**Adults’ Services 100 Day Plan**

UNISON member comments gathered from AS staff over the period 16th-20th July in Worthing, Bognor, Chichester, Horsham and Crawley

**Work streams**

* Why have we started a 100-day plan without a plan being available to staff? It is too thin and vague for staff to have confidence in.
* Concern about impact on business as usual as senior managers are co-opted to work streams:
  + E.g. who will support Simon Starns on Provider Services transformation if Barry Poland is engaged in ‘Leadership and culture’
  + Concern that staff will have reduced access to their managers.
  + What capacity will there be to lead the plan in August; and in particular teams such as mental health teams
  + Concern already about lack of Team Managers’ time due to new managers’ meetings
* Will work streams really grapple the thorny issues.
  + E.g. a major part of performance issues will be connected to the Capita contract but will WSCC have the nerve to deal with it (finance; systems; admin; front door; etc).
  + E.g. the problems of CP2 are well documented: resource it properly or get on and transform it.
* Why is there not a Workforce Stream. This is a major oversight.
  + Need more work to be done on stress and resilience.
  + Need more work to be done on staff involvement.
* Not enough practitioners or team managers are on the work streams. It is a continuation of the ‘top down’, ‘we know best’ culture at WSCC. Staff at the coalface have the solutions.
  + Why are UNISON or UNISON reps not invited to the work streams?
* It feels a tokenistic exercise: the concern is what will really happen of practical value at the grassroots level.

**Leadership**

* Leadership at the top is opaque and feels like a secret group. There should be far more visibility.

**Transparency & comms**

* Why have staff not been able to see the full Peer Review document.
* Staff in AS Teams in Horsham did not hear anything and relied on a Powerpoint presentation given to a Team Managers Forum.
* Communications have been disjointed; some staff have seen some documents – some have seen others
* Has data from staff surveys and Innovation Sites been withheld.

**Consultants**

* Concern about over-use of consultants: what value are PWC and NDTI adding. Are NDTI gaining more from us (transformation data) than we are from them.
  + WSCC has invested substantially at the Exec Director tier, and is increasingly top heavy with managers, but is still using consultants.

**General/Misc**

* Do we learn lessons from any of our previous mistakes and how will that be factored in to reviews?
* AS feels unsafe to work in. Social work feels more like a sausage factory: more focus now on speeding cases up and moving things on, without enough regard for risk or social work values.
  + Downplaying of importance of some aspects of social work e.g. reviews.
  + Feels like an underlying threat of performance management is creeping in.
  + Concerns about supervision notes being on the service user’s plan.
* Risk in rushing things at too early a stage: Life Long Services meeting held and call made for volunteers – feedback was that not enough details were available to encourage volunteers
* Concern about Capita admin doing bed-booking/respite . task transferred from social workers but this saves little time due to time-intensiveness of the hand-over. The activity is completed on public reception desks and is no longer a confidential exercise.

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