

Project Name – The Care Challenge

Title of Document – Project Plan



Project Manager:	Caryl Elin Lewis, Customer Care and Information Unit Manager
Project Leader:	Aled Davies, Head of Adults, Health and Well-being Department

Revision History

Date	Version number	Summary of changes
29/07/15	0.01	First draft
02/09/15	0.02	Second draft
14/9/15	1.0	Approve the draft as a final version, recognising that it will need to be added to/adapted as we go on.

Document approval

Approved by	Signature	Date	Version

Document distribution

Name	Job Title	Date	Version

TASK	WHO?	WHEN?	RESOURCES
1. General			
1.1 Form a Project Board (Monthly) and Core Group (weekly)	Caryl Lewis	First meetings in August 2015	Staff time and suitable room
1.2 Create a departmental engagement strategy .	Caryl Lewis	September 2015	Staff time
1.3 Create a Project Brief and Project Plan	Caryl Lewis	September 2015	Staff time
1.4 Identify and map-out who the stakeholders are	Bethan Jones	September 2015	Staff time
2. Vision and Values			
2.1 In co-operation with staff – Create vision and values (concise and to the point) ensuring that this message is embedded throughout everything we do and publish.	Caryl Lewis & Bethan Jones	Medi 2015	Staff time
2.2 To accompany the above – create a ‘script’ so that everyone uses the same messages and a series of striking key facts in terms of the services we provide, which support the need for change.	Caryl Lewis & Bethan Jones	September 2015	Staff time
3. Staff			
3.1 Create and release a quarterly staff newsletter – July, October, January, April.	Angharad Hywel	July 2015 Quarterly thereafter	Staff time
3.2 Arrange and hold a focus group with frontline staff to receive their input to the work and ideas. Provide feedback for staff following the session.	Caryl Lewis & Bethan Jones	Monthly (first on 10 & 11 August)	Staff time, cost of venue and refreshments
3.3 Respond to the matters arising from the staff focus groups and provide feedback .	Caryl Lewis & Bethan Jones	Within a month of holding the focus group	Staff time
3.4 Ffordd Gwynedd Scheme – Alltwn			
3.4.1 Send a briefing note to staff – principles, purpose of project, where we have reached, timetable etc.	Caryl Lewis	September	Staff time and venue costs
3.4.2 Create a series of case studies of individuals who have been through the team noting what the outcomes were.	Teleri Toohill	September/October	
3.4.3 Create a short video clip with the main messages to be used to raise staff awareness	Gill Paul	October	
3.4.4 Send a monthly bulletin to staff sharing information on the developments of the month.		September onwards October onwards	
3.4.5 Arrange and hold monthly staff workshops at Alltwn so that they can learn more about the scheme.			
3.5 Focus Group with Ffordd Gwynedd team	Caryl Lewis &	September 2015	Staff time

	Bethan Jones		
3.6 Staff Conference	Caryl Lewis, Bethan Jones, Ulla Weber Jones	30 November & 1 December	Staff time, cost of venue, refreshments and creating materials
3.7 Arrange Change Management training sessions for frontline staff and managers - tailored to the field of care through Carey Cartwright.	Gill Paul, Steve Barnard & Carey Cartwright	January – March 2015	Staff time
3.8 Training on the Act and Code of Practice for frontline staff	Gill Paul	January – March 2015	
3.9 Head to visit the areas or hold a follow-up to the conference??		January/February ??	Staff time and possibly venue
4. The Public and current users			
4.1 Create a new leaflet ‘Adults Services are Changing’ – which explains the reason for the change and what this means for the people of Gwynedd.	Caryl Lewis	September 2015	Staff time and printing costs of approx. £3k
4.2 Use the Council’s Twitter page or create and ‘Adults Services’ facebook page – Advertising the campaign – “Adults Services are Changing”, the new Act etc.	Angharad Hywel	September / October 2015	Staff time
4.3 Create and order a new ‘system banner’	Caryl Lewis	October 2015	Approx. £1k - £2k
4.4 Create a series of short films which convey the ‘Care Challenge’ and raising the awareness of the people of Gwynedd.	Eleth Peate, Caryl Lewis & Bethan Jones	December 2015	To be confirmed
4.5 Newyddion Gwynedd – ‘Adults Services are Changing’ Article	Sarah Scott	March 2016	Staff time
4.6 Hold a series of consultation sessions with communities and user forums, community councils, communities first partnerships etc. Hold public drop-in sessions? Visit various groups which already exist	Caryl Lewis & Bethan Jones	January – March 2016	Staff time
5. Elected Members			
5.1 Article in Rhaeadr – Raise awareness of the Care Challenge Project and invite them to the Focus Group.	Sarah Scott	August 2015	Staff time
5.2 Arrange and hold a focus group with Elected Members to receive their input, increase their understanding and share and receive ideas on how to engage with the remaining Members and electors.	Caryl Lewis & Bethan Jones	28 September 2015	Staff time
5.3 Create a briefing paper for Members – ‘Transforming Services for Adults – the Role of Elected Members’	Caryl Lewis	September / October 2015	Staff time

5.4 Arrange Change Management training sessions for Members as a follow-up to the training on the Act - tailored to the field of care through Gill Paul and Carey Cartwright.	Caryl Lewis	January – March 2015	Staff time
--	-------------	----------------------	------------