

CHANGE CHAMPIONS

FOBO Newsletter

From the Editors



Wednesday 8 May saw the first two sessions of our Change Champions workshop unfold. Martyn Loukes and Katerina Halliday organised and delivered the workshops with the aim of shedding light on FOBO. Initially to all the Change Champions that came forward and offered help, but also to every employee of Haringey Council.

One of the outcomes from the workshops tells us that there is nowhere near enough clarity in regards to the FOBO Programme. Therefore our newsletters will be to give you all the most up to date news as and when we get it.

Let's work together in order to make FOBO a great success, ensuring better services for our customers and job satisfaction for us.

Katerina Halliday and Pani Demetriou

What's New

HARI the help bot

Haringey Automated Response & Information (HARI) is an advanced piece of software that has been designed by an in-house team. This is great because when we need to make changes or upgrades, this can be done quickly and efficiently—no need to go through a third party.

HARI is a help bot that was launched on 17 April and is the first point of contact for customers when they call the council. HARI will, wherever possible, direct our customers online and hopefully answer any questions without the need to speak to a member of staff. This will ultimately eliminate waiting times for the customer. Please copy the following link into your browser for more information on HARI the help bot.

<http://intranet/news-and-events/front-office-back-office-programme-fobo/fobo-blog>

"The more you get involved with the programme the more you are likely to be able to influence the outcomes. I know you've heard this a million times but FOBO is not just about jobs and saving money, it really is about modernising our services."

Martyn Loukes

Positive Changes

Goodbye 'Comino'Hello Northgate's 'Information at work'

From December this year, Civica's 'Comino' system will be replaced by Northgate's 'Information at Work' (IaW) Although a change in the system we use may seem daunting at first, it's for the better as it's more efficient and user friendly than Comino. Above all, it will save the Council money as we'll not be paying for parts of the system that we don't use.

As IaW and I world—our revenues and benefits system—are both owned by Northgate they have the ability to talk to each other. This is a major improvement to the way things are done now, making data input a thing of the past.

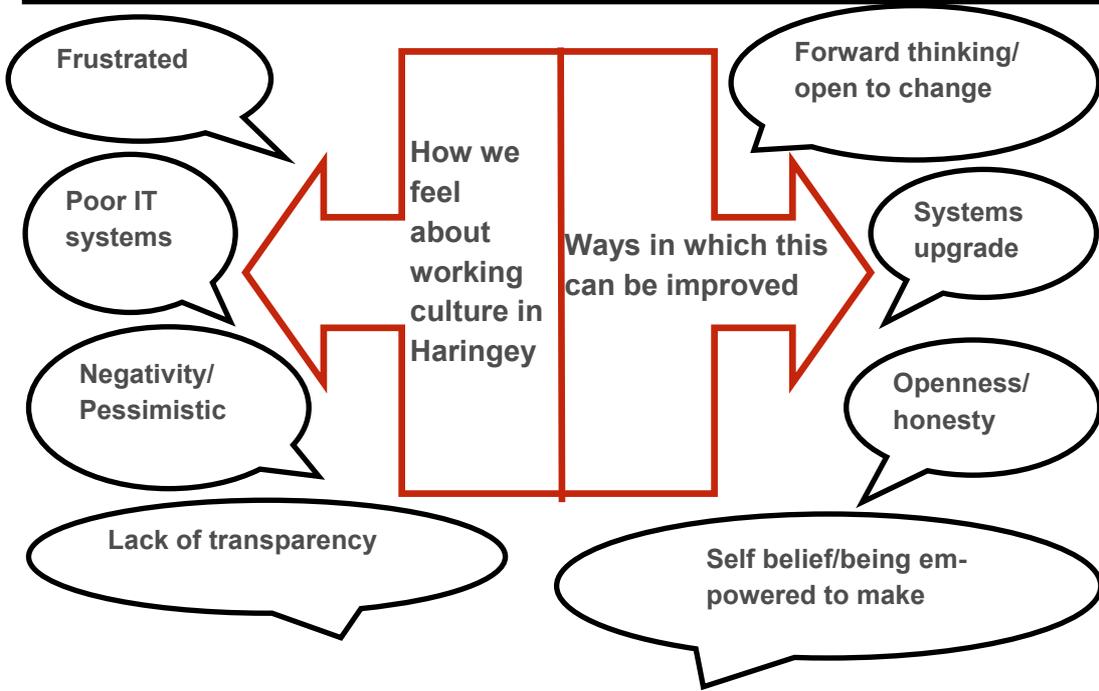
Full training will be given to staff who will be affected by the system change, ensuring that the transition is a smooth one.

How do you feel about working culture in Haringey?

As part of our recent Change Champions workshops, we ran a module where attendees wrote down how they felt about working culture in Haringey. We also asked for their ways in which they believe this could be improved.

The results gave us a great insight into what it's like to work here. It's often more insightful to reflect when you write things down in this way.

Below is a little snippet of the information collected during these group exercises. I think it will be interesting for you to see what others are saying:



What's interesting about these results is that they seem to be unanimous. I truly believe that the way we feel at work affects how we work. Let's work together, support and listen to one another. We need to be understanding and compassionate to each person's individual needs and concerns, regardless of our job roles or pay-scales. Working culture in Haringey can be changed for the better, but it starts with each of us individually.

DID YOU KNOW?

Wood Green was originally known as Woodleigh. The name Woodleigh testifies to the area's past as a woodland and countryside. Some of it still remains today in Haringey's parks.

CHANGE CHAMPIONS MAILBOX

We have created a FOBO change champions mailbox which is the place for staff to discuss all matters relating to FOBO. Staff can use the mailbox to share ideas, ask questions and to express any concerns with FOBO.

This is a 'management free' forum administered by us (Pani and Kat). Its aim is to involve staff in the process of change and to be able to gauge how everyone is feeling.

This is a great way of feeding back to management the voices of staff on the front line. Staff can be heard in a safe and secure forum where clarity and transparency is our goal.

We won't share any names with management unless a specific request has been made to do so, so please feel free to express whatever is on your mind,

ChangeChampions@haringey.gov.uk



Our first round of Change Champions workshops went incredibly well!

The next edition of the Change Champions newsletter!

If anyone has any content that they would like to be included for the next edition of the Change Champions newsletter, please send it to the Change Champions Mailbox.

ChangeChampions@haringey.gov.uk

Thank you—let us know what you think about FOBO and our newsletter