

# New Ways of Working **2**

Children's Trust  
Localities information



# New Ways of Working 2

## What is Wigan life?

Wigan Life is a passionate expression of Wigan Borough Partnership's shared ambitions for the borough.

Partners recognise that changing perceptions of Wigan Borough - internally and externally - is an important step towards improving quality of life. Through the Wigan Life brand, the partnership aims to present a more positive - while realistic - image of the borough than the one which exists in many minds and to raise aspirations across the community.

Wigan Life is not a corporate brand to be applied to all elements of the partnership's activities or to substitute partner's own brands. Rather, it is the lead brand on partnership projects which are genuinely innovative.

Wigan is thinking - and acting - differently and Wigan Life aims to capture this new spirit: forward looking and innovative, challenging and aspirational. And it aims to do so in a way that helps local people and communities understand the benefits and consider themselves a part of it.

## Get to know your locality

To kick start our new way of working and to introduce you to other professionals from partner agencies that you will work with in each locality we are holding a series of Locality Events. Opposite is a picture of the locality map if you are unsure about where the boundaries for each locality are.

These ½ day sessions will be an opportunity to look at the demographics and profile of the locality, think about how services are

co-ordinated in the locality and to share information from each agency on how we are working together to improve outcomes for children, young people and their families. We will share information on where we are up to on the journey to integrated working and there will be an opportunity to discuss what you feel would help you to do your job better and to input into future plans for your locality.

In addition there will be an invaluable opportunity to network with other people that will be working closely with you on our shared vision of integrated working to maximise the positive outcomes for the children within our borough.

The sessions are:

**21 April** - Atherton and Tyldesley, Astley - Leigh Sports Village - Banqueting Suite - 1.30pm - 4.30pm

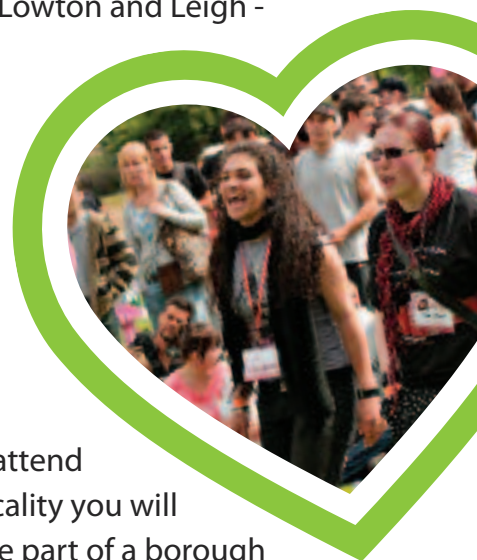
**22 April** - Wigan North and Standish, Aspull, Shevington - The Beeches - 1.30pm - 4.30pm

**26 April** - Ashton, Bryn and Hindley, Abram - St Peter's Pavilion - 9.30am - 12.30pm

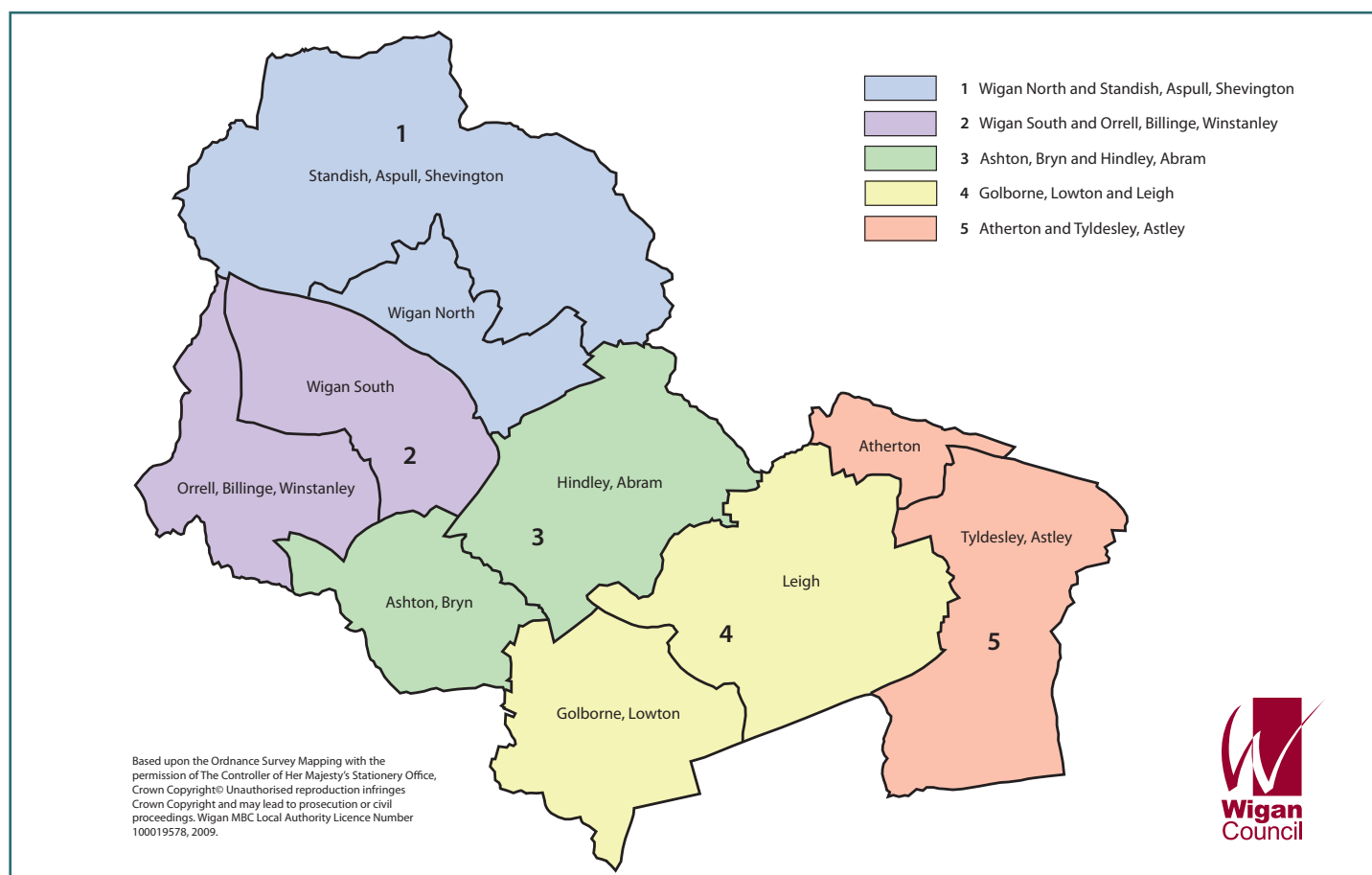
**27 April** - Golborne, Lowton and Leigh - Golborne Parkside - 1.30pm - 4.30pm

**30 April** - Wigan South, Orrell, Billinge and Winstanley - Robin Park - 9.30am - 12.30pm.

You should book to attend the session in the locality you will be working. If you are part of a borough



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wide team then please book on the one most appropriate.

All agencies can book a place in the same way by contacting **Pat Makin** or **Kirsty Stulemeyer** on **01942 486441** or by email **K.stulemeyer@wigan.gov.uk** or **P.makin@wigan.gov.uk**

## Support for leading and managing the transition to locality working in Children and Young People's Services (CYPS)

A development programme for managers to help them lead the transition to locality working is being developed.

Stage 1 will be aimed at middle and first line

managers - and aims to develop skills around managing the impact of a changing environment on self and others; and managing the stages of a change process. This will be a two day event.

The first programme has been commissioned and will take place on:

**12 and 16 April**

Further dates are being organised.

They will be followed up with a lunch and learn session to introduce the organisation's new behavioural competency framework.

This is the beginning of a wider programme of events to support service developments which ensure effective use of resources to deliver effective, local and responsive services of

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children, young people and their families.

For more information, please contact **Hilary Clarke**, Learning Development Advisor by email: [H.clarke@wigan.gov.uk](mailto:H.clarke@wigan.gov.uk) or on **(4)86449**.

## Transition to locality working and work-life balance issues

We are keen to ensure that the move to locality based service provision is done in a way which takes work-life balance issues into consideration.

We have invited a member of the work-life balance steering group within the department to a future project meeting; and would remind people who think their work-life balance may be affected by the change that advice and support is available from a number of work-life balance champions within the department.

For a list of work-life balance champions in CYPS, please contact Michelle Foster on (4)86149 or [Michelliefoster@wigan.gov.uk](mailto:Michelliefoster@wigan.gov.uk)

For members of the children and young people's workforce who are not employed by Wigan Council, you may wish to contact your HR department about work-life balance.

## Job shadowing

The Learning and Development Team are working in partnership with the Schools Workforce Development Team to develop a framework to support job shadowing opportunities within Wigan. The framework will be developed with key partners, ie. schools, health, social care etc., so that staff from a range of services are given the opportunity to participate.

The aim of the framework is to support a range of staff with the opportunity to work alongside and gain first hand experience of a role, function and procedures of another work area. This will be integral to supporting new learning experiences, encouraging understanding and collaboration across services, which will benefit both parties.

Nick Hudson Executive Director - Children and Young People's Services and Anne Goldsmith Service Director have already set the ball rolling with experiences of shadowing a health visitor and head teacher. Nick sets out his experience below:

**"Over the last few months, I have spent some time working alongside professionals from a variety of backgrounds in order to get a sense from them what their job is really like and to understand the pressures that they face on a daily basis. So far, I have managed to spend time with colleagues who work in fields such as health visiting, social work, Connexions, mentoring, youth offending and parental support. What strikes me is that not only is everyone committed to their own sphere of work they make the linkages quite naturally with other services, teams and individuals in order to ensure that young people and families receive services which they need and can benefit from. Liaising closely with others is how people go about their work. This is extremely encouraging as it demonstrates to me that there is an appetite to strengthen and extend this further which is precisely what we are aiming to do with the**



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## movement to locality focussed teams”

To gain further information, please contact either **Sharon Adams**, Learning and Development Manager or **Samantha Tierney**, Team Leader, Workforce Planning & Development

Watch this space - further news to follow...

## Locality level induction for council staff

The new Welcome to Wigan corporate induction was launched in September 2009. This one day workshop introduces new starters to the council's vision, values and priorities; to the partners we work with to deliver our services and how we work together with these partners to deliver services to our customers in Wigan.

To complement this workshop, the Learning and Development Team are developing a half day 'locality level induction' for all employees delivering services within a locality or township. The session will help new members of our workforce develop a greater understanding of their customers and their needs within their own locality. Areas covered will include details of the Elected Members for the area; governance and township management structures; neighbourhood working; and specific information relating to demographics, health and social care and crime and disorder. Participants will use the council's WISDOM (Wigan Information System for Dynamic Online Maps) IT system to access some of the information needed during the session.

Locality level induction workshops are due to start in the next couple of months... watch this space.

We are also currently developing a multi-agency children's workforce locality level induction programme. This will be based on the CWDC competency framework and we will keep you informed of progress as the programme develops.

## Employee Assistance Programme

The Employee Assistance Programme (EAP) has been introduced by the council to help support employees and managers with a wide range of work and life related issues.

The council recently ran awareness sessions for managers to provide them with the opportunity to hear how EAP could help employees. EAP provide free and confidential information, advice and guidance to all employees of Wigan Council around things such as work life balance, stress, relationships at work, debt issues and consumer rights. They are contactable via the following freephone number - **0800 243458**.

Further details about the EAP programme can be found on the Wigan Council Intranet home page and by clicking on the 'Awareness Sessions for Managers come to an end' link.



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## One Children's workforce - Building the rainbow

The Children's Plan: Building Brighter Futures outlines the challenging aim to make England the best place in the world for children to grow up. The 2020 Children and Young People's Workforce Strategy aims to give workers the confidence and courage to take a big step towards reformed and integrated working practices. Integrated working is all about building the workforce, to enable all professions and sectors to work together, communicate effectively and putting children and young people at the centre of everything we do.

The Children's Workforce Development Council (CWDC) are supporting local partnerships to evaluate and improve their progress towards integrated working. In Wigan this will involve a move to locality based integrated multi-agency working using integrated tools and processes to best identify the needs of children and young

people and provide them with the right services at the right time.

Part of the support is the One Children's Workforce Framework, which uses a variety of tools to assess where we are up to in building in our integrated practices. We can then use the assessment to plan actions to address our local needs, and to share good practice. The tool will help bring evidence together that will enable us to compare where we are and where we would like to be. It then goes on to provide support in planning what we need to do next to achieve this as well as signposting to various areas of potential support.

If you would like to be part of this process, please contact **Bernadette Campbell**, Service Consultant for CYPS, on **01942 486435**, or e-mail on [bernadette.campbell@wigan.gov.uk](mailto:bernadette.campbell@wigan.gov.uk)

Further information on the Framework can also be found on the CWDC website at [www.cwdcouncil.org.uk/tool](http://www.cwdcouncil.org.uk/tool)

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ContactPoint is the quick way for a practitioner to find out who else is working with the same child or young person, making it easier to deliver more coordinated support.

It holds basic information for all children in England up until their 18th birthday and is available to authorised staff, throughout England who need it to do their jobs. ContactPoint is a key part of the Every Child Matters programme to improve outcomes for children.

Training on ContactPoint began in Wigan with a small number of users in May 2009. Towards the end of the year training began to be rolled out on a wider basis so that by the end of February 2010, 115 practitioners from within the council will have been trained.

ContactPoint will be used by practitioners from a range of sectors: social care, health, education, youth support, housing, criminal justice and the voluntary sector. In order to be trained, users must be identified by their manager as needing access to do their

job, have an enhanced Criminal Records Bureau check that is less than 3 years old and have

attended Common Assessment Framework

(CAF) or Information Sharing training as is appropriate for their role. Training is currently



being delivered by the Chief Executive's Learning and Development Team and the ContactPoint Team are working with managers and partner organisations to ensure that all the right people are targeted for training.

For more information visit [www.wigan.gov.uk/contactpoint](http://www.wigan.gov.uk/contactpoint)

## Inter-agency Safeguarding Training

Inter-agency Safeguarding Children training, organized by Wigan Safeguarding Children Board (WSCB), is vital in informing staff and volunteers about indicators they may see which suggest a risk to a child's wellbeing, or about circumstances or parental history which may leave a child particularly vulnerable to harm. The core training offered to staff from a range of agencies includes "Safeguarding; a Shared Responsibility" - which helps staff to recognise concerns and to make appropriate referrals to children's social care or to police. These courses inform staff about their own responsibilities, and the roles of others in safeguarding children.

Much of this training is delivered to diverse groups of staff, which serves to create greater understanding of the role and services of other agencies, and to break down any barriers between workers from different backgrounds or disciplines. Specialist courses include training in relation to parental mental ill-health, to domestic violence and to sexual exploitation. Details of courses can be seen on the WSCB website, [www.wiganlscb.com](http://www.wiganlscb.com)

Each agency may decide whether training is

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optimal, desirable or mandatory for workers in specific roles and may nominate them for a relevant course. WSCB is currently inviting all agencies to identify the relevant needs for each group within their workforce.

During 2010/11 we will be targeting some training events at the workforce within a given locality in order to strengthen links and increase understanding between diverse roles. Effective communication and collaboration are key elements of the process for safeguarding children. Joint training, for those who need to work together in that locality, will be a significant step towards these goals.

## Outcomes UK

Wigan will be working with St Helens Council to further the locality agenda. We have jointly commissioned Outcomes UK to deliver a programme of training and development using the outcomes based accountability model developed by Mark Friedman from the USA whose work underpinned the Every Child Matters framework.

This approach focuses on how we plan, set priorities and take action to improve the quality of life for children and measure the impact in the outcomes we achieve for children and families. We will use the approach to support commissioning and develop a focus in localities for identifying local priorities and what we can do jointly to address them.

**Lynda Jones** and **Maxine Froggatt** will deliver the programme of training and lead two action learning sets which will take place between February and July 2010. The programme will

work through local champions.

This is a great opportunity to do some concentrated work in this area but it will also enhance learning and promote support and challenge from colleagues in a neighbouring authority. We will report on the outcomes from this in future newsletters.

## Training Course for Common Assessment Framework (CAF), Lead Professional and Information Sharing

### Aims of the course:

- be aware of the background to Every Child Matters (ECM) and how the Change for Children and Young People System fits with ECM;
- understand the benefits for children and young people of the processes and tools of the 'Change for Children and Young People System';
- understand the principles for front-line staff of ECM and the 'Change System'; and know where to obtain further information

### Objectives:

- Understanding the legislation.
- Understanding how you will use the Common Assessment Framework (CAF).
- Share good practice about completing the CAF forms.
- Understanding the role of the Lead Professional.
- Understand Information Sharing

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The dates for 2010 and 2011 have now been set and we are looking at how these can be delivered on a locality basis. To find out more about the training and the dates available, please visit the common assessment framework intranet page.

**Course dates - all courses start at 9.30am and finish at 4.30pm. Most courses are run from The Learning Centre (formerly known as the PDC at Hindley).**

Date	Course Number
16 March 2010	915305
17 March 2010	915306
26 March 2010	915037
19 April 2010	933456
12 May 2010	933457
25 May 2010	933458
15 June 2010	933521
6 July 2010	933522
21 July 2010	933523
5 August 2010	933524
16 August 2010	933525
26 August 2010	933526
13 September 2010	933527
28 September 2010	933528
13 October 2010	933529
28 October 2010	933530
12 November 2010	933531
22 November 2010	933532
7 December 2010	933533

For further advice, bookings or any queries regarding the CAF training please contact **Karen Goodwill** or **Gillian Webster** on **01942 486435** or

email [CAFtraining@wigan.gov.uk](mailto:CAFtraining@wigan.gov.uk)

## Multi-agency Management Development Programme

A number of front line managers from across the public, voluntary and community sector are currently participating in a new Management Development Programme (MDP), funded by the CWDC and delivered by FPM Training. The MDP will help build relevant knowledge, skills and behaviours among front line managers of services for young people.

The programme aims are to support managers to;

- Lead service improvement at the front line;
- Involve young people in meaningful ways in the planning, delivery and review of their services;
- Develop a core of management skills, behaviours and knowledge geared to the delivery of integrated youth support services at the front line.



# New Ways of Working

## Family Information Services

The **family service directory** - an easy-to-use, online directory of services for children, young people aged 0-19 (up to 24 years for those with additional needs) and their families.

[www.wiganfis.org.uk](http://www.wiganfis.org.uk)

Information for parents and carers on local organisations and services including:

- Parenting support
- Health services
- Leisure and family activities
- Support for disabled children
- Education and learning
- Children's Centres
- Work and training

We can make this information available in other formats and languages on request.

Contact:

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