**Staff Roadshows**

The Social Care Transformation programme was established in order to respond to the Social Services and Well Being (Wales) Act and the economic challenges that the Service and Council faces. The Programme involved the review of structures, systems and processes of Conwy Social Services to promote integration and consistency across all Services and increase efficiency in the use of resources.

As one way of engaging and informing staff about the transformation programme staff roadshows “Big Picture Days ” were arranged at regular intervals. The sessions provide an opportunities to share information about the programmes purpose and vision, the various projects involved, progress being made and the support available to staff through a period of change. The sessions also provide an opportunity for staff to meet the Services Senior Management Team and to learn more about other service areas.

**WHAT’S CHANGED?**

It was important that as many Conwy Social Services staff as possible were kept informed and included. These events were a new approach in engaging and communicating with staff. Initially four roadshows were held on the coast and in rural locations. These were at venues in Llandudno, Llandudno Junction, Colwyn Bay and Llanrwst. Staff were given a presentation and an opportunity to discuss queries and concerns with the Strategic Director of Social Care and Education Services, Heads of Service, Portfolio Holders, Service Managers and Project Managers. For staff unable to attend, all presentation material and a video of the event were made available via the programmes intranet pages.

Following on from these sessions and the positive feedback received further roadshows are being held to provide staff with progress and next steps for phase 3 of the programme, with a commitment to hold a minimum of 2 “Big Picture” days annually.

**WHAT DIFFERENCE HAS IT MADE?**

From the feedback received it was clear that staff appreciated the sessions as they were informative and provided an opportunity to discuss ideas and views. Feedback also indicated that staff meetings was the preferred method of communication, followed by newsletters and the use if the intranet. As a result staff continue to receive communication regarding the services transformation via team meetings, newsletters, noticeboard message, Yammer and further roadshows.

The following provides a small sample of the feedback received from staff:

***“Good opportunity to put names to faces and meet the new senior management team”***

***“Managers making themselves available and open to questions”***

***“Informative”***

***“Senior Managers have a clear view of where the service is going”***

***“Meeting with transparent and honest Senior Managers”***

***“Positive and constructive session”***

***“Structured and informative”***