

Department for Communities

Feedback from the People Manager Event
held in April 2018

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People Manager Event

Overview

The event was held in the Crochan, Y Ffwrnes, Llanelli on the 25/26/27 April 2018. A group of approx 60 staff were invited to each session. The sessions were held over 3 mornings for a period of 3 hours, a variety of managers from each division were in attendance. Staff were seated in groups of 10 along with a facilitator. 178 people managers were invited. The number of people who attended was 134. This was 75% of people managers.

The key themes from the last event held in November 2017 were:

Key themes

- ✓ Well-being/sustainability
- ✓ Prevention is better than cure agenda
- ✓ Early intervention/IAA
- ✓ Working better together across services
- ✓ Maximising resources
- ✓ Tapping into the expertise
- ✓ Making a difference

Well-being definition

- ✓ Having a sense of purpose
- ✓ Learning
- ✓ Feeling safe
- ✓ Belonging
- ✓ Being Healthy (Mental & Physical)
- ✓ Feeling valued

Moving forward with the key theme of well-being and sustainability and how we all contribute and need to work more closely together in order to achieve this. The workshop topic was on Cross-cutting Locality Teams with 2 tasks for discussion.

Task 1

- ✓ Purpose
- ✓ Terms of reference
- ✓ What would they look like?
- ✓ Time and resource commitment?

Task 2

- ✓ Reporting and accountability
- ✓ Added value?
- ✓ Partnerships?
- ✓ How do we make it happen?

Feedback from the discussions have been collated below:

Feedback from Task 1

Purpose?

Create a framework and structure with cross cutting business themes. Have a clear purpose and key outcomes to improve wellbeing and quality of life.

We all work & live in Carmarthenshire. We can all bring something different to the table.

We don't want talking shops. Establish the theme and purpose before getting the right people involved. A purpose and focus with clear outcomes.

Helping the communities to help themselves by empowering them and raising awareness, educating and promoting well-being services.

Joint solutions are created and we can all contribute towards.

Representative of each division meet and share intelligence. Promoting health & well-being and focus on early intervention / prevention. Signposting – know who to go to.

- Understanding 'what' we do
- Joint working
- Tapping into 'inclusion'
- Save money / better use of resources
- Long term change healthy outcomes
- 'Culture shift' – population & staff
- Pooling expertise
- Sustainability

Key Themes

Loneliness, falls, obesity, exercise, smoking, alcohol, substance misuse, mental health, lifestyle, loss/bereavement, dementia, homelessness, social isolation.

- Build on the community resilience.
- Bring people together in a healthy way. Physical and mental health well-being.
- Making connections, raising awareness and making a positive commitment.

Terms of reference

- What does the group do? Who is part of it? How is it delivered?
- Sharing information.
- Be prepared to change our services to meet the local need.
- Listen, understand, reflect and learn.

- Membership of the group.
- Respond & adapt to growing need.

What would they look like?

Building on our existing Multi-Disciplinary Teams in our 3 locality areas of Llanelli, Carmarthen and Ammanford.

Task & finish groups on specific themes/ideas.

Membership of the groups:

- Staff
- Elected Members
- Town Council
- Health
- Volunteers
- Schools
- Community Groups
- Pull in key stakeholders as and when needed.

Time and resource commitment?

- Monthly / Quarterly
- Virtual meetings
- Build on existing meetings and resource
- Focus on the purpose and outcome
- Task and finish group
- Opportunity to network and allow time to think differently

Feedback from Task 2

Reporting and accountability

- Key objectives from the corporate strategy and PSB. Build on what we have already committed to as a Council.
- Report back into DMT.
- Have a Project Coordinator
- Report into the community steering group
- Feedback into team meetings
- Focus the group on a key theme

Added value?

- Shared learning / knowledge
- Networking
- More Fulfilled Live
- Increase independence
- Help to help yourself
- People need & want to be involved
- What works well in other areas? What models are out there?
- Build on examples of good practice with community engagement and delivering what people want
- Learn from each other and make the most of our resources
- Part of what we do not an add on
- Make a difference to people's live
- Affecting as many as possible
- Opportunities to work with different types of people
- Improve wellbeing by being involved and feeling valued

Partnerships?

- Build on what exists. Follow good practice and share
- Promote and utilize the national DEWIS website information search engine
- Engage with people
- Share resources and information – maybe make pledges
- Identify community groups and 3rd Sector Public/Private organisations
- Build a platform which empowers communities and creates positive contributions and well-being

How do we make it happen?

- Work together to make the change.
- Commitment from all in the department.
- By utilising technology and what is available now and the ability to work collaboratively.
- Add value where we've all got something in common.

Next event

We are organising a conference to target front line staff on the 15th June 2018 being held at the Parc y Scarlets. Around 400 staff split into a morning and afternoon session.

This event will be focused on “customer care”. How we all connect and deliver a better service to our customers.

Present the Well-being and Sustainability Action Plan and how they would be part of it.

How do we build/evolve on our well-being strategy for our staff – make people happy and healthy and more productive.

How can we support our staff to keep well and help people to help themselves and others?

Meeting the Director of Communities

The next opportunity will be in Summer 2018 for care staff.

Next Steps

- Commit to creating a task and finish group and develop a Well-being and Sustainability Action Plan with key players and terms of reference.
- Organise another People Manager Engagement event in September 2018.
- Update to staff and managers regarding the Appraisal Process.
- Opportunities for staff to meet with the Director for informal discussions once every quarter.
- Develop and distribute a feedback form for the People Managers Event held in April and for the up and coming event in June.
- Monitor and review the ratings question.