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Taking Part

Our customer satisfaction survey sent out to the people we support has been collated. The results of this we are hoping to publish in June.

Our aim to help people become trainers has progressed with an exciting project of developing a train the trainer pack for people we support to become trainers. To take this forward anyone interested in taking part should contact Rachel. She will then come and have a chat and show a video of what the course is all about.

In addition work has commenced on rewriting a more concise version of our Service User Guide. This will be introduced to people throughout the summer.

Plans are in place to review our current financial policies. This will involve people we support, to make sure that any changes we intend making are the best thing for them. Rachel and Geraint will be meeting up with people to listen to their views and opinions.

To help people we support understand what abuse is, we will be



Rachel

sending out a new interactive DVD called 'Abuse – Tell Someone'. It is ground breaking in that it contains audio, visual and written information and it is very accessible for many people. It will be sent out in the next couple of weeks.

One of the big questions is "The digital switchover"... more information on what help is available will be sent out shortly.

OHT aims to get people we support on the Board of Trustees. I shall be looking at what we need to do to make this happen, and ensuring that that people nominated receives the right support to become an active Board Trustee.

Telephone contact details:
029 2023 6216 or rachels@oht.org.uk

Rachel Stinchcombe



Fit for Purpose !!

Since November 2008 we have had a temporary senior management structure in place. Following a review of these arrangements and considering our future plans the following decisions have been made by our Board of Trustees:

To combine the Support Service Director and Chief Executive role into one, and Mandy Evans to be the permanent Chief Executive Officer.

To reinstate positions that were on hold; the Human Resource advisor role so we can concentrate on improving the HR functions and the Central Administrative role to maintain our central functions and offices.

We have redirected resources to fund essential positions to meet future demands. The new positions are Quality and Performance Manager and IT Technician. These new positions will be advertised in June.



Mandy Evans, Chief Executive

INSIDE THIS ISSUE:

OHT formal pay offer for 2009/10

Our Progress

NVQ Centre Excels



Taking Part

Growing Our Own

OHT values experienced and highly skilled Support Workers and we have always been very keen to promote from within our own workforce. However, sometimes this can prove to be difficult as people are hesitant about taking the next step.

So, we decided to introduce a new project in Ceredigion, "Trainee Support Team Manager" that would help give a better understanding of the role and with dedicated training and support provide a stepping stone from the role of Support Worker to the very different role of Support Team Manager:



The scheme was introduced in October 08 to three of our best support

workers, Madeleine Parry, Liz Fowles and Phil Tomlins. A structured training programme for six months was set up, partly based on what we thought should be covered and partly based on what the participants themselves wanted to cover. The trainees all attend the office twice a week with one day involving a formal training session on a particular topic and the other day being less formal. The second day involves time for learning reflection and 1:1 supervision sessions. The programme has evolved as a work in progress and our aim is to review the programme after the 6 month pilot.

"we have always been very keen to promote from within our own workforce"

The evaluation information will be considered as part of a wider future management development programme.

Erica Gostelow, Service Manager, Ceredigion

OHT formal pay offer for 2009/10

In our last newsletter we informed you of the commencement of pay negotiations with Unison. These negotiations have progressed and we are now at the stage where a formal offer has been presented to Unison.

The detail of the offer follows but if you wish to have a voice on what is proposed then you will need to be a union member. OHT has a collective bargaining agreement with Unison on pay matters and it is this process that determines what pay awards/changes are implemented. Unison will ballot its members directly on the proposal.

The offer has tried to meet a number of objectives and these are:

Objectives:

- To implement a transparent single salary structure wef 1st April 2009 which would bring all TUPE paycales into one
- To ensure people are on the correct spinal points reflective of their position.
- To address financial barriers in relation to NVQs.
- To award a minimum uplift on existing pay of 1.5% wef 1st April 2009.
- To address the lower end of the payscale in order to become more competitive.

Proposed single salary structure for operational grades

Hrly rate	Grade	Grade	Grade	Grade
6.51	Personal Assistants	Support Workers		
6.63				
6.67				
6.93				
7.09				
7.23				
7.50				
7.78				
8.11		Protected Group	Asst Team Managers	
8.35				
8.66				
8.98				
9.18				Support Team Managers
9.49				
9.79				
10.18				
10.52				
10.86				
11.18				
11.51				
11.83				Protected Group
12.08				



Application of proposal

OHT's existing salary structure has been applied as the basis for establishing a continuous salary range from entry level through to managerial (Team manager). Various titles exist within OHT so for ease of distinction only, the titles of Personal Assistant, Support Worker, Assistant Team Manager and Support Team Manager have been applied. OHT intends to revise job titles so there is uniformity in their application and job expectations during 2009.

The proposed salary range applicable for 2009/10 requires two approaches : one to be applied to TUPE employees (staff who transferred from another agency as a consequence of retendering) and another for Non TUPE employees. The approaches applied have met the objective of delivering a minimum of a 1.5% uplift whilst delivering a single salary structure.

Non TUPE Employees

Non TUPE employees will be uplifted to the next spinal point above with effect from 1st April 2009. In an instance where an employee is at the maximum of their grade a non consolidated payment will be given calculated on the difference between actual hourly rate and the hourly rate below. A new spinal scale has been introduced for Personal Assistants so employees in receipt of an hourly rate less than the new published rate will be assimilated on to £6.51. For the remainder of Personal Assistants the above rule will apply. A new spinal scale has been introduced for Assistant Team Managers so employees working in this capacity will be assimilated to the new grade.

TUPE Employees

A large proportion of TUPE employees are on similar hourly rates to the proposed ones. To bring things into one single salary structure all TUPE employees will slide across to the nearest hourly rate above their existing rate. For a small proportion of employees the blue shaded hourly rates will apply meaning that no detriment is suffered in the long term. For example an employee whose terms and conditions allow them to progress into the blue shaded area will continue to do so until they arrive at the maximum of the grade.

In an instance where an employee is at the maximum of their grade a non consolidated payment will be given calculated on the difference between actual hourly rate and the hourly rate below.

Removal of qualification bars & payments

The application of qualification bars will no longer apply to the positions of Support Team Managers and Support Workers. These will be run through grades regardless of qualification. There will no longer be any financial payments attached to the achievement of an NVQ. Both proposals address inequalities and the barriers associated with the qualification bars.

Additional Increments

The approach of awarding additional increments for working in different settings or undertaking additional duties will be replaced. Existing employees in receipt of additional increments will receive an allowance equivalent to that of additional increments for the term it applies. This approach helps ensure that we meet the objective to place people on the correct spinal point reflective of their position. New situations /decisions will attract a standard allowance to be agreed.

Non operational positions

For employees working in managerial, specialist or core services a flat 1.5% uplift on the salary range will be applied.

Future Plans

OHT and Unison will continue to strive for parity in relation to terms and conditions and being able to reward employees with future inflationary uplifts. Naturally any proposals are dictated by affordability but in the meantime various measures are being explored in relation to this. As proposals are developed employees will be involved through the formal process of pay bargaining to offer their thoughts, suggestions and comments.

Kay Williams. Human Resources Director

Our Progress 2008/09

What we are please about?

- Person centred support
- Staff retention
- Improved training
- Supported decision making
- Positive staff attitudes
- Management training
- Relationships with external partners
- People we support
- Take risks

What we are concerned about?

- Everyone having access to information
- Maintaining consistency of practice
- Time taken for quality monitoring
- Equal access to training
- Involving people we support fairly
- External help and support
- Career progression, pay, promotion
- Sufficiency of central resources

What will we do next?

- Evaluate person centred change programme
- Improve quality framework
- Staff are appraised/developed and trained
- Evaluate our management development activity
- Promote and share our work
- Improve IT and communications

What we have tried?

- Refer a friend
- Communication profiles
- Providing accessible information via the internet
- Positive risk management
- People choosing their staff
- Person centred planning training programme
- New medication policy
- Assisted technology
- Implementing the mental capacity act
- Person centred autism training
- A new induction framework
- Delivering internally level 4 NVQ's
- New information systems
- To use more computers
- Different ways of training and promoting managers
- More partnership working
- To provide more localised support/services

Past

Future

Learning

How will we share what we have learned?

- Through giving feedback to team meetings
- By arranging family forums
- By producing regional newsletters for staff and external partners
- By enhancing our internet website

What have we learned?

- The need for more independent advocacy
- How important it is for people to choose their staff
- To effectively manage people
- How to support people to make their own decisions
- Information systems will help us work better
- That we give greater access to information via computers
- Training needs to be provided locally
- To promote our good work
- Give people more control
- To be more person centred and that more people need training

NVQ Centre Excels

A Big Thank You must go out to our NVQ Centre Managers, Jane Sharp and Margaret Falcon. Their hard work, dedication, quality and thoroughness has not only been recognised within OHT but has been commented on by a recent City and Guilds External Quality visit.

There are very few NVQ Centres that can uphold this recognition and OHT's NVQ Centre is regarded as being an excellent model to follow.

Whilst we still have a large number of people yet to qualify huge progress has been achieved and to keep you abreast of progress the team will provide six monthly updates.

The picture so far

Ceredigion - following an intensive programme in the area, approximately 60% of the workforce are now qualified to level 2, 3 or 4.

Pembrokeshire - has also received some input, but progress is slower with approximately 10% of the workforce currently holding a qualification.

Bridgend - is currently receiving support which will take their qualification level up to approximately 42%

Rhondda Cyon Taff - their figures are currently showing approximately 40% qualified

Caerphilly - are also running at approximately 40%

Respite - are governed by different regulations and are required to maintain a qualification level of 50% at all times. This has been achieved with 4 staff qualifying in the past year.

Cardiff - due to the scale of the Cardiff workforce, there is continuous activity which is currently running at 38% qualified. There are currently 20 level 2 and 3 staff working towards their award in Cardiff, with approximately 14 managers working towards the HSC 4 or the LMC.

*Pictured right
Congratulations go to both Jayne Sharp
(left) Margaret Falcon (right)*

Kay Williams, H R Director



Congratulations

Candidates who have achieved in the last 12 months:

Level 3

Darren J Bachelor
Marie Barnes
Tina Baggot
Sarah Beckingham
James Blagden
Jayne Blannin
Lisa D Brady
Paul Britton
Dorothy Burgess
Sian Chamberlain
Michelle Coleman
Gareth Davies
Katie Davies
Cheryl Dooley
Janet Elms
Gareth Eynon
Steven Faulkner
Elizabeth Fowles
Kelly Gibbs
Cheryl Giles
Helen Goodwin
Kim Gunthorpe
Wendy Haggard
Daniel Henery
Joy Hughes
David Jones
Christopher R Jones
Lynn Leach
Roy McGuinness
Julie Mohammed
Katherine Palmer
Madeleine Parry
Paul Prescott
Kathryn Puzey
Carol Reimer
Shaun Smith
Joanne Sulman
Marian Taylor
Katie Thomas
Rita Ward
Thomas Wilmot
Michelle Willis
Samantha Wrightson

Total level 3 = 43

Level 2

Samuel Adama Tagoe
Annette Bellairs – Lumby
George Brown
Natasha Cotter
Aimee Davies
Christine Davies
Samantha Davies
Denis Dladla
Cheryl Durante
Tracey Eagleton
Tom Gregson
Yvonne Henry Lee
Stacey Jones
Diane Jones
Simon Kelly
Sylvie Kerreneur
Robert Llewellynn
Jessica Lloyd
Carly MacDonald
Tina Marison
Richard Mathias
Alan Meachem
Anthony Morgan
David Morgan
Christopher Palmer
Michelle Penfold
Ronald Perris
Jamie Preswell
Emma Pritchard
Lynne Prosser
Amanda Rees
Kevin J Richardson
Valerie Taylor
John Theobold
Jayne Thomas
Paul Turner
Meriel Unger
Peter Unger
Faith Williams
Lorraine Wilmot
Paul Yardley

Total level 2 = 41

Registered Managers Award (Completed externally)

Paul Brown
Owen Griffiths
David James

Future programmes and selection

It is clear that there are a number of factors that must be considered when planning future input and selecting candidates for their NVQ. It is important to comply with the regulatory bodies and the targets that they set. This will often be the first step in planning a new intake e.g the percentage of staff qualified in the specific areas.

Other factors relating to equal opportunities also need to be considered. These include length of service, gender, part time / full time, ethnic origin and candidates with special requirements. Candidates should have successfully completed their probationary period before being considered for registration.

These factors will be used by the NVQ team in identifying prospective candidates. It is the assessment team that makes the selection, and when the selection has taken place it is at that point that the manager and service manager are approached to confirm this. Part of the decision making process will involve discussing practice and performance of the individual and this information will be governed by confidentiality.

Managers have a responsibility to inform the allocated assessor of any performance related issues of a registered candidate so that these can be considered as part of their overall assessment plan.

2009/10 FOCUS

The focus for the NVQ team in the coming year will be supporting level 2, 3 and 4 in Cardiff with an intake of another 60 staff pursuing their award in the next year; and Pembrokeshire, with an anticipated intake of 20 staff. This is in addition to finishing the candidates that are working towards their award in Bridgend and RCT. The goal is to meet the target in each area for 50% qualification, and to ensure that all managers are qualified or working towards their qualification following their successful probation.

New management qualification

The Centre provides support to managers completing their level 4 qualification. There are two routes - one is the Health and Social Care award at level 4, and the other is the new Leadership and Management in Care award (LMC) the latter replaces the Registered Manager Award (RMA) previously offered.

Both qualifications sit in the same place within the qualification framework and both are recognised and respected within this field. The award selected by each manager will be decided after an initial assessment process has taken place with the assessor. There are a number of factors that need to be considered in making a choice, perhaps the most important being the individual's learning style.

For those managers that have completed the HSC at level 3 previously, the HSC 4 can seem to be a natural progression. The LMC is the most recent in its format and after completion, offers some additional options such as allowing the candidate to take some additional units to transfer to the child care route. The LMC also places an emphasis on self directed research and theoretical knowledge into practice.

Regardless of which level 4 is undertaken, candidates will be observed and be expected to operate in the same key areas of both awards – communication, recruitment, risk assessment, health and safety – to an equally acceptable standard – one award does not hold more value than another!