00:00:05:19 - 00:00:06:15

Here on Anglesey

00:00:06:15 - 00:00:09:19

we have a council plan

that's very much geared towards

00:00:09:19 - 00:00:13:08

compassionate leadership, really in terms

of the need for people to be respectful,

00:00:13:08 - 00:00:16:07

honest, open. It's a learning environment,

00:00:16:07 - 00:00:18:01

so setting that learning environment, really.

00:00:18:01 - 00:00:20:19

So what we've been doing for a

number of years on Anglesey now is

00:00:20:19 - 00:00:25:12

embed some of those behaviours

in terms of how we work with people.

00:00:25:12 - 00:00:29:09

So listening, learning from mistakes,

I think setting a learning culture

00:00:29:09 - 00:00:31:11

is really important.

00:00:31:11 - 00:00:34:04

But also being available

and visible to people.

00:00:34:04 - 00:00:35:16

Communicate with people.

00:00:35:16 - 00:00:38:09

I think the other thing that was important

is that we were very thankful

00:00:38:09 - 00:00:39:20

to our staff about the work they do.

00:00:39:20 - 00:00:41:23

Sometimes people

00:00:41:23 - 00:00:45:05

underestimate the value of saying "thank you".

00:00:45:05 - 00:00:48:05

And what that does is allow a

dialogue for people to come back

00:00:48:05 - 00:00:51:11

and either be appreciative

of that or question that.

00:00:51:11 - 00:00:55:10

So I guess in terms of how

we measured the successes

00:00:55:10 - 00:00:58:04

of some of those pieces

of work, we were able to

00:00:58:04 - 00:01:01:03

see that our staff sickness was reducing.

00:01:01:03 - 00:01:05:16

We were able to rely less on agency staff.

00:01:05:16 - 00:01:08:23

We were seeing less of a turnover of staff

within children and families.

00:01:08:23 - 00:01:12:16

And also we were starting to see

some stable practice,

00:01:12:16 - 00:01:17:03

some standard practice,

which was good for us to see.

00:01:17:03 - 00:01:19:24

So the consistency of practice was improving.

00:01:19:24 - 00:01:24:00

The need to develop trust,

I guess, in terms of how you have

00:01:24:00 - 00:01:29:16

a discussion with an individual around

performance review matters

00:01:29:16 - 00:01:33:19

is important, that there is a need

to develop the trust there.

00:01:33:19 - 00:01:38:08

Also, again, it's about being

open and honest, transparent

00:01:38:08 - 00:01:40:21

and not being afraid

to have a difficult discussion.

00:01:40:21 - 00:01:43:21

But the manner that you have

it is completely different

00:01:43:21 - 00:01:46:07

as a compassionate leader.

00:01:46:07 - 00:01:48:19

The children and families on Anglesey

00:01:48:19 - 00:01:50:23

would be the people

that ultimately benefit.

00:01:50:23 - 00:01:55:21

If the people that are serving

or working with, or delivering,

00:01:55:21 - 00:02:01:06

a service or project

with the children and families on Anglesey

00:02:01:06 - 00:02:03:21

have been developed, nurtured,

00:02:03:21 - 00:02:07:21

listened to and they

come on the journey with you,

00:02:07:21 - 00:02:10:23

the only people that would

benefit would be your children on

00:02:10:23 - 00:02:12:09

Ynys Môn.