

# INTERCHANGENEWS

An update on the region's learning and development tool for local government. Feedback from participants, Examples from authorities, key issues, software updates, future developments and more...

## In this issue...



<b>Interchange Troubleshooters—a resource for authorities in the East</b>	<b>2</b>
<b>New look Interchange website coming soon!</b>	<b>2</b>
<b>Partnership working on joint mentoring programme</b>	<b>3</b>
<b>Opportunity of Interest—Support for Head of Department in a Norfolk District/Borough Authority</b>	<b>3</b>
<b>How can I benefit from Interchange?</b>	<b>4</b>
<b>Promoting Interchange in Southend</b>	<b>5</b>

Look on Interchange now to see how you can benefit  
<http://www.improvementeast.gov.uk/themes/interchange.aspx>

## Interchange Troubleshooters—a resource for authorities in the East

There are now around 100 troubleshooters registered on Interchange ready to give support to another authority in the region!

When a participant registers on the Interchange system they can now choose to be added to a list of troubleshooters, a list of those with areas of particular experience or expertise who can be called upon by authorities for support in a number of ways—it could be a series of phone calls or it could be some short-term project work, however both parties agree.

This database of troubleshooters can be accessed by an authority's Interchange Manager (all the more reason to have one!) on the request of a manager or senior officer.

Troubleshooters write a short piece to identify their area of expertise, current examples include:

"I have made a significant contribution to the improvement agenda at XXXX. I have extensive experience of developing and implementing corporate policies and performance management processes."

"20 years of HR experience covering resourcing, development and relations. Part of XXXX intervention team, involved in Member Charter status and success in other various HR initiatives."

If you, your team or your authority needs support in a particular area then speak to your Interchange Manager about identifying an Interchange Troubleshooter to help.

Similarly if you feel that you could offer support as a troubleshooter then please sign up. This is no obligation on the part of an individual or organisation but an offer of willingness to help if circumstances permit

### New look Interchange Website coming soon!

To join up with the launch of the new Improvement East website ([www.improvementeast.gov.uk](http://www.improvementeast.gov.uk)) we will soon be launching a new look Interchange website.

The new site will also have a built in feature to keep you up-to-date with who your Interchange Manager is.

## Partnership working through joint mentoring programme

In November and December 2008 Cambridgeshire CC used Interchange to advertise the opportunity for other authorities to work in partnership to develop a joint mentoring programme:

“Cambs CC have been running an organisational wide mentoring scheme and have been developing it over the last year. Coming from feedback via our mentoring network we are looking for partner organisations that would be interested in helping develop the scheme so that there is the option of external mentors for employees.”

Three authorities came forward through Interchange as being interested in this programme. All parties are now in the process of seeing how the joint mentoring programme will work.

If you are interested in this particular project please contact [Samuel.scharf@cambridgeshire.gov.uk](mailto:Samuel.scharf@cambridgeshire.gov.uk), or if you think your authority could embark on something similar then please get in contact with your Interchange Manager; details available [here](#).

## Opportunity of Interest

### Support for Head of Department in a Norfolk District/Borough Authority

“A Head of Department in a Norfolk District/Borough Council is looking for support on how to build teams and deal with challenging behaviour within a professional department.

He would like to get in touch with other professionals at a similar level who have experienced challenges when coming into an established team.”

If you are interested in supporting this individual then please contact [daniel.thorp@eera.gov.uk](mailto:daniel.thorp@eera.gov.uk)

**Did you know?** Over 700 people in the East of England are registered on Interchange

## How can I benefit from Interchange?

You can use interchange to learn and develop in ways you might not have thought were possible before. Interchange offers a number of ways to enhance your skills and career that don't involve sitting in a classroom doing a course.

You could use Interchange to find a buddy in another authority, find a job shadowing opportunity or find a secondment.

You can find out who your Interchange Manager is at:  
[www.improvementeast.gov.uk/projects/interchange/interchange\\_managers.aspx](http://www.improvementeast.gov.uk/projects/interchange/interchange_managers.aspx)

**Name:**

**Position:**

**Type of opportunity I am interested in:**

- |            |                          |                  |                          |
|------------|--------------------------|------------------|--------------------------|
| Secondment | <input type="checkbox"/> | Partner          | <input type="checkbox"/> |
| Buddy/Twin | <input type="checkbox"/> | Shadowing        | <input type="checkbox"/> |
| Attachment | <input type="checkbox"/> | Discussion Group | <input type="checkbox"/> |

**What personal development would I like to gain from taking part in Interchange?**

I have discussed this with my line manager

I would like to discuss this further with my Interchange Manager

## Promoting Interchange in Southend

Jan Richardson, Interchange Manager at Southend Council shares how she has recently been promoting Interchange within her authority:

“In September 2008 I launched a new Staff Development Intranet site for Southend titled the Southend Learning Resource Centre. Staff across Southend Borough Council can now access training and development opportunities through this new site, i.e. view the calendar, course outlines and obtain information/forms to book their places.

In addition I have created a specific area for the Interchange opportunities. This enables staff to view the opportunities as soon as they are posted on the site.

Previous to the Southend Learning Resource Centre we were not really circulating these opportunities so the introduction of this specific site and area for the Interchange opportunities has been really helpful in managing this scheme.”

If you would like to find out more about this from Jan then please email her at [janrichardson@southend.gov.uk](mailto:janrichardson@southend.gov.uk)