

## Safeguarding, Social Care and Family Service Service Redesign Newsletter October 2011

### Introduction

This newsletter is designed to provide information on the developments of the lean review / re-design of children's social care.

In October, we held workshops for social care and early years staff. The purpose of these workshops was to:

- Share from those directly involved in delivering social care services the method adopted in re-design.

- The measures that we have identified to evaluate the outcome of the Family Team pilot.

- The experiences of working in the Family Team and the new processes that have been put in place.

It is our intention to share this information with other agencies and staff within Children Services at the Stakeholders event on 1st March 2011. In the mean-time we would welcome requests from services / organisations to visit the Family Team

and/or attend your team meetings (contact Trina Shane 01225 477979)

### Munro report

We are continuing a dialogue with Eileen Munro to share our experiences, to assist in the national implementation of her recommendations.

### Social Work Reform Board

We are also contributing to the developments of the social work career path by engaging at a national level with the college of social work.

### Inspection of Children Services

We have an opportunity through the work we have been undertaking, to influence the measures by which social care will be inspected. We welcome their new framework to focus on the child's journey and the quality of relationships between practitioner and families.



### Family Team Extended Pilot

From the 1st December, the remainder of the Bath Locality Team will be joining the Family Team to increase its capacity.

We would like to emphasize that the Family Team remains a pilot until the conclusion of the formal consultation process.

Since 19th September, the Team and Deputy Managers have been

receiving all new work from the Bath area. This has been both interesting and challenging. The purpose of this is to have the most experienced at the front end of the service. This has resulted in greater clarity on threshold and decision making. It has allowed manager's to directly allocate to social worker's enabling children to be

seen more quickly. Not doing duty has meant social workers have more time to undertake direct work. The ability of two managers to cover duty five days a week is not sustainable; they are very much looking forward to the two Bath Locality Deputy Manager's joining them in a month! Social Workers in the Family Team have reported that the reduction of admin tasks and

bureaucracy has also given them more time to carry out direct work with children.

By offering earlier help, previously resistant families have achieved better working relationships with the Family Team.

Step down arrangements have been introduced across the service to improve on-going support for families.

### Timeline



1 December 11	-	Bath Locality Team joins the Family Team extended pilot
December 11	-	Report on outcomes of extended pilot and analysis of check
January 12	-	Formal staff consultation begins
1 March 12	-	Conference
May 12	-	Estimated date for new service structure

## Training

The Social Work Reform Board has this week agreed a framework for continuing professional development for social work practitioners. These reforms will be led by the college of social work, and will assist in the development of core standards for re-registration for social

work professionals. These standards will be implemented by the Health Professional Council from July 2012. Within BANES we have identified the need to consolidate the training for all Children's Service staff and we are working towards establishing the infrastructure to coordinate the training

needs of staff. The redesign of social care will require specialist training and a training programme will be developed to assist the transition into the new way of working. There is no longer a centralised funding stream for social work trainees. However, the Social Work Improvement

Fund has facilitated a secondment to train a social worker for this year. If this funding continues it will be a priority to fund secondments in the future.



## Managing Change



There are always anxieties attached to

changing work practices and restructuring. The management of change relies upon good leadership. A successful organisation is fluid and receptive to the changing environment internally and externally. The role of

management is to help support their staff in living with uncertainty. We will endeavour to share the evidence for the changes we propose to make as soon as possible. The purposes of having a pilot is to test out new ways of working; but we need sufficient time to trial new methods to see what

works, what doesn't and why?

This transition period is 'messy' and we won't get it all right first time. We welcome feedback and want to emphasize that what we have done so far isn't set in stone.

## FAQ's

- **What will be my position in the future structure?**

We are looking at different ways of working and delivering our Service as a result of our Lean Review, and the recommendations of the Munro Review, and this will have an impact upon roles and structures within the Service, and how all posts are deployed. Over the next few months we will be formally consulting with you about the details of the proposals and will welcome your views.

- **Why can't the new forms be used by all teams?**

The purpose of having a pilot is to test out the strengths and weaknesses of new methods or working, processes and forms. Until we are confident that they improve the experience for children and families and they are as good as they can be, we don't think it will be helpful to introduce them across the service.

- **Are we complying with statutory obligations?**

When we introduce the pilot we were required to ensure that our operating principles were in accordance with statutory obligations. In particular we new we would be taking on risk with regard to our changes to the assessment process. We are confident that our visits to children, sharing of a plan and completion of a full assessment provides the court and any other statutory body with the necessary documentation to satisfy legislative requirements.

- **Is the North East Somerset Locality Team a control group?**

No

- **How are we going to improve the IT system?**

It is not possible for BANES to solve the communication issues between different databases i.e. Carefirst and E-Start. However, we are looking at ways of improving the integrated children's system, so watch this space!!

**We want to thank all of you who contributed to asking questions at the recent workshops. We will be responding to the questions we haven't answered in due course.**