out more about each unit

Related links

[WCC Structure](#)[Councillors and
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Community Services Business Units

This business unit works to protect individuals and communities from harm, to empower communities to contribute to the development and choice of services and to protect and provide access to Warwickshire's heritage and rural amenities.

This unit covers:- Heritage & Environment (including Ecology & Archaeology), Locality Engagement & Partnership Working, Waste Management, Youth Justice, Trading Standards, Community Safety, CSW Resilience, Community and Voluntary Sector and the Communities Group Resources Team.



Phil Evans
Head of Community
Services

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What we do - Scroll through to find out more about each unit

[Related links](#)[WCC Structure](#)[Councillors and
Committees](#)

Public Health Business Unit

This business unit works by addressing the overall health needs of the population of Warwickshire. This involves monitoring the health status of the population, identifying health needs, emergency planning provision, controlling communicable diseases, immunisation and vaccinations programmes, screening for early disease, health improvement, and developing policies for and evaluating healthcare.



John Linnane
Head of Public Health

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What we do - Scroll through to find out more about each unit

Related links

[WCC Structure](#)[Councillors and
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Education & Learning

Works to ensure that every child in the county attends a good or outstanding school or setting and goes on to positive life destinations, whatever their circumstances or starting point. It also works to make sure that all adult and vulnerable learners have access to high quality education and programmes.

This unit covers: Learning & Performance, Sufficiency, Planning & Access, Vulnerable Learners, County Music Service, Adult & Community Education and Outdoor Education.



Nigel Minns
Head of Education &
Learning

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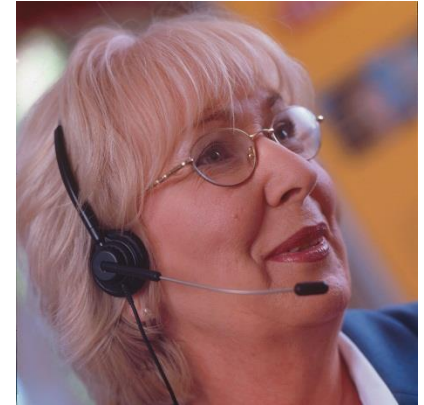
Customer Care

The Communities Group takes customer care very seriously. The main aim is to treat everyone fairly while recognising that they have different needs. To help us to be the best that we can, a set of [Customer Care Standards](#) and our [Customer Care Charter](#) have been developed. These have all our customers in mind, including internal customers.

The standards include the following: -

- **Telephones** should be answered as quickly as possible, and within 7 rings or 20 seconds.
- **Letters** should receive a full response within 5 working days, or sooner if possible.
- **E-mails** should be acknowledged as quickly as possible, and should receive a full response within 5 days.
- **Face to Face** - All visitors should be seen within 10 minutes of arrival.
- All printed information must include a standard statement offering the information in other formats for individuals with special needs e.g. large print, Braille etc.

In addition to this, we must comply with statutory response times to answer requests for information. To see the Freedom of Information Guide, please [click here](#).



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Getting around

One of the most confusing things when you start a new job is finding your way around, understanding where everything is, and how different systems work.

In this section we try to give you some key information to help getting around in the first few weeks as easy as possible.



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Office Locations

Here is a list of Communities Group work locations around the county:

- Warwick, Shire Hall Complex
- Warwick, Montague Road
- Warwick, Saltisford Office
- Warwick, Budbroke Depot & Offices
- Leamington Spa Justice Centre
- [Country Parks](#)
- [Household Waste Recycling Centres](#)
- Coleshill
- Wellesbourne
-
- [Link to Warwickshire Maps](#)

Related links

[Meeting rooms](#)[WCC main offices
opening & closing
times](#)

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Using the phone

Finding the number

Use the WCC People Finder to track down colleagues in any of the four County Council Groups, by searching against forename, surname, phone extension or location.

You can access the [People finder](#) through the intranet.

Using a prefix

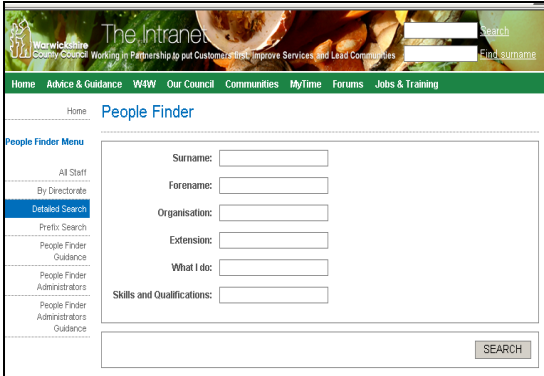
When dialling a colleague within WCC there are a number of prefixes which go with the extension code. Within the People Finder there is a facility to find out what prefix you should use.

To get an outside line you should dial '9'.

Voicemail

Voicemail is a chargeable service, so you should speak to your manager if you need this facility for your job.

Related links

[People finder](#)[Telephone Guides](#)

The screenshot shows the 'People Finder' page on the WCC Intranet. The header includes the WCC logo and navigation links: Home, Advice & Guidance, W&W, Our Council, Communities, MyTime, Forums, and Jobs & Training. The 'People Finder' section has a search form with fields for Surname, Forename, Organisation, Extension, What I do, and Skills and Qualifications. A 'SEARCH' button is at the bottom right. On the left, a 'People Finder Menu' lists options: All Staff, By Directorate, Detailed Search (highlighted), Prefix Search, People Finder Guidance, People Finder Administrators, and People Finder Administrators Guidance.

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Room booking

[Related links](#)[Meeting rooms](#)

There are a number of rooms available for meetings across the Council, some of which are available to book through the intranet.

In addition, the Communities Group has a number of small meeting rooms located within Warwick office buildings.

To search for a room, when booking your meeting via Google calendar, click on the red 'create' button on the left hand side and enter your criteria.



On the right hand side on the new screen, click on *Rooms* (as shown in the image below). This will give you a drop down list of all available rooms in the WCC. This facility will reserve the room for you.

to

[Time zone](#)☐ All day ☐ Repeat...[Event details](#)[Find a time](#)**Where**[Add: Guests](#) | [Rooms, etc.](#)[Add](#)

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The Way We Work

Scroll through to Touchdown / Hotdesking

Warwickshire County Council has embraced flexible working to ensure we work at the right place at the right time, supported by the right technology. Creating flexibility ensures we are ready and adaptable to change.

As an employee, you can expect to be managed by outcomes and results, and be clear about the level of flexibility your role entails. Within the office environment you can expect to work in a shared team workspace, that operates clear desk at the end of the day. You may also be able to work from other locations in accordance with the service requirements of your role. Your manager is responsible for ensuring your flexible working agreement is clear and that you have access to appropriate training and support.

More advice and guidance can be located on WILMa with the eLearning Flexible Working Module, and within the Modern & Flexible Working section of the HR A to Z site. Technical advice and guidance can be accessed from the Information Assets site.



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Touchdown Facilities

Touchdown facilities are our office equivalent of a short stay parking space – they offer a convenient place for staff to ‘touch down’ at a desk for a short period of time of up to three hours. It provides a desk space to catch up with reports, touch base with the office between visits or to make important calls.

[Post](#)

There are touchdown facilities available on the first and second floors of Barrack Street near to the kitchen area.

Hotdesking

If touchdown is short stay, then Hotdesking offers more of a long stay option. Hotdesking areas generally provide a mix of PCs and docking stations for laptops together with phones and printing facilities.

Related links[Desk Sharing](#)[Working more flexibly](#)

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Post

WCC has Post and Mail Presentation Standards which have been developed to ensure we meet efficiency savings as well as meeting the needs of the organisation.

In essence, these state that we should: -

- Use electronic methods of communication where possible.
- Send all post via second class unless there are exceptional circumstances.
- Use printed envelopes, printed labels or window envelopes (guidance is provided on position of labels where applicable)
- Use DL (22cm x 11cm), C5 (23cm x 16cm) where possible.
- Addresses should be formatted to look like this: -
Mr X
14 Sole Street
Anon
XX11 5GG
- Ensure that internal mail doesn't go out with the external mail by mistake, and is marked up with the:
 - o Full name of the person, Group, Service,
 - o Location e.g. Shire Hall, Barrack St, Saltisford, etc
- See the [Post and Presentation Standards policy](#)
- See [Post and Meeting Services](#)

Related links

[Sending post to schools](#)

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Finding what you need

This section details how to find information on the Communities Group; the intranet, and where on our computer systems to save files you're working on.

Here are a few areas to look at:

Communities Group Briefing

Every week the Communities Group Leadership Team (COLT) meet and, to keep you informed of what's going on, the Briefing is produced for all staff to read. Click on the link above to catch up with the latest news.

Communities Group Employee Forum

Communities Group Support Services



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Intranet

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Intranet

Network areas

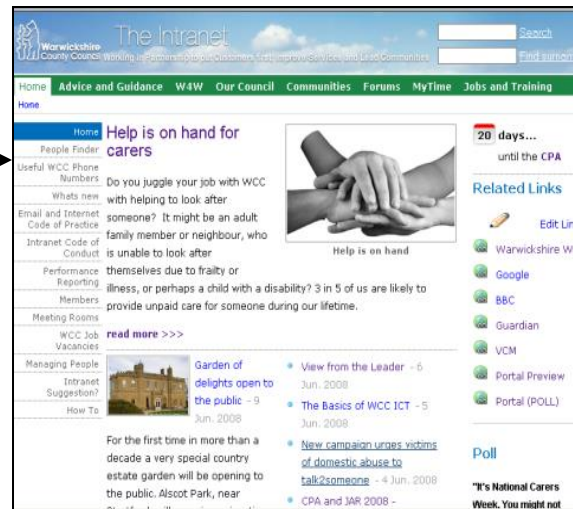
The Intranet is one of the main information sources for staff in the County Council, featuring up to date news, advice and guidance, forums, events and general information about the County Council and its staff.

Easy to navigate, the Intranet can be launched from the desktop icon on your computer or by launching Internet Explorer

Related links

[Intranet home page](#)

[Internet and email code of conduct](#)



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Intranet

Network areas

Guide to Using the Intranet

To make navigating the intranet easier, content is divided into eight different sections, listed across the green bar at the top of the page: -

Helping you Work – This area contains lots of information, advice, and procedures to help you in your working life. It includes things like booking meeting rooms, travel, and ICT.

News – Here you will find the latest issue of Working for Warwickshire (W4W), the Homepage news archive, and many other newsletters.

Our Council – These pages contain information about WCC, including our Vision and Values, Structure and Performance. You can also find the links to Group-specific intranet pages.

HR – For information relating to pay, Health and Safety, appraisals, and all your HR needs.

Have your Say – This contains information about staff panels and gives you the opportunity to make a staff suggestion, or to read about previous suggestions and feedback.

Projects and Initiatives - This area is for communities within WCC to share news, information, important documents, and meeting minutes. It includes an A-Z of many of the different projects going on around the organisation.

Learning, Development and Training – This sections contains information on training available for managers and staff, as well as providing information on internal job vacancies.

Social – For lunchtime browsing – this area includes the staff well-being sections, lunchtime forums, and details of staff discounts and sports clubs.

Related links

[Intranet home page](#)

[Internet and email code of conduct](#)

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Network filing areas


Related links

[Intranet home page](#)[Internet and email code of conduct](#)[Records Management](#)


Network areas

There are two areas available to you for the storage of electronic filing:

- a shared filing area which is accessible for the whole of the team you are working with, and is intended for working documents. This can be identified as h:\ or BU.

⊕  Bu on 'Cx-nwvs1\Cxshare1' (H:)

- a personal filing area (identified as g:\ or by your log in username, in this example 'Mher') is also available to you for the storage of confidential material. This area is only accessible by you.

⊕  Mher on 'Cx-nwvs1\Cxuser1\Home' (G:)

Your manager should go through the Records Management Checklist with you, which offers guidance on how to receive, use and create records and information.

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Where to go for help?

There is plenty of support in the County Council for a range of issues from a broken PC to HR issues. In this section we try to point you in the right direction should you need any support.



Additionally, on the intranet you will find:

- [Communities Group Support Services pages](#)
- [Communities Group Employee Forum pages](#)

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Getting ICT help

[Learning and Development](#)[How to guides](#)

Getting ICT help

Help for ICT queries is available via the ICT Service Desk based in Shire Hall. This should be your first point of contact for anything related to technical issues, how to do something, or requests for changes to user accounts and access rights.

ICT help is available via the ICT Service Desk who are open 8:30-17:30 Monday to Thursday and 8:30 to 17:00 on Fridays.

You can contact the service desk :

- By calling (01926) 41 **4141**
- **By email ICT Service Desk**
- **On Line using ICT Service Desk Online (Icon on your desktop)**

With any ICT query, whether technical or software related, please always have your computer contract number at hand. The contact number is printed on a white label located on the base unit of your PC.

More information on ICT can be found [here](#)

Related links

[ICT Service desk](#)[ICT home page](#)

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Learning and Development

The Corporate Learning and Development Team sit within the HR & Organisational Development Business Unit of the Resources Group.

They specialise in providing learning solutions such as advice, guidance, face to face training, tools and tips, coaching, team development to name but a few.

You training needs will be identified in discussion with your line manager during your appraisal, which takes place twice during the year. You can also identify your own learning needs and personal development – advice can be found on the Warwickshire's Interactive Learning Management ([WILMa](#)) system.

If you are new to WCC, you will be booked on some standard induction courses, **Welcome to Warwickshire, Customer Service** and **Equality and Diversity** training. Managers also need to attend mandatory managerial training events specific to their role. These dates will be advised to you by your manager.

For details of training courses available you will need to access WILMa which details the dates and the aims and objectives of the courses. You must always have your manager's consent before booking yourself on a course.

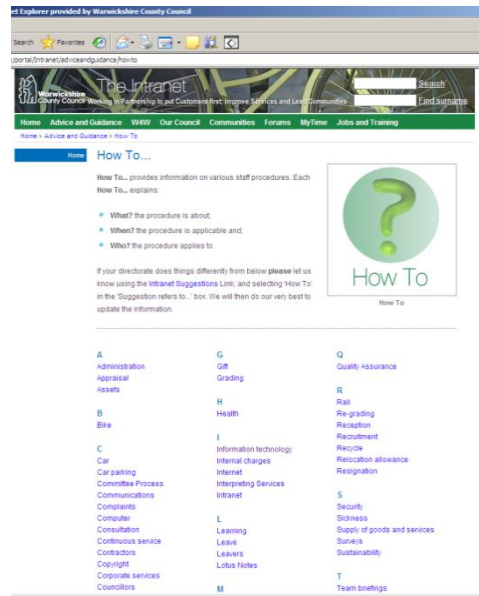
Related links[Learning and Development](#)

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How to guides

The intranet has a list of guides and useful documents called [How to?](#) to help you understand how to do things or where to find advice. This can be anything from an ICT query to car parking.

[Related links](#)[How to?](#)

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All about you

‘All about you’ outlines some key sources of information on some of the more human issues you may experience, like pay and sickness.

Click on the tab “[Helping you Work](#)” on the intranet to see lots of information and provide quick links to help you do your job



*Working for
Warwickshire*

Feedback: if you have any comments or suggestions to help us improve this induction package please email jackimorris@warwickshire.gov.uk

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Health and Safety

The aim of Health and Safety is to protect you and your colleagues whilst at work, by helping you to make work a better, safer and healthier place to be.

Health and safety is everyone's responsibility - Information on a variety of [Health and Safety](#) issues is available on the intranet.

Your first point of contact for Health & Safety issues is always your manager. If necessary they will seek advice and guidance from the Health & Safety & Wellbeing Team.

Related links[Your Wellbeing](#)[Health and Safety](#)

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Pay and pensions

You are paid on the last banking day of every month directly into your bank account. If you haven't completed and submitted a form detailing your account details please let your manager or the HR Service Centre know.

Your pay slip will be available on HRMS, delivered to your desk by internal mail or sent to your home address, and details your pay and any deductions.

The Local Government Pension Scheme is open to all permanent employees and you will be opted into the scheme unless you specifically tell us you don't want to join. We would advise you seek independent financial advice before making any decisions. For more information, contact the Pensions section on (01926 41) ext 2682 or visit information on Pensions available on the intranet.

If you use childcare you may benefit from the [Childcare Voucher Scheme](#).

If you have any queries about your pay, contact the HR Service Centre, (01926 73) ext 8444.

Related links

[Pay and allowances](#)[Pensions](#)

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Travel claims

All employees are entitled to reimbursement or reasonable expenses incurred in making business journeys in accordance with the County Council's [Travel Code of Conduct](#), which is available on the intranet and outlines what you can claim for, the rates, and all the information you need to know.

The Communities Group encourages green travel so please consider car sharing or using a bicycle or public transport.

All mileage should be claimed on the Travel and Expenses Claim Form, which should be submitted via our online [Payment Direct pages](#) after being authorised by your manager. Total car mileage claimed should be rounded up or down to the nearest mile, and VAT receipts need to be provided.

There is a page on the Intranet <http://www.warwickshire.gov.uk/expenses> where you can find further information including rates.

Related links

[Travel Code of
Conduct](#)

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Leave and Flex

The annual leave year runs from April to March. Your entitlement (the number of days leave you are allocated) is based on your salary and continuous service, and will be calculated pro rata if you work part time. Your leave entitlement will be included in your contract, and your line manager will give you details when you start as well as advising you on the arrangements for booking leave in your team.

If you are entitled to the County Council's [Flex](#) time this will be stated in your contract. Information on core hours, and how to use the County Council's flex system can be found on the intranet.

A time sheet and guidance on how to record your flex is kept on the Intranet.

Information on other types of leave, such as maternity, paternity, parental and dependants leave is also available on the intranet under '[Other leave](#)'.

For further information or advice on these types of leave contact the HR Service Centre, Tel: (01926 73) ext 8444.

Related links

[Annual Leave](#)[Flex](#)[Other leave](#)[Family and Domestic
Leave](#)

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Sickness

Warwickshire County Council's [Sickness policy](#) can be found on the intranet.

To help outline what is expected from you as an employee, the Council has produced [an employee guide](#). This is supported by a document outlining frequently asked questions and their answers, for example telling you what to do if you are unwell part way through a day or whilst you are on leave.

If you have any queries, your manager should be able to help you, or contact the HR Service Centre on (01926 73) 8444, or the HR Advisory Service (contact details found under 'The HR Advisory Team').

Related links

[Annual Leave](#)[Sickness policy](#)

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Appraisal

The County Council's [Appraisal](#) process is a two way discussion between staff and managers covering:

- How your role contributes to the objectives and priorities of the County Council
- Any support needed to meet your objectives
- Development needs, including an opportunity to discuss career development
- Reflection on achievements, what has gone well, or not so well, over the past year
- Feedback on your performance

Appraisals take place between line managers and employees between April and June each year, with mid-year reviews between October and December.

To ensure fairness and equity in the process, your completed appraisal will be sent to your line manager's manager for moderation. Once they have signed it off, it stays on your personal file and you also need to keep a copy.

There is an [Appraisal Guidance](#) document that includes further information

Related links

[Appraisal & Guidance](#)

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Getting HR help and advice

Most of the information on your terms and conditions of employment can be found on the intranet. Further information is available from:

HR Service Centre - There are two teams who advise on recruitment and pay and terms and conditions of employment. To contact the HR Service Centre call (01926 73) ext 8444.

HR Advisory Services – Provide expertise and support to managers on HR casework such as grievance, disciplinary, performance, absence management and change management issues.

Staff Care– Confidential support and counselling Services are provided through the Council's Staff Care Service. To contact Staff Care call the confidential telephone line on 01926 476606 or email staffcareconfidential@warwickshire.gov.uk

Occupational Health Services – Provided by Team Prevent, staff referrals are made through the HR Advisory Services via your line manager.

Workforce Wellbeing - WCC has a healthy workforce strategy called '[Your Wellbeing](#)'. This covers a range of activities and advice to help staff improve their health and wellbeing.

Bullying and Harassment contacts: The County Council has a strong commitment to equality of opportunity and ensuring all staff are fairly and equally treated.

Related links

[Staff Care](#)[Your Wellbeing](#)[Do the Right Thing](#)[Bullying and Harassment](#)[HR A-Z](#)

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Thank you for your time. You have now reached the end of this presentation and we hope you found the information useful.

If you have any comments or suggestions to help us improve this induction package, please email jackimorris@warwickshire.gov.uk

May we take this opportunity to once again welcome you to the Communities Group and to wish you every success.