

Communication Plan

August 2022 v2 : Review Date August 2024

Internal processes enabling the provision and exchange of information and instruction to enable Nottinghamshire YJS (Youth Justices Service) to function effectively.

Team communication helps in achieving goals in a unified and targeted way.

What	Where Shared	How Often	Responsibility/Details
Service Policies and Procedures	Sharepoint Team Meetings Email YJ Circulars Newsletters	As required Every 6 weeks As required As required Quarterly	The Service Manager is responsible for ensuring that Service Policies and Procedures are up to date and readily available on Sharepoint for staff to access. The Manager/AP responsible for leading/facilitating any YJS change/development is responsible for updating the relevant Policies, communicating to staff via a YJS Circular and visiting teams to consult/communicate the change. Updates in relation to practice/policy should also be highlighted to staff as a matter of routine during Team Meetings and is the responsibility of the Team Manager. The quarterly YJ newsletter will provide an overview of any policy changes that have occurred in the last quarter. YJ Circulars will be communicated to teams when there is a new policy or significant change to an existing policy.
Practice updates/changes	YJS Circulars	As required	The Manager/AP responsible for leading on specific service areas / facilitating change is responsible for

	Team/Practice Development Meeting Training; face to face/E learning Email		constructing a YJS Circular and communicating this to staff. YJS Circulars will be complemented by communication with staff during Team/Practice Development Meetings. Emails will keep staff informed of any national updates from across the sector which will be complemented by discussions within team meetings. Staff will be invited to attend YJB (Youth Justice Board) Effective practice meetings and communication of the key themes/changes/developments will be circulated to managers and, where relevant, cascaded within individual teams.
Team Meeting Minutes/Actions/Agendas	Team Meetings Sharepoint	Every 4 weeks	The Team Manager/AP responsible for the locality is responsible for ensuring that Team Meeting agendas are communicated and the minutes, including actions, are available to staff on Sharepoint. A summary of any significant changes discussed at management meetings should be given at AP meetings to ensure that everyone is up to date with a consistent message.
Team News	Newsletters Email Team Meetings	Quarterly As required	Things which impact upon an individual team will be communicated within Team Meetings and via email as and when necessary.
Training and Development	AP Meetings Workforce Development Directory Email Learning Pool YJS Yearly Training Plan CC Inform	Quarterly Ongoing throughout the year Yearly updated training and development strategy communicated to staff	A list of mandatory training requirements and timescales for refresher training is available on Sharepoint and is also contained as part of the YJ Training and Development plan. This should be reviewed with staff as part of supervision/EPDR meetings to ensure that requirements in relation to mandatory training is up to date. Whilst staff are required to take responsibility for their own CPD (Career Progression Development);

			<p>training considered relevant to the development of the YJS will be communicated (email/training plans) to staff and, where necessary, made mandatory according to the needs of the Service.</p> <p>The YJ Management team are responsible for identifying the development needs for the YJ workforce. Any departmental training and development needs will be discussed with the service manager and YJ specific needs will be considered. Advanced Practitioners have a lead responsibility for Practice Development and, in conjunction with the Development Manager and Team Managers, are responsible for implementing and embedding change across the service. These will be discussed as part of quarterly AP meetings. This should be done ensuring that colleagues are consulted wherever possible. A yearly overview of what has been achieved for the service in the past year and what the focus will be going forward will be communicated via email to staff.</p>
Practice Development Opportunities	Practice Orientation Days (PODs) Practice development Meetings	Yearly Six weeklies	<p>PODs are a means of getting staff together to explore/discuss areas of practice which will be of relevance to the YJ workforce. This is an opportunity to explore several topics in an informal and exploratory manner. There is an expectation that information will be cascaded within the service. Practice Development Meetings provide an opportunity to develop the knowledge of the workforce. This may be focussed on priorities that are aligned with the wider department (CSC/Family Service); focussed on topics that are relevant to a specific team or the service.</p>

YJ Business Strategy, strategic / operational priorities	Email Team Meetings EPDRs (Employee Performance and Development Review) YJ Partnership Board	Yearly As and when required	Staff will be made aware of the YJ Business Strategy and kept up to date with service wide objectives, and progress at least yearly. This will be achieved through the development manager attending team meetings to provide an over-view of the strategy and through staff EPDRs when objectives will be linked to the overall service plan. Staff will be invited to attend the YJ Partnership Board to develop their understanding of the role of the board and how these impacts upon the work of the service. Operational and Strategic plans will be discussed as part of this meeting.
Evaluation of Outcomes and progress against YJ operational improvement plans	Email Team Meetings YJ Partnership Board Managers meeting	As and when required As per forward plan Quarterly	Managers will meet on a quarterly basis to discuss operational improvement plans to enable all to have a shared understanding of activity that is happening across the service and ensure that existing plans are aligned to prevent duplication. Relevant updates on progress against plans will be communicated to the team via team meetings when necessary. Staff will be invited to attend the YJ Partnership Board to develop their understanding of the role of the board and receive an update on progress against operational and strategic plans that are being discussed at that time.
QMF Outcomes	Supervision Team Meetings Newsletters	Quarterly	Outcomes of individual audits are discussed within individual supervision sessions to aid staffs learning and development. Where there are whole service actions identified from audits/Learning reviews these will be discussed as a management team and individual Team

			<p>Meetings. Overall outcomes can be highlighted to staff within Newsletters.</p> <p>The YJ Partnership Board will be made aware of the outcomes of QMF within the quarterly performance report. A quarterly report will be provided with key findings and actions for delivery within teams.</p>
Critical Learning Reviews	<p>Team Meetings</p> <p>Sharepoint</p> <p>Training</p>	Every 4 weeks	<p>Critical Learning Reviews are discussed within Manager's meetings and learning is cascaded to staff within Team Meetings alongside any actions that have been agreed for the YJS to be included as part of the Service development plan.</p> <p>Critical Incident Reviews are available to staff on Sharepoint and Learning from Critical Incident Review training is available to all, which staff are individually responsible for accessing.</p>
Performance (FTE/offending/reoffending)	<p>Team meetings</p> <p>Business Strategy</p>	<p>Quarterly</p> <p>Yearly updates</p>	<p>A performance report is produced to the YJ Partnership Board on a quarterly basis and shared with the YJ Management Team. It is expected that the executive summary of the performance report is shared for discussion with teams at team meetings. Significant highlights within the report which relate to practice/trends within the locality should also be discussed.</p>
Feedback from parents/carers, children, and young people	<p>Management/Team Meetings</p> <p>YJS Away Day</p> <p>As part of QMF</p>	<p>Quarterly</p> <p>In conjunction with specific projects</p>	<p>Consultation/feedback from young people, parents/carers will be presented for discussion at Management meetings. Any actions set, because of consultation/feedback, will be cascaded to staff during Team Meetings/YJS Service Days. Feedback may also be communicated to the staff via YJ Newsletters/email from manager/service manager. Feedback will also be communicated to individual workers by managers as part of QMF activity.</p>

Staffing changes/updates	Email Team Meetings Newsletters	Minimum quarterly	Emails keep staff up to date on changes in staffing across the service. Communication regarding staffing, changes in staff, and resource implications, are regular team meeting agenda items. Quarterly Newsletters highlight whole service changes to ensure that teams are fully up to date with what is happening across the Service.
Partnership Updates	Team Meetings Newsletters Email	Every 4 weeks Quarterly	Updates regarding partnerships/how we work with partners will be communicated via Team Meetings and email. Newsletters are a method of communicating news which may be of interest to the whole service which may not necessarily have been communicated widely across the service e.g., recruitment/training of CPMs (Community Panel Members), Remedi RAPs' etc.
Outcomes of staff surveys	YJS Away Days Team Meetings Email Newsletters	As required	Where Staff Surveys have been completed, findings and agreed actions should be communicated as considered the most appropriate according to the objective of the survey/target audience.
Childrens Departmental / YJ and EH priorities	Development Days Sharepoint Newsletters (YJ (Youth Justice) Newsletter/Strengths Based Practice) Staff forums/feedback	Yearly As and when required	The Senior Leadership Team are responsible for agreeing the upcoming priority areas, and strategies for the department.