

AcademiWales



Llywodraeth Cymru
Welsh Government

#PublicServiceWales

Annual Report 2016-17



You can find out more about us, the work we do, who we work with and our values by visiting our website:

gov.wales/academiwales

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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April to June 2016



Jo's overview

Spring signifies new beginnings and our reporting year started with a bloom of fresh ideas and a flurry of activity as we completed our business planning for the 12 months ahead. One of our strengths as a team is our ability to work together and I'm really proud of how everyone came together to make Summer School one of the learning highlights of year.

Wales Public Service Summer School 2016

Leading with Passion, Purpose and Perseverance

'Really thought provoking week. Built on and supported some of my thoughts - completely changed others!'

*- Delegate, Natural Resources Wales /
Cyfoeth Naturiol Cymru*

We celebrated the 11th anniversary of our five-day residential learning programme in 2016.

The event used a blended learning approach with inspirational speakers, practical workshops and one-to-one coaching. The learning was consolidated at the daily facilitated reflective sessions.

Experts and thought leaders from across the globe shared the latest thinking, research and examples of real-life application of theories and models. The week challenged assumptions, took people into their negative capability zone and developed networks that have lasted far beyond the event.



Headlines

- 195 delegates representing 61 public service organisations across Wales
- 10 keynote speakers - including academics from Harvard and Bangor Business School
- 12 workshops, 18 facilitated groups and 7 executive coaches
- Option to gain accreditation towards a post graduate qualification

Carmarthenshire County Council

Future Leaders Programme

We supported Carmarthenshire County Council's new Future Leaders programme by providing a dedicated three day 'Explore and Walk' workshop. This allowed them to reflect on the formal learning and consider the unique qualities they each brought to their leadership practice. They also built trusting relationships of mutual support within the group.

In 2016-17 our Leadership and Organisational Development Team delivered more than 130 programmes, including 90 bespoke events, to a total of 6812 delegates!

All Wales Continuous Improvement Community (AWCIC) Awards

Winners

- Aneurin Bevan University Health Board Continuous Improvement (ABCi) - Leadership Award
- North Wales Fire and Rescue Service - Public Value Award and Collaboration Award
- Mid and West Wales Fire and Rescue Service – Innovation Award
- Tanya Strange, Aneurin Bevan Health Board – Outstanding Contribution to Continuous Improvement



Nigel Owens presents Tanya Strange with her award

We launched two new editions of our popular Sowing Seeds publications. Each explored different aspects of continuous improvement:

- Methodology and theory
- Models and approaches

Find them under 'Learning Resources' on our website.

New website launch

gov.wales/academiwales

We combined several of our existing websites to create one brand new site, which became our single online source for events, courses, learning resources, news and blogs.

We used the latest technology to provide a better experience and the design was optimised for viewing on mobile and tablet devices.

Headlines

- Free membership for everyone working in a public service role in Wales
- Exclusive content and member networks
- More than 180,000 page views since launch
- 772 new members signed up

Fundraising for Shelter Cymru

We joined Shelter Cymru's fight against poor housing and homelessness by supporting their vision that 'everybody in Wales deserves a decent, secure home'.

We entered a team at the Gung Ho! Event – the fun-filled frolics were immortalised in a video that was played at Summer School to raise money for the cause.



July to September 2016



Jo's overview

The summer months are traditionally a quieter period, but not for us! We delivered a wide range of different learning experiences, from speaking at large scale conferences to creating bespoke sessions for senior teams. We always strive to share the latest leadership thinking and our series of master classes and expert seminars continued to impact on the public service in Wales.



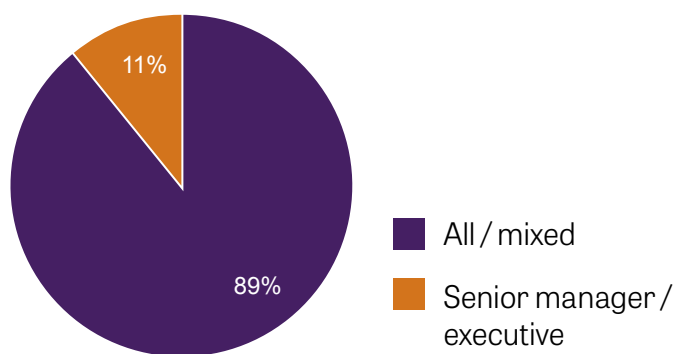
NHS General Management Graduate Programme

2014 to 2016

'Interesting and inspiring take on leadership, it has made me reflect on my values and motivations to shape how I will approach all future challenges.'

- 2016 Graduate

An overview of our annual audience based on seniority level



Care and Repair Conference

Supporting the 'Together, Stronger' theme of the event, Jo Hicks delivered a keynote presentation on collaboration to senior professionals from the health, social care and housing sectors. In addition, we delivered a Building Effective Relationships workshop which complemented the conference theme.

14 graduates, recruited through fair and open competition, successfully completed the programme, which included an MBA in Professional Healthcare Management with Glyndwr and Swansea universities. 93% secured management positions working within the NHS.

The feedback revealed that all delegates were satisfied, or more than satisfied, with the Academi Wales element of the graduate programme.

2016 to 2018

We appointed 13 graduates and delivered a one week induction that included classroom based activities; team building and personal development.

The graduates have all been placed in health boards and trusts across Wales and have started an MSc in Leadership, Management and Innovation in Healthcare at Swansea University.

Master class

'Developing a better appreciation of Millennials allows me to enable and support them in a constructive way.'

- Delegate, Scottish Social Services Council

Our master classes series provides public service leaders with the opportunity to learn directly from experts and prominent thought-leaders in their fields.


- Working with Millennials
- How Millennials can WOW at work



Jenny Williams delivered interactive sessions focused on how to understand and work effectively with colleagues from across all generations.

Immunity to Change

Velindre NHS Trust Executive Team took part in this 'proof of concept' programme. We've developed it based on research from Harvard Business School into understanding why organisations, teams and individuals are resistant to change and focused on identifying competing commitments to change at board level.

 227,383 minutes of video watched on our YouTube channel

Two at the Top

We worked with Chairs and Chief Executives from Powys Teaching Health Board and Betsi Cadwaladr University Health Board to explore:

- their different roles
- the nature of their working relationship
- their impact on the wider organisation

During the programme, they honed their ability to work collaboratively on critical service issues and enhanced relationships to increase organisational effectiveness.

Facilitation Skills

We delivered a bespoke Facilitation Skills course in north Wales to a group of delegates from Gwynedd Council and the Isle of Anglesey County Council.

Civil Service Live

The July event, which took place in Cardiff, gave delegates from across the Civil Service a chance to learn from experts and share their experiences.

We held a stand promoting the Wales Public Service Values and Behaviours Framework and delivered a Mental Toughness workshop.



3534 followers



3278 Opportunities Bulletin subscribers

Learning Documentary Series



This year we followed the journey of three delegates across Summer School week:

- Serena Jones, Coastal Housing Group
- Dr Pritpal Singh, Betsi Cadwaladr University Health Board
- Kate Chatterjee Williams, Stonewall Cymru

October to December 2016



Jo's overview

We love that 'back to school' feeling that autumn brings and as the days got shorter we made sure our learners got the most out of each one with our single day profession-focused conferences. We also began to look ahead and spent time planning and commissioning new programmes ready for 2017.

Across autumn more than 3600 leaders attended one of our 79 events, courses and conference sessions!



All Wales Continuous Improvement Community (AWCIC) Conference

Forging innovation from complexity – innovating the how not the what

'Continuous improvement is not all about looking for poor performance, we can also take learning from good performance.'

- Delegate, South Wales Fire and Rescue Service

The 5th AWCIC Conference, Chaired by Isobel Garner, Wales Audit Office, brought together around 190 delegates from more than 50 organisations.

World renowned keynote speakers covered thought provoking subject areas, including Complex Adaptive Leadership (Nick Obolensky), Strength-Based Continuous Improvement and Appreciative Enquiry (David Shaked) and a fascinating insight into the Tate Gallery (Vilma Nikolaidou).

Expert seminar: Governance in Healthcare

Delivered in partnership with the Welsh NHS Confederation, this expert seminar was attended by 56 Board members from across NHS Wales.

Master classes

Leadership for Future Generations



Professor Sharon Turnbull shared her research into how ancient and indigenous wisdoms can help leaders in today's world to adopt a more sustainable and responsible ways of thinking and acting.

Engaged – the neuroscience behind creating successful organisations



Amy Brann delivered the message that leaders and their organisations have a huge amount of potential that can be better accessed if they understand how to work with their brain optimally.



Health and Care Leadership Conference

Leading with Purpose

'Excellent. Probably most productive and relevant single CPD day (to my circumstances) for many years. Thank you.'

- Delegate, Hywel Dda Health Board

This event, chaired by Sue Evans, Care Council for Wales, extended our annual Clinical Leadership Conference to the social care and third sectors. The conference was designed to inspire, develop, engage and support the 200 leaders who attended.

Eminent speakers presented on collaborative working, leading with positive intent and creating cultures of engagement and high performance. These included, Chris Ham, The King's Fund, and Professor Sharon Turnbull, Lancaster Leadership Centre.

Wales Coaching Network

We re-launched our network of public service coaches with a new online searchable database, a peer support network and forum and access to continuous professional development and learning resources.

Headlines

- 44 registered members providing coaching
- 25 participants on our 'Developing senior level coaches' programme
- More than 750 views of the database

Volunteering and fundraising

Cardiff Half Marathon

We entered three runners who had a fantastic race time of 2 hours 22 minutes and raised money for Shelter Cymru!

Great British Beach Clean

We joined a local event at Sandy Bay, Porthcawl and collected 12 bags of rubbish that weighed 24.2 Kg!



International Learning Opportunities

10 year celebration

At a joint event with Wales for Africa, we celebrated 10 years of the ILO programme. It was a special occasion to hear from the First Minister and find out about the experiences, successes and achievements of previous participants.

In 2016, 12 new applicants took on the immersive leadership experience in sub-Saharan Africa. The impact of the programme is substantial both in the African organisations that we work with and when individuals return to their workplace.

160 leaders from Wales have shared 47,300 hours of expertise with African partners.

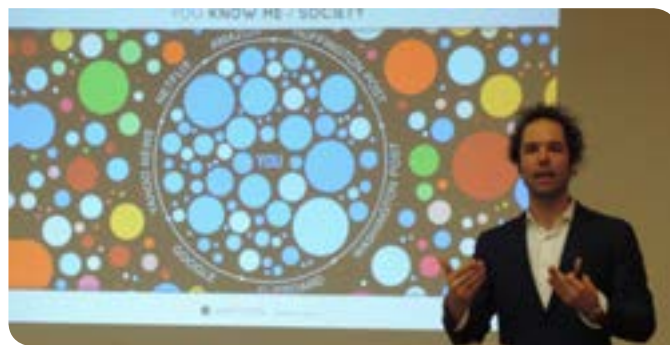


January to March 2017



Jo's overview

We always embrace January and as 2017 dawned we asked our learners to reflect on their 2016 achievements and to consider how they will put any new learning into action at work. And, in the spirit of practicing what we preach, we did the same here at Academi Wales. Through consolidating all that we'd learned and anticipating our future challenges, we set our theme and our intention for the next 12 months – to 'Lead by Choice'.



Wales Public Service Winter School 2017

Leading by Choice: Becoming a deliberately disciplined leader

'This has been an inspiring experience – the potential of people in this room to change the lives of people in Wales has been focused in the most amazing way.'

- Delegate, North Wales Police

Master class

Practical Tools for Empowering People – an asset based approach



Paul Stepczak delivered an interactive session aimed at people who work in sectors that provide direct support to the public.

More than 300 leaders attended one of our 11 master classes and expert seminars!

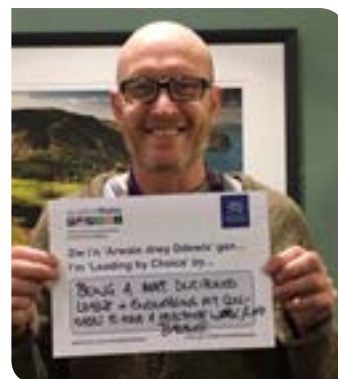
Expert seminar: Governance in Public Services

This expert seminar was attended by 62 Board members from organisations that have a key role in delivering health and social care for citizens in Wales.

The sixth annual Winter School was held in Nant Gwrtheyrn, North Wales, and extended to become a four day event.

We brought together 46 top level leaders, an increase from previous years, to hear internationally renowned speakers share the latest thinking in relation to leadership; decision making; human behaviour and collaboration.

The learning was consolidated in action learning sets which focused on the practical application of the learning. We also encouraged the delegates to take our 'Leading by Choice' pledges which were shared on Twitter.



Headline figures (compared to 2015-16)

Budget  Reduced by 11%

Total delegates  Increased by 9%

Cost per delegate  Reduced by 18%



Leading in the Welsh Public Service –

a leadership behaviour framework

We designed this framework to help leaders and their organisations to flourish. We developed it using the latest academic research into leadership for the future and feedback from public service and third sector colleagues. The framework forms the basis of our leadership development activity.

Consultant Nurses, Midwives and Allied Health Professionals

[CNMHP] Forum

We contributed to the professional and leadership development of the CNMHP Forum with a two day workshop focused on the role of trust and influence in leadership and how they contribute to a positive workplace culture.

Gofod3

We supported the Wales Council for Voluntary Action at their first 'gofod3' event, designed as a national space for the third sector to come together and effect change.

We delivered a workshop of using positive psychology in the workplace and spoke to many of the 600 visitors at our exhibition stand.

Through our fundraising efforts, we donated a total of £1640 to Shelter Cymru!

We helped more than 10,000 people to grow through learning!