

December 2016

1. Disclose and Barring Service (DBS) Panel and Policy

From the Dec 1st a new DBS Panel has been established. This reflects a commitment to ensuring a consistent approach to risk assessment through a cross Council panel of members.

2. First Group of Syrian Refugees Resettled in Warwickshire

Warwickshire County Council is pleased to announce that the first group of Syrian refugees have been successfully resettled in the county.

3. People Group Forum gives you a voice

How much do you know about the People Group Employee Forum? Did you know it is a way for your views to be represented and enables staff to contribute to issues affecting the working and development?

4. Health Service Journal Awards

The work done locally on transforming care for people with learning disabilities and autism was Highly Commended at the Health Service Journal Awards in London in November.

5. Targeted Support for Young People – Progress

Targeted Support for Young People (TS4YP) is working across Warwickshire to deliver 'Progress', a tailored programme of coaching and support to help young people.

6. New videos for parents talking to teenagers about relationships and sexual health

Warwickshire County Council's Respect Yourself has launched three new videos to help parents talk to their teenagers about relationships and sexual health.

7. Taking the Zero Suicide Approach in Warwickshire

In 2013 and 2014, Warwickshire Coroners recorded 105 cases of death by suicide.

8. Family Advice Support & Training /HMP Onley Prison

The FAST project works with prisoners and their families to support family cohesion and contact.

9. Accommodation with Care Update

The project to re-commission care homes jointly with Warwickshire North CCG and South Warwickshire CCG for older people and adults with disabilities continues to progress well.

10. Shared Lives Update

The pilot for the Warwickshire Shared Lives Scheme has been extended for a further 12 months to ensure the best opportunity to test the impact of this alternative service offer.

11. **Help! I'm writing a procedure!**

Don't know where to start? Or how to finish? The Practice Development Group is here to help.

12. **Business Relationship Management - Information Assets**

Business Relationship Management in Information Assets (IA) at WCC is primarily responsible for the effective customer liaison and the strategic implementation of new IT solutions that improve business efficiency while meeting business requirements.

13. **Let's Talk about assistive technology (AT)**

Warwickshire County Council has completed the first phase of developing the assistive technology information centre which is now available to all at:

14. **Mosaic Communications Update**

The embedding of Mosaic into Children's Services continues to make good progress and there are lots of positives emerging such as creating people is easier, address management is easier, early help information is available, chronologies make more sense, and the genograms are great, plus the vast majority of foster carers are being paid.

STOP PRESS

❖ **Ofsted dates for 2017 have now been announced.**

❖ **We bid a fond farewell to Dena Allen, Customer Relations Officer.**

❖ **WCC Christmas Concert 2016**

The WCC Staff Choir will be celebrating its second birthday with a short Christmas Concert at **1pm on Thursday 15th December** in Northgate Methodist Church Hall.

The choir have been learning a few seasonal songs and carols to add to their repertoire.



❖ **There is a new resources tool for managers and staff available via WILMa.**

❖ **Have you seen the Engaging Manager Tool?**

❖ **Email, Internet and Social Media policy**

Read more on pages 14 & 15....

Disclose and Barring Service (DBS) Panel and Policy

As from the Dec 1st a new DBS Panel has been established. This reflects a commitment to ensuring a consistent approach to risk assessment through a cross Council panel of members.

Professional Practice and Assurance (PPA) will take the lead role representing the People Group.

The DBS Quality Assurance Panel will ensure appropriate management of risk in respect of current and potential employees of centrally managed functions of WCC in roles working in regulated activity for whom there is not a clear DBS check. It will provide assurance for the Council that its vulnerable customers and service users are safe. The responsibilities of the panel are to:

- Review risk assessments submitted by managers in respect of current and potential employees in roles working in regulated activity for whom
 - A DBS check has resulted in a positive trace.
 - Exceptionally, employment is to be commenced before a DBS check has been completed.

Ensure appropriate consistency of risk assessment and mitigation of risk which takes account of the nature of the offences and the role and responsibilities.

- Endorse satisfactory risk assessments and provide feedback where they are not or could be improved.

- Respond in a timely way, functioning as a virtual group where appropriate, to ensure undue delay in appointments and safeguarding risk management is avoided.
- Highlight and escalate as appropriate emerging issues of concern.
- Ensure appropriate communication and linkage with the Children and Adult's Safeguarding Boards to ensure appropriate consistency

Membership

Marie Seaton – Interim Head of Professional Practice and Assurance (People Group)

Ayub Khan – Customer Service Manager (Face to Face) (Resources Group)

Barnaby Briggs – Area Commander (Fire and Rescue)

Dave Pemberton – Area Commander (Fire and Rescue)

John Findlay – Facilities Service Manager (Resources Group)

Justine Kerr – HR Team Leader (Resources Group)

Mike Wood – Service Manager, Service Development and Assurance (Adults) (People Group)

Natasha Meadows – Resourcing Manager (Resources Group)

Pat Tate – Service Manager (Vulnerable Learners) (Communities Group)

Sally Lightfoot – Service Manager (People Group)

Sarah McCluskey – HR Advisory Team Leader (Resources Group)

Stuart Ikeringill – Heritage and Environment Manager (Communities Group)

Marie Seaton

Interim Head of Professional Practice and Assurance

1st December 2016

First Group of Syrian Refugees Resettled in Warwickshire

Warwickshire County Council is pleased to announce that the first group of Syrian refugees have been successfully resettled in the county.

At the end of November 2016, a private flight arrived at Birmingham International Airport carrying a number of Syrian Families who have since been successfully resettled around the region, including 6 families in Warwickshire. The families given sanctuary in Warwickshire are amongst those who have suffered the most following the humanitarian disaster in Syria since civil war erupted in 2011. Many have been displaced from their homes or had their homes and livelihoods destroyed in the subsequent conflicts that have ravaged the country they once called home. From this first group of refugees, 2 families have been rehomed in each of the following towns: Stratford, Nuneaton and Rugby.

Warwickshire County Council has been working very closely with partners in the District and Borough Councils, the Health economy and the third sector, to put in place a package of support to meet the needs of these families. This project, which is wholly funded by central government, puts in place a whole package of support that includes private housing, education, health care and emotional support. In addition to this, there has been an overwhelming amount of support from local communities to ensure that the process of resettlement has been as smooth as possible and that these families, after so much uncertainty, now have safe places that they can call home.

Cllr Izzi Seccombe, leader of WCC said: "The fact that the whole county has come together to provide a safe place for these families to begin to heal and rebuild lives shattered by conflict is a testament to what a fantastic place Warwickshire is to live.

"I am immensely proud that Warwickshire County Council and all our partners have pulled together to provide a comprehensive package of support to these families and that local communities have gone above and beyond to make our newest residents so welcome. These families can now begin their healing in a county that has always celebrated and welcomed diversity; a county that has always offered help to its most vulnerable residents; and a county that has a deep and enduring sense of civil-mindedness at its very heart."

Part of the support being offered to these families is a Befriending Project run by Coventry and Warwickshire Mind on behalf of the Council. This project is currently looking for volunteers from the local community who will:

- Be matched with and meet with families both in their own homes, Wellbeing for Warwickshire venues and other community venues.
- Support across Warwickshire to meet up and get to know one another.
- Signpost and support families to access mainstream community services including, for example, leisure centres, libraries, social opportunities.

Volunteers will receive training, support and out of pocket expenses. They will also need to complete a DBS check and complete an application form.

If you, or anyone you know might be interested in getting involved with the work of making these families feel part of their local communities, Coventry and Warwickshire Mind want to hear from you and more information on this is available by contacting 02476 632644 or emailing denise@CWMind.org.uk. Alternatively, please contact Musa Bhayat or Maria Marlow directly.

People Group Forum gives you a voice

How much do you know about the People Group Employee Forum? Did you know it is a way for your views to be represented and enables staff to contribute to issues affecting the working and development of People group and the wider council?

The People Group Employee Forum is also an important aspect of our [employee engagement approach](#), and it, along with the [Your Say survey](#) and staff suggestion scheme are important ways of ensuring the voice of WCC staff is heard.

The Forum is made up of representatives from each business unit. Where possible the membership also represents staff who are based in different areas of the county too. Chair of the People Group Forum, **Gill Campbell** explains more on the role of the forum: “The purpose of the forum is to give employees a voice and assist managers in their service delivery.

“Our members are approachable, reliable listeners who aim to proactively represent their colleagues. Membership of the forum can also be an important development opportunity too, building networking and communication skills”.

What does the forum do?

- Acts in a consultative capacity on a variety of different issues that affect staff - recent subjects which have been considered include smarter worker and staff wellbeing.
- The forum has recently contributed to the design of the Your Say survey questions, the developing behaviours work and the employee engagement strategy

- Group members share information - feeding back to their service area on the issues raised and topics discussed at the meetings and also taking the views of their colleagues back to the forum too.
- A wider virtual membership who do not attend meetings are used in a consultative capacity.
- Last year the groups agreed collectively to be called Employee Forums and the chairs meet up on a regular basis too. A joint meeting of all the Forum members is planned for 2017.

Gill meets regularly with the chairs of the Resources and Communities Group forums and a joint meeting of all forum meetings is planned for 2017.

Want to have a voice?

The membership of the forum is currently being reviewed to ensure that each business unit is represented. If you would be interested in volunteering as a forum member (virtually or in person) please contact your relevant group chair. More information on the forum is available on the Intranet: [People Group](#)

Another way you can make your voice heard is by using the [staff suggestion and feedback scheme](#)

While the Your Say survey gives staff an opportunity to provide feedback and comments it is important to give staff the opportunity to submit feedback and suggestions at any time, not just through the regular survey. To encourage this, we have developed a staff feedback and suggestion scheme which is overseen by WCC's employee forum network.

People Group Forum gives you a voice

How much do you know about the People Group Employee Forum? Did you know it is a way for your views to be represented and enables staff to contribute to issues affecting the working and development of People group and the wider council?

The People Group Employee Forum is also an important aspect of our employee engagement approach, and it, along with the Your Say survey and staff suggestion scheme are important ways of ensuring the voice of WCC staff is heard.

The Forum is made up of representatives from each business unit. Where possible the membership also represents staff who are based in different areas of the county too. Chair of the People Group Forum, **Gill Campbell** explains more on the role of the forum: "The purpose of the forum is to give employees a voice and assist managers in their service delivery.

"Our members are approachable, reliable listeners who aim to proactively represent their colleagues. Membership of the forum can also be an important development opportunity too, building networking and communication skills".

What does the forum do?

- Acts in a consultative capacity on a variety of different issues that affect staff - recent subjects which have been considered include smarter worker and staff wellbeing.
- The forum has recently contributed to the design of the Your Say survey questions, the developing behaviours work and the employee engagement strategy

- Group members share information - feeding back to their service area on the issues raised and topics discussed at the meetings and also taking the views of their colleagues back to the forum too.
- A wider virtual membership who do not attend meetings are used in a consultative capacity.
- Last year the groups agreed collectively to be called Employee Forums and the chairs meet up on a regular basis too. A joint meeting of all the Forum members is planned for 2017.

Gill meets regularly with the chairs of the Resources and Communities Group forums and a joint meeting of all forum meetings is planned for 2017.

Want to have a voice?

The membership of the forum is currently being reviewed to ensure that each business unit is represented. If you would be interested in volunteering as a forum member (virtually or in person) please contact your relevant group chair More information on the forum is available on the Intranet: People Group

Another way you can make your voice heard is by using the staff suggestion and feedback scheme

While the Your Say survey gives staff an opportunity to provide feedback and comments it is important to give staff the opportunity to submit feedback and suggestions at any time, not just through the regular survey. To encourage this, we have developed a staff feedback and suggestion scheme which is overseen by WCC's employee forum network.

Health Service Journal Awards

The work we have done locally on transforming care for people with learning disabilities and autism was Highly Commended at the Health Service Journal Awards in London on Wednesday 23 November.

The award category was Acute, Community and/or Primary Care Services Redesign, and our Highly Commended submission entitled: "Transforming care for people with complex learning disabilities and autism" highlighted how this collaborative project has transformed services and improved care and support in the community for people with learning disabilities and autism across Coventry and Warwickshire.

The success of this project is a result of the following organisations working collaboratively together as a Transforming Care Partnership (TCP):

- Arden and Gem CSU
- Coventry and Rugby CCG
- South Warwickshire CCG
- Warwickshire North CCG
- Solihull CCG
- Warwickshire County Council
- Coventry City Council
- Solihull Borough Council
- Coventry & Warwickshire Partnership Trust
- Our local transformation plan is about:
Focusing on individual outcomes for children, young people and adults with learning disabilities and/or autism who present behaviours that challenge.

(continued on next page)

- Reducing the number of hospital beds for people with a learning disability and/or autism with a mental health need or behaviours that challenge in line with a 30 - 40 ratio.
- Reducing the length of stay of people with a learning disability and/or autism who are in or are admitted to a mental health hospital.
- Transferring funds from inpatient to community services.
- Developing short term and long term accommodation solutions.
- Increasing the use of personal budgets.
- Progressing the implementation of joint commissioning and pooled budgets



Through this programme of work to date we have:

- Successfully closed a local 9 bedded assessment and treatment unit to admissions (Gosford Ward),
 - Commissioned a new Intensive Support Team in the community to work with people who at risk of admission to hospital.
 - Commissioned short term accommodation and support for people to use to help avoid an admission to hospital.
 - Achieved a 33% reduction in inpatients as at March 2016.
 - Reduced average length of stay reduced from 105 days to 30 days as at March 2016.
 - Reinvested £1.4M in community services
- ...and most importantly improved outcomes for people!**

To find out more about this programme please contact Becky Hale at beckyhale@warwickshire.gov.uk.

Targeted Support for Young People - Progress

Targeted Support for Young People (TS4YP) is working across Warwickshire to deliver 'Progress', a tailored programme of coaching and support to help young people who are NEET (not in employment, education or training) and those at risk of NEET, to access training and employment opportunities.

The programme is designed for young people aged 15 – 19 and up to 24 for young people who are care leavers or have a learning disability.

The programme of activity will offer young people one to one support from a dedicated Progress Coach and an eight week course running one day each week, plus referral to extra support if needed. Our Progress Coaches are all professionally qualified Youth Workers.

Young people will be offered up to six months support which will include:

- Job specific skills, job search skills & social skills for work

Throughout progress young people will be given help to get into:

- Employment
- Education or training
- Work placements
- Job search or other provision

Targeted Support for Young People will be delivering '**Progress**' across Warwickshire from now until December 2018. We have a number of programmes starting across the county between January - March 2017 with the first two programmes commencing early January 2017 in the following areas:

- Leamington Spa with **an** eight week course running from Lillington Youth Centre, on Mondays starting 16 January 2017.
- Nuneaton with **an** eight week course running from CHESS Camp Hill on Mondays starting 23 January 2017.

Please note the first two programmes are for young people aged 16-19 years old (up to 24 **years** for young people who are care leavers or have a learning disability).

For further information and referral forms please contact: Targeted Support for Young People on **01926 742491**

Please share the above information with your teams.



LOTTERY FUNDED



European Union
European
Social Fund



'Progress', is a part of 'Building Better Opportunities' - a programme funded by the European Social Fund and the Big Lottery Fund to tackle poverty and social exclusion faced by the most disadvantaged people in England.

New videos for parents talking to teenagers about relationships and sexual health

Warwickshire County Council's Respect Yourself has launched three new videos to help parents talk to their teenagers about relationships and sexual health - respectyourself.info/parents/talking-to-your-children.

The Respect Yourself programme aims to give young people the power to make positive, informed decisions about their relationships and sexual health. Volunteers help to develop content for the website. The young people who volunteer are vital to making Respect Yourself a success; they give their time freely and are motivated to improve things for others. Recently, volunteers have turned their attention to improving information in the 'parent' section of the website. This includes the three videos:

- Talking to young people about sexting - respectyourself.info/parents/talking-to-young-people-about-sexting
- Talking to your child about sex and relationships - respectyourself.info/parents/talking-to-your-child-about-sex-and-relationships/
- What you need to know about child sexual exploitation (CSE) - respectyourself.info/parents/what-you-need-to-know-about-child-sexual-exploitation-cse/

The videos include advice such as treating questions about sex and relationships seriously and praising your children for asking you for information. They do not tell parents what they should or shouldn't do, but are packed with practical information. To watch the videos, or find out more information about Respect Yourself, visit: respectyourself.info/parents/talking-to-your-children.

Taking the Zero Suicide Approach in Warwickshire

In 2013 and 2014 Warwickshire Coroners recorded 105 cases of death by suicide.

Fifty one people were killed in road accidents in Warwickshire during the same time period, reflecting the fact that deaths from suicide are the leading cause of death for males in three age groups (5-19, 20-34 and 35-49 years).



The new Suicide Prevention Strategy for Warwickshire was launched on Wednesday 30th November at Leamington Spa Town Hall. The strategy regards every death by suicide as potentially preventable, and outlines plans and priorities required to reduce the number of deaths by suicide across the county.

Watch the event video: https://youtu.be/FfQ_LRcazkw

There was representation from key partners across the County, including mental health services, 3rd sector organisations, GPs, local authorities and experts by experience also attended the event.

For more information on services and support in Warwickshire, visit: warwickshire.gov.uk/mentalhealth

Family Advice Support & Training /HMP Onley Prison

The FAST project works with prisoners and their families to support family cohesion and contact.

The project deals with all safeguarding issues and family court, as well as delivering Triple P Parenting Course and Returning to Family for Through the Gate Service and 1-1 work on impact of prisoner's actions on the family.

The project is run in partnership with WCC and HMP Onley, with Barry Whorlow – a seconded Social Worker from the Family and Parenting Support Team.

Barry joined Children Services 11 years ago as part of the first return to Social Work Scheme, and has spent periods with the Long Term Team in Warwick and then as a Team Leader with Education Social Work Team, before being asked to set up a pilot project for approximately 6 months at HMP Onley.

Now four and a half years later, there have been two Ministerial visits to see the work of FAST and partner agencies in supporting Families of Prisoners as the project has been recognised as good practice.

In the last HMPI Inspection Report, the Inspectors reported that:

- **'Excellent support** was provided by the Family Advice and Support Team (FAST) social worker, who assisted prisoners in maintaining and re-establishing family relationships and provided a parenting course.

- **Children, families and contact with the outside world**

Other provision under this pathway was excellent.

- *A social worker from the Family Advice Support and Training (FAST) team provided comprehensive support to prisoners in helping them to maintain and re-establish family ties, with a caseload of around 32 prisoners a month.*

- *The social worker ran the parenting course and was due to provide input into the pre-release course regarding reintegration into family life on leaving prison.*

- *The Inspection fully understood what this project is about and the interagency work that is carried out.*

For further information on the Inspectors Report, please contact Barry Whorlow, Practise Lead from the Family and Parenting Support Team.



Accommodation with Care Update	Shared Lives Update
<p>The project to re-commission care homes jointly with Warwickshire North CCG and South Warwickshire CCG for older people and adults with disabilities continues to progress well.</p> <p>Phase 2 of the project, which was focused on the procurement process to secure care homes and nursing care homes onto the outcomes-based contract and service specification, is now complete. As lead commissioner, WCC has successfully secured 136 care homes operated by 61 providers onto the joint framework. Agreements are also being issued to those care homes supporting existing customers living out of county.</p> <p>Commissioners are now working with CCG partners to develop a detailed plan for the next phase of the transforming care homes project. Phase 3 will focus on areas for further integration to deliver the joint contract. This will include quality assurance and contract management to ensure better quality service to customers and support a sustainable care home market.</p> <p>If you have any questions regarding the content of this briefing, please contact Stephen Hand, Commissioner Accommodation with Support on 01926 742122 or stephenhand@warwickshire.gov.uk</p>	<p>The pilot for the Warwickshire Shared Lives Scheme has been extended for a further 12 months to ensure the best opportunity to test the impact of this alternative service offer.</p> <p>Shared Lives is a flexible form of supported living, requiring registration with CQC, enabling people with eligible care needs to live in a family environment in the community. It has been recognised nationally as a supported living option that works well for some individuals, delivering positive outcomes in their local community.</p> <p>The person living in Shared Lives can expect to receive help with day to day living; to have their own personal space within the home; to receive emotional support as well as physical support; and to experience a sense of belonging and being part of the community.</p> <p>The scheme is keen to receive new referrals and colleagues from the Coventry Shared Lives scheme will be coming to sit in team areas to make themselves available for discussions about service users who could benefit from being placed in the service. You will be advised of future visits so please take the chance to talk to our colleagues when they are visiting your team.</p> <p>If you would like to know more about the Scheme or would like to discuss a potential referral, please contact Maria Marlow: mariamarrow@warwickshire.gov.uk (01926 74 2971) or Karyn Ross, Senior Shared Lives Officer, Shared Lives Scheme: karyn.ross@coventry.gov.uk (02476 785339 ex 5343) http://sharedlivesplus.org.uk/.</p>

Don't know where to start? Or how to finish? The Practice Development Group is here to help.

If you're writing or updating policy, procedures or guidance, why not use the advice on the Practice Development Group [intranet pages](#)? The group, which is made up of people from each Business Unit, has drawn up some useful tips on the required content, style and format of all People Group documents. These are designed to make sure all our documents are consistent and high quality; and easily understood by those who need them.

We say:

- Start with the right template – this will give you the right layout, font size and headings etc. Then follow our advice about keeping things simple, putting things in a logical order and linking to relevant information.
- Once your final draft has been approved by the relevant senior management team, you need to send it to the Practice Development Group for review and sign off.

Other people say:

"Thank you for your feedback. This has been really helpful."

"Thank you so much for your assistance with getting this together, it looks so much better"



What next?

- Look at our [intranet pages](#)
- Read our advice on developing a document
- Contact us at pdg@warwickshire.gov.uk for specific advice
- Send us your finished document to review at the same address. Contact: Helen Davies or Rita Luck directly or email pdg@warwickshire.gov.uk for more information.

What is BRM?

Business Relationship Management in Information Assets (IA) at WCC is primarily responsible for the effective customer liaison and the strategic implementation of new IT solutions that improve business efficiency while meeting business requirements.

We meet with our customers regularly to understand any issues, new projects which may need to involve IT. We provide advice and guidance to senior management on key IT changes and improvements currently underway at WCC. The BRM team specifically focus on the strategic alignment of business requirements with the ICT Strategy, Policies and Processes. We aim to support you and your business transformation which underpins the OOP 2020 objectives.

Changes for 2017

As we previously announced, Caroline Murphy has left her role as IA Business Partner for Resources Group earlier this month. Colin Shaw, IA Business Partner for People Group, will also be leaving the authority at the end of this year and, the Communities Group and Fire & Rescue IA Business Partner, Kate Burgess, will be going on maternity leave in mid January. 2017 will therefore see three new Business Partners for Information Assets.

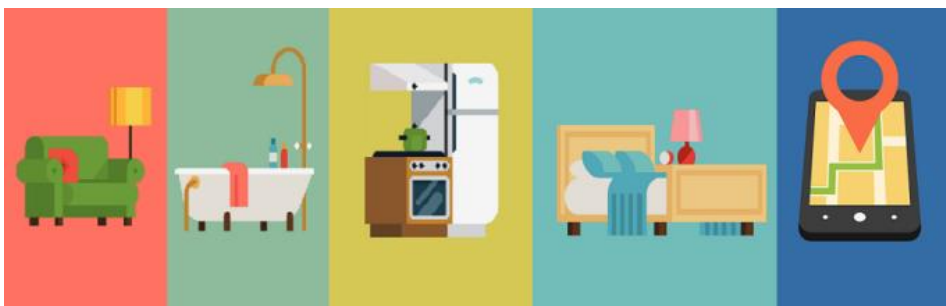
Who are these new Business Partners? Pic: Lisa Maxwell, People Group Business Partner, **Paul Williams** Communities Group and Fire & Rescue Business Partner and **Rhiannon Davies** - Resources Group Business Partner.



Let's Talk About Assistive Technology (AT)

Have you heard?

Warwickshire County Council has completed the first phase of developing the assistive technology information centre which is now available to all at: www.warwickshire.gov.uk/assistivetechology



The centre aims to provide information, advice and guidance in order to increase the awareness and use of assistive technology. Please visit the site; it is important to us that the information centre becomes a valuable resource for our practitioners, customers, carers and Warwickshire residents.

What is there?

In the assistive technology information centre you will find:

- ✓ An explanation of what assistive technology is
- ✓ Video examples of assistive technology and how it can make a difference to people's lives

- ✓ Advice as to how and where assistive technology can be accessed, via self-funding, health and social care options.
- ✓ Useful links area for assistive technology resources. external websites. self-assessment tools and suppliers of assistive technology products.
- ✓ Information for practitioners, including how to book on assistive technology training

This is the first phase of development for the information centre. If you have any suggestions for what you would want to see in the future or any feedback about this new website.

Please contact: juliamurphy@warwickshire.gov.uk or telephone 01926 74 5116.

Where can I find information about assistive technology?

Millbrook Healthcare can offer information, advice and guidance about assistive technology to practitioners in Warwickshire. They can be contacted on **0333 321 8986**. You can also find information at: www.warwickshire.gov.uk/assistivetechology.

Mosaic Communications Update

Children's Update

The embedding of Mosaic into Children's Services continues to make good progress and there are lots of positives emerging such as creating people is easier, address management is easier, early help information is available, chronologies make more sense, and the genograms are great, plus the vast majority of foster carers are being paid.

There have been the inevitable challenges with the introduction of a new system, but as the vast majority of issues raised were identified as 'How do I...?' additional floor walking was soon put in place to ensure the teams received the support they needed.

There are a small number of Mosaic specific issues and as we work through those we feedback to the teams to advise that they have been resolved and provide supportive guidance where appropriate. The guidance and frequently asked questions can be [found here.](#)

Thank you to everyone for their support and patience.

Adults Planning

The Project Board have agreed a plan for Adults implementation that sees us continue development and the resolution of some key risks with a view to confirming a timeline for go live by the end of January.

In all likelihood the go live is going to be late summer in 2017. This doesn't mean we can lose focus on the development of Adults functionality, in fact it means we need even further focus to ensure everything is designed and ready for the end of January.

The project team are therefore asking that any meetings being organised are prioritised to help make this implementation as swift and successful as possible.

For further information, please contact Project Manager, Peter Robinson directly or telephone 01926 742097.

STOP PRESS

- ❖ We bid a fond farewell to **Dena Allen**, Customer Relations Officer. Dena is leaving us on 22 December, after working in the Customer Relations Service for the last 15 years. She is now going to spread her wings and become an independent investigator, and we wish her luck in her new venture.

-
- ❖ **Please find the 2017 official Ofsted Call Dates for January - March next year:** 16th January / 23rd January / 27th February / 6th March. In preparation for Ofsted, those of you who have an action within the [Ofsted Inspection Action Plan](#), please take time to revisit this link and make sure that you are familiar with what you will be required to do when Ofsted call. For any further information, please contact Improvement Support Office, Rebekah Dryhurst directly or telephone 01926 746995.

-
- ❖ There is a new resources tool for managers and staff available via WILMa. The Video Arts HUB is available on the home screen once you are signed into WILMa, look for the box on the left. Click on the link and the video resources will be available. Choose from Management Essentials, Customer Service Essentials and Workplace Essentials. Some of the videos are just a couple of minutes long and you may even spot a celebrity or two! There is no limit to the amount of videos you can watch or times you view them. For any further details contact juliecurtis@warwickshire.gov.uk.

❖ WCC Christmas Concert 2016

The WCC Staff Choir will be celebrating its second birthday with a short Christmas Concert at **1pm on Thursday 15th December** in Northgate Methodist Church Hall. The choir have been learning a few seasonal songs and carols to add to their repertoire.



They'll be learning O Holy Night, Peace on Earth / Little Drummer Boy, O Come All Ye Faithful, I Believe in Father Christmas, I Wish it Could be Christmas Every Day, Let it Snow and more. If you can't join them as a singer, then come and listen on the day to what your colleagues have been getting up to and at the same time you could support Warwickshire Young Carers'.

The choir sing a variety of musical styles – from modern and pop to musicals and they welcome all abilities – you can be new to singing, someone who hasn't sung since school days or an experienced singer and there are no auditions. The choir usually meet in the Council Chamber, but sometimes in Northgate House Conference Room. They meet on a Thursday lunch time 12:30 to 13:30 and each session costs £5. Music is provided and all parts are made available to listen to on dropbox so you can practice between sessions. If you're interested in joining the Staff Choir, please contact Jacky Lawrence, Energy Manager at WCC on 01926 47 6623 or by email with 'choir' in the title to jackylawrence@warwickshire.gov.uk. Jacky can answer any queries you might have.

STOP PRESS

❖ Have you seen the Engaging Manager Tool?

Are you aware of how it could help you as a manager with your 'Your Say' results and supporting improved individual and team performance? The Engaging Manager Tool has been developed around real examples of what Warwickshire employees think their managers do that makes a difference to them, e.g. making them feeling trusted, appreciated and recognised.

For queries please contact Amy Fiddy
organisationaldevelopment@warwickshire.gov.uk or call on [01926476604](tel:01926476604).

The Homefirst Service, the integration between Warwickshire County Council's Reablement Team and South Warwickshire NHS Foundation Trust's (SWFT) Community Emergency Response Team (CERT) goes live in the new year. The integrated teams will be based at two hubs; Heathcote House, Leamington Rehab Hospital and Kings House in Bedworth.

The North Team has a test week starting on 4.1.17 to 6.1.17 then move into Kings House complete by 9.1.17 and a Go Live date of Tuesday 10.1.17. The South Team has test week of 16.1.17 to 20.1.16, moving to Heathcote House, Leamington Rehab Hospital by 23.1.17 and a Go Live date of Tuesday 24.1.17.

❖ Email, Internet and Social Media policy

This policy has been reviewed and as this has been a major review, please ensure you're aware of the new content as it now covers information about personal social media use.

The key messages are:

- ❖ Employees are required to give Line Manager delegated access to their email account
- ❖ Email, Instant Messaging (IM) and internet facilities are primarily for business use – though occasional and reasonable personal use of WCC provided internet services is permitted
- ❖ You can only access corporately approved Google mail – you cannot access your personal Gmail accounts as they fall outside of WCC corporate Google controls
- ❖ Failure to comply with the policy will be considered a disciplinary offence
- ❖ Employees usage of email, IM and internet is monitored

IMPORTANT - as WCC cannot guarantee strict controls on non WCC Gmail accounts you must not access your personal Gmail accounts using WCC facilities - any queries on this please contact ICT Service Desk on [01926 414141](tel:01926414141).

Please ensure that you make yourself aware of the content as a breach of the Policy's provisions in relation to social media may result in disciplinary action.