

Families and Children's Transformation Programme

Latest news

19 December 2017

Welcome to the latest edition of the Families and Children's Transformation Programme (FACT) newsletter. We will be regularly sharing updates on the latest news as the programme moves to new ways of working.

This newsletter and all previous editions can be found along with frequently asked CSI/FACT questions online at: <http://thewire.wiltshire.council/index/childrens-services-integration-project-faq.htm> Issue 8

Phase 2 priorities

The FACT programme team are engaged in the scoping work for Phase 2 and are meeting with managers across all areas of the Families and Children's Services to understand and determine specific objectives, what's included and what's not, the work that will need to be done to deliver the project and how this needs to be organised to effect positive change.

The driving principles for this next phase of work are:-

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 want families to be able to care for their children; where children cannot continue to live in their immediate or wider family or community we will ensure they achieve permanence in a timely and effective way

We will reduce spend by eradicating duplication, simplifying and integrating processes and improving multi-agency integrated working and collaboration

We will maximise time spent with families and in doing so improve the child's experience of support and build resilience in communities

We will ensure we are an effective confident workforce with a robust career profile operating a consistent model of practice within a learning organisation.

Partner Engagement

We will be holding a workshop with our partners on 10 January 2018 with an emphasis on agreeing common priorities of work across our organisations, and how we can integrate more effectively with each other to provide greater positive outcomes for families and children.



Case Management System

Workshops.

System configuration for LCS – Social Care Module: Workshops are now completed and final configuration documents have been sent to Liquidlogic.

User Acceptance Testing (UAT): configuration testing commences in January with four rounds of UAT testing next year between January and July (for LCS).

'Champions' have been identified to assist with testing the configuration and later rounds of testing migrated data and forms. To complete these tasks effectively, these testers/champions will be undertaking specialist training during the second week of January. We are extremely grateful to teams and individuals for putting themselves forward for this important work – it is a mammoth task, and something which would not be possible without their help.

The design of the system will also include four specialist workspaces which will allow different areas of the business to record activities in a way that sit within the main system but are securely ring fenced. These workspaces are for Designated Officer for Allegations (DOFA), Child Sexual Exploitation (CSE), Legal and Occupational Therapy (OT). Particularly for the OT Service, this will allow them for the first time ever to have tailored case management recording of their activities which can be outside of a Child in Need episode. Additionally, the Legal workspace will allow certain staff to monitor and log statutory meetings and minutes within the pre-proceedings framework and when getting into court. Practitioners will also be able to launch their Initial Statements, and care plans with pre-populated information including names, addresses, dates of birth and automated chronology and genograms.

Form workshops are underway, and Carol-Anne Partridge, has been working with Dr Peter Buzzi to ensure the new CARE

Practice Framework is embedded into our forms. Forms are required to be sent to Liquidlogic by 9 Feb 2018. Activity is moving at a fast pace with a lot to do in such a short space of time, and the New Year is going to be particularly busy as we kick off with our testing.

Migration of data

Data migration for the next round (DM1): Further data has been extracted from CareFirst and Impulse and was sent to Liquidlogic. This includes building on the demographic data from the last round to go into both LCS (Social Care) and Early Help modules. There was a full round of data migration testing between 20 November – 1 December which included a team of both project officers and champions from Families and Children's Services

Wiltshire's LLPG Gazetteer has been loaded to the Liquidlogic platform earlier than expected but is required by Wiltshire for address matching/testing from both CareFirst and Impulse. 300 addresses have been matched but there are thousands that have not yet been and need further investigation to resolve.

Timescales

Phase 1 of the CMS programme has been extended by 2 months to November 2018. This will allow for an extra migration testing round prior to going live. This also provides the opportunity to commence training after the summer holidays.

From January 2018, onwards the project is going to move at a fast pace, starting with a training session for those who will be testing the LCS (Social Care) module. This will be quickly followed up by 4 rounds of User Acceptance Testing. The first will be to agree the design and configuration of the system followed in intervals up to July. Further testing will start to include legacy data brought across from Bright and Impulse systems.

Further workshops are being planned for the design/configuration of the Early Help/Early Help CarePlan module. These will commence from February 2018. These will require input from Champions being sought from service areas. Input from the SEND team will commence in January.

Further phases

It has been agreed that a phase 1A will be included to allow for the implementation of the Single View functionality which will provide the platform for Troubled Families.

It is envisaged that this module will replace existing recording practices for the payment-by-results process. Discussions with Liquidlogic are taking place around an implementation start date for this but it will be towards the tail end of 2018/beginning of January 2019.

Resources



Kim Garlington has joined the team as the lead trainer and has been busy familiarising herself with the project requirements as well as the mock system we have to play with. Kim is also looking at our requirements for e-learning that will help support staff during go live. The CMS team has also been looking at the possibility of building in-house e-learning training guides via Adobe Captivate to assist with specific areas of learning.

Document Transfer

The teams were asked to transfer any child/family/pupil documents from their shared drives into either CareStore for CareFirst users or 'All Pupils' A-Z folder on the 'Q' Drive ready for extraction to the Liquidlogic Document Management System. There are still some documents to be moved to CareStore which are expected to be finished soon; the documents move to 'All Pupils' has been completed.

A big thank you to all for your efforts in achieving this task.

Preparation work has now begun to enable the migration of the documents from CareDocs, CareStore and All Pupils to the new Liquidlogic Document Management System.

Staff Appointments

Martin Coates and another colleague have been appointed on secondment as Business Support Officers for the FACT Programme. Martin's work will focus on FACT Implementation but there will be a level of cross working with the CMS programme to provide flexibility during peak times and provide cover for leave.

We are excited to have them join the team in the new year. Their expertise in the use of Microsoft products and the knowledge and experience they bring with them to the programme means they will be a huge asset to the team.



A day in the life of...

A Young Person's Accommodation Officer

My role is to provide advice and support to prevent homelessness in young people aged 16-19. I work with troubled families and those that have a history of child/parental/family breakdown to manage their expectations and try to support the family to enable the young person to remain in the family home. I will engage other services and look at a holistic joint way of working to prevent a young person being made homeless. If this is no longer an option then jointly working with colleagues in housing options and social workers we consider alternatives.

I am flexible with the start and finish times of my days depending on the needs of the young people and families I support.

Today it's an 8.30am start, I am meeting JB who has been 'sofa surfing' for some time, all efforts to get him home have been unsuccessful, so jointly housing and social workers have completed an assessment and have spoken with JB's friend's mum, negotiating he stay with them temporarily while a referral is made to Supported Housing Projects across Wiltshire and the allocated social worker completes a single assessment.



JB is not keen to move out of the area he currently lives in but if he cannot return home we need to see which schemes have availability.

As JB will be attending a Supported Housing interview later this morning I assist him in completing a benefit claim for Universal Credit online, there is added complexity to this as he has no current form of photo ID, which is essential to make a claim. I complete a third-party ID confirmation, which is generally a longer process.

JB presented well at the interview, but the scheme will need to take up references and discuss with their managers JB's suitability and whether it is safe for both him and current residents.

JB is a little apprehensive about potentially leaving his hometown, but I talk this through with him, advising that this is currently the only Young Person' Project with any availability. I drop him back with his friend's mum with a list of info to gather and the details to login to his new universal credit online account. I will catch up with JB in a

couple of days, but he and his friend's mum have my mobile so can contact me if they need to.

Afternoon already and this appointment is not at such a crisis point. MD was a MASH referral, mum said she could no longer accommodate MD at home. As there are no immediate risks to MD we are offering family support to keep her at home rather than looking at alternative accommodation.

This is currently working, we have made referrals to Splitz as MD has witnessed domestic abuse and this can sometimes present as MD having poor management skills in difficult situations and being aggressive/angry.

MD has struggled with school attendance so has not done as well as she expected in year 11 exams. College has been very difficult for her to get used to, so I am supporting her to look at alternative learning and skills providers such as Building Bridges and Princes Trust.

<http://buildingbridgessw.org.uk>

<https://www.princes-trust.org.uk/>



**YOUTH
CAN
DO IT**

MD presented with some low mood and anxiety issues so I prompted mum to support MD with this and she is now accessing front line mental health services for young people (RELATE and IAPT).

MD wants to remain at home with her family and with the new realigned service MD and her family have been allocated a keyworker, this is working well and preventing a young person either needing more intense support or looking at alternative accommodation.

Today I have managed to get a quick coffee break with MD and on the way home we stick the radio on, so we have a little sing along to some 80's/90's tunes....

I'm heading home now to write up my case recordings and check my diary for tomorrow, I have a Team Around the Child (TAC) meeting in Salisbury first thing so another early start.

Festive Cheer



The Families and Children's Transformation Programme team would like to wish you all a very Merry Christmas and we look forward to working with you all in 2018.