

WARWICKSHIRE WAY FORWARD STAFF ENGAGEMENT GROUP

Agenda items:

- Children & Families Transformation Programme Update
- One Team Structure
- C&F Transformation Staff Roadshows
- 'Homework'
- Putting Children at the Heart feedback from teams
- AOB/Future agenda items

Present

Gill Campbell (a.m. only)
 Marina Kitchen
 Helena White
 Ramandeep Sandhu
 David Sherwood
 Kelly Masterson
 Mark Roden
 Emily Musgrove
 Zoe Hutchinson
 Lauren Coleman
 Louise Hargreaves

Apologies:

Malkit Thiara
 Sue Reeves
 J Quintanilla
 Ros McGrath
 Rebecca Lapish
 Olivia Burscough
 Louise Shorthouse

ACTION LOG

27.04.17	WWF-01	Representatives to contact G Campbell with names of suggested colleagues	All	ASAP
27.04.17	WWF-02	Representatives to action the circulation of hard copies of Beate's Blog	All	Ongoing monthly
27.04.17	WWF-04	MASH case studies and examples of best practice MASH referrals to be produced	David Sherwood	22.06.17
27.04.17	WWF-05	Representatives to contact David Sherwood to arrange insight or visits to MASH or CSE if required	All	When required by teams
27.04.17	WWF-06	Representatives to ask their colleagues to consider 2 different job roles; give thought to 'different roles need different styles of communication' and bring responses to the next meeting (29.06.17)	All	29.06.17
27.04.17	WWF-07	Representatives to ask their colleagues the following two questions: 1. How do you put children at the heart of what you do? 2. What does putting children at the heart of what you do mean to you?	All	29.06.17
7.6.2017	WWF-08	To arrange a 'getting to know you' session in the North.	Louise H & Louise S	ASAP
29.6.2017	WWF-09	Provide a list of team meeting dates to G Palmer	All	ASAP

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Children & Families Transformation Programme Update:

- Three priority projects: 0 - 5 re-design, SW Recruitment & One Team
- 0 - 5 re-design
0-5 redesign: A great deal of work has already happened to explore what families and other professionals think of current services for the under 5s as part of the Smart Start programme. This concluded that services needed to redesign and took into consideration feedback from many professionals and families. The 0-5 redesign proposal looks at this and, in addition, to how we can deliver services within a £1.12m budget reduction in April 2018 which was agreed by all elected members across all parties as part of an overall saving of £67m up to 2020.
- The proposal of 12 family hubs offers us the chance to enhance services for children not just under 5s but up to 19, meaning that families without an under 5 can access support in the same way. We want to focus more on delivering services for families rather than funding buildings.
- The consultation begins on 29.6.2017 to find out what services our families particularly value and what locations would be most suitable, however nothing is set in stone and feedback will be considered. The proposed model is to develop a *hub and spoke* effect, services offered by a family hub of enhanced services and will look at the delivery sites for outreach services. This includes those services currently delivered within the children's centres that have been proposed for reassignment and will look at where those services could be delivered elsewhere in the local community - focusing on services not buildings.
- WCC have looked at this is other local authorities
- Jenny Bevan has the responsibility of managing the feedback for this consultation.
- Elected members will make their decision Nov 2017.
- Recruitment
OSTED highlighted the need to reduce social worker case load.
A specialist recruitment officer has been appointed by HR.
September event planned, opening up a further social worker recruitment campaign.

One Team

- Refer to Beate's Blog 22.6.2017 [Beate Wagner Blog - WCC Intranet](#)



Restructure Guiding
Principals.docx

- This outline has been shared with Senior Leadership Team & Operations Managers
- The Guiding Principals in the paper have come from the Staff Engagement Group & the Managers Group discussions.
- DS – Co-location is very positive; how is it all going to work?
MK there is a Process Improvement work stream which will consider this aspect.
Ideas need to come from staff not managers to make this work.
- DS – Business support staff need to do as much as possible to enable Practitioners to spend their time with clients.
- MR – It is important to listen to the voice of the child/young person.
- KM – Need to
 - * be creative in how we communicate
 - * how we use venues
 - * build relationships
 - * share ideas & best practice

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One Team (continued)

The groups considered which services should be linked under the headings proposed in the Restructuring Guiding Principles paper. A very useful and productive discussion took place from which the notes at the end of these minutes were produced.

Marina Kitchen, Service Manager: Children & Families Transformation will feed this information in to the newly formed project looking at the One Team element of the Transformation Programme. Updates on the work will be made to the Warwickshire way Forward Group.

Feedback from Teams/Reps Role:

Effective communication

- No time to read emails/particularly embedded items/attachments
- Those emails sent should not be wordy; should be concise
- Written messages need to be followed up in Team Meetings and in individual supervisions.

ACTION – Feed into Communications Plan

Future Meeting Dates:

JULY	THURS	27.7.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	27.7.2017	NORTH	2 - 4	Hatters Space
AUG	THURS	24.8.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	24.8.2017	NORTH	2 - 4	Hatters Space
SEPT	THURS	21.9.2017	SOUTH	9.30 - 11.30	SB3 2F CR7
	THURS	21.9.2017	NORTH	2 - 4	HRC GF MR6
OCT	WED	18.10.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	WED	18.10.2017	NORTH	2 - 4	HRC GF MR6
NOV	THURS	23.11.2017	SOUTH	9.30 - 11.30	SB3 2F CR7
	THURS	23.11.2017	NORTH	2 - 4	HRC GF MR6
DEC	THURS	14.12.2017	SOUTH	9.30 - 11.30	SB3 2F MR7
	THURS	14.12.2017	NORTH	2 - 4	HRC GF MR6

Future Agenda Items:

- Mosaic – Jo Davies

For more information about the
Children & Families Transformation Staff Engagement Group

Contact the Chair on **01926 742491**,

gilliancampbell@warwickshire.gov.uk

Or Graham Palmer, Project Manager on **01926 742817**,

grahampalmer@warwickshire.gov.uk

Flip Chart Notes from Meeting 29.6.2017

A discussion was held around the structure sent out by Beate which detailed new teams and their functionalities, the staff engagement group worked together and discussed what would make those teams successful and what considerations would need to be made.

County Social Work Services

- TS4YP is not emergency service or 'runners' for other agencies / workers for 11-19 yr. olds. – EH FSW
- Workers having time to spend and listen to children
- Knowledge of all services that are available to families
- More Social Care Workers to be allocated to all children
 - To assist families to change
 - Establish routines
 - Financial support (managing budgets)
- Family Support Workers

Specialist Interventions and Key Workers

- Special Guardianship Order (SGO) – Respite, funding for therapy without having to be in Carefirst, funding for items, at risk of care support, holiday schemes.
- TS4YP – more flexibility around criteria (Red case / zone)
- FSW Skill Audit
- Models of intervention to be strategically aligned to the 'one team'
- Everyone to be trained in all models used!!! – Workshops
- Retention training
- Training snippets on Wilma through videos – NVR, PACE, attachments etc.
- Stepped approach for parenting to be broadened
- Senior parenting team to link in with wider network to increase delivery of Triple P
- FSWs e.g. NVR / PACE / Free Up
- Targeted Youth Workers – 1:1 + group work, work with schools, voice of young people
- Rother Eden – Family and Systemic Psychotherapist
- FGC
- Early Help? Language? Not help that is early!
- Key partners
 - Health
 - Schools
 - Youth Justice / Police

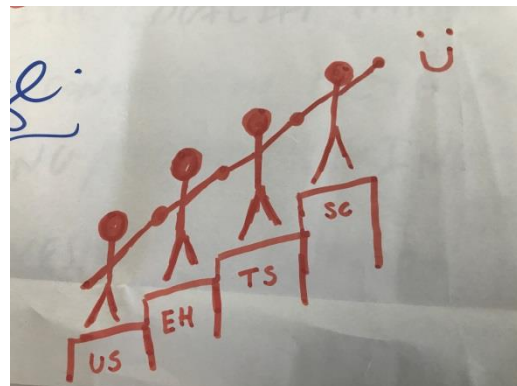
Alternative Care Team

- Confusion over Special Guardianship Order (SGO)
- Better interaction between foster carers & child's social worker
- Foster Carers having more knowledge of available support services

- Training Social Care Workers
- Foster Care Support Line

Community Connection Team

- Making connections with commissioned & Non-commissioned voluntary teams – CAVA
- Borough Councils
- WWRs
- Domestic Abuse Services
- Police / PCSOs
- Schools
- Workflow diagram of where everyone sits
- 'Early Help' name extremely confusing
- Hubs to be open later for targeted groups
- Perception of Locality Panels being a failure of work by professionals
- Somebody to access funding bids – Fundraiser roles!
- Early Help Team & Officers
- CCMM (confrontational conversations and miserable meetings) training, upskilling professionals to handle difficult situations
- Hubs – One base – One front Door
- Resources
 - FIS & Brokerage
 - Direct advice for parents there and then
 - Short term FSW work
 - Triple P
 - Emotional wellbeing support
- Locality Working
- Real Early Help resources
- Early Help training & further training
- Consultation for professionals – clinics
- Early help meetings at an Early Help level
- Direct simple ways to escalate or transfer to a higher level of support
- Pathways of stepped approach



Initial Response

- Youth Justice Team out on the limb!
- Co-location
- Multi agency health needed
- Safeguarding / consultations / one front door
- Streamline with duty WICC support
- Immediate appropriate response
- Work in conjunction with Early Help to provide appropriate support to prevent escalation

- Well trained staff
- Clear connections / relationship with community team
- Ensure consistency with thresholds
- Consistency in practice in duty teams
- 'One Team Ethos'
- Engage with locality panel
- EDT – good connection with MASH
- CSE / missing / trafficking – early identification of safeguarding
- Consistent processes to support practitioners – put children at the heart of what we do
- Co-location with Early Help as service users don't always want to speak to SWs so consultations face to face will help by Early Help also.
- Skill share
- Need a broker service
- Time constraints
- Social care workers to have additional training i.e. NVR / Triple P / Attachment