

Check-in Scheme Changes Summary

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Changes made within implementation period

Once the scheme had launched the team received feedback from staff and managers and made some changes and improvements throughout the implementation period to enhance the scheme and maximise accessibility. A summary of these are below:

Feedback	Origin	Changes made	Status
Include climate change and carbon reduction in the Check-in discussion	Climate Change working group	Points added to the Guidance Notes but not made a specific talking point on the Check-in form	In Progress
Editable Word template of the form for printing purposes and more writing space	Staff member	Form template created and uploaded to intranet	Complete
Unclear how to report on itrent	Managers	Old PPA references removed from list within itrent. Ratings remain as used for children services supervision	Complete

Proposed changes from the review – to be implemented from July 2020 onwards

Feedback	Origin	Changes made	Status
Form does not support performance management	Staff Survey	Adapt form to strengthen an objectives section	To begin July 2020
Process does not support performance management	Staff Survey	Add more details in the guidance notes about how to performance manage in conjunction with the scheme	To begin July 2020
Include new Corporate Values in the discussion	Values Project Group	Add details in guidance notes about how to include/reference values in the process	To begin July 2020
Wellbeing, Success and Issues needs a framework	Staff Survey	Propose more detailed guidance on what these elements are and how to discuss/measure them and support staff	To begin July 2020
Apparent confusion over quantity and frequency of Check-in's	Staff Survey	Strengthen details in guidance notes to clarify – conduct	To begin July 2020

APPENDIX 4

		marketing/comms to provide information	
Reports do not clearly show how many checkin's are taking place	Management Teams	Review report specification with Civica to improve data received	To begin July 2020
Training does not meet all the principles of the scheme	Staff/Manager survey	Review and amend training content to strengthen key messages – including use of coaching methodology	To begin July 2020
A quarter of staff surveyed felt the scheme was not better	Staff/Manager survey	Understand why 26% response rate indicates check-in scheme is 'not better' and address concerns	further review impact of check-ins by April 2021