

Job Description

Directorate:		Social Services	
Service Area & Section:		Child and Family – Residential Services	
Unit Manager:		Residential Children’s Care Manager	
Post Title:		Residential Children’s Care Officer	
Job Family & Role Profile:		SCW45A	
Post No:	SS.73335	Grade	7

Summary of Role	
Reporting to:	Residential Manager
Purpose of the Post:	<ol style="list-style-type: none"> 1. The post will join the Residential Children’s Care Service and will become part of a diverse and multi-disciplinary team responsible for providing consistently high-quality care for children and young people who are: (i) accommodated in a Council children’s home; or (ii) being supported in another setting. 2. To work flexibly and creatively with vulnerable children, young people and their families, who are exposed to a variety of risk factors, meeting holistic needs and enabling them to live safely with their families, where possible. 3. To maintain a high standard of individual practice consistent with registration with Social Care Wales which includes being bound by the Code of Professional Practice for Social Care and adhering to the residential child care worker - practice guidance 4. The role will undertake a whole family approach with children of mixed ages, ensuring that the wellbeing needs of all children are supported utilising a Signs of Wellbeing Practice Framework. 5. The post will act as a single point of contact for vulnerable children, young people and their families who require support to prevent problems or needs from becoming more serious and/or entrenched, by providing consistent and creative support to help build resilience and independence through the residential care setting. 6. The post will build a positive and trusting relationship with children, young people and their families, overcoming any barriers to

	<p>engagement and enabling families to successfully access the support being offered.</p> <p>7. The post will ensure that the voices of children, young people and families are heard in all parts of the process, in keeping with their rights. The role will work persistently and creatively to engage with families to ensure appropriate support to improve outcomes and enable them to reach their full potential as happy, healthy engaged members of their own communities.</p> <p>8. Working in partnership with families offering support to children and young people on a range of issues such as behaviour management, education, relationships, mental health, domestic violence, health and safety, healthy lifestyles, budgeting and financial resilience, addressing housing issues and developing practical living skills etc.</p> <p>9. Supporting the Social Work teams with advice, as the main point of contact.</p>
<p>The post holder is responsible for the following:</p>	<ol style="list-style-type: none"> 1. Manage and maintain a small case load of children and young people and be responsible for ensuring their needs are assessed and effective interventions and programmes are in place to meet need. 2. Lead in the development and implementation of agreed Personal plans for children, young people and families, taking into consideration complexity of need, level of risk, age and ability. 3. Utilising the Team Around the Family approach, acting as a co-ordinator to lead and broker staff in specialist roles and from partner organisations to ensure effective outcomes. 4. Lead & co-ordinate delivery of interventions through a variety of engagement strategies including formal and informal methodologies and positive activities at times and in places that are accessible for children, young people and families. 5. Undertake assessments using an appropriate assessment process including the analysis and assessment of risk within a required time frame. 6. Partake in regular reviews of intervention plans and identify progress and/or gaps or changes required to assist transition, and the delivery of desired outcomes. 7. Establish positive relationships with children, young people and their families, encouraging active engagement and participation in all aspects of the process, including supporting individuals to address barriers that impact on their ability to access, education training or work.

8. Effectively manage and prioritise workload, working to quality standards and attending essential meetings as required.
9. Participate and lead in the development of plans in a multi-disciplinary environment and work in a supportive and collaborative manner with colleagues and partner agencies to deliver cohesive services to children, young people and families.
10. Attend regular individual supervision, plan and participate in small group reflective meetings and attend team development activities. Contribute to the development of plans, practice guidelines and policy as necessary.
11. Maintain accurate and up-to-date records of work and produce reports on actions, circumstances and decisions made.
12. Represent the Service in a manner consistent with the highest professional standards and reflective of the service and its commitment to equality of opportunity.
13. Work in a flexible and responsive way that ensures the service is capable of meeting key goals and objectives and remains relevant.
14. Remain aware of developments locally and nationally in terms of policy and practice and to demonstrate an on-going commitment to continuous improvement and working to the highest quality standard.
15. To work with other partners to support group delivery as required; this will include case noting and being responsible for ensuring that any safeguarding issues are reported and addressed appropriately.
16. To promote, uphold and advocate for children's rights as described in the United Nations Convention on the Rights of the Child in all aspects of your work.
17. Encourage children and young people to express their views and to participate in their meetings.
18. Support and transport children and young people to and from activities, contact with families and other appointments.
19. To effectively support the management of challenging and/or risky behaviour.
20. To maintain appropriate routines, limits and boundaries for children and young people.

	<p>21. To participate in and encourage the participation of the young people in the domestic tasks of the home in order to develop the self-care skills.</p> <p>22. To comfort and engage children and young people in crisis and those displaying challenging behaviours in accordance with behaviour management policy, training and individual care and support plans.</p> <p>23. To interact on an individual and group basis with all children and young people.</p> <p>24. Contribute to the child's successful move-on from the residential care to their next placement by preparing them for the move and supporting them afterwards as part of a gradual person-centred transition.</p> <p>25. Other duties commensurate with the level and nature of the post and in compliance with grant funded streams.</p>
<p>Job Working Circumstances</p> <p>The post holder will be</p>	<ol style="list-style-type: none"> 1. Expected to work flexibly, creatively and imaginatively within the constraints of the resources available to you. 2. Working in a highly regulated service area where you must adhere to policy and procedures. 3. Contribute to the practical activities necessary to maintain a home, e.g. frequent and timely cleaning and basic maintenance. 4. Work directly with young people, individually and in groups. 5. To report to a line manager or other appropriate person malpractices or evidence that may suggest it. 6. Work in a flexible manner across tasks and locations. 7. Work with children and families in the community and in their own homes. 8. Support young people presenting with challenging and / or risky behaviour. 9. Lone work on occasions. 10. To undertake the personal Health and Safety responsibilities within HASAWA 1974 ensuring safe systems or work are complied with. 11. Ensure that all activities are operated in accordance with Equal Opportunities' Legislation, and the City & County of Swansea Equal Opportunities' Policy. 12. This job description is as currently applies and may be subject to variance and you may be required to carry out any other task that

may be reasonably assigned to you which is within your capabilities and Grade.

13. This post is exempt from the Rehabilitation of Offenders Act 1974 and you must therefore make a true disclosure of any criminal convictions against you.

14. The post holder will be expected to work in a varied range of different working environments. This will include lone working in complex home environments, community buildings, open access service provisions and residential settings.

Person Specification

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Role Criteria No.1	Education, Qualifications & Training
Essential	<ul style="list-style-type: none"> • Literary and communication skills and an understanding of child development. • Nursing/teaching or social work/community work experience and or Qualification. • Awareness of relevant legislation to child and family services. • Knowledge/understanding of child protection issues. • Willingness to undertake training required to perform the role. • Either possess the City and Guilds Level 2,3 (health and social care): • OR be willing and able to complete the above in the first 3 years of coming into post and complete one of the following in the first year of coming into post: • All Wales Induction Framework for Health and Social Care. • (AWIF). • The Social Care Wales Principles and Values Award.
Desirable	<ul style="list-style-type: none"> • Core plus one of the following: • City and Guilds Level 3 in health and social care (Children and young people). • City and Guilds Level 4 Professional Practice in Health and Social Care. • Degree and professional qualification in Social Work, Family Work, and/or Community Work, Early Years, PGCE or direct relevant profession. • Training and relevant qualifications in Solution Focussed, Motivational Interviewing, PACE, TIP, Restorative Practice, Parenting, Family Facilitation, Signs of Safety/Wellbeing Food Hygiene Level 2. • Knowledge and understanding of assessment.
Evidence	All certificates to be provided at interview for validation.
Role Criteria No.2	Skills /Technical / Professional Competence
Essential	Candidates must have a high level of technical competence in the areas specified in the Job Description.

	<ul style="list-style-type: none"> • Demonstrate the ability to work as a highly reflective practitioner with skills to self-evaluate and actively seek opportunities for improvement. • Multi skilled with an in depth knowledge of working methodologies and approaches from across a range of different and relevant professions. • Demonstrate the ability to understand and implement complex working methodologies. • The ability to use IT systems to record and evaluate work. • Competent use of IT including e-mail systems, social and multimedia platforms and data base systems. • Understanding of and commitment to the vision and objectives of the service. • Ability to maintain focus on positive outcomes for families through a period of change and uncertainty. • Resilience and capacity to deal with demanding and challenging situations with children and their families. • Commitment to professional standards. • Hold a current first aid certificate. • Hold a current food hygiene certificate. • Hold a valid UK drivers' licence.
Desirable	The ability to evidence and present, through a variety of methods, the value and impact of work developed.
Evidence	Valid certification and/or registration/CPD.
Role Criteria No.3	Experience
Essential	<ul style="list-style-type: none"> • Significant experience and a high level of knowledge in a directly relevant profession e.g. Residential Care, Youth Work, Alternative Education, Youth Offending, Family/ Parenting Support, Social Care, relationship work. • Significant understanding and experience (over 5 years) in dealing with safeguarding issues with children, young people and their families. • Significant experience of applying evidence based methodologies/approaches into practice. • Experience of undertaking thorough assessment of need and risk requiring a high level of knowledge and understanding in relation to a variety of proven assessments. • The development and implementation of suitable plans/interventions in response to need with individuals and families. • Experience of partnership working and development of multi-disciplinary approaches to work with children, young people and families. • Experience of working in informal arenas and being accountable for decisions and actions taken. • Experience of lone working in a variety of environments including Residential Care settings, families' homes and of the risk assessment processes associated with this work.
	<ul style="list-style-type: none"> • Knowledge and understanding of relevant legislation that impacts on vulnerable children and families and the ability to interpret and apply information. • To be Welsh speaking.
Evidence	At interview, then in post.
Role Criteria No.4	Competencies & Abilities
Essential	<ul style="list-style-type: none"> • Work under your own initiative and take responsibility for decisions taken.

	<ul style="list-style-type: none"> • Ability to plan, assess and evaluate work undertaken. • Accurate, timely record keeping and ability to produce written reports. • Ability to involve children and families in the design and delivery of services, interventions and programmes to achieve better outcomes. • Ability to develop programmes/interventions designed to engage young people/families and meet need. • Ability to handle sensitive and confidential issues with tact and diplomacy. • Resilience and an ability to work assertively, persistently and consistently on a 1:1 and group basis and drop in support with children and families at high risk of disengagement. • Knowledge and experience of safeguarding issues and procedures. • Ability to empower and build trust and relationships. • Ability to support families to make informed decisions and advocate on their behalf when necessary. • Patient, non-judgemental, consistent approach to working with families. • Able to collaborate and work well with others with particular areas of responsibility or specialisms. • Strong communication skills both verbally and in writing. • Ability to facilitate 'Team Around the Family' or similar meetings as appropriate. • Ability to engage families to help them identify strengths and recognise where behaviour change is needed to enable them to progress their goals. • The ability to be creative and to develop bespoke interventions and approaches to address the needs of families and individuals. • Ability to acknowledge the personal beliefs and identity of others and a commitment to the promotion of equality and diversity in the workplace and in respect of young people in placement. • Ability to understand and manage conflict, promoting non abusive and non-aggressive behaviour. • Ability to evaluate and develop own practice. • Personal integrity of a high order (this post is exempt from the Rehabilitation of Offenders Act). • Ability to work in a pressurised environment. • Ability to maintain professional boundaries. • Ability to work to maintain CIW standard.
Desirable	<ul style="list-style-type: none"> • Knowledge of relevant legislation e.g. RISCA, Social Services and Wellbeing Act, Child Protection, Safeguarding, UNCRC. • Knowledge of the system and the Framework in which the Officer is expected to function. • Knowledge of key research findings relating to 'what works' with children and families in residential settings.
Evidence	At interview, then in post.
Role Criteria No.5	Commitment to Equal Opportunities
Essential	<p>Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.</p> <p>All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.</p>
Desirable	
Evidence	At interview, then in post.

Role Criteria No.6	Current Driving Licence
Essential	Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling.
Desirable	
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually.
Role Criteria No. 7	Compulsory Requirements for Introducing Change and New Ways of Working
Essential	1. Demonstrate commitment to the Council's new ways of working, providing a positive and supportive environment that initiates and enables innovative and sustainable working practices that deliver high quality services for our citizens. 2. Embrace change through actively and flexibly participating in and adapting to new ways of working with our citizens, as agreed through formal consultation with Trades Unions and HR Policies and procedures.
Desirable	
Evidence	At interview, then in post.
Role Criteria No. 8	Voice and Values of Young People
Essential	The City and County Swansea pays due regard to the UNCRC in all its decisions and as part of this young people in Children Services have developed a voice and values section as part of recruitment and selection. Young People from across the service have created a video to add their own voice to the process. As a service young people should – Be given a voice Create opportunities for me to be the best I can be Work with me in the best way for me Work with me at the right time & with right information Any Person working for Childrens Services should - Listen to me and help me to be heard Help me build positive relationships Respond quickly in a way I understand Be Trustworthy, Respectful and Reliable Non-judgemental approach with no bias Any Person working for Childrens Services should know - How to make sure I have a voice How to relate to me & understand what going on in my life Have a full awareness of my world
Desirable	
Evidence	At interview, then in post.
Health Surveillance and Monitoring:	This post will require the post holder to take part in health surveillance and monitoring procedures.

Safeguarding:	The Authority in line with the Corporate Safeguarding Policy is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment. The Authority expects all staff to undertake and keep up to date with mandatory safeguarding training for the both the protection of children and adults.
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Welsh Language

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this.

Assessment of Posts

All posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.

Requirements for this post (See attached Welsh Language Skills Assessment)
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Understanding	Level: 1	Speaking	Level: 1
Reading	Level: 1	Writing	Level: 1

Based on the above, requirement for this post is as follows:			
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Essential		Desirable	X
To be learned		Not required	

Disclosure and Barring Service (DBS):	This post requires the postholder to have the level of DBS disclosure as indicated below:		
	Standard DBS Disclosure Application	Enhanced DBS Disclosure Application	No DBS Disclosure Application
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Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.
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Sign off			
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Line Manager:		Date:	
Post Holder:		Date:	

Welsh Language Skills Framework

Level 0			
No Welsh language requirement identified for the post – but all recruits should be aware of the corporate requirements of the Welsh language standards and completion of the Welsh language awareness course is advised.			
Understanding	Speaking	Reading	Writing
➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified
Level 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. Where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see 	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the telephone ➤ Can open and close a conversation or open and close a meeting. 	<ul style="list-style-type: none"> ➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms 	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
Level 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel in general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh 	<ul style="list-style-type: none"> ➤ Can read short message and certain letters or e-mails, e.g. Those which make a request or ask you to pass on a message 	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment

	<ul style="list-style-type: none"> ➤ Can hold a short conversation with an individual or exchange relatively straightforward information ➤ Can contribute to a meeting, but need to revert to English for specialist terms. 		
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Level 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

Level 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. In meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

Understanding	Speaking	Reading	Writing
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<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. ➤ Can understand differences in register and dialect. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand novels and other texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.
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Level 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can follow all conversations and discussions with individuals or colleagues. ➤ Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> ➤ Can express yourself fully in detail, even when discussing complex issues. ➤ Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➤ Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> ➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➤ Can write formal or informal Welsh as required. ➤ Can write a range of documents accurately and with confidence.

Disclosure and Barring Service (DBS) Disclosure Checks

The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an online application form for the appropriate level of disclosure. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly.

The following information is available from the Employee Services Helpdesk, Room 323, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 636098, email employee.serviceshelpdesk@swansea.gov.uk.

- DBS's Code of Practice;
- Authority's Policy on the Security of Confidential Disclosure information;
- Information on the Rehabilitation of Offenders Act 1974

Further information about the Disclosure Scheme is available at www.homeoffice.gov.uk/agencies-public-bodies/dbs/.



Corporate Plan

Delivering a successful and sustainable Swansea

Our ambitions and commitments to residents – our well-being objectives

We have prioritised six well-being objectives. These are:

- **Safeguarding** people from harm – so that our citizens are free from harm and exploitation.
- Improving **Education & Skills** – so that everyone in Swansea gains the skills and qualifications they need to succeed in life.
- Transforming our **Economy & Infrastructure** – so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens.
- **Tackling Poverty** – so that every person in Swansea can achieve his or her potential.
- Maintaining and enhancing Swansea's **Natural Resources and Biodiversity** – so that we maintain and enhance biodiversity, reduce our carbon footprint, improve our knowledge and understanding of our natural environment and benefit health and well-being.
- **Transformation & Future Council** development – so that we and the services that we provide are sustainable and fit for the future.

Our Values

Our plans will be built on three clear values which will guide the way that we work, how we develop as an organisation and our decision making through the years ahead.

- **People Focus**
We will focus on community needs and outcomes and on improving the lives of the people who live and work in Swansea. We will also respect, value and support our employees and demonstrate the highest standards of integrity.
- **Working Together**
We will promote a whole partnership approach, working across services to maximise resources and knowledge and joining forces with others outside the Council to ensure we prioritise our resources and get the best for our communities.

➤ **Innovation**

We will promote and support a culture of innovation. We will think and work differently to improve our ability to deliver and to meet the financial, demographic and societal challenges we face. We will share learning across the Council, as part of our Innovation Programme.