

more for York Children's Services

CSC Accommodation

This document summaries the current thinking on the key principles around the accommodation aspects of the CSC operating model. It is intended as the basis for a set of principles to support staff and managers in the transition to the new operating model.

Where “staff” is used below this includes staff at all levels (i.e. includes managers).

General Principles

- A flexible approach will be taken to working and the use of available office space.
- Staff have a “base location” where they will “normally” go to do desk based work in the absence of any other factors.
- All workers & managers are able to work from any of the available children's social care locations. Currently these include:
 - Ashbank
 - Hollycroft
 - Hob Moor CC
 - The Avenues CC
 - Clifton CC.

Specifics

- Head of Service are located with their direct report Service Managers.
- Practice managers will have the same base location as their social/support work team.
- Staff will not have set desks.
- Staff will be able to log into both the computer and phone at any given desk, thus giving them access to their network areas and phone calls to that desk whilst based their.
- Staff are expected to log out of their phone and computer when leaving their desk for any significant period, typically over 1 hour.
- Staff should leave desks tidy and clear when away to allow others to use the desk, pc and phone effectively.
- There should be visibility of staff locations and movements sites.
- Effective diary management and work planning is expected to minimise unnecessary movements between locations, specifically returning to another office base when all the facilities required to work are at the current location (or could be with basic planning ahead).

Questions / further definition required

- Exactly what the “base location” signifies
- Details of any clear desk policy or similar
- Expectations of levels of time & diary management
- Expectations of reasonable travel requirements.

- Expectations or policy on time spent by Practice Manager and Service Managers in the various location.
- Role of Mobile Working and EDRMS technology
- Admin support requirements / expectations
- Accommodation capacity / occupancy

Cultural aspects to address:

- PC use / logging-off
- Clear desk policy
- Diary management
- Visibility of location
- Travel
- Behaviours required to work in the new model / behaviours not compatible with the new model.

Resources used which have a bearing on the model:

- Tools to support contact and other work with clients (e.g. toys in the case of early years)
- Case files (paper)
- Transport
- Admin support

Location of teams

- Operations HoS and service mgrs are based in one location (Ashbank)
- Resources HoS and service mgrs are based in one location (Hollycroft)
- All Resources teams are based in one location (Hollycroft)
- Operations integrated social work teams are based in a combination of locations, office based and children's centres:
 - Two of the service units will have one team based in the office location and one team based in the children's centre location (different children's centre for each service unit).
 - One of the service unit will have both teams based in the same children's centre.
- This is illustrated in the diagram below.

Overview of CSC Accommodation

