**This page contains relevant guidance and materials to help you run a similar project in your service.**

**Project:** Service Ways of Working

**Local Authority:** Oxford City Council

**Details:**

*Why the work was done*

The HRA has brought a period of significant change for frontline officers. It also brings an expected culture change to more person-centred and empathetic approaches in frontline services. Officers are therefore under pressure with increasing workloads and a new legal framework to operate within, alongside other changes within the service. There is the potential to utilise peer support methods like reflective practice and work better as a team to give officers the space & opportunity to test things with each other, share knowledge, discuss cases and emotionally and practically support each other in this new and changing environment.

*Problem to be solved*

How might we improve staff wellbeing and work better as a team?

*Who the users are and what they need to do*

Users are officers in the housing needs service; main need is the space & opportunity to support each other with recent changes & challenges

**Resources available:**

* **Prototype for new working rhythm –** includes changing the format of team meetings and introducing reflective practice sessions

**Relevant insights for others:**

* Important to regularly celebrate team successes and share case studies with positive outcomes
* Reflective practice sessions well received and valued – external facilitator helps initially to introduce the concept and establish a rhythm