Families and Children's Transformation Programme

Latest news	May 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. **Issue 3**

Good leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.
Jack Welch

Throughout April and the beginning of May there have been a number of project kick-off meetings and some follow up meetings across the workstreams and you may be aware of representatives from your organisations attending these. Workstream leads are providing good leadership to this and are well supported by their groups.

We would encourage attendees to discuss project aims and objectives with their colleagues and managers and provide any feedback to their project groups. This will help ensure that we are compiling a full picture across projects of problems that may require solving and ideas on possible solutions to be explored.

Multi-Agency Approach

We know that a number of organisations are undergoing some degree of transformational work. The strength of transformation comes from doing things together and being truly multi agency. Our aim throughout FACT is to ensure we encompass the ideas and solutions presented by all parties to create the most positive experience for families and children moving forward. Should you feel there is a way the work of FACT could be connected into your transformational work then please contact the team via FACT@wiltshire.gov.uk

Success is best when it's shared.
Howard Schultz

FACT brand

Our new logos for colour and black and white use have been finalised and you will see these appearing on further correspondence and paperwork about the programme, helping to give the programme a clear identity.

Project Progress

Outcome: Definition - the way a thing turns out; a consequence

To provide a consistent approach to the way each project is tackled our teams have been completing 'Theory of Change' documents.

These help the teams to focus on the outcomes we want to see for children, young people and their families, the problems that are being faced, the differences we would like to see, how we plan on making the changes and how to measure whether the changes have been successful.

"The Theory of Change has been a very valuable tool in getting our project group members to focus on the outcomes we want to see for children young people and their families from the start, and it aids in bringing people's thinking back on track as the projects move forward."

A blank template is attached if you would like to use this tool to exploreany problems or changes your organisation may be looking at addressing. Simply click on the paperclip icon to the left of your screen.

Systems Thinking Approach

Our colleagues within the Systems Thinking team at Wiltshire Council are actively engaged across all the workstreams. It is their role to ensure the independent voice of the data, system and customer are represented. They are currently very busy supporting the collation of information and the interrogation and analysis of data. The team is adept at providing supportive challenge and validation to positively influence the work undertaken, and ensure the right questions are being asked. Hopefully you will meet some of our passionate systems thinkers through your project work as they undertake the following:-

- Understand how things currently work, and help project leads to shape the direction of their work
- Share previously gathered data and what's already been learned
- Promote co-production
- Provide the independent voice of the child, young person, family and ensure this is considered within service development to promote evidence based outcomes
- Help document process mapping changes and support redesign that is translatable and accessible.
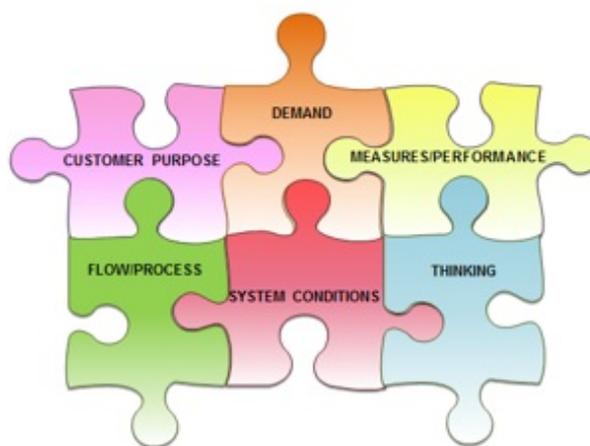
True compassion means not only feeling another's pain but also being moved to help relieve it. Daniel Goleman

Developing an Early Support Hub

Our children and families and the practitioners supporting them expect quick access to advice, help and support – whatever their needs and wherever they are in Wiltshire.

We have a successful Multi-Agency Safeguarding Hub (MASH) in Wiltshire which handles enquiries regarding children, young people and their families. We know that two thirds of the contacts into the MASH are seeking early help advice and support and if we get that right, we help families get the right support first time.

To this end, a new Early Support Hub is being co-developed with our service users which will sit alongside the MASH.

This will ensure a fast track for safeguarding concerns to the MASH while also being able to dedicate more time to handling early help enquiries.

We'll keep you updated on progress.

If you think you are too small to make a difference, try sleeping with a mosquito.

Dalai Lama

The FACT data challenge

Data, data everywhere!

Microsoft estimates that only one in 15 pieces of business data is actually used. Is that surprising to you?

We all use data, whether it's counting caseloads, preparing a report or researching hot topics of the day. Our challenge is to ensure we're measuring the right things.

By focusing on the outcomes children and families want and the factors that help achieve them, we can see what impact our activity has had and identify where development is needed.

We know the quality of our relationships with families has a significant impact on our ability to work effectively with them – yet it is something we often struggle to measure.

Our challenge is to think 'how could I do this in my service or team?' Asking simple questions such as, 'did you feel I supported you today?' can tell us lots.

We've also asked workstream leads to refresh their approach to data by focusing on outcomes and identifying the issues that they want the partnership to be engaged on.

This will help deliver a FACT Outcomes Framework which focuses on what's truly important to children and families.

When a team outgrows individual performance and learns team confidence, excellence becomes a reality. Joe Paterno

IT- enabled integrated working

"Wouldn't it be great if we could use IT more effectively to support integrated working? This is exactly what the FACT Board members have challenged their staff to explore - and in the coming weeks and months there will be multi-agency workshops to take a look at exciting new ideas and consider both the benefits and any implications. Further details to follow soon!"

Systems Leadership

At the FACT board meeting on 9 May it was agreed that a joint systems leadership approach would be developed.

Systems leadership takes the stance that improvements can't be made effectively by managers working in silos – we must take a "whole system" approach.

It enables senior leaders to work collaboratively and innovatively to support the transformation and integration of public services.

The next step is arranging joint "systems leadership" information sessions for all board members and representatives of wider senior teams and operational development or training representatives from each organisation. Details of which will be circulated once finalised.

Questioning is key

Before undertaking any change, it is important to ask the question 'Why?'

Why is what we currently do not giving us the desired results? Why do we need to change?

Questioning our processes, methodologies, success measures and desired outcomes along with questioning what the problems we face are, is not only important at the beginning of a new project but throughout. By questioning we increase our knowledge and our understanding.

Just like the children we support with their sense of wonder, curiosity and ever enquiring minds we too must be open minded and must not stop asking questions.

I have no special talents I am only passionately curious. Albert Einstein