

Strategic plans 2020 - 2023

Feedback and Planning Report – January 2020

Welcome to this feedback report from our recent roadshow programme. The first thing to say is happy new year and thank you to everyone who took the time to come, gave energy to participate and was honest in giving their views about where we need to focus our efforts and plans.

This document is a short summary to enable and promote further local discussion and regional planning. Our aim is to stay connected as we plan for the years ahead. More formal commitments will be provided early in 2020 setting out timetables and final details about our strategic priorities that you have helped to develop. There are some next steps for every region set out at the end of the report. Again, thank you in advance for your thinking and participation.

Between October and December last year, a series of eight roadshows was held across the country to bring together key members of the senior leadership team and our Board, with staff from all corners of the organisation.

The roadshows focused on our thinking and planning together against the three pillars of our strategic plan – our **Practice, People and Partners**. It was also an opportunity for all of you to share your thoughts and experiences, and to connect with colleagues from other areas and teams.

Highlights

LET'S MEET, LET'S CONNECT

JACKY TIOUO

TERESA WILLIAMS
DIRECTOR OF STRATEGY

MALAK

BEN

SALLY CHESHIRE
REPRESENTING THE BOARD

PAUL GRANT
Anyone knows what a N.E.D. is?

KEEPING FAMILIES TOGETHER
The Children Act

THE LIFELONG IMPACT of our actions

VALUES
VISION
A 'JUST' CULTURE

WHY do we make the decisions we do?

WHAT DOES SUCCESS LOOK LIKE?

2019
OUR NATIONAL REACH GIVES US UNIQUE INSIGHTS

2020
HOW DO WE GET FROM STRATEGY TO DELIVERY?

2021

2022

LOOK AT THE DATA & ASK WHY

CONVERSATIONS

FEEDBACK?

GET INVOLVED!

DOES ALL THIS MAKE SENSE TO A CHILD? & CAN YOU EXPLAIN THIS TO A CHILD?

WE CAN'T DELIVER CHANGE ON OUR OWN

WE CAN'T KEEP DOING MORE OF THE SAME

IS THE PLAN OF ACTION CLEAR?

A CHILD'S SMILE IS SO IMPORTANT - THE WORLD OPENS UP TO THEM!

DATA ABOUT VARIATIONS IN PRACTICE

WHAT ARE THE UNDERLYING REASONS?

WHAT CONVERSATIONS SHOULD WE BE HAVING WITH LAs?

CAFCASS: GREAT TO WORK WITH A MATURE ORGANISATION

A CLEAR VISION A 'JUST' CULTURE LEARNING FROM MISTAKES STRENGTHS BASED

WE SIT ON A MOUNTAIN OF DATA!

LET'S KEEP GOING UP & DOWN THE MOUNTAIN!

THE BOARD'S ROLE:
USE THE STRATEGY
→ PERFORMANCE, FINANCES
→ HOLDING THE EXECUTIVE TO ACCOUNT

ASKING MORE QUESTIONS
→ Understanding the OUTCOMES

UNDERSTANDING HOW MY ROLE FITS INTO THE OVERALL PICTURE

I WE'RE ALL DOING THE SAME THING

Attendees



"It was a really good overview of our key focuses. But I think more time to think through the detail and the pillars, and more detail on the pillars themselves would have helped discussions."



"I thoroughly enjoyed the conference and having a big part for the vision for the next three years."

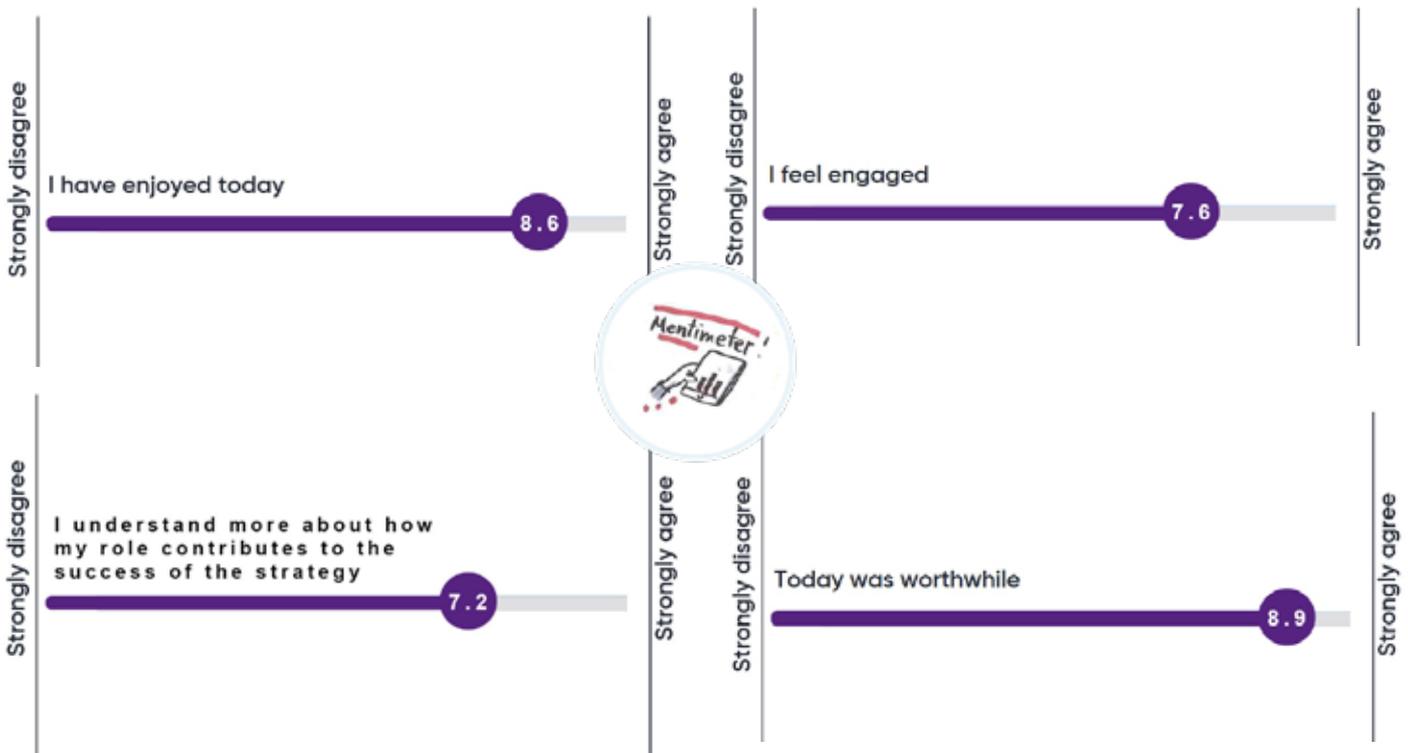


"I was rather concerned that the event would be very much a one-person show. I was positively surprised and really appreciated the opportunity to get involved. Really good engagement - more of this is needed!"

"I liked the way the roadshow was organised. In particular, it was great to see participation from all."

Your feedback

Over 500 staff provided feedback about the roadshows through the live Mentimeter voting app.



PRACTICE

Practice
Led

Feedback
informed

Learn
and
improve

OUR WINNING QUOTE:
"To boldly go where Cafcass has not gone before! Every day is a Learning Day."

WHAT'S MISSING?

TO KEEP LEARNING. USE OF VIRTUAL TRAINING (+ coffee breaks.)

TIME PRESSURE ON US... less chance to discuss + reflect later

WORKING WITH L.A.'s/Judiciary/HMCTS TO ANALYSE DATA TOGETHER

COMMUNICATION:
FIND NEW + INNOVATIVE WAYS TO STAY CONNECTED + KEEP LEARNING

HOW CAN WE STAY CONSISTENT?

MAKE IT REALLY CLEAR & SIMPLE

"Be led by the LIVES we're trying to improve"

TOP PRIORITY?
PRACTICE-LED

PROTECTING CHILDREN & PROMOTING WELFARE

PEOPLE

Respect, Recognition, Recruitment & Retention

Lines of Sight

Efficient + innovative systems + resources

OUR WINNING QUOTES (JOINT WINNERS)

"Prioritising People, Provides Possibilities"

"People power Promotes Positivity"

"our people are our superpower"

"People matter, let them know!"

TOP PRIORITY?
Respect, Recognition, Recruitment & Retention

ANYTHING MISSING? FOCUS ON MANAGER'S ROLE & ACCOUNTABILITY + CLARITY: REPORT TO THIS

VALUE EACH PERSON'S ROLE AS EQUALLY IMPORTANT

STRENGTHEN THE WORKING REGARDING SEEKING EMPLOYEE VOICE TO IDENTIFY OPPORTUNITIES

"People keep the engine running to go the extra mile"

PARTNERS

System leadership for reform

Manage Demand

Accountable for outcomes

QUOTES:

"Engaging our partners to develop a collaborative and consistent approach to manage demand"

"Positive productive progressive partnerships prevent proceedings"

Leading with curiosity by getting it right for children

"A court room should not be a battleground"

DO IT ONCE DO IT RIGHT

"Shared ambition to innovate for children despite pressure"

"Radical change for children who need us to help them earlier"

TOP PRIORITY?
Manage demand

what's MISSING?

MORE FOCUS ON EARLY INTERVENTION

MORE INNOVATIVE PRACTICES

HOW CAN WE USE OTHER'S DATA AS WELL AS OUR OWN

CONSENSUS OF APPROACH ACROSS ALL PARTNERS

GIVE US THE WIGGLE ROOM

CLARITY OF LANGUAGE



What you thought needed to be considered as part of our strategic delivery plan

Many of your ideas have been captured in the seven graphic records shown at the end of this paper but the main themes have been listed below.

- Improve how we **share and understand our data, experiences and expertise/knowledge and practice** across Cafcass and beyond.
- **Managing demand** internally and working together with partners including a focus on case loads.
- Building better relationships and working together with **local authorities, courts and judiciary**.
- **Commissioned services** – how can we improve them and prioritise demand?
- Early intervention/pre-proceedings - how can we have a stronger influence?
- **Private law themes and outcomes** need to be better understood.
- **Robust local authority referrals** if a child is at risk of harm or has been harmed.
- **Staff development** opportunities and career pathways.
- Stronger emphasis on **health and wellbeing of our people**.
- Stronger emphasis on **recruitment and retention**, including pay scales.
- Strengthening and promoting **diversity across all our work** – practice, people and partners.
- **Issues around isolation** – striking the balance between remote and office working.
- **Regional differences** – understanding, respecting and responding to different issues and needs.
- **Feedback** – gathering and learning from feedback from children, families, our partners and our staff.
- **Use of language** - how we communicate our strategy to children, families and our partners.
- Making sure that the **protection of children, and their families, and the promotion of their welfare** features in all our strategic planning and **the way children experience us**.
- Being able to show that we are able to **learn from feedback**.



What you said we could do differently or better

Many of you had suggestions about how we could have improved the roadshows which we hope we can continue in some form. You asked for:

- **More staff present** – how can we reach everyone in the organisation?
- **More time for:**
 - networking and getting to know colleagues
 - table discussion
 - question and answer session
- **Less jargon, clearer language.**
- **More detail on the delivery priorities.**
- **Experiences and feedback from children, young people and families**, including the Family Justice Young People's Board.
- **Experiences and feedback from our partners**, including local authorities and the judiciary.
- **Sharing knowledge and experiences** from all staff.
- **A regional focus** – could we have more regular regional roadshows?
- More discussion about how roles and teams fit into the strategy and its delivery.
- **Different ways of engagement.** You said you loved Mentimeter but wanted more opportunity for Q&A and table discussions.
- **Next steps and updates about the strategy.** You said you want to be kept up to date about next steps with regular updates of what and how we are delivering the strategy.



What's next?

We are committed to keeping the momentum of the roadshows going, so that you feel able to stay connected to the development and delivery of our priorities. We also want to learn from your feedback about whether the things we prioritise help you to be more effective and make more of a difference to children and families.

We therefore propose for everyone:

1

For the Directors leading Practice (Kevin Gibbs and Anji Owen), People (Julie Brown) and Partners (Teresa Williams) to work with the extended leadership team to finalise the project scopes. These will be shared with you before they are published in April, and we will also invite staff across the organisation to contribute to project teams for each of the delivery priorities.

2

We have asked all Assistant Directors and Heads of Profession to ensure that every service and team has the opportunity to review at least one of the graphic records from the roadshows, together with the further detail of the delivery priorities, and use these to identify how local and regional improvement plans for practice or corporate functions can take forward the thinking to ensure we keep the 'golden thread' between the national delivery plan and the contribution of teams, areas and regions.

3

As we move into our delivery phase from April 2020, all team managers – supported by the Strategy Champions - will be asked to review with you progress against the national delivery priorities with you every six months and collate your feedback so that they influence the work plan and our leadership priorities for the next six month period.

More detail will be discussed with you in your team meetings in the coming weeks so that you can continue to stay connected to the work!

You can find the [graphic records](#) here. If you have asked for an original for an office base, we are on the case and helping it to find its way to you, framed and ready to display!

Thank you!

Thank you everyone for coming out to a roadshow and for your engagement and support. It really was so encouraging, impressive and inspiring.

We continue to welcome your feedback and ideas on our strategy and delivery priorities. Please email OrganisationalStrategyRefresh@cafcass.gov.uk.



Cafcass BIRMINGHAM Roadshow 24th October 2019



PRACTICE

TOP PRIORITY... NO CLEAR WINNER

What's MISSING?

- REFLECTING THE CONTRIBUTION OF BUSINESS AND CORPORATE SERVICES
- CONSIDERING DIVERSITY & INCLUSION WITHIN EVERY PRIORITY
- SPACE TO LEARN & REFLECT - KNOWLEDGE SHARING
- PLR PROCESS

Winning Quote: "Value the knowledge of the People who know"

"Children know what matters to them - SO ASK!"

"Feedback feeds the future for our children and families"

"Listen, Learn, Leap into action"

Practice-led | Feedback Informed | Learning and Improvement

PEOPLE

OUR MOST IMPORTANT ASSET!

TOP PRIORITY: RESPECT, RECOGNITION, RECRUITMENT & RETENTION

What's MISSING?

- A CULTURE THAT SUPPORTS ALL ROLES WITHIN CAFCASS
- CAREER PATHWAYS
- REFLECTIVE THINKING - LEARNING ORGANIZATION
- LINKING WITH OTHER SOCIAL WORK EMPLOYERS - ENCOURAGING NB SW TO JOIN US!
- SUPPORTING STAFF WITH TECH USE

Pay Review

Winning Quote: "Value the People and the People will deliver"

"Getting it right for families by nurturing our talent"

"People need to feel SUPPORTED, CONNECTED & RESOURCED"

Recruitment, Retention, Respect and Recognition | Efficient and Innovative systems | Lines of Sight

PARTNERS

TOP PRIORITY: MANAGE DEMAND

What's MISSING?

- MORE FOCUS ON EARLY INTERVENTION
- HOW CAN WE USE OTHER'S DATA AS WELL AS OUR OWN
- MORE INNOVATIVE PRACTICES
- CLARITY OF LANGUAGE
- GIVE US THE WRIGGLE ROOM
- CONSISTENCY OF APPROACH ACROSS ALL PARTNERS

Winning Quote: "Demanding demands"

"Reduce demand, improve outcomes"

System Leadership and family justice reform | Managing demand | Accountable for outcomes

PANEL DISCUSSION

what SURPRISED you?

Meeting somebody from the panel

Definitely involved - really INTERACTIVE NOT "PREACHY"

POSITIVES:

It's been nice to feel that my own views are shared

meeting with business GREAT!

EVEN BETTER IF:

USING SIMPLE ACCESSIBLE LANGUAGE IN ALL OUR COMMUNICATION!

WE CAN SHARE THE POSITIVITY WITH ABSENT COLLEAGUES!

what will you take back to your team?

WE ARE VALUED! | our BUSINESS! | our VALUES | our ACT!

Welcome!

Attending the roadshow was worth it!

We can't have a strategy without a delivery plan. what do you REALLY THINK?

what's your BEST HOPE?

KEEPING FAMILIES TOGETHER

What MOTIVATES me:

The RESPONSIBILITY we have to work SENSITIVELY

The LIFELONG IMPACT of our actions

HOW DO WE STAY EFFECTIVE?

VALUES VISION A JUST CULTURE

WHY do we make the decisions we do?

Leadership behaviours: - modelling - listening

DATA

2019

DATA ABOUT VARIATIONS IN PRACTICE

what are the underlying REASONS?

what conversations should we be having with LAs?

ASKING MORE QUESTIONS → Understanding the OUTCOMES

THE BOARD'S ROLE: → STRATEGY → GOVERNANCE, FINANCES → HOLDING THE EXECUTIVE TO ACCOUNT

2020

2021

HOW DO WE GET FROM STRATEGY TO DELIVERY?

understanding how my role fits into the overall picture

I've all doing the same thing

2022

what DOES SUCCESS LOOK LIKE?

an idea of what it's like to be a parent

OUR NATIONAL REACH GIVES US UNIQUE INSIGHTS

Cafcass EXETER Roadshow

11th November 2019

An experienced & enthusiastic workforce ... How do we stimulate different discussions... Nationally?



GOOD MORNING & WELCOME TO EXETER. PREVIOUSLY WE WERE IN BIRMINGHAM.

LET'S GET TO KNOW EACH OTHER BETTER!

LET'S HAVE AN OPEN CONVERSATION

LET'S SUPPORT EACH OTHER

PRACTICE

TOP PRIORITY? Practice-led

ANYTHING MISSING?

SWITCHING FROM WITHIN THE FAMILY TO PROFESSIONAL SUPPORT

PROVIDING THE RIGHT SUPPORT

FEEDBACK IS THE MOST IMPORTANT

JUST ONE THING TO GET THE PUBLIC LAW

THE TIME TO DO IT

OUR WINNING QUOTE: "To boldly go where Cafcass has not gone before! Every day is a Learning Day."

Practice Led Feedback informed Learn and improve

DEEP SWIM
DROWNING ABOUT THE BOARD
MAKES SURE CAPSAS
"What the right things AND HOW CAN WE IMPROVE?"

LESS DROWNING, THE BETTER...

Very helpful for the organisation!

PEOPLE: prioritise involvement of our staff & the National Family Justice Board

BE HONEST & UP FRONT!

PEOPLE

TOP PRIORITY? Respect, Recognition, Recruitment & Retention

ANYTHING MISSING?

A JUST CASE MANAGEMENT SYSTEM WITH SENCT'S

ACTIONS TO ENHANCE PEOPLE TURNOVER & LONGER PERIODS OF PAY

PROFESSIONAL CENTRES OF EXCELLENCE

SMART EMPLOYMENT OPPORTUNITIES

NO NEED TO CREATE NEW PROFILES/ADD CASES

LOCAL PRACTICE EXPERTS WITHOUT SURFACE AGENTS

NO NEED TO CREATE NEW PROFILES/ADD CASES

NO NEED TO CREATE NEW PROFILES/ADD CASES

OUR WINNING QUOTE: "Respect, recognition, recruitment and retention reaps real rewards"

Respect Recognition Recruitment & Retention Lines of Sight Efficient & innovative systems & resources

How do we make Cafcass a place to stay?

TERESA WILLIAMS
DIRECTION & STRATEGY
Gloria & Malcolm Gindwell's podcast

OUR PILLARS ARE A FRAMEWORK BUT

NEW IT'S ALL ABOUT DELIVERY!

each pillar has an individual sponsor

skills each pillar

each will have a workplan

LET'S DO FEWER THINGS - BETTER!

THINK ABOUT MY MENTAL HEALTH

2021

PARTNERS

TOP PRIORITY? Manage demand

ANYTHING MISSING?

FRONTLINE WORKING PARTNERSHIP STRATEGY

MODELING GOOD PRACTICE FOR PARTNERS

SHARE NATIONAL DATA

WORKING WITH LOCAL AND ONLINE PARTNERS (some may have better access)

PERSONALISE CASE FILES (eg with clear photos)

MAKE USE OF EARLY HELP INTERVENTION

OUR WINNING QUOTE: "Perfecting partnerships achieves positive outcomes"

System leadership for reform Manage demand Accountable for outcomes

We need to address case loads

Well done all the flag holders!

PANEL DISCUSSION & FEED BACK

What has surprised you about today?

What has been the most important feedback you've received?

What can we learn from feedback?

WE'RE GLAD YOU'RE ASKING US?

SERIOUS PRIORITIES - correct!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

ALSO A CHANCE FOR US TO UNDERSTAND WHAT WE ALL DO

It's all about you!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

ALSO A CHANCE FOR US TO UNDERSTAND WHAT WE ALL DO

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

WE'VE GOT EVERYONE TOGETHER TO GET THE MOST OF THE DISCUSSION!

In the southwest region... 6,000 private law cases

Drawn by: www.sandrahowgate.com

Cafcass LEEDS Roadshow

15th NOVEMBER 2019

A mature organisation, but what's the NEW conversation? How to become more STRATEGIC, nationally?



GOOD MORNING & WELCOME EVERYONE!
OUR 5th ROADSHOW!



A child's smile is so important - THE WORLD OPENS UP TO THEM!

Cafcass
WHAT MAKES GREAT STAY?
- HAVE A CLEAR VISION
- BE CLEAR ON VALUES
- EMPLOYEE ENGAGEMENT
- CLEAR COMMUNICATION
- DIVERSITY & INCLUSION
- POSITIVE CULTURE
- LISTEN DEEPLY

PRACTICE

TOP PRIORITY? Practise-led

WHAT'S MISSING?

- CONCENTRATION: HOW TO GET MORE FROM THE WAY TO GET SOMETHING FROM SOMETHING
- WHAT'S MISSING? WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY
- WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY
- WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY

OUR WINNING QUOTE:
"Practice Led is what gets me out of bed!"

Practice Led, Feedback informed, Learn and improve

PEOPLE

TOP PRIORITY? Respect, Recognition, recruitment & Retention

WHAT'S MISSING?

- YOU ARE THE ANSWER TO THE PROBLEM
- GREATER EMPLOYEE WELL-BEING
- IMPROVE EMPLOYEE WELL-BEING TO INCREASE CASE NUMBERS
- IMPROVE EMPLOYEE WELL-BEING TO INCREASE CASE NUMBERS

OUR WINNING QUOTES:

- "Promising People, Provides Possibilities"
- "People power Promotes Positivity"
- "People matter, let them know!"

Respect, Recognition, Recruitment & Retention, Lines of Sight, Efficient + innovative systems + resources

PARTNERS

TOP PRIORITY? Manage demand

WHAT'S MISSING?

- WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY
- WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY
- WE'RE MISSING THE CONNECTION BETWEEN THE PRACTICE AND THE THEORY

OUR WINNING QUOTE:
"Hand in hand, managing demand"

System leadership for reform, Manage Demand, Accountable for outcomes

Bring everyone along with the journey - Cafcass isn't just small work

YOU SAY... WE THINK

- More of people here & how engaged with all are!
- How competitive they are!
- Anything made you think DIFFERENTLY?
- Good to SEE where we're going NATIONALLY - also good for our staff
- Good to take time out & reflect
- Good to MEET others too + new staff etc.
- we feel SUPPORTED
- Hard to "change" a 20m x 9 party (at the moment)
- ARE OUR STRATEGIC PRIORITIES THE SAME?
- PEOPLE pillar more on WAHITS
- More on our partnership with local Authorities
- Anything missing? - clarity of communication

YOU CAN ACT AS INFLUENCERS!

Delivering high quality practice - to every child!

THINK ABOUT HOW THIS IMPACTS ON ME...

SWINDON
MIRKLEES

Let's have SAFEGUARDING run through all of these

2020, 2021, 2022

Cafcass LONDON Roadshow 22nd October 2019



Welcome!

We're entering a new phase together...

...it's a **Work in Progress**

WHAT CAN THE **DATA** TELL US?

WHY?

THE DECISIONS WE MAKE ABOUT CHILDREN NEED TO BE UNDERPINNED BY **BETTER CONVERSATIONS**

Giving Children & Families a **LOUDER VOICE**

we have a **HIGH FUNCTIONING BOARD** HOLDING US TO ACCOUNT

2019

PRACTICE

What's the TOP PRIORITY?

They're all **INTERLINKED**

WHAT'S MISSING?

Stakeholder Feedback: solicitors, judges, LA's

Better use of Tech / electronic Feedback

support for front line practitioners

how do we show the value feedback from disappointed clients?

QUOTES:

"Funding, elevating & learning with children, families and carers"

"Practice starts with the child; you have to understand what's happening on the front line"

"Child engagement will inform Cafcass we are getting it right"

"Practice is a continuum"

"Feedback informs practice embedded through learning and development"

"Our Practice is all about the Child"

"Better capturing of the impact rather than stark legal outcomes"

"Transparent practice active listening commitment to improve children's lives"

Practice-led Feedback informed Learning and Improvement

PEOPLE

What's the TOP PRIORITY?

RECRUITMENT, RETENTION, RESPECT & RECOGNITION

What's MISSING?

PAY: from LA, PAY Strategy, HR Team Recruitment

Retention of NQSWs

Right Support Staff

INCLUSIVE HIGH QUALITY TRAINING

QUOTES:

"Creating & retaining a best blend of skilled workforce"

"Enabling & consolidating a resilient and joined-up workforce"

"Children need Cafcass to prioritise people"

"Prioritising people propels performance"

"Staff have a fair workload to deliver quality safe services"

"Experience the difference - Be the difference"

"Caring, communicating and clarity help us at care org"

"Every Social Worker matters"

RECRUITMENT, RETENTION, RESPECT AND RECOGNITION EFFICIENT AND INNOVATIVE SYSTEMS LINES OF SIGHT

PARTNERS

TOP PRIORITY: MANAGING DEMAND

What's MISSING?

Working with universities

Link to Public Health Agendas

increase our visibility

Gatekeeping process

QUOTES:

"Positive, productive partnerships prevent proceedings"

"Engaging our partners to develop a collaborative and consistent approach to manage demand"

Leading with curiosity by getting it right for children

"A court room should not be a battleground"

"Cafcass, courts and partners need to get their house sorted"

Shared ambition to innovate for children despite pressure

"Radical change for children who need us to help them earlier"

System Leadership and family justice reform Managing Demand Accountable for Outcomes

PANEL DISCUSSION

the level of **ENGAGEMENT & POSITIVITY** has been modestly

This has been an opportunity to really engage good teams

It's been good to be able to talk about difficult issues in such a lively & fun way

We need to make sure people have time to reflect

the role of change has been **RAPID**

EVERY BIT OF **FEEDBACK** IS A **LEARNING OPPORTUNITY**

Feedback from children is important

Do we take enough feedback from professional networks?

we need to get **DEFENSIVE**

2022



A POWERFUL ORGANISATION... HUNGRY TO BE BETTER!



WELCOME EVERYONE!
 CHUCK & BEN

ask for advice
 don't think it's a waste of time!

JACKY TOTT
 I'm not a quitter!
 I'm not a quitter!
 I'm not a quitter!

CHILDREN USED TO BE ABLE TO SMILE!
 we are RESPONSIBLE for helping our people to be the best possible

WINNING DATA & REPORTING
 WINNING DATA & REPORTING

LETTING TO LEAD THE BOARD
 DONALD TIMPSON

CRITICAL FRIEND
 building relationships

A MOUTHPIECE
 - leading operations to account
 - ensure good governance
 - add value
 - bridge the gap between
 - success = message of justice

2019
 DON'T COMPROMISE MY MENTAL HEALTH WITH LONG HOURS WORKING

2020
 IMPORTANCE OF INTERNAL CONVERSATIONS & BE PROACTIVE WITH PARTNERS

2021
 WHAT DOES THE LOOK LIKE FOR CHILDREN & FAMILIES?

2022
 HAS ANYONE SURPRISED YOU?
 POSITIVITY IN THE ROOM
 "SOMEONE CARE"
 VISIONARY IN STRATEGIES
 IT'S ALL ABOUT BEING HELD FOR LONGER PERIODS

Cafcass LONDON Roadshow 6th November 2019



PRACTICE

TOP PRIORITY? CLEAR WINNER

What's missing?

STRENGTHS BASED (in best)

Winning quote
 Your life, Your story, TELL US HOW WE CAN HELP

Practice-led **Feedback informed** **Learn and improvement**

What are YOUR best hopes?

What do YOU want from the next 3 years?

DEAL WITH HIGH DEMAND

GET HELP FROM OTHER!

PEOPLE

TOP PRIORITY? Respect, recognition, recruitment, retention

Anything missing?

Winning FUNK/quote
 Valued People Add Value

Respect recognition recruitment retention **Lines of Sight** **Efficient + innovative Systems + resources**

What does STRONGER CARE mean to ME?

How can we apply this PRACTICALLY?

PARTNERS

TOP PRIORITY? Manage demand

Anything MISSING?

OUR WINNING QUOTE:
 Manage demand together, with practice, people & partners

System leadership for reform **Manage demand** **Accountable for outcomes**

PLEASE **feed back**

LET'S **INNOVATE & HAVE A STROUDER INFLUENCE!**

How do we measure our success?

ASK CHILDREN & FAMILIES

WHAT'S THE UNDERLYING PROBLEM?

ESTIMATE THE CONSEQUENCES

NATIONALLY

Safeguarding

CAFCASS CAN RAISE THIS

WE'RE ALL AS IMPORTANT AS EACH OTHER!

IMPORTANCE OF INTERNAL CONVERSATIONS & BE PROACTIVE WITH PARTNERS

WHAT DOES THE LOOK LIKE FOR CHILDREN & FAMILIES?

HAS ANYONE SURPRISED YOU?

POSITIVITY IN THE ROOM

"SOMEONE CARE"

VISIONARY IN STRATEGIES

WHY ARE YOU INTERVENING?

more time significant

