

FACT Partnership Strategy Event 28 September 2018



Firstly, a **very big thank you** for attending the FACT Partnership Strategy Event on the 28th September in the Corn Exchange, Devizes. Your input is crucial to ensure our services are fit for purpose and able to support children, young people and families to achieve the best possible outcomes. Attendance and engagement on the day was exceptional with **over one hundred young people, colleagues, parents and carers** coming together to share and develop ideas as a partnership, and there was a huge willingness to make connections, meet new people, listen to ideas and work on designing our approach for the future.

As shown by the live voting evaluation on the day, the event was a success with **91% of you saying that you found it useful to attend**, and 85% saying that you had the opportunity to put your points across in a way that suited you. All of the presentations from the day including other supporting material is now available online [by clicking on this link](#)



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Key themes from the day

- **Multi-agency working** across all ages/one stop shops/community hubs and localism/knowledge of other services by professionals as well as service users
- **Communication** including social media, apps, signposting, knowledge and transparency/honesty
- Better **information sharing** between agencies
- **Consistency of support** – develop good relationships and get honest responses to identify when there are issues
- Enable **flexibility for workers** to do what they need to do for the benefit of the children, young people and families
- **Eradicate referral culture and thresholds**, and move to ‘warm handovers’
- Everything needs to be **simple!**
- **Co-production** and listening to children, young people and families
- **Training and core skills** that colleagues and teams across the partnership need

Next steps

- The current arrangements for statutory thresholds under the Wiltshire Safeguarding Children’s Board (WSCB) will be going out for consultation shortly.
- The Partnership Strategy is currently being drafted and will be released for consultation in the new year.
- The FACT programme team and operational services from across the partnership will be investigating the different types of training and common core skill suggestions raised throughout the day and will be looking to develop a core skills framework.
- Review information governance/information sharing arrangements in light of the new Wiltshire Information Sharing Charter (WISC) that is now in place
- Investigate the possibility of developing a kite mark and accompanying charter for children’s services – only young people could determine whether services are deemed ‘good’ or ‘trusted’, enhancing listening to young people and their parents
- Review FACT programme delivery and project areas to ensure priorities raised during consultation with colleagues, children, young people, and families are reflected (for example, exploring the concept of the ‘team around the worker’ so as not to overwhelm families with too many professionals).
- Investigate the sharing of resource, including pooled budgets where possible and eradicating unnecessary re-charging between partner agencies (e.g. use of facilities).
- Look into the use of carers assessment to ensure they are supporting all those that need them.
- Explore how parents experience our various assessment process, including communicating more clearly how decisions are made and investigating how to provide opportunities for parents to feedback on the process.

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What you said on the day

Early intervention:

Key ideas/you said:

'Community champions' with links between partner agencies. This could take the form of either a person/role or a directory that serves as a link between all services both for adults & children. This would require multi-agency working & funding, with simplified referral routes and changes to thresholds to enable earlier interventions – especially for those under 5.



Integrated Working:

Key ideas/you said:

It's not about co-location, it's about being *local*, accessibility of information and agencies understanding each other's roles and single access to a worker who can 'take you' anywhere you need to go. Teams across the partnership could have training days to share information about what they do, backed up and reinforced by good signposting to information and services on websites, and emotionally intelligent leaders that share information with their teams.

A 'trigger plan' for individuals that relates to the individual's specific needs, with all agencies having access to the same information/plan so they know how best to proactively and swiftly act. The plan would describe who else to involve (professionals, family, etc) when someone goes into crisis. Families don't need help all the time but need more of a 'keeping in touch' plan so that when needs ebb and flow they don't experience a closing down of services.

Supporting Young People

Key ideas/you said:

Our services need to be flexible to enable outcomes to be achieved without staff needing to 'break rules' to do so. This includes ensuring staff (the *right, consistent* person in the team around the worker model) are engaging, mentoring *and listening* to young people and parents, but also mentoring parents enabling a build-up of trust. Our staff need to be enabled and autonomous in making decisions with and for their families.

Colleagues from several departments and agencies could co-locate and act as a triage team, effectively creating a real time/situational MASH. This would provide colleagues access to



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instant information and an additional layer of intelligence when professionals are going out to visit families or an incident/crisis. There would be one phone number for people/families to ring when they are in crisis and a multi-agency team would be on standby to support them through the crisis.

A charter and 'kite mark' would be co-produced/developed for services that interact with children and young people, awarded only by young people who say a service behaves and responds in a way that works for them as a 'trusted brand'. This would be applicable to services at all layers of an organisation and the expectation would be that services 'tie up' as part of a commissioned specification.

Whole Life Service:

Key ideas/you said:

The integrated, localised, holistic, whole life service would have one clear system of communication, with shared data across all partners to enable staff to work with families in a more joined up way. The service would also allow the 'voice' of children, young people and families to serve as part of the evidence base in how the service is delivered, reducing the need for families to retell their story and encouraging resilience and independence. Children's and adults SEND services would merge into one seamless service, tackling the issue where children and young people don't meet thresholds for adult services and potentially reducing or even abolishing the burden of transition. This would also enable staff to 'stick with your family' whatever age of person they are supporting.



The Best Start in Life:

Key ideas/you said:

There is a need to be able to communicate more effectively with families about the services on offer, removing any barriers that might exist e.g. using professional jargon or acronyms. Professionals use of texts, social media or apps needs to be more prevalent. Apps could also be used for referrals and information as well as signposting to a variety of services and publishing 'good news' and good examples across a variety of subjects. To ensure that every expectant parent has a strong support network there needs to be more engagement with families, with services available locally from community hubs or health centres. These local services could include non-judgemental peer support parenting but should also use the service user voice, to both define what support is available and what opportunities there are to enhance that support. There also needs to be a recognition that a strong support network will look different for different families.

Thank you!

If you have any further questions, feedback, ideas or information – or would like more involvement in the programme, please contact us at FACT@wiltshire.gov.uk