

New Ways of Working

How can I obtain more information?

- You can speak to your manager
- Go to the VLN
- Contact a member of the board or the work stream chair

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

Contact:

Media and Communications Team

Town Hall

Library Street

Wigan WN1 1YN

Phone: 01942 828145

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

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



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for children, young people and their families.

January 2010

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What is Locality Working?

Following the Children Act 2004 the government initiated a Change for Children Programme that promotes keeping children and young people at the centre of all we do. Wigan has taken a strategic decision that our underlying assumption for all universal service delivery and for the majority of targeted service delivery is that a multi-disciplinary approach, centred around a geographical locality is the most effective way to configure our services.

The vision is described in our Children and Young People Plan, endorsed by the children, young people and their families strategic partnership.



The locality structure will provide a means for the range of professionals who work with children and young people in each of the five localities to focus on the needs of that community and to ensure local priorities are identified and addressed.

To view the localities map visit the VLN or go to the council's intranet

Services are for children and young people from 0-19 years of age and their families (for very vulnerable young people, some services will be available up to age 24). They will create a more localised approach to services for children and

young people, their families and communities.

The aim of locality working is to ensure our services are effective, make the best use of our resources by reducing duplication, are more accessible and that we get it right first time.

Where are we up to?

A programme board has been established, chaired by Anne Goldsmith, Service Director, Service Transformation, with 6 work streams for:

- 1 **Communication**
- 2 **Property**
- 3 **Workforce**
- 4 **Service Delivery**
- 5 **Planning, performance and governance**
- 6 **Finance**

The board meets regularly to discuss progress from each work stream and to ensure work is on track.

To view the board structure visit the VLN or go to the council's intranet

Why are we doing this?

- So we can enable children, young people and families to access streamlined health, learning, social care and advice services.
- So we can provide an environment that is child and young people orientated, accessible and welcoming.



- So we can provide families with information when they need it (and as early as possible).

What will it involve?

It will involve a core offer that will include access to information, signposting, advice, support and services for all parents, children and young people living in the area. Information will also be available about the common processes being used by all services (these include the Common Assessment Framework (CAF), the Lead Professional and Contact Point).



Who will be in the locality teams?

There will be individuals from existing service areas linking with our partners to ensure effective delivery of services. In the beginning we may have to offer some services through virtual teams but in the longer term we are hoping to provide multi-agency co-located teams wherever it makes sense to do so.

What will the benefits be?

For children, young people and families:

- Easier access to services
- Early identification and resolution of difficulties

- Faster, co-ordinated and appropriate responses
- One assessment and then an offer of the right services to meet the need
- A gradual pathway from specialist services to universal services
- Improved planning and evaluation
- Better service experience for families
- Reaching the right service at the right time.

For professionals:

- Better service co-ordination
- Swift referrals and responses
- One assessment (Common Assessment Framework)
- Referrals reach the right professional at the right time
- Increased communication and sharing information
- Better understanding of roles and responsibilities
- Less working in isolation
- Improved recording system
- Improved education, health and social care outcomes
- More efficient use of time and resources.

