

May 2010

enjoy your
new-look
magazine

Get ready for the spotlight

Employee Awards 2010

Frank gets a new look

Director of Marketing and
Communications explains
why things are changing

One-stop-shop for mums and dads

Six more children's centres are
springing up in the borough

With this edition

The newly elected
councillors in the borough

Welcome inside.



UZMA MOHAMEDALI
EDITOR

Coinciding with the start of the new political year, this edition of the magazine looks different. No longer called Frank, the council's staff magazine will be called 'Inside Ealing' magazine. I hope you agree that it looks fresh and interesting. With this edition you also get information hot off the press about the newly elected councillors and their wards. It's yours to keep.

Also this month, Chief Executive Martin Smith urges you to take responsibility for your professional development, on page 5.

This activity might prompt you to think about colleagues who have gone the extra mile to deliver great services. If you know someone who deserves recognition, you still have a chance to nominate them in the staff awards until 28 May. Read more on page 6.



If you've got a comment,
call the editor on **020 8825 7315**



or email
inside@ealing.gov.uk

inside this edition

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Stories for starters

Stop press – Labour win control of Ealing Council in the local elections

The Labour party won a majority of seats in the local elections on Thursday 6 May and will control the council for the next four years. A total of 69 candidates were elected to the council with three councillors representing each of the borough's 23 wards. The political make up of the council is 40 (Labour party), 24 (Conservative party) and 5 (Liberal Democrats). The overall voter turnout was 62.24% of the local electorate of 232,767 people. For individual ward results see:

<http://www.ealing.gov.uk/services/council/elections/results>

Take control – it's your appraisal

The goal of your appraisal is to boost motivation and improve your performance at work. The conversation with your manager can be very useful by providing specific praise on what was done well, constructive feedback on what needs to be done differently, and support to help this happen, including identifying learning and development requirements. If you haven't had an appraisal already, the HR Self Service online appraisal user guide and a revised manual form can be found on the intranet at:

<http://inside-ealing.ealing.gov.uk/appraisals>

Balfour Beatty wins BSF contract

The council appointed Balfour Beatty as a preferred bidder for its £300 million Building Schools for the Future (BSF) programme, ending an 11-month process to select a partner to deliver upgrades to the borough's schools. Balfour Beatty has already developed detailed plans for the first two schools to benefit from the investment. Construction at both Dormers Wells High School, Southall (pictured), and The Cardinal Wiseman RC School, Greenford, is scheduled to start in October, subject to planning permission.

For more information, go to www.ealing.gov.uk/bsf



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News & views

Viewpoint



Much more than just a name change.

Our staff magazine has a new title this month - signalling major improvements to internal communications. Marketing and Communications director, Peter Morris, sets out what's in store and why.

Believe it or not, the results of our residents' and staff surveys indicate local people think Ealing council services are better than we, the people providing them, do. It's not a unique situation - many councils face this - but it's certainly an opportunity.

As an organisation we are committed to driving up satisfaction. Each of us plays a role in this. Whenever we come into contact with customers, clients, council tax payers and residents we create an impression. With around half of us living in the borough, contacts with neighbours and friends create an impression of the council too. We can all be 'ambassadors' and we've got a great story to tell.

The council is currently rated the Best Achieving in the country. Massive progress has been made to create the Cleaner Streets and Safer Communities we aspire to. And our Value For Money drive has seen council tax frozen for two years and we've even given £50 cash back to most households.

But many of us spend our working time responding to the small proportion of things that go wrong and lose sight of the overall picture. Many successes get lost in the day-to-day business of providing hundreds of services to one of London's largest boroughs.

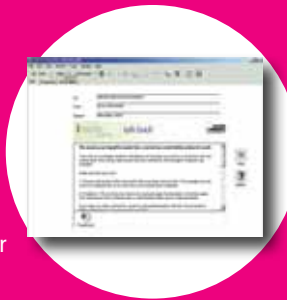
Better communications within the council - especially feeding information up the organisation and between departments - is vital, and will also help us spread our message outside.

It's for this reason four new internal communications improvements are being launched.

Internal communications improvements explained

Inside Ealing Talk Back briefings:

At key points through the year, managers will hold team meetings to talk about key issues and give you the chance to put your views to senior management. Each briefing will include bullet points on developments to mention, an issue for discussion which staff views are wanted on, an opportunity to feed back to senior management achievements in your service.



Inside@ealing.gov.uk:

A new confidential email for you to raise any issues that can't be raised in other ways. Matters raised via this email will be investigated/considered and responded to confidentially. If issues are of general interest information will be communicated more widely.



Inside Ealing Magazine:

This will bring you more stories on key issues. Printed copies will be desk-dropped to staff at major council buildings to ensure you get it. The online version will have improved features.



Inside Ealing Online:

We will be introducing a number of improvements across web services over the coming months. For the 3,000 staff with networked computers this is already the most used internal communications channel.



Why should you join The Employee Forum?



Two reasons.

One - it is a way of influencing change at the council.

Two - you can provide feedback to senior management.

Meeting six times a year, the Employee Forum is fully supported by Corporate Board. This month, the Forum will hear about the Employee Awards and discuss ideas to improve the quality of the council's services. There are difficult challenges facing the organisation now and in the future - so make your voice heard by becoming an Employee Forum rep.

For information contact Sukhminder Kalsi on ext 7953 or email him: efexec@ealing.gov.uk

Film director makes a date with Ealing town Hall



Ealing Town Hall was the setting for a speed dating scene, complete with zombies and rapping suitors in the film *It's A Wonderful Afterlife*.

The film's director Gurinder Chadha, who grew up in Southall, had always wanted to make her own Ealing Comedy, so she did. Working from the office formerly used by the studios' most famous head of production, Michael Balcon, she filmed extensively around the borough.

This is just another reason why Ealing is home to creative businesses from film and architecture, to fashion and music.

Ealing Summer Festival 2010:

West London's hottest festival – dates for the diary.

Ealing Summer Festival 2010 promises another season of vibrant performances with a mix of Comedy, Jazz, Opera, Blues and Global entertainment for crowds to enjoy. Celebrations launch in July with Greenford and Acton carnivals culminating in August with the explosive London Mela when thousands of people will gather to celebrate modern and traditional Asian culture.

Greenford Carnival

Saturday 3 July, Ravenor Park.

Acton Carnival

Saturday 10 July, Acton Park.

Ealing Comedy Festival

Friday and Saturday
16-17 July
Wednesday-Friday
21-23 July
Walpole Park.

Ealing Opera in the Park

Sunday 18 July 2010,
Walpole Park.

Ealing Blues Festival

Saturday 24 July,
Walpole Park.

Ealing Global Festival

Sunday 25 July,
Walpole Park.

Ealing Jazz Festival

Wednesday 28 July-
Sunday 1 August,
Walpole Park.

London Mela

Sunday 8 August.
Gunnersbury Park.

More information is available at
www.ealing.gov.uk/ealingsummer



Martin Smith
Chief Executive

“Flexibility and innovation will be key to meeting these challenges, underpinned by continuous learning and development”

MARTIN'S MESSAGE

This month the Chief Executive talks about the importance of relationships with residents and within the council.

Some of you will know that I often describe the council as a people-to-people organisation because that direct personal relationship with our residents defines much of what we do. And because of that, our success as an organisation will ultimately be decided by the quality of our staff and the effort that we put into developing our own skills and talent and that of our colleagues.

In a climate of change, I want to make sure that every member of staff is ready to take advantage of whatever the future holds. Elections on 6 May have resulted in a new council and a new Government, and over the coming months we will face increasing pressure to find new ways to deliver services and to drive down costs. Flexibility and innovation will be key to meeting these challenges, underpinned by continuous learning and development.

But this does not happen by chance. So I hope that by the time you read this you will all be in the process of completing your annual appraisals. The appraisal system is a fundamental part of ensuring that we all have an opportunity to reflect on achievements and disappointments, identify training needs and discuss how we can improve our jobs and our working lives.

The Staff Survey 2009 indicated that 76% of staff had formal appraisals last year. That is better than in previous years, but clearly not good enough. On a practical level the council has made recording your appraisal easier with a new online module. It has been designed using feedback from staff and is now live and ready to use via the HR self-service pages.

More importantly, every member of staff has the right to receive honest and constructive feedback and to discuss with their manager how they can develop their potential to benefit their career and improve council services. Make sure you do not miss that opportunity.



Get ready for the spotlight

feature
article



Nominate a colleague to be in with a chance to win £100

Do you have a colleague who works really hard to deliver excellent services? Fancy winning a £100 shopping spree? Then hurry because there are only two weeks left before nominations for the 2010 Employee Awards close on 28 May.

As well as getting recognition for a much deserving colleague, everyone who makes a nomination has the added bonus of being entered into a prize draw to win £100 in shopping vouchers.

You can nominate contractors as well as council staff and this year there are two new classifications - Sustainability and Value for Money.

Residents and service users are also being encouraged to put forward their favourite council workers. Everyone outside the council who makes a nomination will be entered into a separate £100 prize draw.

The awards will be judged by a cross-party panel of councillors, along with representatives from Ealing Directors' Group. Everyone shortlisted for an award will be invited to an exclusive awards ceremony in July, when the winners will be revealed.

The winner in each category will receive £500 cash, as well as their trophy, and all other finalists will receive £50 and a certificate. The good news is all the prizes are tax-free.

The categories this year are:

Unsung Hero – someone who has gone the extra mile, over and beyond your expectations

Team of the Year - who have provided excellent customer service, made significant improvements or demonstrated excellent teamwork

Outstanding Customer Service Achievement of the Year - an individual with a strong focus on customer service and exceeded expectations in terms of quality, timeliness, accessibility or reliability.

The Sustainability Award – NEW! For teams or individuals who have developed projects or taken action to reduce the council's environmental impact.

Leadership and Motivation Award – an influential leader (from any management level) that excels at inspiring, improving and motivating individuals or teams to develop and achieve outstanding results.

Value for Money Award – NEW! for an employee/partner who has reduced costs, generated new income or shown how to get more for the money we spend.

Nominating is simple, all you have to do is explain in 50 to 100 words why you think your nominee deserves the award. For more information or to make your nomination, go to www.ealing.gov.uk/employeeawards or email employeeawards@ealing.gov.uk if you have any questions.

Green champions raising the bar



The Sustainability Team is looking for volunteers at the council to help spread the green message. You'll be the first to know about energy saving projects happening in our offices and have the power to help make changes to make the council greener.



Care Manager Richard Kalokoh, was recently recruited as a 'Green Champion' when he was spotted washing up the disposable plates to be used again or recycled.

Asked on why he joined the group, Richard explained that being careful about the environment is part of his everyday life. He said:

"I started with having consideration for others about the use of the earth - recycling items, being prudent with resources without being mean, and sharing the big idea with others. I cannot expect a colossal change at present, but little from me and a little from you - we are sure to save the planet."

Change happens in small steps and if you are interested in helping the council as an organisation become more sustainable you have the opportunity to sign up for the green champions network.

So what am I expected to do as a green champion?

The responsibilities include:

- Learning more about being green. From meetings with different themes and engaging speakers.
- Making suggestions and observations.
- Keeping an eye on the efforts of your work area and encouraging your colleagues to recycle and turn off PCs at the end of the day.
- Raising awareness among your workmates of projects and events that are taking place.
- Participating in holding information stalls and events.

Staff who have already joined include:

- Sue Tarry LAC Education Team
- Dean Wooding LBE Planning
- Manjit Khera Schools Services
- Matthew Booth Chief Executives's office
- Karyryna Zamulinskyj HR Schools
- Ravinder Cheema Adult Learning
- Suzanna Omossa Childrens Services
- Sandeep Gill LAC Education Team
- Janet Rudge Housing Strategy
- John Braine BSG
- Clementine Adewunmi BSG
- Una Crotty Joyce Adult Learning
- Richard Kalokoh GNP Locality Team
- Renee McCaw Transport Planning.

If you are interested in joining the group, contact BeGreen@ealing.gov.uk

CCTV team focused on year ahead

The past 12 months has proved to be a busy period for the council's CCTV control room and an even busier time lies in wait.



The council's CCTV control room

Over the last 12 months, CCTV cameras picked up more than 3,400 incidents which led to 1,250 arrests. Suffice to say, CCTV is playing a vital part in reducing crime and fear of crime across the borough.

This year, the council is investing more than £300,000 to upgrade the control room in Ealing Town Hall, offering an even more sophisticated approach to CCTV monitoring, as Neil Howard, CCTV Control Room Manager, explained:

"We've just finished our digital implementation programme, which basically means all images are the best quality possible and it is easier for CCTV operators to track back through recordings in search of material.

"However, that's just the tip of the iceberg. We will start to see even greater improvements once the control room has been modernised and is using the latest in CCTV technology."

The council is currently going through a tendering process for the CCTV upgrade project, with work due to start this summer.

To find out more information about the CCTV control room, contact Neil Howard on 020 8825 5104.

Checking our streets stay spic and span

news

With more than 6,000 sites having to be cleaned every week, keeping the borough free from litter and grime is no mean feat. So it is even more impressive that on average 94% of the borough's streets are now cleaned to 'Grade-A' standard.

Those record levels of cleanliness are thanks in no small part to the efforts of the borough's 160 street cleaners. But, as well as the men and women in the bright orange suits, a small team is furiously working behind the scenes.

Robin Williamson manages a team of six contract monitoring officers whose job is to check the work of the borough's street cleaning contractors, May Gurney, to make sure they get into every nook and cranny. The team also monitors and reports graffiti and flyposting.

Robin said: "My team puts in an incredible amount of leg work each week to make sure that Ealing's streets are being cleaned to the highest standard. Each officer carries out 100 spot checks every day and we manage to monitor half of all street cleaning operations in the borough.

"We started carrying out our own checks of the street cleaning contractors' work in 2006 and it has really helped to drive up standards.

There's nothing quite like knowing that your work is being inspected to make you really go the extra mile".

To help with the monitoring regime, Robin worked with a computer company called Ibase to develop a new software programme to allow monitoring officers to access information on the move.

"We wanted to keep the monitoring officers out on the streets as much as possible, so we came up with a way of using smart phones to let them access lists of the cleaning schedules and send off their reports while they're on the go." Robin said.

"Officers grade each street from A to D and take photos on their phones to support their judgement, which the contractor can also see via the internet. That means any problems can be picked up straight away."

Robin and his team were among the first in the country to use this new technology to help monitor the performance of street cleaning contractors.



Robin Williamson monitors contractors



Call 6000

If you see graffiti or flyposting when you are out and about in the borough, make sure you report it by calling 6000. The council has a free two-hour removal service for both council owned and private property. To report it call 6000 with the location, size and what it says.



PC POWER DOWN

The results!

PC Power Down week, the campaign to switch PCs and monitors off after work, revealed that fifth floor blue in Perceval House are the greenest department of the council with only 5% of PC hard drives and monitors left on overnight.

Overall it led to 8.5% fewer computers and 18% fewer monitors being left on overnight.

Property Ealing will now take quarterly PC and monitor audits in Perceval House and other council buildings to see how Ealing Council progresses in saving energy through computers so carry on powering down.

[See how well your area performed on the intranet.](#)

Mary Guruparan



“Putting aside your personal likes or beliefs when there’s an emergency is important because you have to be keen to help anyone and no matter what the situation presents.”

Mary in action:
Putting on a sling for a colleague



By day, Mary is an insurance officer in the Corporate Finance and Audit team, however for almost 10 years she has been a first aider, responsible for administering first aid when required to her colleagues. We need more first aiders, and with three-days of in-depth training and being paid for it, there is double the reason to put yourself forward for it.

What is your first aid role about?

Technically my role is to administer first aid to a colleague that needs medical attention until an ambulance or paramedic arrives. The contents of a first aid box are very familiar to me but many people might not know that first aid doesn't include treating illnesses or giving out medication such as paracetamol tablets.

What are the perks?

New first aiders can learn skills at a three-day 'first aid at work' course which is accredited by the Health and Safety Executive. I like the fact that you can refresh your skills every three years through a two-day refresher course. You also get paid £13 every month through payroll with your regular salary. The biggest perk for me is the sense of satisfaction that I have helped someone when they needed it the most.

What three skills do you think you need and why?

- **Firstly accuracy:** Making detailed observations about a person's condition so that you can pass information to a medical professional saves precious minutes so that they can analyse and diagnose the condition quickly.
- **Sense of calm:** It might sound obvious, but thinking clearly when there is a lot of panic and fear around you is vital.
- **Motivation:** Putting aside your personal feelings when there's an emergency is important because you have to be keen to help anyone, no matter what the situation presents.

What is your proudest moment?

Co-workers of a pregnant colleague called me one day to go to the old Town Hall Annexe building, telling me she felt unwell. I had no idea what was wrong. The member of staff was adamant she did not want to go to hospital but wanted to go to her doctor. Accompanying her to the doctors, I then helped her transfer to Hammersmith Hospital Accidents & Emergencies via ambulance. Talking to reception staff on her behalf, I reassured her until her husband arrived when I relayed what had happened. Throughout the episode it was important for me to remain calm in order to be a good means of support so that she felt reassured.

To apply to become a first aider, email corporate health and safety for an information pack or call ext. 7906.

feature
article

one stop shop...

...for mums and dads



If you are a parent with young children, you could benefit from six new children's centres, which are opening up across the borough thanks to the hard work of the Early Years, Childcare and Play team.

The centres, funded through the government's Sure Start grant, provide all kinds of support, services and activities for children, parents, carers and childminders. Best of all they are free.

Children's Centre strategic manager Clare Welsby said: "We already have 22 centres up and running and have six more to open in coming months.

"There is a wide range of services for young children and their families, such as stay and play, family and adult learning and access to children's health services, including specialists such as dieticians.

"Children's centres also provide a wide range of information and advice to parents - for example information about childcare, tax credits, or routes into training or employment. Many centres now also provide childcare, which is a much valued service."

Last year Ealing became one of only 10 councils nationally to be chosen for a pilot scheme to work with Jobcentre Plus to provide employment and skills services at three centres - Dormers Wells Community and Children's Centre in Southall, Limetrees Children's Centre in Northolt and South Acton Children's Centre.

Many parents find it hard to get work, either because they have not worked in a long time, or because they have never had a job. The scheme aims to help parents in an informal setting and support them to find employment and training in a way that suits their needs.

In some centres crèche facilities mean parents can attend training or discuss their future while their children are being well looked after.

"We're focused on providing integrated services within each area, where professionals work together to make sure parents with young children get the support they need." said Clare.

"In Northolt, for example, parents can access childcare, stay and play and parenting support, employment advice and the community midwifery team at Islip Manor Children's Centres. The West London Academy is also providing courses to help parents learn skills to make them more employable, while other activities are on offer at the Northolt Leisure Centre and Northolt Library."

**For more information about children's centres
visit www.childrenscentres.org.uk**

In this regular feature we give you an insight into the working day of different members of staff around Ealing Council.

This month we feature the Handyperson scheme, part of the Home Improvement Agency which received 100% customer satisfaction last quarter. The government is now increasing funding so that the HIA can take on more cases to help vulnerable people.

Handyperson Keith Tebbitt explains more...

"What I love about my job is the variety of tasks and the people I meet every day. From putting a curtain rail up in Hanwell to assembling flatpacked furniture in Southall, my job takes me across all seven of the borough's towns: Acton, Ealing, Greenford, Hanwell, Northolt, Perivale and Southall. I work as an approved contractor for the council's Home Improvement Agency (HIA) which was set up seven years ago. One of the most popular services is the Handyperson Service. It's available for disabled people; adults aged 60 or over not in paid employment; or single parents living with children under 16, receiving income-related benefits."

"The type of work I help provide ranges from putting up blinds, fixing grab rails over baths to securing trailing electrical leads. The reason the service is so popular is because it's free and there are no application forms to fill out. In a typical day, I see four clients for 90 minutes each at their property. There is a maximum of three visits every year for each client and they either supply or pay for the materials that I fix such as a door lock on a timber door. Every day is a surprise because you don't know what you'll be doing or where you'll be doing it. I've learnt that you can carry out quite a lot of work in 90 minutes. For example, in fifteen minutes I can fix and test a life-saving smoke alarm, then change lightbulbs, or secure grab rails. So I can either finish lots of different jobs or complete one bigger task such as assembling a chest of drawers. These small things can really help vulnerable people stay in their own homes and prevent them from being admitted to hospital."

"I've found that older people are particularly welcoming as they appreciate the company – I often get offered tea and biscuits. I feel sympathy for them as they are lonely and often have families who live miles away."



"I'm proud of what I do and I believe my customers are happy too."

Ring the Handyperson service on 020 8825 6070. If you would like a presentation on the service, please ring Paul Buchanan on ext. 6224.

Pat Hayes and Brendon Walsh en route to Cannes



photo of the month

Photo of the month is a brand new feature. This month the focus is on Regeneration and Housing, committed to encouraging local economic development.

Executive Director Pat Hayes and Director of Property and Regeneration Brendon Walsh, cycled almost 1,500 miles to Cannes to rub shoulders with 85 senior figures from the property world.

The MIPIM event in France is the world's largest property conference and the pair attended to promote the borough as an attractive location for business.

The council's first ever stand housed a model of Dicken's Yard development and showed off a specially prepared video of Ealing.

On top of this, the cycling efforts of Pat and Brendon raised £7,200 for the Haiti Earthquake Appeal.

Council pride...



Going the extra mile for our residents this month is... Mamta Gandhi winner of the Leadership category of the Employee Awards 2009 and Alsenia Lawson who have set up a jewellery making group for people with learning disabilities.



Alsenia Lawson pictured with the new jewellery making group.

Mamta said "The jewellery making group is part of a social enterprise project that we've set up at Stirling Road Centre in Acton, one of the council's four day care centres for people with learning and physical disabilities and sensory impairments.

"We're looking to generate profits in the same way a business does with a difference that means that it will reinvested in the centre.

"Our goal is to help people with learning disabilities experience new kinds of work, learn new skills, build confidence and spend time doing interesting and enjoyable things.

"This is all part of the council's move towards helping residents gain independence and lead purposeful lives at the heart of their communities. It's a definite shift away from traditional day centres.

"Back to the jewellery business, it's exciting to see the business unfold. From glass to wood, we have bought plenty of beads and some staff have even recycled their own. We have just sent off our first 30 pieces including necklaces and earrings to a social enterprise in Cardiff which is selling them through their retail outlet."

If you want to send materials or get involved then call Alsenia Lawson or Mamta Gandhi on 0208 993 6283.

in the spotlight

Every month, Inside Ealing magazine will cast a spotlight on a council service. This month it is Democratic Services.

In the lead up to election month, the Town Hall has been a hive of frenetic activity as the Elections Team worked round the clock to get the borough ready for the general and local elections.

Hundreds of council workers were drafted in to staff Ealing's 171 polling stations on May 6 and many more worked overnight to open the 342 ballot boxes and count the votes.

