

Welcome to Suffolk County Council's corporate induction programme

A message from Andrea

Welcome to Suffolk County Council's corporate induction programme - but more importantly, welcome to Suffolk County Council. The aim of this session is to give you an overview of what we do, and give you a chance to hear about the services we provide.

Throughout the morning, you'll meet the Corporate Management Board (CMB), councillors, senior managers and other members of staff who'll talk about what we do and why we do it.

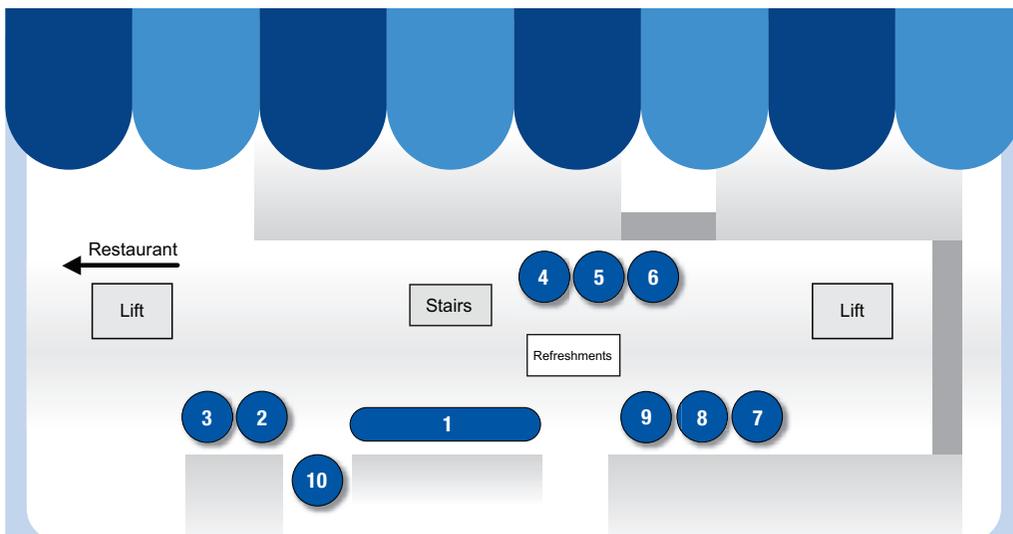
I hope you enjoy corporate induction and leave with a better understanding of the broad range of work we do. Please do feed back your comments

about the session so that we can help make sure everyone gets the best start to life at Suffolk County Council.

On behalf of all of our 27,000 staff, I hope you enjoy your role, and I look forward to working with you in the future.



Andrea Hill
Chief Executive



Marketplace: stall plan

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| 1. Suffolk Story | 6. Environment and Transport |
| 2. Adult and Community Services | 7. Suffolk Credit Union |
| 3. Public Protection, Social Inclusion and Diversity | 8. Unison |
| 4. Resource Management | 9. Customer Service Direct (CSD) |
| 5. Children and Young People's Services | 10. Knowledge Centre |

Notes:

Health and Safety: Emergency Evacuation

- If the alarm sounds at any time, it should be considered a genuine emergency.
- The alarm consists of a warning tone and a voice message that will tell you:
 - to evacuate the building immediately, or
 - that the emergency is in another part of the building, and to listen for further announcements.
- If you need to evacuate, please leave via the emergency exit marked by the green signs.
- Once outside, please make your way to the assembly point on the Ipswich Town Football Club training pitch behind Endeavour House.
- If you have difficulty walking, please allow the congestion to clear before entering the stairwell. The stairs are checked by trained staff who will help you leave the building safely.
- The toilets are located opposite the lifts on each floor and in the central block behind reception.
- If you have an accident or feel unwell, please tell a member of staff or contact main reception on extension 4000.



10.00 Welcome

10.15 The journey starts here

Presented by a member of Suffolk County Council's Corporate Management Board (CMB)

- Learn about Suffolk County Council and the services we provide
- Our values and priorities

10.30 Councillors: making democracy work

Presented by a member of the Corporate Strategy and Partnerships team and a county councillor

- What is a county councillor, and what do they do?
- Find out more about a councillor's role as representative, leader, political manager and local party politician
- A definition of political groups, and the political make-up of Suffolk
- Hear about a day in the life of a councillor

10.45 How do we work?

Presented by a member of the Programme and Project Management team

- What are Service Offices and Specialist Support Functions?
- How do Service Offices and Specialist Support Functions work together to deliver services

11.05 Customer Service Direct (CSD): a partnership

Presented by a member of the Customer Service Direct team

- Learn more about Customer Service Direct (CSD)
- Discover the ways CSD supports you and the public

11.20 Marketplace activity and refreshments

Representatives from Suffolk County Council and our partners

- Meet other employees and find out where you fit in!

12.00 Marketplace activity: how did you do?

- Get the answers from the marketplace event

12.05 Communications

Presented by a member of the Communications and Marketing team

- How we promote and protect Suffolk County Council's image and reputation

12.15 Diversity

Presented by a member of the Social Inclusion and Diversity team

- Diversity and you: a fun activity about diversity
- Your diversity responsibilities as a Suffolk County Council employee

12.25 Health and Safety

Presented by a member of the Corporate Health and Safety team

- Learn about our health and safety standards
- What are your responsibilities for health and safety?

12.35 Information Management

Presented by a member of the Corporate Information team

- Learn about your responsibilities for managing information in recognition of current legislation and corporate policies and practice
- Identify the various sources of help, support and training available to enable you to manage information safely and securely

12.45 Suffolk's environment

Presented by the Greenest County team

- Learn more about helping the environment

12.55 Close and tour of Endeavour House

- The start of your journey at Suffolk County Council
- Find your way around on a short, informative tour of Suffolk County Council's headquarters