

Minutes of Team Managers Meeting 10.7.18

Attendees: Gill Campbell, Hollie Hutchings, Nural Kabir, Lorraine Jaeger, Melanie Scobie, Jane Walford, Maria Francis, Jo Boyes.

C & F Programme update (also circulated via email)

C&F Programme
update 1.7.2018.pdf.

Time to Talk Roadshows June 18

- Two of the group members present had attended the roadshows
- It was noted that the same people tend to go to the roadshows – John has asked that for the next Roadshows (November 5th & 8th) everyone brings a colleague who hasn't been before.
- It has also been noted that there is a lack of Social Workers attending the roadshows to give balance to the discussions.
To address these issues, ideas revolved around:
 - Could this be raised at Team Meetings to encourage all staff to go?
 - Attendance be made mandatory
 - Have a rep from SW, SCW, TM, Admin to report back to their teams
 - Holding a breakfast meeting had a lot of support and has worked well for other events in the past
- The round the table discussion at the Roadshow in respect of 'Outcomes' was not fully understood.
- The 'Boarding school' idea to reduce placements costs had mixed responses
 - what would happen in the school holidays,
 - it could be a source of consistent care, it may enable keeping siblings together;
 - it may encourage family members to come forward as carers if the child is a weekly boarder but there are specific circumstances that this option may suit. Other LA's have used this model..
- One group member had sourced an article written by a child who had experienced boarding school as an alternative of care and the child stated that actually this contributed to feeling less like they 'belonged'.

Team Managers Meetings (North & South)

John held Team Managers meetings in June 18.

- The meeting was well attended
- This was a good opportunity to meet with John and positive moving forwards
- John made recognition of the difficulties that TM's experience and the positive role they undertake in supporting workers and are relied upon by higher management also. Staff felt valued and supported.
- It is considered a good opportunity for TM's to network
- There was useful information sharing and staff felt supported

- Staff in different areas of the service became aware that other colleagues were working significantly over and above contracted hours (one worked 14 hours on a Sunday to complete required paperwork for deadlines on the Monday). Discussions also exposed the pressure and time constraints staff are working under that they didn't realise (which varies across teams)
- Discussions at the meeting around ideas on making the services more effective would have been better if the financial aspect had been disclosed prior to the conversation to gain more constructive feedback (as in there is no additional finances and the budgets that they have need to be utilised more efficiently).
- The financial situation was shared with staff and areas of wastage were highlighted i.e. 10k wasted on training that had been booked and not attended. Staff weren't aware that charges are made to their team for this.
- The Resource Bags that are being provided for frontline workers has been well received.
 - Newly qualified staff will have a complete understanding of how to maximise their usage. Embedded staff may need refresh training?
 - Using the kits on visits does take planning and there is a hesitance that this may become a barrier to their usage.
 - Every frontline worker will be provided with a kit and it will be their responsibility to maintain/replace items in the kit (and pass on to new workers should they leave)
 - The general consensus is that the kits are targeted at younger children and there is not provision for young people or teenagers – therefore not suitable for youth workers.
 - Some staff felt that to a certain extent, toolkits are used anyway in their teams (albeit not in the same format) but that the provision of these kits sends a positive message to staff.

Case File Audits

It is good for Team Managers to review cases but it is time consuming and can be difficult to protect this time for them to be completed.

Training

- Training has been a good opportunity for staff to network and build relationships with colleagues from other areas. This type of training hasn't been available before.
- It will be possible to change the culture with training which will put the child at the heart of what we do.
 - We need to be mindful that meetings can be too formal for families & young people which can have a negative impact on engagement.
 - Procedures need to be explained so that service users know what to expect.
- There has been good feedback from the Solution Focused training. It has engaged with staff and been a positive experience which has, and will continue to benefit staff.
- It has been difficult though to coordinate with current caseload/workload.
- There were concerns and issues initially due to the length of the training (12 days). However, training is being delivered differently which is more productive than previous courses. There are regular breaks throughout and this has helped to underpin learning and consolidate information.

General

- John Coleman plans to attend further Team Managers Engagement meetings.
- John is also planning to attend a Staff Engagement meeting in December
- The movement of staff within teams has resulted in low attendance for the engagement groups. Replacements are needed; please put forward any member of staff that would be happy to attend meetings and share information with their team.

ACTION: All

- You Said We Did update **ACTION:** GC to circulate with notes
- How were Family Support Workers selected for the Focus Group work?
[not all TM's were aware that this had been happening]

Response: *Those staff who had expressed an interest on their survey in discussing their responses further were offered the opportunity to attend the focus groups. The balance of places were offered by asking Operations Managers for suggested candidates. Some Operations Managers cascaded the offer through their Team managers.*

- How were staff selected for the focus group in relation to Staff Retention. [TM's were not aware of these sessions] **ACTION:** GC to follow up with appropriate colleague.

Response:

The retention focus group meetings were open to all Social Workers within Children and Families. Emails were sent out to all and it was also advertised in John's Blog. Staff could book in, just turn up on the day or email their contribution if they were unable to attend in person.

- More staff would have liked to have been involved with the Children & Families Conference (2.7.18). Some staff were unaware that a conference had taken place.

Response:

The purpose of the conference was to launch the Early Help Strategy to partners and involve them with and seek their input from them with its development. The aim of engaging with partners to forge a working relationship and a shared approach was the priority. Feedback from the event was gathered and should there be a similar conference in the future, a wider variety of WCC staff will be invited to attend.

- Those group members who attended (mainly to support CiCC), felt the children who spoke of their journey (Voice of the Child) gave an incredibly useful message for attendees. It not only reminded staff why we do what we do, but that we must be mindful that children/young need to share and have input into their journey. Staff feel that we can do more to capture the voice of the child.

Participation

- A Participation Strategy is being produced and will have an associated action plan.
- A questionnaire has been sent to each service to capture information on what the Voice of the Child means to teams in different service areas.
 - Some staff feel that this should have been circulated to a wider audience including staff that work on the frontline.

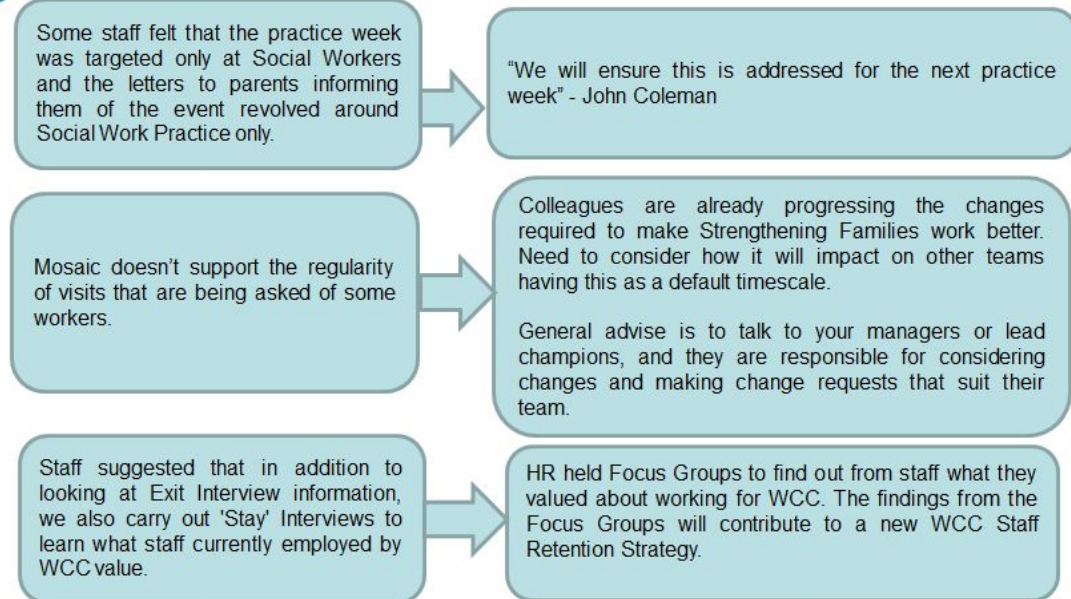
ACTION: JB to feedback to S Bhargal

Any Other Business

Thank you to Jo Boyes for recording the details of the meetings over the last months.



You Said, We Did



Future Meetings

Wed 19 Sep 2018	● 10 – 11:30am	Team Managers Engagement Group SB3 2F CR7 (
Thu 18 Oct 2018	● 10 – 11:30am	Team Managers Engagement Group SB3 2F MR7 (
Wed 14 Nov 2018	● 10 – 11:30am	Team Managers Engagement Group SB3 1F MR6 (
Wed 12 Dec 2018	● 10 – 11:30am	Team Managers Engagement Group SB3 1F MR6 (