

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.

No Wrong Door

The new and innovative 'No Wrong Door' model aims to provide 'wraparound' support and care for young people who are at risk of coming into Local Authority Care or who have recently left Local Authority Care but are considered especially vulnerable. The service will operate on the understanding that "it takes a village to raise a child", by tapping into the young person's extended support network – including grandparents, siblings, close family friends and neighbours – anyone who has previously helped in a time of crisis or could be support to do so in the future.

Our vision is to work proactively with vulnerable young people and their support networks so that residential stays are not necessary. Where they occur, we want them to be as short as possible and used to plan effectively with a multi-agency team.

A registered manager has now been appointed and is working two days a week on the project until the service goes live later in the year. The remaining staffing structure, including input from police and health services, is in the process of being confirmed and will be ready for jobs to be advertised shortly, so watch this space!

The OFSTED application for the residential component of the service will be submitted over the coming weeks. In the meantime, refurbishment work to the building will commence in September, ensuring that it meets any requirements of a children's home and enabling the effective delivery of outreach services.

This is an exciting piece of multi-agency work that will have a real impact on the lives of adolescents and their families in Wiltshire.

One Shared Language and Vision Project Workshop



The One Shared Language and Vision project held a workshop on 26th July 2018 at Springfield Campus. The project aim is to agree a shared language and approach to working with families and children so they experience consistent and clear support. The workshop was well attended with representatives from across a range of organisations including the council, health and the voluntary sector.

The group explored different models of practice and it became clear through the discussions that when it comes to engaging with individuals and families language needs to be tailored appropriately.

To combat this the group discussed agreeing a number of overarching principles that could

guide interactions with families and also increase understanding between everyone working with those families. For example, agreeing an umbrella approach that allows for different models of practice to be used depending on the circumstances which would also drive the language that might be used.

A project group meeting is being arranged for mid-October to agree actions to take forward including agreeing what the overarching principles should be.

If anyone missed the workshop but would like to become involved with the project then please contact FACT@wiltshire.gov.uk

High Frequency Contacts

The High Frequency Contacts review is a whole system review under the governance of the Public Service Board. The objective is to reduce demand on all services and to provide a joined-up Public Service which more closely aligns to customer requirements. Its goals are to understand the customer journey and enable improved prevention and interventions for people.

The method of achieving this is by collectively learning about the way the system works with and for the people who most frequently contact us, and by conducting small-scale localised trials and testing of potential improvements to our service delivery.

Currently, there are three areas of exploration following initial case studies. These are in Salisbury, Pinehurst in Swindon, and an area of Calne. The findings from these areas are being fed into the HFC Strategic Group to establish the optimum ingredients for a tailored partnership approach. The group includes representatives from all partners and some

voluntary services such as Citizens' Advice and Barnardos.

A workshop is being held with the Public Service Board on the 13th September, where we will be continuing to provide an overview of the work to date, and question how different models of systems leadership can help achieve the project objectives.

Family Engagement Events

Staff working on FACT attended the Salisbury City Council Community on Tour events in July and August to talk to families about the programme and gather responses to the online survey.

The events were really well received by families and as the programme had enlisted the support of Scrapstore the stand was very busy! Big congratulations to Salisbury City Council's engagement team

The programme also had a stand over four days in County Hall and the last two included Scrapstore.

This has bolstered responses to the online survey and the results, which are currently being analysed and will be available at the Partnership Strategy Co-production Event on 28th September.

Partnership Event

Spaces have been filling up for the Partnership Strategy Event on 28th September 2018. The Event will be held at the Corn Exchange in Devizes from 9.30-4pm (arrival from 9am). Refreshments and lunch will be provided.

There will a variety of activities on offer including a presentation from Anthoulla Koutsoudi from Wave Trust and further workshops in the afternoon.

All our organisations have requested spaces and attendance will also include a number of parents/carers and young people who will work together with us on the day in coproducing our key priorities and future approach.

If you haven't booked a space and would like to attend please contact us at FACT@wiltshire.gov.uk.

Work Wiltshire

[Work Wiltshire](#) is a unique website containing a huge range of education, employment and skills information including;

- Young people's next steps
- Information on jobs & careers
- Information for Employers
- Apprenticeships
- Parents Page
- Further & Higher Education
- Support for those with barriers to work
- Support for Schools
- Local Marketplace Information
- Local support & provision
- Local news & events employment & skills related

The website is interactive and full of information and signposting tools, we work with partners to promote external programmes and resources and those run by the Employment & Skills service.

For more information please contact workwilts@wiltshire.gov.uk

Case Management System Training and Go Live

Good news! The new Liquid Logic recording system for Families and Children's services is nearly ready with the first stage going live in November 2018. The intended go-live date for the first teams is Monday 19th November.

Managers within Families and Children Safeguarding teams have been asked to book staff onto training sessions. The first part, which is online training, should be nearly complete and this will then be followed by classroom training.

Staff will be unable to record in CareFirst from Friday 2nd November for a period of around two weeks as the system will be made view only. Alternative recording mechanisms are being developed and staff should be aware of what these are – if not please check with your manager.

Whilst this is a process that is internal within the council, partners may experience a short delay in enquiries for those two weeks whilst staff review information in two locations.

Discussions are ongoing across our partnership around being able to directly access the new integrated IT system too and interest is high. By sharing IT solutions, we will be able to "do what we currently do, digitally" and seek to further improve and support our integrated working. Further engagement is planned through September and October.

workwiltshire



CAMHS New Service Model Launch



Child and Adolescent Mental Health Service Launch Event Wiltshire.

Oxford Health would like to invite you to the launch of the CAMHS New Service Model. Come along to hear how the new model will improve the lives of young people with lived experiences being told by the young people themselves along with meeting the clinicians that work within the service.

You are invited to book on one of the following sessions to learn more:

- Salisbury, Wiltshire Community Centre – 17th October 2.30-4.30pm
- Chippenham, Monkton Park – 18th October 2.30-4.30pm

For more information or to confirm attendance, please contact:
SWBCAHMsNewModel@OxfordHealth.nhs.uk

FACT Website Live

FACT now has a website:

<http://www.wiltshire.gov.uk/children-young-people-fact>

The website will contain information about the programme and will be updated on a regular basis with news from across the various projects including copies of the newsletters.

It is intended that the workstreams each have sub-pages which more detailed information on the aims and each of the ongoing projects which should make keeping people up to date a little easier.

Only the main page is currently live but we're hoping the sub-pages won't be far behind.

If there is information that you would like to see or display on the website please contact FACT@wiltshire.gov.uk.

