

# Families and Children's Transformation Programme

Latest news

22 November 2017

Welcome to the next edition of the Families and Children's Transformation Programme (FACT) newsletter. We will be regularly sharing updates on the latest news as the project 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 7**

## Phase 1

Some of you may have spotted the name change to our newsletter. Following the completion of Phase 1, which focused on the blending of Early Help and Safeguarding teams it was felt that the title of 'Children's Service's Integration' did not fully represent the level of partnership engagement and transformational work we aspire to for Phase 2. Therefore, the programme of works going forward will be the 'Families and Children's Transformation programme' or FACT.

The FACT Board will oversee the work being done on both the Children's Services Case Management System (CMS), and the FACT Implementation Group. The Implementation Group will bring together the work taking place across several key priority areas for Phase 2.

## FACT Programme Lead

As well as a change of name the programme has also undergone a change of leadership.

Our new Programme Lead Director Theresa Leavy started with the team on 31 October and has been meeting with members of the delivery teams, senior management, service

managers and staff out in the teams familiarising herself with the project to date and reaffirming the objectives of the project for Phase 2 scoping work.



"Hello and thank you all for the very warm welcome I have received upon my arrival in Wiltshire. It is clear to me that there are dedicated and passionate people across the organisation who are working to improve the lives of Families and Children in the County. I look forward to working with you in Phase 2 of the Transformation Programme to ensure that we make our services ever more integrated, seamless and simplified. I know from over 30 years of working in Children's Services that it is the relationships you build with our families and with children that makes the biggest difference so my overarching ambition is to support you in doing just that. I want to hear from you the ways in which you think we can improve things to support you in the critical work you do."

## Partner Engagement

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Phase 2 has a much stronger emphasis on collaborating with partners to make further improvements to supporting children and families. Terence Herbert met with executive leadership of our partner agencies in October to seek their buy-in for our joint transformational work. There was a shared understanding that its only by working together we can find a way of managing the increased demand for services whilst continuing to develop how we help vulnerable children and families. This is being followed up by a strategic partnership workshop in early January to agree a joint vision for the transformational work, agree the outcomes we all want for our children and families and define our key shared priorities for action.

In the meantime, we have begun conversations with staff from partner agencies to understand opportunities for further collaboration and development. These have included workshops with our partners in the voluntary and community sector, discussions at early years' provider events and with schools, police, youth offending services and many others.

## SAP/Payroll

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Following notification from staff members we have made some further adjustments to SAP to ensure all staff are reflected appropriately and are sitting under the correct line manager in the new Support & Safeguarding Service.

SAP changes should also pull through to Lync/skype. **If you manage staff in the new Support & Safeguarding Service please ensure you have checked that they are accurately represented on SAP for you to access.** If you have any queries please contact [CSI@wiltshire.gov.uk](mailto:CSI@wiltshire.gov.uk) and we will look into this for you with our HR colleagues.

Please ensure that your email signatures are up to date to reflect your role and your new service.

## Accommodation/Parking

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The Senior Management Team have reviewed parking arrangements for all teams. As you are aware, there are limited priority parking spaces across the Council. The criteria for eligibility agreed by the Corporate Leadership Team (CLT) has not changed and is as follows:

**The employee is required to be called out and provide an immediate response to unplanned situation or emergency on a regular basis (daily or multiple times per week). This is likely to be in response to a safeguarding issue or where there is a significant risk to the public, service user or reputation of the council.**

The review has identified a number of staff across hub sites have priority permits where they do not meet the required criteria.

The following groups of staff meet the criteria set by CLT and are therefore eligible Priority Parking Permit:

- Support and Safeguarding Social Workers (not including Student social workers, ATM's or Team Managers)
- Family Keyworkers
- EDS Social Workers and ATM
- EDS Support Workers

This change will commence on 1 December 2017 and permits allocated to those who are not eligible will be withdrawn on this date. Please direct any queries to your manager.

## Case Management System

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The configuration workshops have now started with LiquidLogic. These workshops define the new “to be” processes and how the system needs to be built to deliver them. The first round of workshops are on Children’s Social Care (covering Support and Safeguarding, Child Protection, Looked After Children, Fostering and Adoption). This is going well and it’s great to start to have a look and feel of how we will work in future. There have been some lively discussions on the new “to be” which can only be a good thing as we want to get the best out of the system for you with a more streamlined approach to how we record our work with families and children.

In other news, as the project moves forward, resource requirements have been revised as project deliverables become clearer with LiquidLogic; the decision has been made that 2 Business Implementation Leads (BILs) are required (rather than 3), with 1 full time admin resource seconded onto the project. An additional admin support role is also available within the FACT programme so you’ll see a joint advert for these roles soon.

Due to operational needs within the Support and Safeguarding Service, Richard Harris will be returning to his new substantive post as Assistant Team Manager in the North team from 27 November 2017. Richard will of course continue to support our IT developments as part of operations, and will be a CMS Champion. We thank him for the hard work he has put into the role thus far.

Carol-Anne Partridge (Children’s Social Care Lead,) and Jackie Pratt (SEND Lead), remain as the BILs and are contactable via the usual methods.

## Staff vacancies

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We would like to offer our congratulations to the successful candidates who have recently

secured Senior Family Keyworker and Family Keyworker roles. For those of you that have recently started in post we hope you are finding your feet and already feeling part of your new Support and Safeguarding Team.

As previously mentioned, an advert for 2 Business Support Officers for the FACT programme are going live this week and are advertised on the internal recruitment page, <http://jobs.wiltshire.gov.uk/> These roles are to support the delivery of the FACT programmes – with one successful candidate working directly with the FACT delivery team and one working closely on the CMS project. Both posts are offered as fixed term secondments to September 2018. If you would be interested or know someone who is then please keep a look out for this. If you have any queries about the two roles please contact Bev Elliott (for the CMS team post) and Tamsin Stone (for the FACT team post).

## A day in the life of...

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### ...an Early Years Inclusion Officer

I started today with a quick check of emails and calls to see what’s come in and update my records with any new information I’ve received. I called a local nursery to discuss an individual child’s weekend following an email from them and shared training and resources that support children that have experienced trauma (available from Jane Evans who is an expert in childhood trauma).

At 11am I arrive at another nursery. I met with a mum and the nursery manager. I completed a referral for the local Children’s Centre to support mum within the family home and with her mental health (postnatal depression). We came up with a plan with the nursery and mum to support the child and for them to be able to continue to attend nursery.

It’s lunchtime now and I’m back in the car driving to a Team Around the Child CAF meeting that I’m chairing – I’m the Lead

Professional for the child. Our focus today was looking for summer holiday activities and planning for them to start primary school in September. The child has developmental delay – poor attention and listening skills – and challenging behaviour as a result of poor social skills. It's vital we do all we can to support these emerging needs so this child doesn't fall behind when they start school or become isolated – it was good to see a good level of support from professionals around the table, all pulling together to help the child and mum who is new to the area and has health needs.

I grab a quick and late lunch in the car.

Next stop is a pre-school where I meet with the SENCo to offer advice on how she can support children at risk of or experiencing developmental delay (e.g. speech and language delay, behavioural difficulties, social, emotional and health needs, sensory needs and fine and gross motor skills). We talk through the support tools available through the Early Years Foundation Stage, the Graduated Response to SEND Support and all the resources on the Early Years Inclusion Officer website at [www.wiltshire.gov.uk/child-care-early-years-inclusion-officers](http://www.wiltshire.gov.uk/child-care-early-years-inclusion-officers)

After catching up on emails, returning calls and updating records it's the end of another busy but fulfilling day.

## **Myth Buster**

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*Q. Is the Common Assessment Framework (CAF) going?*

*A: The very clear message to all our staff and to partners is that CAFs are continuing. It's vital that everyone is clear that our children and young people requiring early support*

*continue to be supported and the CAF is the current vehicle we have to deliver that support.*

*The CAF is a multi-agency owned document and we are in discussion with partners about how well the CAF serves our needs and whether there are opportunities for improvement. Ultimately, the CAF is not owned solely by the council's, it's a shared framework and any potential changes need to be explored with our partners.*

*Q: Should families I am working with have my mobile number.*

*A: Yes! It is a very clear expectation that you should give families your direct mitel/desk number (which you can divert to Skype or to your mobile). When establishing a positive relationship with a child, family or with someone from another organisation it's very important we demonstrate our accessibility and make ourselves available to them. One great and obvious way of doing that is sharing your direct contact details. It also stops traffic into the MASH where it's absolutely critical that our Information Officers are free to concentrate solely on important safeguarding enquiries.*