



South East Region

Learn from Bexley Adult Social Care

Bexley Adult Social Care Learning and Development Hack Day

An event to encourage creative ideas and actions to make Bexley Adult Social Care **the** place where people want to work.

Background

We believe we already have a rich offer in ASC Learning and Development including Induction and a CPD Framework. This is branded as “Begin, Flourish, Excel” and is advertised externally on the ASC Microsite and internally all documentation is available centrally in shared folders. However, staff surveys show there is mixed knowledge and understanding of this and how to access it. As a result, implementation and engagement is inconsistent. We wanted to give managers and staff the opportunity to create something special to change/ improve this.

What we did

A consultancy firm suggested we try a Hack Day which is a method originating in the IT sector to collaborate intensively on projects where, with the right people and the right resources in the room, it’s possible to start making the future different .

Before Christmas, an e-mail was sent advising people that “a Hack Day” would happen in January, it played on intrigue, “a Hack Day? A What Day?” stating it would be different and include External Guests and prizes. Full information about the day was only released little by little throughout January and curiosity increased along with participant numbers. An hour before the start, a final enticement/ reminder email was sent around to encourage people to attend.

Over 80 people attended the 6 hour event, of whom 60 were ASC managers and staff working in mixed teams to solve the dilemma. Attendees came from across the ASC workforce, Social Workers, OTs, support workers, Admin, Commissioners, , Mental Health Social Workers, and Health colleagues from integrated care teams, Social Work Students and Transformation and Change Service colleagues. This was ¼ of the workforce, yet we still delivered a service to the people of Bexley that day!

The day provided opportunities for staff to talk to people both inside and outside of Adult Social Care. We invited a range of businesses to join us - consulting the Sunday Times 100 Best Employers listings and making other business connections, we approached a number of organisations from different fields, but with awesome reputations for learning and development, to volunteer their time to assist at the event - Sweet Tree Home Care Services, Crossrail, Skills for Care, Red Quadrant and Basis all joined us.

Staff Teams were asked to create proposals for improving staff engagement in ASC Learning and Development in Bexley. All proposals had to be able to be implemented/taken forward immediately and at no extra cost to the organisation

What we achieved

80 people working in close collaboration with a real buzz around the room and huge amounts of energy and enthusiasm.

7 teams presented proposals to a panel in a Dragon's Den format.

5 of the 7 proposals were awarded small prizes by the panel whilst all 7 had elements that could be implemented immediately.

Lessons Learnt

People were very keen to be creative and to offer innovative ideas.

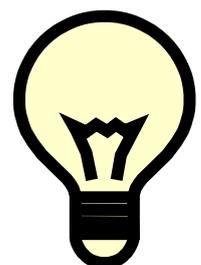
Ideas predominantly emanated from a strengths-based perspective ie people felt they already had knowledge and expertise that they could use to benefit both colleagues and the public.

People worked with people they wouldn't usually meet during their daily work.

Top Tips

Depending on the purpose of the day, and how urgent the issues are, start planning very early to engage external organisations to join such an event. (e.g. 4-6 months).

Getting people intrigued was beneficial in achieving good



attendance at the event.

Make the financial case for food and refreshments and small prizes.

Key learning points from the areas of work undertaken

Be prepared for an outcome that may not fit with the original dilemma, especially where it will benefit borough residents.

The winning presentation had a service user focus (offering a drop in to engage people in the community) which harnessed people's enthusiasm for Bexley the place, coupled with their pride in their own knowledge. Implementation plans have generated significant additional knowledge and understanding for staff about both Council and Universal Services already in place around the borough and the focus of the proposal has switched to an approach that adds depth and expertise to these.

The impetus from the other proposals also needs to be harnessed. For example, one proposal was to draw on the knowledge and skills people already hold by developing "Who's the Go To person" for specific topics, thereby building a strengths-focus within the teams.

What would you do differently if you were approaching this again?

Plan a much longer lead-in time.

None of the proposals offered direct suggestions to change the current Learning and Development offer or means to increase engagement with it. Some of the proposals generated challenged the pre-conceptions of the organisers, so we suggest that organisers should have the courage to run with the ideas generated and to enable people to learn from each other.

For more information

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