



**Education & Children's Services**  
Improving life chances for all



# Joy @ Carleton

“Not enough hours in the day”

“Getting through the day!”

Thank goodness its Friday

“Hunkering down”

“It’s too busy a term to get this done!”

“I just need to get to the end of term”

## IHI Framework for Improving Joy in Work



AN IHI RESOURCE

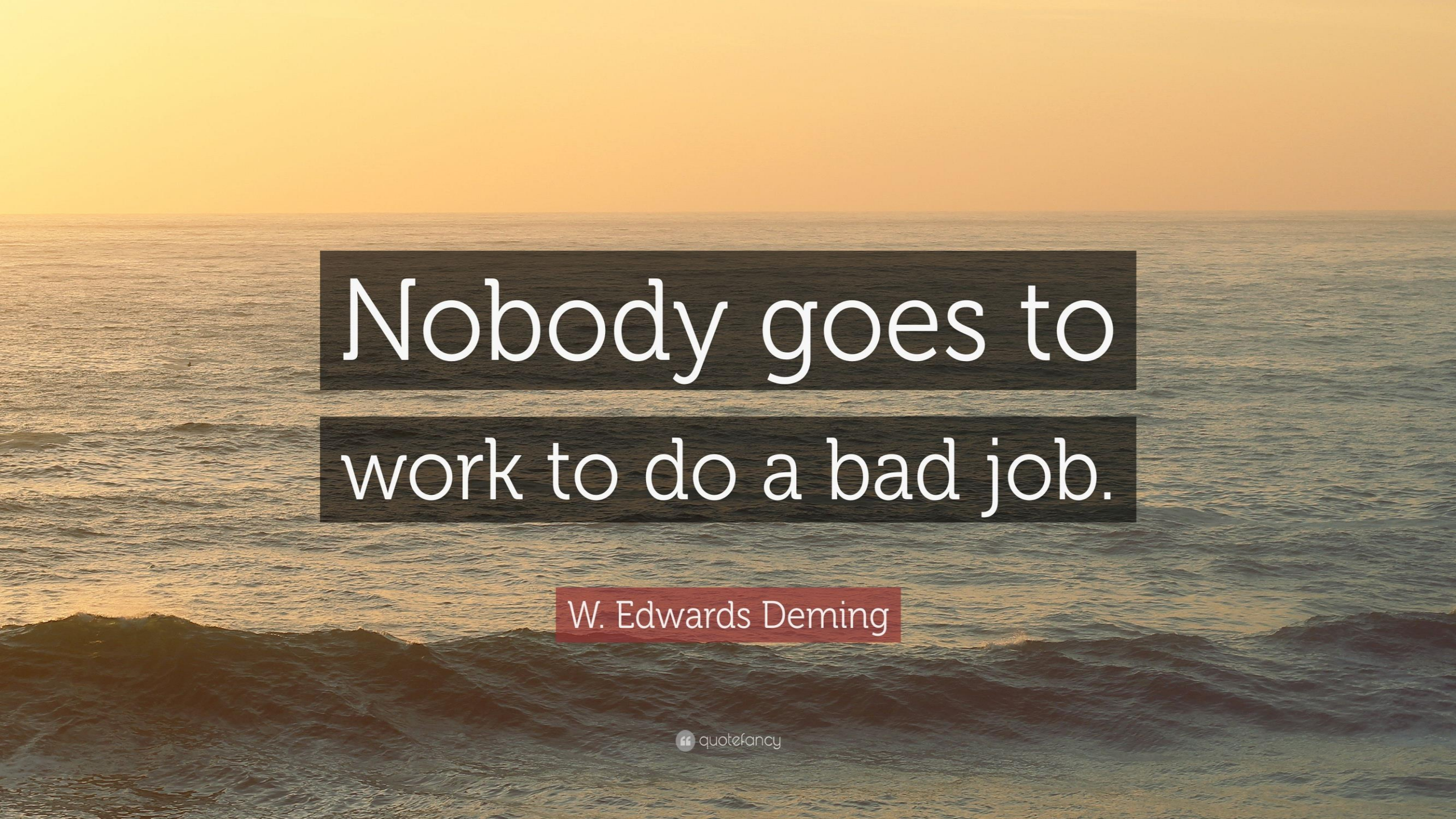
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# Improvement Aims

85% reporting that they have had a positive school day by June 2019

85% of pupils reporting a positive school day by June 2019

A sunset over the ocean with a quote overlay. The sky is a warm orange and yellow, and the water is a deep blue with white-capped waves. The quote is centered in two dark rectangular boxes.

Nobody goes to  
work to do a bad job.

W. Edwards Deming



# Understanding Our System

Figure 1. Four Steps for Leaders



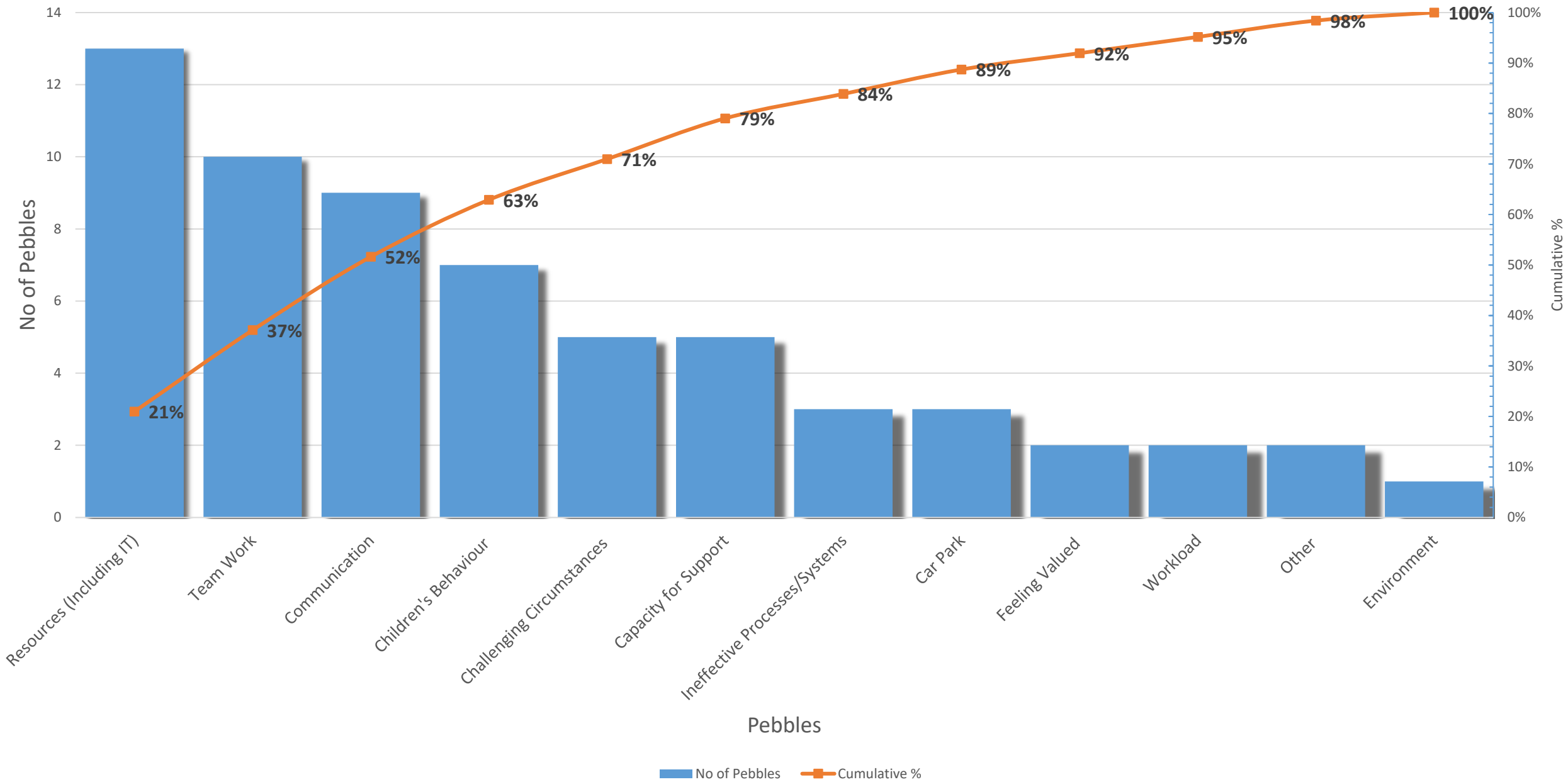
1. Ask staff, "What matters to you?"

2. Identify unique impediments to joy in work in the local context

3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization

4. Use improvement science to test approaches to improving joy in work in your organization

# What gets in the way of what matters?





# Pebbles

- Resources (including IT)
- Team Work & Communication
- Children's Behaviour



# JOY AT CARLETON

## What we said

## What we did

### Communication Team Work

- 1. You wanted walkie talkies for Key staff.
- 2. You needed a timetable for PA breaks.
- 3. You wanted less non-school related whatsapp notifications.
- 4. You wanted better ways for staff to communicate.
- 5. You asked for explicit expectations for children sent on errands.
- 6. You asked that team meetings have an agenda.
- 7. You asked for frequent reminders of rules and expectations of staff, in particular regarding car parking.

### Communication Team Work

- 1. Actioned and now in use.
- 2. Raised and now complete.
- 3. Carleton Communication Whatsapp set up for business use only.
- 4. Communications board now set up and being used in the staffroom.
- 5. Script has been developed. Board maker door signs coming soon.
- 6. Raised with management and next terms has already been shared.
- 7. Car park signs and maps of available spaces to be displayed in staff room. Vis has become attendees have been asked to park elsewhere.

### Resources I.T.

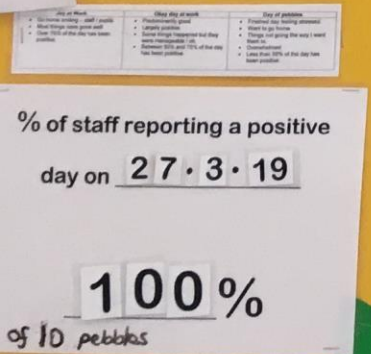
### Resources I.T.


What we said	What has happened
1. Is useful for helpful to have a board similar to Doreen's job for Doreen	17 Training required for staff on use of sound system equipment in hall
2. Training required for reporting IT issues on First Contact	18 Clicker - can we get a whole school license?
3. Find out how many parts of equipment are needed to improve things	19 Notebook / Pad - need to know what hardware we have, what is working and there is time
4. Storage solution needed for yearbooks	20 Need to get list of numbering resources together and organized and store with / cupboard covered at last resources.
5. Some people need a new set of speakers for their classroom	
6. Room 4 Smart Board needs replaced	
7. Pupil Monitor to be responsible for checking gym hall	
8. Server to be tidied up	
9. Room 11 to be decontaminated	
10. All literacy and all numbering resources at be housed together	
11. STEM resources to be organized and housed together	
12. Eco Studies / RME cupboard needs cleaned and organized	
13. French / German resources in Staff Room cupboard need sorted	
14. Manual drawers from Staff Room need emptied and moved to room 11 and filed with resources for staff	
15. Classroom whiteboards / blackboards - some need changed, some people would like different boards	
16. Small gym resources for Hall	

What has happened	What we said
1. Karen now has a board similar to Doreen's and a copy outside the office	17 Training required for staff on use of sound system equipment in hall
2. Ligne C delivered training to staff	18 Clicker - can we get a whole school license?
3. Jan is looking at ordering 5 pairs of headphones per class and an extra 10 to share between 4 classes	19 Notebook / Pad - need to know what hardware we have, what is working and there is time
4. Ruth and Paul to give for cassette tapes on Twitter but little response	20 Need to get list of numbering resources together and organized and store with / cupboard covered at last resources.
5. Karen is now going to investigate Tupperware	
6. Link has been passed to Jan with who needs new speakers. Ligne C to let Jan know what size to order	
7. Room 4 Smart Board has been replaced	
8. Amy / Marie have tidied up the server	
9. Room 11 has been tidied, new house CPS resources. One computer not able to be safely used. Proposed that it is moved to Cook hall area	
10. Literacy resources now moved to Rainbow Room	
11. Numbering resources in hall cupboard. Still some numbering resources to be moved	
12. Will be started 21/9	


### Children's Behaviour

### Children's Behaviour







We are having teaching time disrupted with lots of 'niggles', fall outs and friendship issues.



We need to work on building RESILIENCE in our pupils



We are seeing and hearing disrespectful behaviour. Pupils are using bad language and not showing good manners



We need to work on OUR VALUES, particularly RESPECT, KINDNESS + HONESTY





Joy at Work	Okay day at work	Day of pebbles
<ul style="list-style-type: none"> <li>• Go home smiling – staff / pupils.</li> <li>• Most things have gone well.</li> <li>• Over 75% of the day has been positive.</li> </ul>	<ul style="list-style-type: none"> <li>• Predominantly good.</li> <li>• Largely positive.</li> <li>• Some things happened but they were manageable / ok.</li> <li>• Between 50% and 75% of the day has been positive.</li> </ul>	<ul style="list-style-type: none"> <li>• Finished day feeling stressed.</li> <li>• Want to go home.</li> <li>• Things not going the way I want them to.</li> <li>• Overwhelmed.</li> <li>• Less than 50% of the day has been positive.</li> </ul>

Adam	Katy Antropile	Dawn Bashforth	Mel Bradley	Lesley Brady	Jaki McHoy	Ruth McDowell	Michelle McNeil	Jenny McQueen	Ruth Mu...
Ann Cramb	Karen Drylie	Gillian Elder	Jane Gallacher	Lynn Robertson	Rachel Stevenson	Chloe Teale	Maira Varney		

% of staff reporting a positive

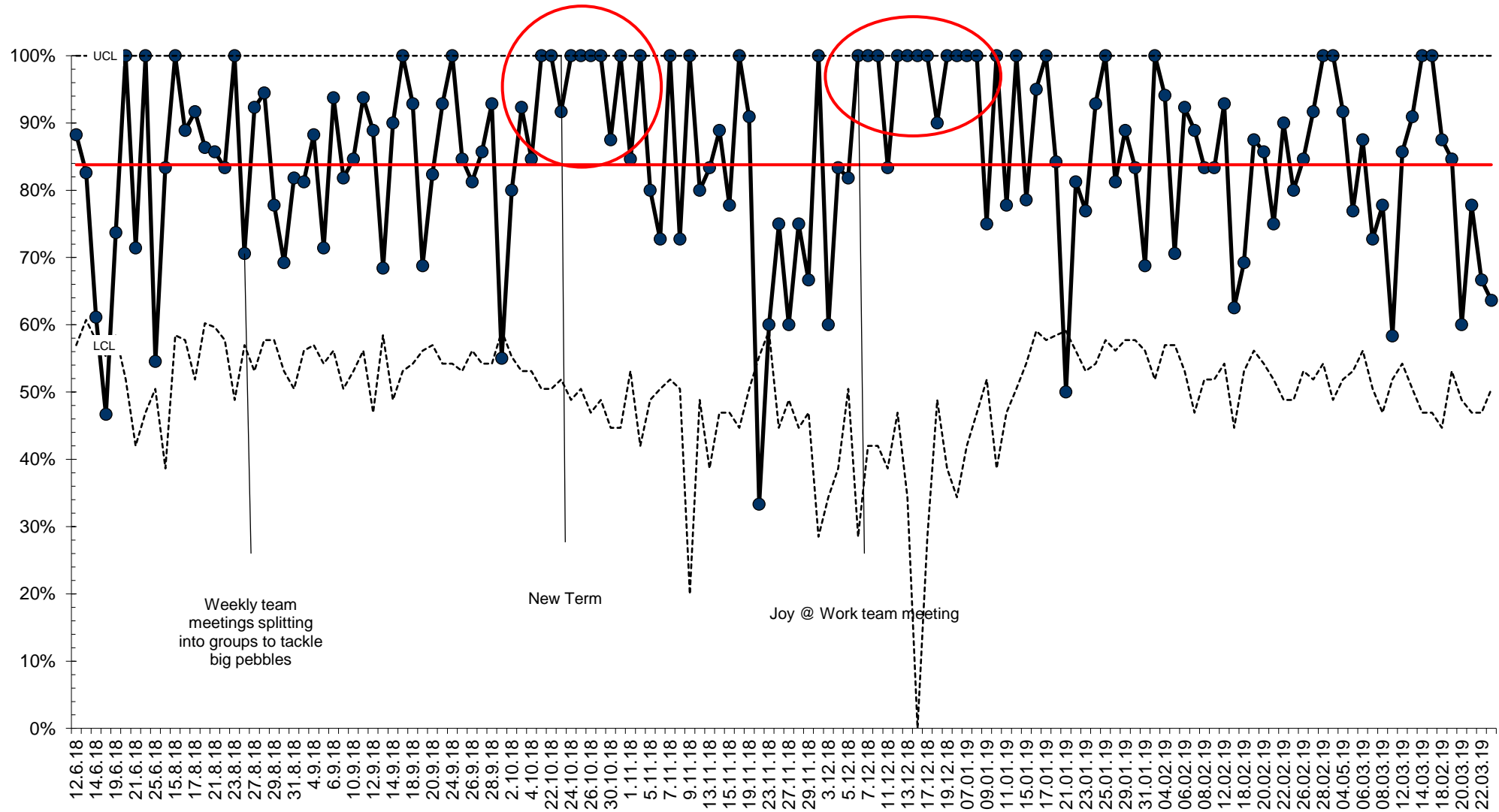
day on 27.3.19

100%

of 10 pebbles

# % of staff reporting a positive\* day

Percent





## Learning so far...

- Clear message that staff wellbeing is a school priority
- Creating a culture of ownership – shared responsibility
- Team approach to change ideas
- Focus on 'Quick Wins' – High Impact/Low Effort
- Ethos of testing change ideas