



<b>Title of meeting:</b>	People OLT
<b>Date:</b>	7 June 2018
<b>Location:</b>	Video Conference
<b>Attendees:</b>	Tom McCormack (Chair), Jenny Stewart, Arlene Sugden, [redacted] [redacted] , [redacted] , Margaret Moor, [redacted] , [redacted] , [redacted] , [redacted] (secretariat)
<b>Additional attendees:</b>	
<b>Apologies:</b>	
<p>Tom welcomed everyone to the meeting</p> <p><u>HR forward look-</u> [redacted] [redacted] went through the HR forward look; discussion ensued around the Apprenticeship Strategy and the communications due 8.6.18, OLT had no awareness and [redacted] confirmed she had chased for more information.</p> <p><b>AP1 Tom asked x[redacted] to put a new column on the HR forward look update to show the date each item goes live to help demonstrate the issue.</b></p> <p><b>AP2 To support our people Tom asked [redacted] to work with [redacted] to provide a product detailing the developmental opportunities our new and existing staff are currently on (to include all apprenticeships, unemployed work experience). OLT will then discuss how best to support.</b></p> <p>There was a discussion around the welcome recruitment of Mental Health first aiders.</p> <p><b>AP3 [redacted] to provide a product telling our people who our Mental Health First aiders are.</b></p> <p>Inclusion week – the date to be corrected in the HR Forward Look to w/c 24 September.</p> <p><b>AP4. [redacted] to arrange a slot on the leadership call in August to highlight Inclusion week to our people (which falls in September).</b></p> <p>[redacted] talked about recruitment changes and proposed freezes on recruitment. OLT were concerned about at this and asked [redacted] feed this back to [redacted] as OET would need to fully understand this freeze and the implications/risks</p> <p><b>AP5 [redacted] to raise recruitment freeze concerns with [redacted]</b></p> <p>Accessibility issues discussed and link with open UI which should improve this. Tom advised he wants someone who understands the technical issues to help move issues forward. [redacted] was suggested and Jenny agreed this was a way forward.</p> <p><b>AP6 [redacted] to set up accessibility call with Arlene and [redacted]</b></p>	

Leadership call for July - confirmed this includes item on the Attendance Review

Maximising Attendance- [redacted]

Discussion around attendance data, [redacted] highlighted Central at 9.87 and the fact they are in the CMS change lifecycle. South East was also discussed and the sessions taking place in the Region to drive improvement.

Tom congratulated Margaret and her team for achieving a good improvement in maintenance.

**AP 7 [redacted] - to amend March 19 aspiration for maximising attendance, for areas already doing well (6.5% and below).**

[redacted] asked OLT to agree the approach to her lead role on maximising attendance and contact with Operations. It was agreed Directors would be sighted on summary of issues via email, but that [redacted] would pick up with the G7's where relevant.

Wellness Survey- [redacted] \_

[redacted] talked about wellbeing results and that she will use these to open discussions with regions and get them to focus and agree their priorities. Toms view was to do a few things well, rather than focus on too many things.

OLT discussed leading by example, creating 'golden rules' etc

**AP8 [redacted] to facilitate a short session with OLT around their Wellbeing and how they can role model the right behaviours**

**AP9 [redacted] to bring the wellbeing heatmap to next OLT**

**AP10 [redacted] to include [redacted] in CMS call sessions**

**AP11 [redacted] to pick up with change leads and colleagues to get a consistent approach to communicating and landing change, joining with x.**

**AP12. [redacted] to come back in 2 weeks with more info on MH first aiders.**

ODP Awareness- [redacted] \_

We need to increase awareness in ODP – it is not just a qualification but a whole approach to development and learning. There is a learning map with around 3k learning opportunities so a lot to explore and digest.

OLT discussed including this on a leadership call to provide live examples and bring this to life for people and how it can help improve the business as well as individuals to perform better.

**AP13 [redacted] to do an SLT session to explain/demonstrate more about ODP and how the products available can help enable National Story outcomes. To cover:**

- **What is it?**
- **Whats in it for me?**
- **And what will we do with it? To show how the job 'families' link - customer service (Margaret), change (Jenny/x) and compliance(x)**

Fundamental Learning Journey- [redacted] \_

This is an OED/HR led project to deliver a core skills programme for all colleagues in DWP. OLT advised there was some confusion about what it was and how it would impact?

Tom posed the question around what is the ask and x advised the approach had not yet been shared with her and that a proposal was to be presented to OET. [redacted] said she would come back to OLT once approach was agreed for OLT to consider impact.

Leadership in CMG

[redacted] asked OLT, to continue to build leadership capability, what is next for CMG? OLT discussed and agreed the following:

- A strong link to the National Story (Customer Service and Total Enforcement), using the CF2 theory in practice (inc. a refresh of FED theory)
- In teams, to build team communities, coaching to be a theme
- A wraparound
- SLT being facilitators (to the accountability piece).

OLT discussed they would definitely like a wraparound and timings were discussed and shorter event/s were discussed (half days).

**AP14. Tom to share the SLT region 1 pager with [redacted] to help focus Ops on the asks for the business.**

Partnership performance- [redacted] \_

[redacted] discussed issues experience but stated the volumes were now low and Tom thanked [redacted] for her input in resolving some of the issues.

AOB- No AOB

<b>Contact:</b>	[redacted]
<b>Email:</b>	[redacted]
<b>Direct line:</b>	[redacted]