



Adult Social Care, Health and Public Protection Department

Health Check Report – Action Plan

March 2016

1. Time and Workload Management

Action	Anticipated completion date	Lead	Activity
Develop a workload management tool.	October 2016	Principal Social Worker (PSW)	<ul style="list-style-type: none"> • Researching models from other authorities is underway • Discussions have been held with union colleagues on the best way forward • The Health Check working group is considering options and the best model for NCC
Develop a formal process for managing waiting lists and risk assessing unallocated cases.	August 2016	PSW	<ul style="list-style-type: none"> • Work being undertaken by a project team to reduce the current waiting lists • PSW to work with project team to ensure risk assessment guidance is developed for unallocated cases
Review of current Assessment and Care Management documentation to reduce process time.	Late 2016 at the earliest	ASCH Transformation Team	<ul style="list-style-type: none"> • A number of areas have been identified for Lean+ reviews to streamline processes and to reduce unnecessary tasks • The Programmes and Projects Team to continue to support the department to introduce new ways of working • The ASCH Transformation Team to review processes for commissioning transport and day services • Ways for the public to contact the department via electronic forms are being developed and an online 'Contact Us' option is currently live on the public website
Review tasks undertaken by frontline employees in each role to ensure appropriate skill level, balanced with efficient use of resources.	March 2017	PSW	<ul style="list-style-type: none"> • Further research to be undertaken to identify tasks that could be completed in a different way. Resource for this is yet to be identified • Liaison with business support review colleagues is required to ensure alignment with this work
Effectively communicate with employees the agreed method for recording hours worked, and the flexible working options available.	April 2016	PSW	<ul style="list-style-type: none"> • Corporate guidance has been agreed and is available • Communicating with, and supporting employees to accurately record working hours • Working with managers to balance requests to work flexibly with the needs of the service

2. Learning and Development

Action	Anticipated completion date	Lead	Activity
Develop a departmental learning and development strategy linked to the Corporate EPDR and competency framework that ensures links to professional registration and professional capability frameworks.	January 2017	ASCH Transformation Team	<ul style="list-style-type: none"> • Workforce Delivery Group has been established to govern this work. • HR Project Manager seconded from HR to support the department with this work • Benchmarking underway with other Local Authorities • A new Safeguarding Manager and Officer training package is being developed that will be available as of April 2016. This will be compulsory for all employees with safeguarding responsibility
Develop a departmental induction programme and social care career pathway.	January 2017	Service Director North Notts and Direct Services.	<ul style="list-style-type: none"> • New departmental induction material is being developed to help new starters understand adult social care and their role in service delivery • The career pathway work will be progressed by the HR Project Manager in the ASCH Transformation Team
Focus on coaching for cultural change as a way of supporting and engaging the workforce in a positive way, in line with the corporate plan.	In line with corporate activity	ASCH Transformation team	<ul style="list-style-type: none"> • Driving the uptake of employees that are undertaking the corporate 'manager as Coach' training and full coaching ILM level 5 award • Working with Managers to embed a coaching culture across the department

3. Wellbeing at work and the working environment

Action	Anticipated completion date	lead	Activity
Make sure that all teams are aware of the well-worker stress management tool and the benefits of its use.	April 2016	PSW	<ul style="list-style-type: none"> To be included in update to Managers and Team Talk
Develop policy on zero tolerance of abuse of staff, and how to respond to concerns about staff safety.	September 2016	PSW in conjunction with HR	<ul style="list-style-type: none"> Work with HR and union colleagues to consolidate the existing best practice and guidance and develop a useful tool for employees
Liaise with Health & Safety to consider the relevant aspects of the Health Check report and any resulting actions.	September 2016	PSW in conjunction with H & S	<ul style="list-style-type: none"> The Health Check report is being considered by the Health and Safety team with particular reference to time spent on computers, home-based working and the use of lone working devices Further discussion required to agree actions and the timeframe for implementing them if required
Share activity planned for ASCH under the new ways of working initiatives across the different office locations.	In line with Smarter Working Programme undertaken by the Programmes and Projects Team	ASCH Transformation Team	<ul style="list-style-type: none"> Ensure there is support available to employees following implementation of new ways of working, e.g. Mobilisation aftercare programme Link with the smarter working programme to ensure opportunities to feed into their planning activity Have a clear programme of communication with all employees Support mobile working by ensuring that all touch down zones are appropriately resourced with areas for making confidential phone calls. Provide maps on reception to welcome and inform staff of touchdown areas and facilities available to them

4. Communicating change

Action	Anticipated completion date	Lead	Activity
Ensuring good communication across the department on new initiatives.	April 2016	ASCH Transformation team	<ul style="list-style-type: none"> • Senior Leadership Team breakfast meetings and Promoting Independence events took place with employees in November 2015 to deliver key messages and increase engagement • The Communication and Engagement group has been established to oversee communication of the Adult Social Care Strategy and the Adults Transformation Portfolio • Continued and increased use of existing communication channels such as 'Team Talk' and 'In the Loop'

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