

PEOPLE GROUP EMPLOYEE FORUM

Agenda items, attendees and apologies for meeting 27th October 2016

Agenda items

- Key Behaviours
- People Group Key Issues & GLT Feedback
- Timewise Project
- Staff Suggestion Scheme
- Wellbeing Week Jan '17

Any Other Business:

- Staff Survey listening groups
- Promotion of Employee Forums & Staff suggestion scheme

Present:

Marie Seaton
Mike J Wood
Gill Campbell
Sandra Donnelly
Lizzie Walsh
Imelda Cooke
Anandjit Boparai
Wendy Chaplin

Guests:

Jo Panther,
Organisational Development

Robert Land, Learning &
Organisational Development

Apologies:

David Sherwood

Judith Nicholls

Emma Walker

Alison Mann

Michelle Pitchford

Sinead O'Malley

Sue Denning

Naomi Hickman

Minutes and

notes:

Notes taken &
produced by
Gill Campbell, Chair



For more information on the
People Group Employee Forum
please contact the 'Forum Chair
on

01926 742491

or email

gilliancampbell@warwickshire.gov.uk

[People Group Employee Forum -
WCC Intranet](#)

Employee Forum Membership

**Please encourage your
colleagues to become
members.**

There are vacancies in particular for
representation from

**Strategic Commissioning
& for the Rugby Area.**

Key Behaviours

Jo Panther, Team Leader, Organisational Development

Jo thanked the group for their involvement in the development of the behavioural descriptors.

We will:

- ***do what we say***
- ***help people and communities to find their own solutions***
- ***move with purpose and energy***
- ***build strong working relationships***
- ***focus on solutions***
- ***be the best we can be***

Generally, across the organisation, the behavioural descriptors have been viewed positively, easy to understand and transferable at a local level. Key changes from the consultation exercise include:

- More focus on well-being, trust, empowerment, conversations and clarity of expectations.
- Reinforcing the importance of personal responsibility.
- Giving thought to whether the framework could be refreshed to include 'I' Statements rather than 'We' statements.

Next Steps:

A draft design is in place (attached), there still needs to be some small tweaks made to the framework, but we are looking to have this agreed in November.

We have currently undertaken a soft launch on the behaviours. This has enabled us to engage with employees in the development of the framework. We will look to increase the communication of these behaviours by the end of November, with videos, a Staff, Partners and Practitioners intranet site and a range of communications.

The project team are also currently looking at how we align the behaviours with Appraisals and our learning and development offer.

[Introducingoursixkeybehaviours](#)

People Group Key Issues and GLT Feedback

Marie Seaton, Interim Head of Professional Practice and Assurance

Transformational Change

Customer Transformation Board and Group Leadership Team (GLT) are working on how to change conversations of individuals and communities; how to empower individuals to find solutions, both WCC employees/teams and customers. Customers need to be supported in their understanding of what can and cannot be delivered; managed expectations.

Give better direction and information to our customers at the 'Front Door'.

How do we develop staff to communicate differently? This links closely with the discussion about Key Behaviours.

There is a move to work across the council rather than within Business Units to find solutions together.

With local elections in May 2017 and ongoing budgetary pressures our business plans need to allow for change; a degree of uncertainty and be flexible enough to incorporate this.

With an emphasis on cultural and behavioural change in place of structural and process driven thinking there will be opportunities for innovation.

'Your Say' Staff Survey 2016



The results of the 2016 survey have now been cascaded. GLT are looking in particular at the questions with scores which showed the greatest reduction.

- I am aware of the Council's long term goals (e.g. priorities /values) - Score reduced by 3% on 2014 survey
- I am satisfied with communications within my Group - Score reduced by 2% on 2014 survey

GLT discussed improvement to 'closing the loop' - Communicating to staff when a response has been made to an item raised e.g.

High workloads were addressed by adjusting social work grades to improve recruitment & implementation of new lead social worker posts to support less experienced staff.

Jim Graham has also committed to reducing the number of priorities and the levels of beaurocracy.

GLT are interested to have feedback, thoughts and ideas in respect of the understanding of our customers experience; do we have sufficient knowledge to inform our planning?

Flu vaccination

http://intranet.warwickshire.gov.uk/news/staywellthiswinter/Flu_vaccination

‘Timewise’ Project

Robert Land, Organisational Development informed the group about the work being undertaken to support the Timewise project.

Timewise councils is a continuous improvement programme to help local authorities identify, adopt and share best practice in flexible working as a valuable tool in achieving transformational change and also improving work, life balance.

Local authorities that undertake the programme are awarded Timewise Council status and become part of a growing network of local authorities taking a leadership role on flexible and agile working.



Timewise
Councils.docx

Further details are given in the attached document.

Please contact robertland@warwickshire.gov.uk with any questions.

www.local.gov.uk/workforce/ARTICLE

Staff Suggestion Scheme

The Staff Suggestion Scheme panel is made up of a representative from each Employee Forum.
[People Group, Rachel Franklin]

They contribute to responses to suggestions on broad themes and where the suggestions are Group specific bring them to the Employee Forum for discussion, together with liaising with the manager appropriate to the suggestion.

The Staff Suggestion Scheme panel meets 3-4 times a year; where possible they carry out their work electronically. Suggestions raised and their progress is recorded on a shared google sheet for ease of access.

Please let us have any ideas on how to promote the Staff Suggestion Scheme

[Staff Feedback and Suggestion Scheme - WCC Intranet](#)

Any Other Business

- 'Your Say' Listening Groups [YourSaylisteninggroups](#)
- Look out for intranet communications re. Employee Forums & Staff Suggestion Scheme Dec 2016

Future Agenda Items**Meeting 6.12.2016**

- Sarah Harris, Principal Social Worker & SEND Children's Social Care Service Manager
- Employee Forum members & 'Key Behaviours'
- Forum election of Chair & Deputy Chair for 2017

If you would like a particular colleague to attend a Forum meeting please send your suggestions to gilliancampbell@warwickshire.gov.uk

**If you could ask People Group Leadership Team
a question what would it be?**

Please send questions to the 'Forum Chair

gilliancampbell@warwickshire.gov.uk