

July 2016

1. Forthcoming Inspections by Ofsted

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2. SEND Inspection update

From May 2016, Ofsted and the Care Quality Commission will inspect local areas to see how we are implementing the changes introduced through the Children and Families Act 2014 and the new Special Educational Needs and Disabilities (SEND) Code of Practice.

3. Warwickshire's Living Well with Dementia Strategy Refresh 2016 – 2019

In May 2016, Warwickshire County Council and Partners launched Warwickshire's Living Well with Dementia Strategy Refresher 2016 – 2019.

4. Corporate Staff Networks

Warwickshire County Council recognises the diversity of its workforce, values the contribution that employees make to the council and recognises that staff support is essential if we are to successfully remove barriers and challenge discrimination.

5. New starter and business unit plans update

Service Development and Assurance (Adults) in the Professional Practice and Assurance Business Unit has a new starter. Anita Lekhi joined from the Resources Group on Monday 11 July as a Planning, Performance and Improvement Manager.

6. Working Together – Co-production in the SEND Programme SEND Voice Newsletter – Issue 3

The third issue of **SEND Voice** - the twice-yearly newsletter from Warwickshire County Council and Family Voice Warwickshire is now available!

7. Summer Fun 2016 – WCC Choir raised funds for Warwickshire Young Carers

Staff and members of the public donned their summer clothes and joined the WCC Contemporary Choir at lunch time on Thursday 14th July for a fund raiser in aid of the Warwickshire Young Carers' Project.

8. Alzheimer's Society Cup Cake Day comes to Saltisford

With the help of colleagues in Saltisford, a Cup Cake Day at Saltisford Office Park was set up and we raised £76.

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- ❖ **Jenny Wood has been appointed Director of Adult Social Care at Solihull Metropolitan Borough Council.**

We are delighted for her, although we will miss her greatly particularly at this crucial time.

- ❖ **Dyslexia guidance**

The guidance is available to assist employees and managers when supporting staff or applicants with dyslexia, read more on the Stop Press page.

- ❖ **In June colleagues from the OD team and HR Advisory Service delivered the first Absence Management Surgery Style session.**

The aim of this session is to provide clarity and support for managers around specific challenges they face in managing absence in their service areas and teams, using an informal surgery style approach.

- ❖ **Well done to Gowan Miller, Team Leader for Resources Group** who completed Ironman Austria on the 26th June in Klagenfurt. What an incredible achievement!

- ❖ **National Contact Centre Improvement Awards**

The Customer Service Centre Supporting People Team are now medal winners after attending the National Contact Centre Improvement Awards™.

Forthcoming Inspections by Ofsted

The Ofsted framework for “Inspections of Services for children in need of help and protection, children looked after and care leavers and Reviews of Local Safeguarding Children's Boards” commonly referred to as the Single Inspection Framework (SIF) was first published at the end of 2013.



Since this new inspection framework was implemented, 101 out of 153 authorities have been inspected. Of those, 4 (Hackney, Wakefield, Wirral and the City of London) began the inspection last week and a further 5 are still awaiting the outcome of their inspection. These inspections have also included reviews of the effectiveness of the Local Safeguarding Children's Board (LSCB) at the same time

The 101 LA's that have already been inspected have had their reports published and the results are detailed below.

For overall effectiveness

- 2 authorities and 0 LSCBs have been graded 'outstanding'
 - 23 authorities and 32 LSCBs have been graded 'good'
 - 52 authorities and 50 LSCBs have been graded 'requires improvement'
 - 24 authorities and 19 LSCBs have been graded 'inadequate'
- 43 local authorities have yet to be inspected under the SIF Inspection.

Warwickshire last had an Ofsted Inspection in October/November 2011 for which we were graded 'Good' and we are now 2 years overdue for this. Our regional Ofsted Inspector undertook a routine visit to Warwickshire in May and we have subsequently developed action plans to improve performance in some specific areas.

Ofsted will not undertake any inspections during the summer and will resume the inspection schedule after the summer break, with the first call to local authorities on Monday 12th September.

JTAI Inspection

Ofsted have also introduced a Joint Targeted Area Inspection (JTAI) framework. This is a multi-agency thematic inspection led by Ofsted, with the Care Quality Commission (CQC), Her Majesty's Inspectorate of Constabulary (HMIC) and Her Majesty's Inspectorate of Probation (HMIP) and will assess how partner agencies are working together in an area to identify, support and protect vulnerable children and young people. From September the Deep Dive Theme will focus on Domestic Abuse.

For more information, please contact Rebekah Dryhurst Improvement Support Officer on 01926 586995.

SEND Inspection update

From May 2016, Ofsted and the Care Quality Commission will inspect local areas to see how we are implementing the changes introduced through the Children and Families Act 2014 and the new Special Educational Needs and Disabilities (SEND) Code of Practice.

It is not a local authority inspection but one that looks at how all agencies and partners are working together to improve outcomes and implement reform for Children and Young People with SEND from birth to 25. Over the course of the next five years all areas will be inspected.

The new inspection is not just about holding local areas to account, it is also about helping us to develop and improve. At the end of the inspection process rather than receiving a judgement, the area will receive an outcome letter, which will highlight key strengths and recommended areas for improvement.

Inspection teams will consist of an SEND specialist HMI from Ofsted, a Children's Services' inspector from the Care Quality Commission and a specially recruited and trained SEND Ofsted Inspector from another local authority.

We will get five working days' notice before the inspection starts and the inspection will last for a week. **Inspectors will be:**

- assessing how well we identify children and young people who have special educational needs and/or disabilities;
- evaluating how effectively we meet the needs and improve the outcomes of children and young people who have special educational needs and/or disabilities;

- talking to children and young people, their parents and carers, and local partners, including nurseries, schools, colleges and specialist services
- using a wide range of information to evaluate how effectively we fulfil our responsibilities;
- Talking to children and young people, their parents and carers, and local partners, including nurseries, schools, colleges and specialist services.

For more information, [please click here](#).

For ideas of how to prepare:

1. Ensure you have up to date evidence of feedback from
 - Children and young people;
 - Parents and Carers
 - Early years' settings;
 - Schools;
 - FE and Training Providers
2. Make sure file audits, as well as Business and Team Plans, are up to date.
3. Write up areas of good practice in case study format, emphasising improved outcomes, co-production, collaborative commissioning, good multi-disciplinary working, early intervention, investment to save. Send completed case studies to Jane Carter.
4. Where improvements are needed, ensure we have clear plans in place.

For further information on the SEND inspection update, contact Vanessa Belton, Performance & Improvement Business Partner - Fire and Rescue Service & Communities Group on 01926 466253.

Warwickshire's Living Well with Dementia Strategy Refresh 2016 - 2019

In May 2016, Warwickshire County Council and Partners launched Warwickshire's Living Well with Dementia Strategy Refresh 2016 – 2019.

The launch was designed to coincide with Dementia Awareness Week 2016 – a national campaign supported by The Alzheimer's Society to raise awareness and increase understanding of dementia.

There are currently over 7,500 people living with dementia in Warwickshire, and this figure is set to rise to over 11,000 in the next ten years. Being diagnosed with dementia has far reaching consequences beyond the individual with the condition, affecting families, carers, friends and the wider community. It is therefore imperative that health and social care partners ensure there is a robust plan in place to address issues affecting those with dementia and their families.

The vision for Warwickshire's Dementia Strategy refresh 2016 – 2019 is that *Warwickshire is a place where people can live well with dementia*. This means that people with dementia and their carers:

- Will have access to timely diagnosis and appropriate post diagnostic support
- Receive high quality, integrated services which are personalised to them
- Receive support that is tailored to requirements and is delivered by skilled, knowledgeable staff
- Have access to information and services which focus on early intervention, prevention and staying healthy
- Experience less stigma and discrimination as awareness of dementia and Dementia Friendly Communities increase.

In order to achieve this vision, Warwickshire County Council and partners intend to achieve the following strategic objectives. These objectives have been linked to a series of outcomes that were sourced during consultation with people with dementia and their carers. The five strategic objectives are:

To raise awareness and understanding of dementia by:

- Working with CCG's, GPs and other commissioners to encourage those at risk of developing dementia to attend health checks
- Improving information available on health and wellbeing websites including the Living Well with Dementia Portal.

Timely diagnosis and post diagnostic support:

- Ensuring everyone diagnosed with dementia is provided with an information pack post-diagnosis
- Ensuring dementia diagnosis rates reach the national target of 66.7%

To support people to live well with dementia through a range of community support:

- Exploring best practice in the use of assistive technology and equipment solutions
- Increasing the marketing of preventative and community initiatives such as dementia cafés and the Living Well with Dementia Portal

To support people to live well with dementia in all settings including acute/residential housing and care settings by:

- Co-producing a model of dementia Extra Care Housing

To ensure the workforce is informed and effective:

- Training a further 300 frontline practitioners and staff in dementia awareness by the end of 2016
- Agreeing a minimum standard of competency across the workforce, working with three local CCGs to agree these.

Warwickshire's Living Well with Dementia Strategy Refresh will be overseen by Warwickshire's Dementia Strategy Delivery Board, comprised of a variety of partners from health, social care, voluntary and public services.

The Strategy Refresh is available to view in full or in summary on Warwickshire's Living Well with Dementia Portal (www.livingwellwithdementia.org) and progress will be published via blogs hosted on this website.

If you would like to know more about this strategy, please contact Amy Sirrs on 01926 745 138 or amysirrs@warwickshire.gov.uk.

Warwickshire County Council recognises the diversity of its workforce, values the contribution that employees make to the council and recognises that staff support is essential if we are to successfully remove barriers and challenge discrimination. To help us support and understand the needs of our diverse workforce the county council has established the following corporate staff networks:

- Lesbian, Gay, Bisexual & Trans (LGBT) Staff Network
- Disability Staff Network
- Race Equality Staff Network
- Religion and Belief staff network

The aims of these Staff Networks are to provide a forum for networking opportunities and support to individual members whilst also providing a mechanism which enables us to engage with specific staff groups to improve both the county council's policies but also services to customers.

The Staff Networks are open to all staff (full or part-time), regardless of their grade and who are directly employed by the county council. The Networks welcome new members from all groups and are happy to provide further information on request.

The LGBT Staff Network can be contacted *confidentially* at:

LGBTnetwork@warwickshire.gov.uk

Disability Staff Network - disabilitynetwork@warwickshire.gov.uk

Religion and Belief Staff Network - religionandbeliefnetwork@warwickshire.gov.uk

Race Equality Staff Network: - raceequalitynetwork@warickshire.gov.uk

If you would like any further information on the networks feel free to contact the Corporate Equalities & Diversity Team on 01926 412659/418199.

New starter and Business Unit Plans update

Service Development and Assurance (Adults) in the Professional Practice and Assurance Business Unit has a new starter. Anita Lekhi joined from the Resources Group on Monday 11 July as a Planning, Performance and Improvement Manager.

She brings a wealth of knowledge and experience of performance management and improvement to the role and is looking forward to working with colleagues in the People Group. Anita will be working across the Group to provide a planning, performance and improvement function, preparing for external scrutiny and inspections across children, young people and adults, collating performance information and supporting the production of Business Unit Plans.

In more detail:

Inspections - ensuring we are prepared for our unannounced Ofsted's single inspection framework for our children's service. Further information on the [Single Inspection Framework](#) is available on the intranet.

Peer Review - these are annual events in children's and adults social care carried out by a team of experts from other local authorities. The Planning, Performance and Improvement team will support the completion of our self-assessment required in advance of the review. We also have the Commissioning for Better Outcomes Peer Review taking place in November. The team will be working with the Strategic Commissioning Business Unit to prepare for this review. The Review will take place over 4 days and the review team will give feedback on our strengths and areas for improvement.

Business Planning - Anita and her team will coordinate the production of the People Group Business Unit Plans. Aligned with One Organisational Plan outcomes, these plans will detail our People Group key outcomes.

They will work with Service Managers across the Group to collate actions and performance measures, which will be assigned to outcomes to ensure and demonstrate successful delivery.

Performance Reporting - Across the authority, the Performance measures detailed in Business Plans are reported quarterly, and are brought together to measure the progress against the delivery of the outcomes in the One Organisational Plan. Performance data is collated via an online Reporting Dashboard, if you are responsible for a performance measure, please familiarise yourself with the 2016/17 reporting [deadlines](#) and [guidance](#).

Consultation Lead - As the Consultation Lead in the People Group, Anita will work with Service Managers to collate all significant consultation activity within the Group. This will periodically be sent to Corporate Board and Members to ensure they have sight and knowledge of current and forthcoming consultations. Further information on [Consultation](#) is available on the intranet.

For more information on this article, please contact Anita Lekhi or telephone 01926 74 2592,

Working Together – Co-production in the SEND Programme

SEND Voice Newsletter – Issue 3

The third issue of **SEND Voice** - the twice-yearly newsletter from Warwickshire County Council and Family Voice Warwickshire is now available!

The newsletter aims to update families on the progress we have made towards meeting the requirements of the Special Educational Needs and Disabilities (SEND) Reforms. We are always excited to share what we've been working on together, and to invite children, young people and their parents to get involved. Please help us to reach as many people as possible who may be interested in hearing about the SEND Programme by:

- forwarding to your team / colleagues, and the families you work with
- posting the newsletter on your website
- promoting through social media
- sharing through any other channels you may have.

You can view or download Issue 3 here:

<https://apps.warwickshire.gov.uk/api/documents/WCCC-859-395>

You can also [click here](#) to see past issues and more of our work, go to the What We've Done section of the Local Offer website:



Have you seen our new Facebook and Twitter pages yet?

In the Special Educational Needs and Disabilities (SEND) Programme, our main focus for this year is to get more children and young people involved in co-production. Laura Musgrave, the Co-production Officer for the SEND Programme, recently worked with young people with SEND to design new Facebook and Twitter pages. The pages are being used to share updates and information with young people, parent carers and professionals, including SEND service providers.

The young people worked to:

- Choose the page names
- Design the logo
- Design the cover photo
- Come up with ideas for the introduction on each one
- Have their say on what information they'd like to see
- Make the pages accessible to a wider range of people – including the use of Widget software symbols to make posts easier to read

We'd like to reach as many people as possible, so please do share the links with any customers or professionals who may be interested:



www.twitter.com/WarksCoPro



www.facebook.com/WarksCoPro

For more information on Co-production in the SEND Programme, please contact Laura Musgrave or telephone 01926 742906.

Summer Fun 2016 – WCC Choir raised funds for Warwickshire Young Carers

Staff and members of the public donned their summer clothes and joined the WCC Contemporary Choir at lunch time on Thursday 14th July for a fund raiser in aid of the Warwickshire Young Carers' Project.

The programme included "I Dreamed a Dream" from Les Miserables, "All of Me" by James May, "Hold Back the River" by John Legend, "Don't Stop me now" by Queen and finally a rousing closing song "We go Together" from Grease. The event was enjoyed by both audience and Choir.

Cllr Jose Compton, Warwickshire County Council's portfolio holder for adult social care, said:

"I would like to congratulate the choir for their concert and I thoroughly enjoyed it. I am sure all the singers did as well."

The amount raised for the Warwickshire Young Carers' Project was **£127.81p**

The WCC Choir started in November 2014 and welcomes both past and present members of staff. We welcome all abilities – you can be new to singing, someone who hasn't sung since school days or an experienced singer and there are no auditions.

The Choir usually meet in Old Shire Hall which has brilliant acoustics but sometimes in the Judges House Dining Room. They meet on a Thursday lunch time 12:30 to 13:30 and each session costs £5.

Music is provided and all parts are made available to listen to on dropbox so you can practice between sessions. Regular attendance is not essential as they're always learning something new.

If you're interested in joining the Staff Choir, please contact Jacky Lawrence, Energy Manager at WCC on 01926 47 6623 or by email with 'choir' in the title to jackylawrence@warwickshire.gov.uk. Jacky can answer any queries you have and if necessary buddy you up with someone in your section to show you the ropes.

If you require any further information, please contact Janinejones@warwickshire.gov.uk



Alzheimer's Society Cup Cake Day comes to Saltisford

The Quality in Care Team is responsible for carrying out reviews for older people living in residential and nursing homes across the county.



On a daily basis we work with both people with dementia and their families. When I heard about the Alzheimer's Cupcake Day, I thought what a fantastic way to raise money, plus anyone who knows me, also knows about my love of cake!

So with the help of my colleagues in the team, we set up our own Cup Cake Day at Saltisford Office Park and raised £76. My granddad had dementia and I saw how it began to change him, sadly he passed away in December 2015. I know that I am not alone and there are others, perhaps colleagues who have been touched by dementia. Let me give you a bit of background information about dementia, courtesy of the Alzheimer's Society itself.

What is dementia?

The word dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes.

From 2014

- There will be 1 million people with dementia in the UK by 2025.
- 80 per cent of people living in care homes have a form of dementia or severe memory problems.
- Two thirds of people with dementia live in the community while one third live in a care home.
- There are 40,000 younger people with dementia in the UK.
- There are 25,000 people with dementia from black and minority ethnic groups in the UK.
- Two thirds of people with dementia are women.
- One in six people aged 80 and over have dementia.
- There are 670,000 carers of people with dementia in the UK.
- Family carers of people with dementia save the UK £11 billion a year.



For further information about the Quality in Care Team, please contact sianlouisewilliams@warwickshire.gov.uk

For more information about dementia please visit www.alzheimers.org.uk or www.livingwellwithdementia.org

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- ❖ Jenny Wood has been appointed Director of Adult Social Care at Solihull Metropolitan Borough Council. We are delighted for her, although we will miss her greatly particularly at this crucial time. She has been working for Warwickshire for 5 years and she has a wealth of experience which we are delighted we are sharing with a near neighbour. She will be leaving us on Monday 19 September and taking up her new post on Tuesday 20 September and there will be opportunities to say proper goodbyes. She will clearly be a hard act to follow and we are finalising arrangements on what we should do but we are looking at this stage to bring someone in who has got substantial experience to take us through the challenges in the immediate future.

- ❖ Over the last few months WCC E&D team has been developing Dyslexia guidance and through partnership working between HR staff, Tamworth Dyslexia group, The Dyslexia centre, Surrey and Dyslexia Scotland we are now able to share the finished guide. The guidance is available to assist employees and managers when supporting staff or applicants with dyslexia and can be found by following the link: <http://www.warwickshire.gov.uk/dyslexiaguidance>
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❖ **National Contact Centre Improvement Awards**

The Customer Service Centre Supporting People Team are now medal winners after attending the National Contact Centre Improvement Awards™. The team delivers a county wide screening service for customers to access Adult Social Care and their redesigned operating model has improved customer experience. For the submission entry, the team summarised the contact centre improvement initiative and outcomes in 500 words. All “strong” submissions were invited to a Judging Day on 30th June and the team won a Silver-Gilt Medal. As well as other councils, we competed alongside many private industries including Virgin Holidays, npower and the Co-op Group. A huge well done to Corinne Armitage, Team Leader who represented Warwickshire County Council on the day.

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- ❖ Well done to Gowan Miller (pictured on the left) who is Team Leader for the Resources Group, based at Kings House. Well done to Gowan who completed Ironman Austria on the 26th June in Klagenfurt. What an incredible achievement!



- ❖ **In June colleagues from the OD team and HR Advisory Service delivered the first Absence Management Surgery Style session.** The aim of this session is to provide clarity and support for managers around specific challenges they face in managing absence in their service areas and teams, using an informal surgery style approach. The response from delegates was excellent, with 100% of them saying they would recommend the session to others; 80% saying the activity completely met their needs and rating their overall satisfaction with the training as 'excellent'. Participants found both the group discussion and then the individual focus on their specific issues most useful. The next session is on 27th September - to book your place, please access [WILMa](#) (course code WFW MR047).

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