



ingson

SHAPING SOCIAL CARE

curriculum vitae

John Hyder-Wilson

Service area:

Nationwide

Role:

Consultant – Children's Services, Management Development, Practice Improvement

Qualifications

- PhD Sussex University 2013
- MA in Public Service Management
- BSc (Hons) 2:1
- Certificate of Qualification in Social Work (CQSW)
- Certificate 'Coaching for Success' (EDEXCEL)
- GSCC registered

As an experienced consultant and manager John has a proven record in managing change and leading the way in assisting management teams to firmly reconnect strategic goals with operational practice. He has considerable management experience at various levels within the public sector and his approach allows him to understand complex issues and provide comprehensive and coherent solutions.

John also has a great deal of experience in areas such as file review and auditing which informs focused and analytical thinking in relation to practice and process diagnostics, change management, business and service planning, performance management and practice improvement. John's consultancy and management practice have allowed him to identify a recurring and critically important gap which is apparent within many social care organisations. This is the often shaky connection between strategic policy and direction and the realities of operational practice.

As a consultant John has been involved in a wide variety of projects and some of the more significant and recent are summarised below. He has a particular interest in analysing and understanding the relationship between practice, good outcomes for service users and organisational performance.

John has developed two more specific areas of expertise over the past three years. These involve, firstly, diagnosis of problems in relation to front door social care services. This area of work involves all aspects of service review, file review, practice and management improvement and change management. The second area is in management development and INGSON Ltd has been at the forefront of introducing management development centres into social care settings, both in the children's and adult services field. These events assess management capacity on both an individual and organisational level and have been very successful.

John works closely with his business partner Suzi Ingram. The significant and real benefits realised by having John and Suzi working on projects together is now well established. Their approach, thinking and styles are complementary and they get to the heart of often thorny and complex situations in an effective and sensitive manner. All projects have benefitted from this truly holistic approach.

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Client Experience

John has the following relevant assignment and client experience. Listed below are selected and more recent projects only:

Design and Delivery of Management Development Centres – Cornwall Children's Services 2007

Providing Development Centre opportunities for Managers throughout Cornwall to understand their strengths and areas for personal development. This project was a result of recommendations made by John and others which identified the critical importance of investing in Managers if change was to be embedded and sustained. Managers benefitted from a two day programme with individual feedback allowing Cornwall to feel confident that the developmental needs of managers are clearly understood.

Diagnostic and Improvement Project – Peterborough Council 2008

Reviewed practice and systems which involved reviewing a sample of case files and meeting with staff and managers and provided an analysis of issues and recommendations for improvements. Further to this provided staff development events to facilitate best practice understanding.

Reading Borough Council – Supported Housing Project 2008

Acted as social care advisor to a private sector consultancy involved in a project to assess the housing and care needs of young people with a learning disability. This work involved designing a sophisticated template for information gathering and facilitating focus groups of young people with the aim of seeking their views and ideas about their own needs and requirements

Social Work Practices Proposal – via Amicus Interim 2008

Working with a private sector organisation to develop a proposal to pilot an independent Social Work Practice in line with the DCSF model. This involved gaining a deep understanding of the SWP model as set out in the DCSF Prospectus and the production of two reports on the benefits and potential problems of running a pilot practice.

Safeguarding Review – Medway Council 2009

Reviewed Child Protection services, partnership working, management challenge to provide safeguarding board with a critical understanding of practice and areas for development. Involved consultation with staff and managers and reviewing case work and analysis performance data.

Improvement Projects in Reading and Wokingham 2009

This work was carried out a part of the PricewaterhouseCoopers project commissioned by the DCSF to diagnose and improve Children's Services work in both LAs. Specific work involved assisting both LAs to review their workflow processes and redesign these accordingly. This involved reviewing case files and facilitating workshops with staff and managers. Assistance was provided to managers in relation to clear decision making concerning closure of cases and ensuring the effective management of workflow.

Management coaching in Luton 2009

This work involved a programme of 1:1 coaching with middle and senior managers undergoing transformational organisational change.



Diagnostic and Improvement Project – Isle of Wight 2009

This piece of work involved reviewing casefiles, systems and processes which informed a thorough analysis of practice and system issues requiring attention. This led to recommendations for improvement. Further work involved reviewing progress and assisted managers understanding of why practice change had not been achieved. Additional support was then provided to challenge entrenched cultures of practice and move practice forward.

Management Development Centres – Birmingham 2009

Creating a bespoke opportunity for managers at Head of Service level to demonstrate their Management skills and competencies. This three day event provided an opportunity for validation of skill and identified areas for development. Commissioned as part of the improvement work on-going within Birmingham City Council

Diagnostic and Improvement Project - Southampton City Council 2010

This piece of work involved the review of front line social work practice and management and the systems and processes which required attention our methodology included case file reviews and focus groups with staff and managers. This led to recommendations for changes in practice. Further work involved ensuring that managers and staff understood the need for change and were motivated to achieve it. Support was then provided to challenge entrenched cultures of practice and move practice forward

Independent Safeguarding and LAC Inspection – Gloucestershire County Council 2010

This involved leading a team of inspectors in a comprehensive programme of activities to replicate the OFSTED process of full inspection. We interviewed elected members Chief Officers, senior managers and staff across agencies. The work involved reviewing case data and files producing a full report to assist the Council in preparing for an imminent full inspection.

Development of a Programme to Support Team Managers – Government of the South East (GOSE) 2010

We were commissioned to develop a portfolio of material designed to support first line managers in Children's Social Care. This was in line with the Task Force recommendations and the work of the CWDC. We produced a checklist for first line managers, a supervision course for new managers, an evaluative tool to assist team planning and a workshop on Performance Management for more experienced managers.

Management Development Centres in Children's and Adult Services – Southampton 2010/11

Creating a bespoke opportunity for managers in Children's and Adult services to demonstrate their management skills and competencies. The three day event provided an opportunity for validation of skill and identified areas for development and will provide the platform for commissioning tailored support for managers who require development.

Support with Restructuring – Nottinghamshire Children's Service 2010/11

Work here concerned the provision of consultation to senior managers engaged with the task of restructuring front door services. Following the agreement of a change programme, the task was to equip staff and managers with an understanding of why practice, systems and processes needed to change and to ensure the smooth implementation of the necessary changes. This project involved reviewing a sample of case files across the service and facilitating workshops with staff and managers.

Review of front door and long term social work practice – Nottinghamshire Children's Services 2010/11

This work involved a review of social work practice and management and associated systems and processes via focus groups with staff and managers and file reviews. This led to a series of recommendations for changes in practice. The next phase of work concerned developing staff and managers via facilitated workshops. Our approach provided rigorous challenge to established practice cultures ensuring that significant change was achieved.



Post OFSTED support to Improvement Board – West Sussex 2011

Work initially involving the design and implementation of a 'Best Practice' approach across all the work of children's social care following a critical OFSTED inspection of Looked After Children and Safeguarding Services. The diagnostic stage involved reviewing case files and engaging with staff and managers from across the service. The second stage of work included assisting in the creation of the operating policy for the new 'front door' and supporting its implementation and also managing a 'closure project' for the longer term teams to ensure that practice remained focused and directed towards specific outcomes.

Self Evaluation and Practice Improvement support – Medway 2011

Providing assistance to Medway in advance of the full OFSTED inspection expected imminently. This involved providing a report giving an independent overview of their own self-evaluation and providing recommendations for implementation. The subsequent stage of this work has involved designing a lean and focused 'Best Practice' approach to ensure that the identified deficits in assessment, assessment analysis and care planning are addressed.

Pre 'New Inspection Regime' Support to West Sussex and Nottinghamshire: 2012

This work has involved reviewing case files – including files held by partner agencies – and speaking directly to social work staff to assess the readiness of the LA for children's services inspection under the new arrangements. These are set out in the 2012 OFSTED document 'Inspections of arrangements for the protection of children'. In this work, we have focused on the outcomes being achieved by professional support, the centrality of the child in all activity and how well the views of children are being incorporated into professional practice. Summary reports have been provided to senior managers.

Mentoring and Coaching Support to Managers – Slough Spring 2012

We have been involved here in the mentoring of first line managers to ensure that the improvements made in Slough in the last year and embedded and sustained. The work specifically involves input on supervision style and content, ways of challenging poor and 'risk averse' practice and ensuring that managers are allowing a culture of professional practice to develop and thrive.

Social Care Practice Improvement Project – Cardiff Council 2012

We have been commissioned by the Deputy Chief Executive to provide expert support and capacity to modernise service delivery for Children in Cardiff. This work has included reviewing a random sample of case files, redesigning the 'front door' to provide a consistent single access point in to Children's Services and the redesign of all electronic exemplars ensuring that they are 'fit for purpose' to assist practitioners and managers in their day to day tasks. We have also been involved in the development of management capacity and capability by ensuring that a culture of performance management is understood and embedded within day to day practice. Finally, we have designed a programme of practice facilitation to ensure that staff understand what 'good looks like' via best practice events.

Post OFSTED support to Improvement Board – Blackpool Council 2012

This involved reviewing a random sample of case files across the service which informed the design and implementation of a 'Best Practice' approach across all the work of children's social care following a critical OFSTED inspection. Additional advice and guidance has been provided in relation to the redesign of the front door into Children's Services. Further support is focused on developing management capacity via mentoring to front line managers.



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Employment Record

Date	Compny Name	Job Title
2003 – Current	Ingsong Ltd	Director – Social Care Consultant
1996 – 2003	West Sussex County Council	Service Manager
1992 – 1996	West Sussex County Council	Team Manager
1989 – 1992	West Sussex County Council	Senior Social Worker
1987 – 1989	London Borough of Croydon	Social Worker
1985 - 1987	Kensington & Chelsea	Deputy Manager
1982 - 1985	Hertfordshire County Council	Residential Social Worker
1987 – 1989	London Borough of Croydon	Social Worker
1985 - 1987	Kensington & Chelsea	Deputy Manager
1982 - 1985	Hertfordshire County Council	Residential Social Worker

Educational and Professional Qualifications

Date	University / Awarding Body	Qualification
2013	University of Sussex	PhD
2008	Edexcel	Certificate in 'Coaching for Success'
1999 – 2001	University of Sussex	MA in Public Service Management.
1997	Open University	BSc (Hons) Social Sciences
1991 –1992	University of Southampton	Practice Teaching Award
1979 - 1981	Westhill College B'ham	CQSW

Personal Details

Nationality – British

Date of birth – 30th September 1959

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