



No: 005
3 October 2012

One Minute Guide: Support for Staff

We realise it is important that we regularly publicise and promote opportunities for staff to ensure they receive the support and professional development they require. Additionally we wish to continue to receive feedback on the support and learning opportunities that are available and how they can be furthered strengthened and developed.

Induction

Redbridge Children's Services has a detailed Induction Programme available for new staff. The programme is as follows:

- a. an Induction Framework which is aligned to the individual role and setting;
- b. a "Welcome to Children's Services" elearning module on Learning Zone; and
- c. an Induction Briefing (the next Briefing is due to take place on 17 October).

In addition, all new staff are invited to the Corporate Induction Briefing which takes place termly. We welcome feedback on how this Induction Programme can be strengthened.

Supervision and One to One meetings

Children's Services has a detailed Supervision/One to One Meeting Policy. We monitor the implementation of the policy via a number of methods. Recently we have introduced the "voting button exercise" with the Children's Trust and your views are welcome on this exercise.

Shadowing and Mentoring Opportunities

These are available for staff within the Council, with our Trust and LSCB partners and also with neighbouring authorities. They can be accessed through your line Manager. If you require more information about any of these opportunities please contact Lesley Perry, Workforce Development Manager on 020 8708 5282 or via Lesley.perry@redbridge.gov.uk.

Children's Services Learning and Development Programme

There is an extensive learning and development programme in place and it can be accessed via the Intranet on the link below:

<http://insidelbr/service/education.cfm>

The programme is regularly reviewed to ensure we include learning and recommendations from audits, serious case reviews (SCRs), complaints and other user feedback. Again, if you want more information please contact Lesley Perry, Workforce Development Manager on 020 8708 5282 or via lesley.perry@redbridge.gov.uk.

Children Services Staff Feedback

One of the many things that influence the development and improvement of services to children, young people and their families or carers is feedback from staff, particularly those working directly with children, young people and their families.

A key aspect to achieve this outcome is feedback from staff regarding the support and development they receive, as well as views on their working environment that enables them to do their job.

Senior managers value staff feedback and regard it as key to service development.

There are already a number of mechanisms in place which as a member of staff you can use to provide feedback, suggestions and ideas. These include:

- One-to-one meetings/supervision/exit interviews etc.
- Team meetings
- Staff briefings/Focus Groups e.g. the Munro staff briefings, Director's briefings

Additional Staff Feedback Mechanisms

In order to facilitate the communication and feedback process further, a feedback mailbox has been set up: CSStaffFeedback@redbridge.gov.uk.

Staff can send suggestions, comments and feedback (positive or otherwise) to this mailbox. We are looking for ideas and opinions which you think could lead to improvements in delivery of our services to children and young people.

The mailbox is monitored by Ruth Jenkins, Interim Head of Development and Principal Child and Family Social worker, and Lesley Perry, Workforce Development Manager. All emails are treated in confidence.

Staff Feedback Forum

This is being established and will meet on a monthly basis, alternating venues to aid accessibility. It will be facilitated by Ruth Jenkins, Interim Head of Development and Principal Child and Family Social Worker. The first date is planned for **Monday 29 October from 14:00 to 16:00 in Room 71 at Lynton House**. Please discuss the opportunity to attend with your line manager.

This will be an opportunity for staff to discuss their ideas for developments, improvement and provide feedback on service provision, support workforce development or anything connected to Children's services. The Staff Feedback Forum is also happy to receive comments and/or proposals by email via CSStafffeedback@redbridge.gov.uk.

Alternatively, you can email Ruth Jenkins ruth.jenkins@redbridge.gov.uk or phone Ruth direct on 020 8708 5983.

Collation and Response to Feedback

There is a monthly detailed report/update on feedback received from staff via various routes as well as actions taken. It is planned that a summary feedback and outcomes will be shared regularly with senior managers and also incorporated in the form of regular **One Minute Guides**.

We especially want ideas about how we can make sure that the voice of the child/young person can be used to inform and improve our services and how we can improve communication within Children's Services, with our partner agencies and with the children, young people and families we work with.

Please take this opportunity to air your views. We promise to take them into account and respond.