

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP

Agenda items:

- Children & Families Transformation Programme Update
- Key Principles for Change
- Communication
- Teams in C&F Business Unit
- Ideas for enabling 'One Team' culture
- Workshop 25.2.2017
- AOB/Future agenda items

Present 27.4.17

Gill Campbell
 David Sherwood
 Malkit Thiara
 Olivia Burscough
 Zoe Hutchinson
 Kelly Masterson
 Lauren Coleman

Apologies:

Marina Kitchen
 Louise Shorthouse
 Ramandeep Sandhu

Present 25.5.17

Gill Campbell
 Graham Palmer
 Sarah Antill
 Malkit Thiara
 Olivia Burscough
 Emily Musgrove
 Louise Hargreaves
 Lauren Coleman
 Zoe Hutchinson
 Kelly Masterson
 Rosalind McGrath

Apologies:

Marina Kitchen
 Rebecca Lapish
 David Sherwood
 Ramandeep Sandhu
 Mark Roden

**Putting children at the
 heart of all we do**

ISSUE	ACTION
There are gaps in group representation on staff engagement group.	Representatives to contact G Campbell with names of suggested colleagues.
Beates Blog could go on the screens around the county buildings. Could put up a hard copy around the office of the blog.	Representatives to action the circulation of hard copies. GH to link with S Antill & IT in respect of screen messages.
MASH case studies and examples of best practice MASH referrals to be produced	David Sherwood to raise with John Coleman
For an insight into, or to visit MASH or CSE	Contact David Sherwood
Different roles need different styles of communication.	Representatives to ask their colleagues to consider 2 different job roles; give thought to the statement and bring responses to the next meeting.(29.6.2017)
1) How do you put children at the heart of what you do? 2) What does putting children at the heart of what you do mean to you?	Representatives to ask their colleagues these two questions and bring responses to the next meeting.(29.6.2017)

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP

Children & Families Transformation Programme Update:

- The Programme was set up in January 2017 and will run until March 2020.
- A list of potential projects that will make up the Programme is being planned.
- Discussions on who will lead each project will take place. Once project leads are agreed, the timescales will be agreed e.g. 'MASH front door' will be a project lead by John Coleman which will reduce the number of non-safeguarding referrals to the MASH.

Currently there are 5 groups of projects [these may change]

- Operational Effectiveness – improving processes, operating as one team across Children and Families, modern and flexible working
- Children Looked After – Reducing the need for children to become looked after
- 0-5 Redesign – Providing the right services for children aged 0-5 at the right time
- Regional Adoption Agency
- Building Resilience – Ensuring that the information, training and support is available to families to reduce their need for more complex services in the future
- The Programme is being overseen by our Cllr Les Caborn portfolio holder for Health.
[Responsibilities.pdf](#)
- Governance – a draft outline of the programme was taken to People Group GLT (Group leadership team), Bill Basra went to Corporate Board and Marina Kitchen presented to Customer and Transformation Board.
- Once the programme is signed off further detail will be developed; this group will be crucial to ensure that the staff voice is heard; it's important that staff are involved.
- The question was raised by reps, "Are we learning from other Local Authorities"
Response - Essex is deemed to be the model of best practice.
The Project team have visited Wolverhampton and Oxford.
- Jo Davies - Mosaic Operations Manager has joined the Transformation Programme Team d

Key Principles for Change:

It was agreed that the following 6 key principles for change would be adopted by the Warwickshire Way Forward Staff Engagement Group.

- Children & young people are at the heart of what we do
- Staff voice is valuable
- Respect, listen & understand each other
- We will be representative of all
- Solution & outcome focused
- Develop a One Team culture

The full list of key principles for change identified at previous meetings will still be used as points of reference



- Children and Families Posters: Now circulated for display at our premises. Please contact Graham Palmer for additional copies
- Poster suggested giving details of the Warwickshire Way Forward Staff Engagement Group including representatives. A discussion took place as to the usefulness of this. There was a mixed response. Some of the group felt that given they are each working with their own teams it was unnecessary to include photo's. Also the representatives are still building the trust of their managers and colleagues in respect of this sensitive role and it might cause a barrier to this relationship. It was agreed to ensure that all staff representatives' photos are on People Finder – and mention that on the Beate's blog. The matter to would be re-considered at a later date.
- The issue of Children & Families lanyards; 'Warwickshire Putting Children at the ♥' which is the vision for our future contribute to the launch of the Transformation Programme.
- Need communication about what the vision is. Concern that there isn't enough communication about the programme. Beate could attend team meetings and explain her vision, this is the journey, could pre-plan some questions. All agreed that a visit from Beate would be beneficial.
- Suggest Marina/Graham attend a Team Admin meeting.
Representation of admin staff on the group was discussed. Additional representation to be recruited. Representatives to contact Gill with names of suggested colleagues.
- Beates blog could go on screens around the county – could put up a hard copy around the office of the blog. Reps to action the circulation of hard copies. IT to be investigated in respect of screen messages.
- Google Feedback Form: This sheet is for use by any staff in Children and Families to make comments, suggestions or raise issues. It can be completed anonymously; concerns from colleagues that you can track who inputted comments. Work was carried out as part of the preparation for the Your Say Survey 2017 to tested whether people could be traced. It was proved that even IT couldn't track back to identify individuals.
Gill Campbell has an over view of the information and will ensure that the details are fed through the appropriate channels for consideration/action.
The link to this sheet [C&F Feedback Form](#)

Google Plus account:

An account has been created for the representatives of Warwickshire Way Forward Staff Engagement Group to communicate between them.

Instructions on how to set up a link will be sent to group members.

Please bring ideas from your colleagues as to the preferred/most effective mechanisms for communication information relating to Children and Families Transformation Programme to the next meeting. Thank you to those reps who have already begun to collate details which will be fed to S Antill.

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP



Teams in Children and Families Business Unit:

The attached sheet was discussed which gives an overview of the teams which make up the Children and Families Business Unit. N.B. Asylum and leaving care –are one team

It was suggested that reps use the sheet in discussion with their teams e.g. tick your own team and circle teams you work closely with OR look at ideas for teams which would make sense to co-locate.

TS4YP NW and N&B team used the sheet as a quiz at the beginning of a team meeting; what does each service do and what their referral criteria is.

Ideas for Enabling One Team:

A small budget has been identified to support ideas which enable a One Team culture. For example provide leaflets to inform what each service provides & their criteria OR co-locate teams where minimal adjustments are needed to make the change

Item	Action
A who's who board with pictures and names at entrance to our buildings	Liaise with property services to implement
Paperwork is different e.g. risk assessment, family support plans, <u>consent forms</u> – different for different areas. Concern over the complexity of the consent forms, photography and the transport form.	Plan a review of processes
Can't see each other's drives, can't access each other's areas and see their forms. Need for a common place for resources which is easily accessible to all. E.g. social worker and youth worker working with a child and can't see each other's plans.	Include as part of process review N.B. ESCR is open to all
Group acknowledged the importance of effective induction/re-induction to roles in ensuring a strong understanding of job purpose and supportive networks. Induction should include face to face time with managers and colleagues	Review induction process; include a common Children & Families induction. Include evidencing of induction. Consider re-induction process after maternity leave, <u>secondments</u> , etc. Offer more shadowing opportunities to improve understanding of colleagues' roles and priorities.
Co-location -Sung the praises of FSW's sitting with social workers and youth workers, it really works	Enable co-location where ever possible
Manager's need to be accessible and visible.	Arrange more visits to bases.

Change – How can we ensure it is positive?

- Learning & OD support has been arranged for the Programme to look at needs and support for staff and teams.
Please bring suggestions for the type of support you and your colleagues feel would be appropriate.
- Need to show we're listening and taking action

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP

Feedback from Teams/Reps Role:

- Reps to reassure their teams that this is their chance to get views across. Line managers need to be supportive and enable reps to fulfil the role.
- The Warwickshire Way Forward Staff Engagement Group should regularly have joint meetings between north and south.

Any Other Business:

- MASH
 - Find it helpful to phone MASH for a consultation before for a referral so key contacts would be really helpful
 - Need to improve schools understanding of MASH. John Coleman awareness sessions for the head teachers, as part of the workshops that are organised for MASH.
 - Staff can contact David Sherwood if they want to visit MASH or CSE to arrange a visit.
davidsherwood@warwickshire.gov.uk

Children & Families Transformation Staff Engagement Group Workshop 25th May 2017:

- A very useful day was held at which the group members were able to take the opportunity to network with their colleagues and discuss their role as Transformation Staff Engagement representatives.
- Sarah Antill joined the group to lead a discussion on Communication:
What makes effective communication?
What are the barriers to effective communication?
- The thoughts and ideas produced from the day will contribute to the formulation of the Children & Families Transformation Programme communication strategy and will also form the basis of future discussions at Children & Families Transformation Staff Engagement Group meetings.
- Thank you to all who attended for your support.

Future Meeting Dates:

JUNE	THURS	29.6.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	29.6.2017	NORTH	2 - 4	HRC GF MR6
JULY	THURS	27.7.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	27.7.2017	NORTH	2 - 4	Hatters Space
AUG	THURS	24.8.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	24.8.2017	NORTH	2 - 4	Hatters Space
SEPT	THURS	21.9.2017	SOUTH	9.30 - 11.30	SB3 2F CR7
	THURS	21.9.2017	NORTH	2 - 4	HRC GF MR6
OCT	WED	18.10.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	WED	18.10.2017	NORTH	2 - 4	HRC GF MR6
NOV	THURS	23.11.2017	SOUTH	9.30 - 11.30	SB3 2F CR7
	THURS	23.11.2017	NORTH	2 - 4	HRC GF MR6
DEC	THURS	14.12.2017	SOUTH	9.30 - 11.30	SB3 2F MR7

For more information about the
Children & Families Transformation Staff Engagement Group

contact the Chair on **01926 742491**,

gilliancampbell@warwickshire.gov.uk

Or Graham Palmer, Project Manager on **01926 742817**,

grahampalmer@warwickshire.gov.uk