

# GM REFLECT digital tool

## Case Study

### Tameside: GM REFLECT *digital tool*

Tameside are one of two Early Adopter areas that are working with GMCA to trial the GM REFLECT digital tool.

### Overview

Improving school readiness at age 5, continues to be a priority for Greater Manchester (GM) and recognises that the Early Years (EY) workforce is key to unlocking the potential of our children in GM. The GM School Readiness Programme has a priority to invest in the Early Years workforce and the development of GM REFLECT.

Tameside were keen to be an Early Adopter area for the **GM REFLECT digital tool** when it first developed in March 2023. To support their wider workforce development plan, which is a two year project to support the rollout of the Family Hubs, with the aim of ensuring a collective vision.

### Approach

- Firstly, a management group was set up, consisting of Emma Lewis (Early Years Service Manager) Andrew Moroz (Data and Analysis Officer), Kellyann Winston (Team Manager, EY's and Portage) and Janet Perry (EY's Quality Team Manager), to identify which services to onboard first and facilitate the rollout of the framework.
- Early Years Teams, including Quality Officers and EY's workers were the first to be onboarded and completed Tier 1 of the digital tool.
- Early Education providers were targeted within the second phase and 5 PVI's were identified to use the digital tool.
- There have been discussions with the wider workforce development team to align the framework to the council workforce development plan.
- Home-Start now also have access to the framework, as they aim to support their network of volunteers and staff to progress within the Early Years sector.
- Health Visitors have now been onboarded.
- A monthly Team Leader meeting has now been set up, to support all teams who are onboarded onto the digital tool.

### Technical Challenges

- Due to technical difficulties with Local Authority firewalls, the onboarding of practitioners was delayed. After close collaboration between Tameside and GMCA, these technical difficulties were overcome and was a vital piece of learning, to ensure the same difficulties wouldn't be faced by future localities.
- The login process for those without whitelisted email domains (i.e. @gmail.com etc) has worked intermittently. GMCA have worked closely with Tameside to overcome this.

## Learning

- A tool such as this one can be seen as 'just another thing' to complete. The Early Years team has worked closely with the council workforce team, to align it to their process and reduce duplication.
- Practitioners do not have to complete the Tiers in order, they can choose the ones most relevant to their role, throughout the 3 tiers.
- The tool needs to be kept as a live conversation. Managers in Tameside have now included a question around the framework within supervisions and 6 monthly PDRs, to maintain momentum with the conversation.
- Identifying the value of using the digital tool to external partners has been eased, by aligning it to Ofsted, Family hubs and T-Levels.

## Successes

Using the digital tool as part of their induction process has worked well to identify how they can support new staff and gain a better understanding of their new employees strengths.

The digital tool has helped identify training needs, which has been addressed by putting additional training on for staff, as a result of staff completing the competencies.

*"It's a confidence booster because you don't realise how much you know until you look at something and you're sharing it"* Quality Assurance Lead

*"It was good evaluation of our role and what the basics are really for everyone".* EY's worker

*"It was really good to highlight what it is that we need support with, but also what we do quite well"* Early Years Worker

## Next Steps

*Once the new login process has been finalised, a small number of PVI's will be identified to onboard and test that it is working. If this works then, Tameside will aim to onboard more PVI settings.*

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