

Children's Services Integration project newsletter

Latest news

20 October 2017

Welcome to the next edition of the Children's Services Integration project 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 questions online at: <http://thewire.wiltshire.council/index/childrens-services-integration-project-faq.htm> Issue 6

CSI Project Team Lead

Following the appointment of Lucy Townsend to interim position of Associate Director for Families and Children's Services the role of project team lead for Children's Services Integration has been vacant. We are pleased to announce that Theresa Leavy has been appointed to this post and will start with the team on 31st October 2017. Theresa's brings a huge breadth of knowledge to the project and we look forward to working with her.

SAP/Payroll

Staff have now been moved in SAP to the new structure of the Support & Safeguarding Service and this should be reflected on your SAP profile. SAP changes should also pull through to lync/skype next week. If you have any queries or believe your SAP profile to be incorrect then please contact 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

A corporate wide review of all accommodation needs is currently taking place with changes due to be implemented across all hubs by the end of the financial year. However, small changes to staff seating within the Families and Children's Service area are already taking place. Some teams have added temporary signage within these new areas to assist new staff members to get to know who's who.

We appreciate that changes to your immediate working environment can be unsettling and we hope that any disruption will be minimal and changes will be supported across the teams. Thank you for your patience.

An update on parking arrangements will be issued soon.

Mobile Working

Work is ongoing to ensure IT is enabling staff to be patch based and have reliable access to real time information. This will allow frontline staff to work remotely and reduce unnecessary travel time, allowing more time for work with partners and families.



We have been working with a test case school in Trowbridge and their internet provider to ensure their internet settings can provide Wi-Fi access to our frontline staff. These settings are being tested and once they are confirmed we will be contacting all other Wiltshire Schools with the same internet provider to ask them if they are able to support our staff (when working with pupils in their school) to be able to access their Wi-Fi. If this work progresses, we will be making a significant step forwards; besides easier internet access this provides more opportunities for you to network with school staff and further develop important working relationships. We will issue staff with a guidance sheet on how to get connected as and when required. Thank you to all staff who are assisting with the testing.

Case Management System

The project is progressing and moving at a pace. Phase 1 'to be' processes have been signed off by Heads of Service; thank you to those of you involved in developing these. We are now entering an exciting phase of configuration of these processes. The first of the system configuration workshops start next week where we will be working with Liquidlogic to start building contacts, referrals, assessments through to CIN, CP and LAC workflow. A new member of the project has joined us her name is Kim Garlington as the Training lead. You will be seeing a lot of Kim in the future. The migration workstream is working towards the next round of data migration and looking at finding that single 'golden record' which requires matching data

from both CareFirst, Impulse and Bright systems. Forms workshops are currently being arranged to take place from November – January which you will be invited to participate in. This gives us an opportunity to reshape the way we work under the CARE framework.

Staff vacancies

Vacancies within the new service were advertised internally and interviews held between the 6 – 16 October. We will share details of successful appointments in due course. Due to appointments made to the Senior Family Keyworker positions further Family Keyworker vacancies have opened up. An external advert for these roles is out and closes 22 October. So far interest has been high and from varied backgrounds, so we will have a strong shortlist of candidates.

An exciting opportunity to join the CSI project team in the role of Business Support Officer – CSI Administrator, on a temporary fixed term secondment until March 2018 has been advertised. The advert is available through the link below and closes 5 November 2017.

<http://jobs.wiltshire.gov.uk/details#/reference/CS01134>

The successful candidate will assist the project team in ensuring the delivery of key workstreams and outcomes during this period of increased workload and activity. Please see the advert for more details and feel free to forward to any colleagues you feel may be interested in this role. If you would like to discuss this role further, please contact David.Ashdown@wiltshire.gov.uk

Partner Engagement

The project team has been meeting with staff from partner agencies providing information on our new Support and Safeguarding Service and hearing ideas for future development. Three regional forums for early years providers received an update on our new service and had the opportunity to have their questions answered. Also, a constructive workshop was held with members of the children and families voluntary sector forum (CFVSF) last week and practical ideas that we can jointly progress are being presented at the next forum meeting.

We would like to share with you a good example of integrated working which has been brought to the attention of the CSI project team.

A head teacher raised concerns to the school effectiveness team regarding a primary school child with complex health needs and her mother's ability to promote her health and educational needs.

The needs or concerns are complex and there have been regular Team Around the Child (TAC) meetings attended by professionals including the Early Intervention Adviser (previously CAFCO) and good support has been provided. Health professionals including from CAMHS have been supported by their respective safeguarding leads. Professionals were not clear if a referral to MASH was required so it was arranged that a Support and Safeguarding ATM would attend a TAC

meeting with the Early Intervention Advisor to provide additional oversight and consider further if a MASH referral was appropriate.

The multi-agency group had been working well as a team but it was felt that the situation had become more complex, the mother required additional support and the children's needs required social work assessment. The mother was supported to accept help which has been vital in maintaining the relationships that have been built with trusted professionals and she has agreed the referral to MASH.

Please feel free to let us know of any particularly good examples of integrated working that we can share in future editions of this newsletter.

Myth Buster

Q. Will Family Keyworkers continue working existing cases if they are in a different area from their new team, or will the case transfer to the local team?

A: These discussions should take place at a local level with team managers. Decisions will be made on a case by case basis, to decide the best course of action.