

Resources Group Induction

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About the Resources 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 divisions they manage.



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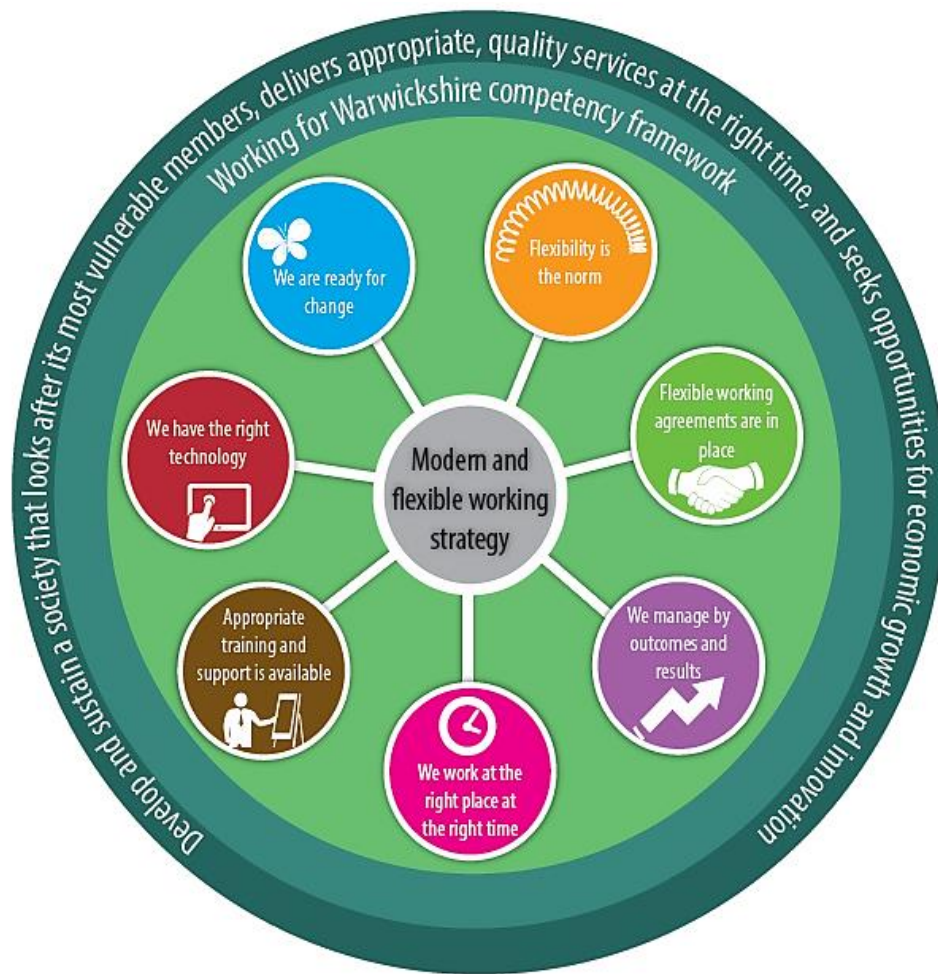
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The Way We Work

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 ensure 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.



Feedback: if you have any comments or suggestions to help us improve this induction package please email us here: [click here](#)

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Introduction from David Carter

I'm David Carter, the Strategic Director of the Resources Group and I'd like to welcome you to the Resources Group and help you to understand some of the services we provide.



Resources Group Vision...

“ We will work together so that Warwickshire County Council has the best customer and support services we can provide”

Our **4 Key Vision Elements** are:

1. Managing our money carefully so as to ensure that we balance our books
2. Continuously improving the way we do things so as to meet the needs of the Council's customers – the people of Warwickshire
3. Using the most effective and efficient providers so as to deliver services which maximise value for money and quality
4. Ensuring the Council's rules are clear and understandable so as to maintain essential controls but minimise red tape

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Structure

There are many and varied services within the Resources Group - we provide services internally to other areas of the council; externally to our partners and communities; and on the front line directly to our customers..

There are **7 Business Units** within the Resources Group:

- Customer Service
- Finance
- Human Resources and Organisational Development
- Information Assets
- Law and Governance
- Physical Assets
- Service Improvement and Change Management

- These are all Key Service Areas which ensure the smooth running of the County Council.



Related links

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

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What we do

Customer Service

Customers are at the heart of what we do – we play a key role in leading the development of a customer focused organisation that recognises external and internal customers as being equally important.

The Teams within Customer Service are:

- **One Front Door –(face to face, telephone or website)**
- **Customer Relations and Complaints**
- **Communications**
- **Library and Information Service**
- **Registration Service**

Related links

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

Kushal Birla,
Head of Customer Service

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What we do

Finance

Our primary aim is to provide high quality and cost effective financial support and advice to all services within the council and to the council as a whole.

The Teams within Finance are:

- Budget & Technical, Fire, Other Services
- Projects, Treasury Mgmt, Pensions, Procurement, Financial Accounting
- People Group Finance Support
- Communities Group Finance Support
- Resources Group Finance Support

Related links

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

John Betts
Head of Finance

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What we do

Human Resources & Organisational Development (HR & OD)

Our purpose is to ensure that the organisation has the workforce it needs to deliver its objectives; that it is motivated; developed; and reflect the needs of the different groups and communities who live in Warwickshire.

The Teams within HR & OD are:

- HR Service Centre
- Learning and Organisational Development
- Equality & Diversity
- Employee Relations (including Health Safety & Well Being)

Related links

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

Sue Evans
Head of HR & OD

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What we do

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

Information Assets

We co-ordinate information management within the Authority and manage information and data security. We define our ICT strategy and manage the ICT network and infrastructure. We also provide systems development and ICT user/customer support to deliver added value ICT services.

The Teams within Information Assets are:

Schools and Network

- **Production Services**
- **Customer and Supplier Services**
- **Systems Centre**
- **Information and Innovation**



Tonino Ciuffini
Head of Information Assets

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What we do

Law and Governance

The Law and Governance Unit encompasses all those services involved in maintaining strong and robust corporate governance across the council.

The Teams within Law and Governance are:

- **Legal Services**
- **Democratic and Member Services**
- **School Governance**
- **Corporate Risk Management, Internal Audit & Insurance**
- **Coroner**
- **Lord Lieutenantcy**

Related links

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

Sarah Duxbury
Head of Law and
Governance

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What we do

Physical Assets

We are responsible for the management, investment and operation of the council's land and property portfolio in order to ensure that the council's land and buildings are fully supporting our service needs.

The Teams within Physical Assets are:

- **Asset Strategy**
- **Construction Services**
- **Estate & Smallholdings**
- **Facilities Management**
- **Programme Management – Property Rationalisation**

Related links

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

Steve Smith
Head of Physical Assets

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What we do

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

Service Improvement and Change Management

The Service Improvement and Change Management Service has an overarching role in supporting the organisation to deliver its overall ambitions and key outcomes.

The Business Units within Service Improvement and Change Management are:

- **Development and Support**
- **Corporate Programme Management Office**
- **Planning, Performance and Business Improvement**
- **Warwickshire Observatory**

Head of Service Improvement
and Change Management

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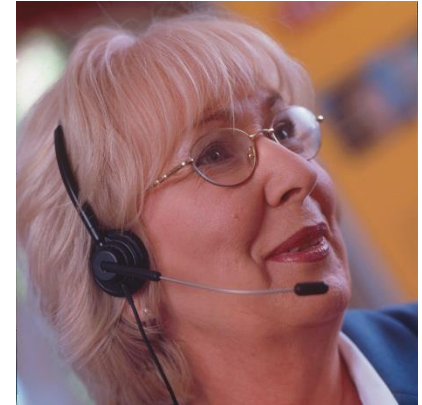
Customer Care

The Resources 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 Resources office locations around the County:

- Warwick, Shire Hall Complex
- Warwick, Montague Road
- Warwick, Saltisford Office
- Bedworth, Kings House
- [Libraries](#)

- [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.

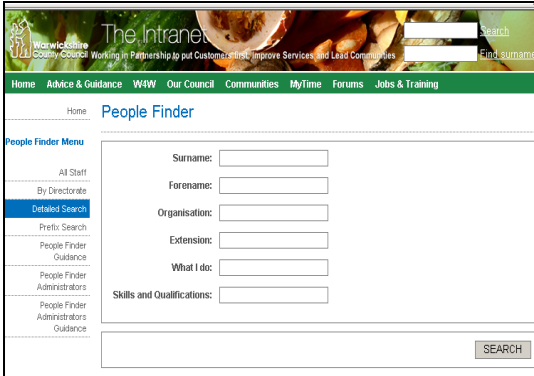
To get an outside line you should dial '9'.

Voicemail

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

Telephone Guides are available – please click on the link

Related links

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

The screenshot shows the 'People Finder' page within 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 main content area is titled 'People Finder' and contains a search form with fields for Surname, Forename, Organisation, Extension, What I do, and Skills and Qualifications. A 'SEARCH' button is located at the bottom right of the form. On the left side, there is a 'People Finder Menu' with links to All Staff, By Directorate, Detailed Search (which is highlighted), Prefix Search, People Finder Guidance, People Finder Administrators, and People Finder Administrators Guidance.

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Room booking

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

In addition, the Group has a number of small meeting rooms located within Warwick office buildings. To search for a room, click on the [“Meeting Rooms”](#) page on the intranet and locate the building you require.

Related links[Meeting rooms](#)

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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 in the Group; the intranet, and where on our computer systems to save files you're working on.

Here are a few areas to look at:

[Resources Group Briefing \(RG Briefing\)](#)

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

[Resources Group – Staff Panel](#)

[Resources Group Support Services](#)



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Intranet

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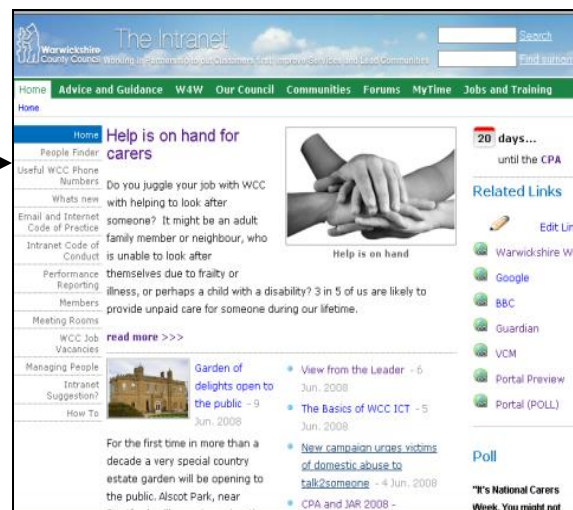
Intranet

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

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.

Related links

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

Resources Group Induction

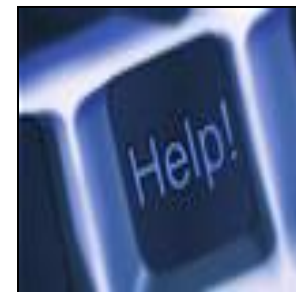
[Home](#)[About the Group](#)[Getting around](#)[Finding things](#)[Getting help](#)[All about you](#)[Getting ICT help](#)[Learning and
Development](#)[How to guides](#)

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:

- [Resources Group Support Services pages](#)
- [Resources Group Staff Representatives 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 on (01926 41) ext **4141** or email **ICT Service Desk**.

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 on the Lotus Notes document library under the category >*Manage Technology*.

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.

Your 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 [Learning and Organisational Development webpages](#).

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 face to face training courses, access the [course calendar](#) and [course catalogue](#) which detail the dates and the aims and objectives of the courses. (You must always have your manager's consent before booking yourself on a course).

There is also a range of [ICT Training](#) on offer – click on the link to find out more.

Related links

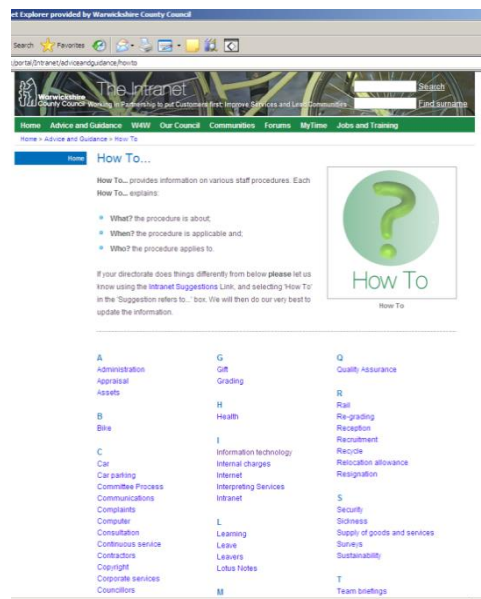
[Learning and Development](#)[ICT Training](#)

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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



Feedback: if you have any comments or suggestions to help us improve this induction package please email us here: [click here](#)

*Working for
Warwickshire*

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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 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. A leaflet explaining your [Pay Slip](#), can be found on the intranet.

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](#)[Pay Slip](#)[Pensions](#)

People Group Induction

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Travel claims

You can claim for reasonable travel and subsistence incurred in making business journeys. Claims need to be made 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 Group does like to encourage Green travel so please consider car sharing or using a bicycle or public transport.

Claims are processed through payroll on a monthly basis and should be sent to the Financial Services team on or before the deadline, which is usually sometime in the first week of the month (we email these to the whole Group as a reminder).

You will need to provide appropriate receipts (including VAT receipts for fuel) which **must** be attached to your claim form.

There is a page on the document library located *>Manage Finance>Travel Claims* where you can find the form and further information including rates.

If you need any assistance in completing your form then please contact a member of the Financial Services team on (01926 73) ext 6116

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 document library under: *Manage People > Flex Sheet*

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](#)[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. [Contact details](#) are available on the intranet.

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](#)