

**Communicating Change Consultative Group, 5th Meeting, NEELB Antrim
Board Centre, Antrim, 22 October 2008**

Present: Richard Bullick (SELB)
Patricia Ward (WELB)
Daryll Kenny (NEELB)
Frances Logue (CCEA)
Sarah Lowe (SEELB)
John Martin (BELB)
Emma Hegarty (CCMS)
Patricia Weir (Staff Commission)

Apologies: Carole Johnston (RTU)
David Guilfoyle (YCNI)
Micheál O Duibh (CnaG)
Frances Donnelly (NICIE)
La'verne Montgomery (CCMS)

In attendance: Mary Scullion (DE)
Robert Shilliday (ESAIT)
Michael Henderson (DE)
Eve Stewart (DE)
John McCourt (DE)

The meeting commenced at 10.35am.

1. Mary Scullion welcomed everyone to the meeting. Introductions were made.
2. The minutes from the meeting on 17 September 2008 were agreed.
3. Mary spoke about the Actions Arising from the meeting on 17 September 2008.
 - A discussion paper on current and future communications models has been circulated to the group for their comments.
 - A website link to a research report by the Public Service Commission and OFMDFM on how RPA was perceived to be implemented in Health and Social Care sector has been emailed to the group.
 - RPA News news letter will be discussed as an agenda item.
 - An updated "Roadmap to ESA" article will be included in the second edition of the RPA News news letter.

RPA News

4. A first draft copy of the second edition of the news letter RPA News was circulated to the group for discussion.

5. Mary Scullion took the group through the articles that were published in the draft news letter. Mary explained that the article relating to the “wind-down” of the legacy organisations was not included and an update of the Roadmap to ESA article was which had been agreed at the previous meeting. An article on the feedback from the Principal’s workshops had also been included.

6. After some discussion it was agreed that an article on the legislative process should be included and the Roadmap to ESA article should be reviewed.

7. It was also agreed that an updated draft electronic copy would be issued to the group for their comments and John would confirm if hard copies of the news letter would be required by each member of the group.

8. Distribution of the news letter was discussed and it was agreed that all avenues, including C2K, should be investigated.

Transition Update

9. Eve Stewart updated the group on the Legislation situation. Eve stated that the legislation is in place ready to go before the Assembly when it has been agreed by the Executive; work is on-going within the other projects to ensure everything is in place once the legislation has passed all its stages and the intention is that ESA will be established by April 2009 subject to the legislation passing through the different stages in the Assembly.

ESAIT Update

10. Robert Shilliday updated the group on the work that is on-going within ESAIT.

11. A paper on Structures to Head of Service Level is near to completion and will go out for consultation in the coming weeks. The detail of the paper and how the consultation will work will be shared with the group as soon as it becomes available.

12. The handling strategy regarding the Outline Business Case will be led by the Minister and the Department of Education.

13. Considerable work is on-going regarding Service Delivery Models (SDM). During late November/early December, ESAIT will consult further with staff and TUS on the proposed models. The details on how this consultation will work are still being finalised.

14. Robert added ESAIT was looking at different options to record the presentations given during the SDM consultations and publish them on their website. Different options were discussed by the group on how to make these presentations more accessible. It was agreed that Robert would consult with the communication representatives of each organisation further on this issue.

15. A link to Professor Sir George Bain’s report on the location of public sector jobs has been published on the ESAIT website along with a message from the DE Permanent Secretary. The report states the headquarters of ESA, among a number of others, as possibly being located outside of Belfast. Robert added that this decision will be made by local politicians.

16. Deloitte are continuing with the location audit and are due to report back to ESAIT at the end of October.

17. The membership of the Education Quality and Children's Services Group will be finalised in due-course. It is expected that membership will include those with expertise in the education sector and will act as a sounding board for the Minister in developing these areas within ESA.

18. Robert apologised for not issuing the draft ESAIT update to the group in advance of it being published on ESAIT's website and stated that this will not happen again.

19. The frequently answered questions section published on the ESAIT website is currently being updated with the finalised version to be posted on the website as soon as it is finalised.

Research of RPA in Health.

20. A link to the final report had been circulated to the group. A half-day workshop on the findings of the research is being held in Lough Neagh Discovery Centre on December 9 and an invitation for each member of the group should have been received, or will be. Gavin Boyd will be one of the guest speakers on the day and the workshop should be seen as a way to share best practice ideas.

Current models/ESA Future Communications Model

21. An initial discussion paper had been circulated to the group for their views. The information gathered will be very useful when ESAIT formally consults with stakeholders on how the ESA Communications model should work. Robert added that it was essential for ESAIT to understand the communications models currently in place within the organisations and requested that those who have not replied on this issue do so within the next week.

Any Other Business

22. Robert explained that under the Terms of Reference of the group part of their remit was to share best practice and proposed that this becomes an agenda item for all future meetings. This was agreed by the group.

23. Robert then asked Frances Logue, the representative from CCEA, to update the group on a new initiative that CCEA have begun in order to engage with staff of all grades on change management in advance of the establishment of ESA.

24. Frances explained that they have set up an "Open Communications Forum" with membership drawn from all grades along with members of the senior management team. Numbers are limited to encourage dialogue but it is voluntary, with no agenda and everything up for discussion. Frances added that there is also the option for staff to submit questions to the Forum anonymously via the Intranet and after each meeting of the Forum, the questions and answers are published on the Internet for all staff to view.

25. Frances finished by explaining that CCEA's Human Resources department has also begun holding courses on Change Awareness for all staff and Leading Change for Managers and Team Leaders. These courses are designed to encourage staff to

begin thinking about the change process and also explain their role in this process. Directors within the organisation are also attending Team Meetings to discuss with staff the changes that are happening and any concerns that they may have.

26. A member of the group enquired if the courses were being provided internally or externally and if Frances could provide additional information. Frances advised that the training was being provided by an external company and she would pass on additional information to John for circulation to the group.

27. A member of the group enquired regarding information on the Local Area Support Teams. Robert advised that proposals on the make up of these teams will be included as part of the forthcoming 2nd tier structures document.

It was agreed that the group would meet again on Thursday 27 November, 10.30am, Antrim Board Centre, availability of venue permitting.

The meeting finished at 11.35am.

Action point	Assigned to	Due by
6. Legislative article to be included and Roadmap article updated.	Mary/John	Actioned
7. Electronic copy to be issued to group for comment & if hard copies required by each member.	John	Actioned 30/10/08
8. Distribution of the news letter.	John	Actioned
11. Details of consultation process on Heads of Service Level when available	Robert	In line with agreed consultation process
14. Publishing of SDM consultation presentations.	Robert	Next meeting
26. Information on CCEA's Communications Forum and Change Process training.	John	Issued 18/11/08