

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP

Agenda items:

- Children & Families Transformation Programme Update
- Group Members Feedback
- Mosaic - Jo Davies
- One Team Structure
- AOB/Future agenda items

Present

Gill Campbell
 Graham Palmer
 Jo Davies (Mosaic)
 Jo Kenna
 Malkit Thiara
 David Sherwood
 Natalie Williams
 Joe Quintanilla
 Kelly Masterson
 Mark Roden
 Emily Musgrove

Zoe Hutchinson
 Lauren Coleman
 Louise Hargreaves
 Olivia Burscough

Apologies:

Marina Kitchen
 Sue Reeves
 Helena White
 Ramandeep Sandhu
 Rebecca Lapish
 Louise Shorthouse

Children & Families Transformation Programme Update

Headlines for July 2017

- 0-5 Consultation Underway – closes 11th September
- Staff are encouraged to take part in the consultation
- Project Delivery Groups being established/underway
- Social Worker Recruitment - [26 candidates for interview in July, plus 19 from June at offer stage]
- Preparation for Sept 17 'Work for Us' recruitment event.
- One Team HR/OD Support – draft OD plan produced
- Refresh of 0-5 Redesign group – for greater delivery focus and coordination
- Liaison with finance to develop closer management of financial savings
- New Project Manager in post – David Morrow

Planning for August/September 2017

- Full Definition of Programme at Senior Leadership Team
- 'Introduction to Transformation' video by Beate to be shared
- Staff Engagement Roadshows arranged – 8th / 9th August 2017
- Manager's Staff Engagement Group established
- Children Looked After in Foster Care delivery groups established
- Staff engagement group One Team recommendations to be fed in to One Team project delivery group (David Morrow)

Group Members Feedback:

Existing team members gave an overview of previous meetings as an introduction for new members.

At the last meeting we looked at the draft structure including the broad themes e.g. Initial Response and what that could look like in the new structure; which services work closely together and what would aid the customer journey. Co-location – looked at where that would work, which teams need to work with each other. It felt good to have an input.

“getting in to the detail and having our thoughts heard, pulling apart what the future could look like, actually having pens in our hands was great.”

How do group members liaise with their teams? The role is to go back to teams and give a summary from the group meetings and in turn, collate feedback from colleagues. This could be at team meetings or other means.

Challenges faced:

- There is some concern that some staff have Transformation Programme fatigue already; recent attempts to get feedback from colleagues is a challenge.
- Some staff are sensitive to the omission of Early Help teams/emphasis on Social Workers in communications.
- Some staff question the short notice given for the Roadshows, also that they were announced immediately prior to a holiday period and are taking place while many staff are away – Graham confirmed that it was recognised that the holiday period was not ideal however we wanted to respond quickly to the requests for Beate to engage, staff are encouraged to attend where possible, representatives who attended the roadshows will feedback to their teams and presentation slides will be made available.
- Would be useful to have something concrete to feedback to teams e.g. a flyer.
- Timing of email communications to groups of staff should be better planned; E.g. group members are asked to go back to their teams for ideas on a theme and the next day an email is sent out from Beate with information which shows that a decision has already been made.
- Don't think some managers understand the Transformation Programme or the role of Group Members.
- Some staff confusion around Children's Centres public consultation and One Team internal consultation.

Ideas to address:

- Care to be taken when wording emails, etc. be inclusive of all teams where appropriate
- Beate to visit Early Help team; be more visible
- Roadshows -> Produce a hand out and share slides
- Email communications - Beate and senior managers need to have a timeframe for emails to workers and agree content

Mosaic:

Jo Davies has the remit for Mosaic in respect of the Children & Families Transformation Programme. She was a youth worker, family centre worker, social worker and social worker manager and has worked in 5 different Local Authorities. She wants systems to work as well as possible.

She wants to hear from staff what is working well, what the challenges are and wants to work with staff to find solutions in respect of Mosaic.

- Help desk has been reorganised; now working better and more efficient
- An escalation process exists should an issue raised need re prioritizing. This process is accountable to SLT.
- Requests for changes are reviewed by a panel and prioritised.
- 'Merit meetings' [Mosaic Electronic Recording Technology]
Children's teams have run for some time. Now encompass wider services.
The Terms of Reference for the group have been amended to include all teams.

Examples of items raised by Staff Engagement Group Members:

- Duplicates - there were 4500 possible duplicates, they have been worked through now. However more duplicates are being created. If you find one please report it to Help desk. They will merge it; they take all the info and merge them and put a note on the front page.
"Will we get an email to let us know when that's sorted?"
Yes, there will be an email and probably be in the newsletter
- Management functions are being carried out and cause a backlog.
These processes are being reviewed.
- There is a proposal for greater use of Ipads. We will be talking to Early Help (e.g targeted support for young people) to review their usage and social work teams about this possible opportunity. If this considered appropriate then an application will be made to fund the capital costs.
- Workshops and ongoing training available.

Jo has taken away your comments and will feedback on the points you raised as soon as she is able.

One Team Project:

Feedback from the group identified some apprehension about co-location in certain circumstances – existing issues with triage forms from MASH, concern if working alongside the MASH, that there would be less input to the triage form by MASH; might work the other way?

However other feedback is positive; were really fragmented, now in the same building communication works well – E.g. Targeted Support for Young People are constantly with Social Workers, it has been a huge improvement. Oakfield Park is another good example.

Some issues experienced liaising with SEND.

Key themes-

- Within teams lack of understanding about what each FSW role does.
- Need for understanding of criteria and referral process for each team/service - Particularly important for new starters; useful induction is important.
- Role of admin support staff is key.

Any Other Business:

- In a recent Beate's Blog a 'thank you' for the work involved in the Ofsted inspection was delivered. Beate asked teams to this **celebrate success**; one of the WCC Key behaviours.

This theme was also talked about at the People Group Employee Forum and the Corporate Staff Engagement Group. We would like you to encourage colleagues to make suggestions on how to celebrate; what have teams done to date?

Please bring ideas and examples to the next meeting.

- Different **communication styles** – **Please could you email us** some examples of roles within your teams and the best way to communicate with them

Future Agenda Items:

Recap – including IT issues, Communication styles & 'Putting children at the heart of what we do'

Fiona McCaul, C&F Transformation Programme Manager

Children & Families Transformation Staff Engagement Group Terms of Reference

For more information about the Children & Families Transformation Staff Engagement Group
[Warwickshire Way Forward - WCC Intranet](#)

Contact the Chair on **01926 742491** gilliancampbell@warwickshire.gov.uk

or

Graham Palmer, Project Manager on **01926 742817** grahampalmer@warwickshire.gov.uk

Give us your thoughts and feedback by adding to the sheet by following this link
[Staff Engagement Feedback](#)

Future Meeting Dates:

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
	THURS	14.12.2017	NORTH	2 - 4	HRC GF MR6