

Families and Children's Transformation Programme

Latest news

26 March 2018

Welcome to the latest edition of the Families and Children's Transformation Programme (FACT) newsletter for partners. We will be regularly sharing updates on the latest news as the programme moves to new ways of working. Future newsletters will be joint newsletters for Wiltshire Council staff and our partner agencies.
Issue 2

The facts about FACT

We held our first board meeting in January and were pleased to host a large turnout of staff and partner agency colleagues at the Workstream Workshop on the 6 February.



We hope that many of you, or representatives from your agencies were able to attend these initial workshops which were a great platform to discuss our shared concerns for families and children in Wiltshire. We talked over priorities for action and considered how we progress these together.

These meetings have been extremely positive with lots of discussion and ideas shared giving us the vital feedback the programme needs to get things really moving.

Meetings have 'kicked off' for each of the projects within the various workstreams or are scheduled for the near future.

Due to the scale of this transformational work we are aiming to limit the amount of meetings and ensure the programme team are a conduit for cross overs in project content to ensure we are not duplicating work, and that the resource of staff and partner agency representation is utilised efficiently.

Core Principles

Help when you need it –

We will intervene earlier – we will provide support early to prevent families' difficulties escalating and in doing so improve outcomes and reduce demand for higher tier services

We are Better Together - We will simplify and integrate processes and improve multi-agency integrated working and collaboration and in doing so reduce spend by eradicating duplication.

More time to be with Families

We will maximise the time our staff can spend with families and in doing so improve

the child's experience of support. We will ensure we are an effective confident workforce with an effective practice framework.

Resilient communities supported in overcoming difficulties and able to care for their children and each other.

Equity of Opportunity- We want to ensure all our children and young people reach their full potential by having high aspirations for, and creating opportunities with, those who are disadvantaged through poverty or vulnerability. We want to support families in overcoming difficulties and being able to care for their children and each other.

Elements for Success

- ∞ Strong and shared governance model of Systems Leadership across the partnership including politically (not just members but also governors, trustees, etc).
- ∞ A strong coproduction approach and a clear engagement and communication plan.
- ∞ Aligned implementation of local partner's agreed vision for an 'integrated approach'.
- ∞ An agreed understanding of what success will look like, what outcomes we are driving towards and the impact that the changes will have across the system.
- ∞ Agreement on what the effective baseline is - established out of courageous and frank conversations. What do we need to improve and what is our starting point for measuring success?
- ∞ Robust, open and honest relationships with local area partners so that each is fully aware of the costs and benefits of an integrated approach.
- ∞ Sufficient capacity and capability to support and deliver change.

- ∞ Real outcomes and performance management focus and developing a culture of tackling poor performance.
- ∞ A focus on the development of staff in place and building a culture of support and trust.
- ∞ Identification of areas of mutual reciprocity and some 'quick wins' to build momentum.

Workstreams & Leads



Sally Johnson, Public Health lead for 0 to 5 years is privileged to be nominated as lead for the **Getting the Best Start in Life** workstream.

“Those who know me will be aware that I'm passionate about everyone working better together to improve outcomes for children and families through the early years. The Maternity Transformation agenda and FACT provide a great opportunity for early years services across health and social care to come together to ensure children have the best start in life from the point of conception through the early years to when they start school. My ambition for this workstream is to **ensure that every baby and young child in Wiltshire thrives in their early years**, increasing their chances of leading a happy, healthy, safe and resilient adult life.”



As workstream lead for '**A partnership approach to supporting young people to live in their families and communities**' **Jen Salter**, Head of Service for Support and

Safeguarding is looking to develop a whole family approach that meets the needs of the family with the support of relevant professionals and the Voluntary Sector. “Our processes need to be transparent and clear

so we can see the journey for families. We need to **work with families to identify the root cause of their need** so we can support them until stability is achieved”

An exciting area for pushing the boundaries of how we currently work with partner agencies is our ‘No Wrong Door’ project, where our aim is to provide young people who are experiencing family breakdown, those looked after, and those leaving care with flexible accommodation and support from a single multi-agency team.



Susan Tanner, Head of Commissioning and Joint Planning is leading on our **‘Improving permanency for our children’** workstream.

“We want more children and young people to remain with their families when it is safe to do so. The aspiration of the permanency workstream is that when children and young people cannot remain living at home, we must ensure they achieve permanence in a timely and effective way. To do this, we must have sufficient available placements, countywide, which support our children and young people to achieve the best possible outcomes



Our Strategic Business Partner in HR &OD, **Paula Marsh** is the lead for our **‘Effective Workforce and Volunteers’** workstream.

“Our aim is to create the most robust, appropriately trained, confident team who will work directly to support the best outcomes for families. We want to ensure families experience consistent, and appropriately trained support from services and agencies all pulling in the same direction. Developing with partners an effective shared vision and

language, ensuring effective volunteer engagement and exploring a singular workforce are all going to involve working closely with our partner agencies to get the best outcomes for families”.



Head of Service for Care and Placements, **Martin Davis** is leading on the **‘Partnership approach to being ambitious for children with Special Educational Needs (SEN)**

and/or Disabilities’

“We want to support children and their families to maximise independence, have aspirations, achieve them and reduce future need for additional resources. Where a plan is required it is multi agency and supports all needs (education, health, care and adulthood) holistically. We have an emerging blueprint of what needs to change and challenges we face but direct feedback from families about their experiences is key to co-producing the best services, which is why our next step is to connect with families through a series of roadshows about what works well for them”.



Tamsin Stone, Business Change Manager for FACT is leading our **‘Working in an Outcomes Way’** workstream and is keen to embed a culture of being continually outcomes-focused across all staff,

services and commissioning activities.

“We would probably all recognise that we measure more of how much we do rather than the impact it has and that it can be very challenging to **make the important measurable**. Our ‘Developing a partnership performance and outcomes framework’ project is all about having a shared

framework across our partnership which allows us to see whether we are truly making a difference to the children and families we work with. Having a shared interest in achieving positive outcomes helps us deliver our shared ambitions for families and children in Wiltshire by letting us know where we need to get better. A multi-agency group has met for the first time to start understanding what the project needs to achieve – exciting times!”



Nicholas Breakwell, Head of SEND/DOFA Services,

“As the lead for ‘**A good education for all**’ I want to ensure that all children and young people learn and develop to reach their full potential.

This is essentially about joined up working, there are parts that will involve structural changes but I believe the main aspects are about a better description of how all agencies work together in a child centred way; combining core principals and building better relationships resulting in an overall improvement in the way we work together to improve outcomes for Children and Young People and concurrently producing better joined up working”.

Case Management System

Wiltshire Council is introducing a new integrated Case Management System (CMS) across its early years, education, early help, SEND and safeguarding activities. This new IT system from Liquid Logic has the potential to bring about a step change in our partnership working through the faster exchange of information, improved visibility of the child’s journey, two-way online activity direct with children and families as well as the ability to work in partnership more easily through IT-enabled online tools.

These potential and exciting opportunities are currently being explored with senior leaders across our partnership and we’ll update you further in the next newsletter.

Golden Threads

As you will see from the workstream diagram below as well as the 8 workstreams, within which there are a number of individual projects we will also be keeping a focus on our 7 golden threads.

These are areas of work which cut across all of the projects and will need to be held at the heart of outcomes for each project.

Contacting FACT

If you would like to join a workstream please contact the team by emailing FACT@wiltshire.gov.uk

As ever, we are always pleased to hear your comments, thoughts and ideas relating to this programme.

This newsletter and all previous editions can be found along with frequently asked FACT questions online at:

<http://thewire.wiltshire.council/index/childrens-services-integration-project-faq.htm>

Families and Children's Transformation (FACT) programme - overview

