

GATESHEAD

Change for Children



Gateshead Children and Young People's Partnership

'A change for children newsletter for all practitioners and managers working with children and young people'

Edition 7 September 2008

Think Family...

Reaching Out: Think Family published last year by the Social Exclusion Task Force highlighted the critical role that adult services play in improving outcomes for children. We know that many of those poor outcomes for children are the result of adult behaviours or disadvantage that can only be tackled with the support of adult services.

Earlier this year the government invited bids from local authorities and their partners to become Family Pathfinders testing out how we join up the work of adult and children's services. We were delighted in Gateshead to learn that we had been selected to be one of only 15 pathfinders nationally and one of only 6 also involving young carers.

Our local pathfinder will work across the whole continuum of need and contains 4 main strands

- **Cultural change in how adult and children's services work together.**
- **Young carers and potential young carers**
- **Personalisation**
- **Hidden Harm and Families at Risk**

All four strands will support our existing work to improve outcomes for children and young people by services working more effectively together.

- Our new area arrangements already envisage area teams and adult services work together more closely - the pathfinder will enable us to engage with a wider range of adult services and provide the capacity to deliver additional training.
- We already work closely with the Young Carers Service in Gateshead to support young people - the pathfinder will enable us to broaden the focus to include substance misuse, mental health and learning disability with a greater emphasis on early intervention and prevention.
- Later in the newsletter more details are given about the future of the Early Intervention Fund and how we will use the pathfinder to put significantly more resources into a new scheme that will enable frontline practitioners to respond more flexibly to the needs of children and young people and their families.
- Finally through the pathfinder we will establish a dedicated Hidden Harm service that will work in a highly focussed way with a small number of families where there are significant concerns because of parental substance misuse. Earlier this year we were successful in attracting national funding for our Family Intervention Project. Through the pathfinder we will be able to extend this work to look at the range of families - probably known to a mixture of adult and children's services at different times - where there are multiple risk factors often spanning generations and linked to some of the worst outcomes for children and young people.



Councillor Catherine Donovan, Portfolio Holder, Children and Young people



Maggie Atkinson, Group Director Learning & Children, and Director of Children Services

Think family...you know it makes sense



Change for Children Programme

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Area Based Working

In the last edition we reported that from 1st April five area based teams had been established and appointments made including area managers, under 11 leads, over 11 leads and other strategic posts. These area based teams bring together Youth and Community Learning, Health, YOT Prevention, Play Development, Early Years, Education Welfare, Connexions and Community projects.

A top priority has been to ensure the safe transition of services into the new area arrangements. Where necessary, staff have continued with duties associated with their previous posts to ensure standards in service provision are maintained. However, as the new teams begin to take shape all area managers will take up their full roles from 1st September.

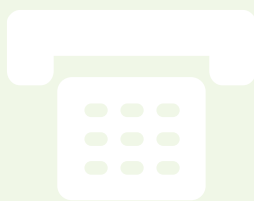
The overall aim is to improve outcomes for children, young people and their families by providing better joined up services. The changes will help create stronger links with other services, including adult services.

Children and young people live in inter-generational families where issues affecting one family member will impact on the whole family. We recognise the importance of children's services working more closely with adult services. Area based teams will build on previous work undertaken through the "swift and easy access" and "targeted youth support" pathfinders, which focused on multi-agency teams around the family, coordinated by a lead practitioner. The area teams will extend this development, particularly where it might lead to early intervention of families at risk to prevent problems escalating.

Developments will continue throughout 2008 and 2009. Discussion is ongoing around aligning other key services to the area teams in the future. We are already delivering integrated training through CAF and further training opportunities will be developed to improve understanding of different services and different cultures.

For further information contact area managers directly:

- West - Harry Matthews
harrymatthews@gateshead.gov.uk
- Inner West - Pam Stephens
pamelastephens@gateshead.gov.uk
- Central - Val Wilson
valwilson@gateshead.gov.uk
- East - Ken Johnson
kenjohnson@gateshead.gov.uk
- South - Ray Dodd
raydodd@gateshead.gov.uk
- Service Manager Strategy - Ken Youngman
kenyoungman@gateshead.gov.uk
- Assessment and Quality Lead - Sue Harrop
sueharrop@gateshead.gov.uk



New arrival...

A special welcome to Ann Day who starts in Gateshead on the 15th September as the new Service Manager Policy Planning and Partnerships. Ann is joining us from Northumberland County Council where she was involved in their successful Joint Area Review and project managed their Integration of Services to Young People. She has previously managed her own business. She will have a key role with Gateshead in supporting the Children and Young People's Partnership and the Improve Wellbeing Board as well as a number of the projects and programmes linked to the Change for Children Programme.

Delivering the Children's Plan - Strengthening Children's Trusts

Following an earlier period of consultation the Government is now considering legislation to strengthen Children's Trust Arrangements. Full details of the consultation can be found on www.dcsf.gov.uk/consultations but the headlines include

- Extending the "duty to co operate" to schools and FE colleges
- Creating statutory Children's Trust Boards
- Strengthening the role of the Children and Young People's Plan

Comments on the proposals are invited by 25 September and will these will be discussed at the Children and Young People's Partnership on 10 September 2008.

Workforce Development

Delivering the vision set out in the Children's Plan will require a series of system wide reforms to the way services for children and young people work together" (Building Brighter Futures)

Nationally, **Building Brighter Futures: Next Steps for the Children's Workforce** was published in April 2008. It describes progress so far in the development of the children's workforce, and sets out actions for the next three years. It builds on the Children's Workforce Strategy that was published in 2005 and updated in Spring 2007.

Building Brighter Futures: Next Steps for the Children's Workforce sets out the importance for everyone working with children, young people and families to: understand the difference they can make to children and young people's outcomes; know how they need to work with other professionals to ensure that services are integrated and personalised to respond to the needs and strengths of individual

children; and have the skills, knowledge and expertise to do their job to world class standards.

Here in Gateshead, a newly formed multi agency Children's Workforce Development Group led by the Head of Change for Children Programme, Brian Langley has been established to lead on workforce development issues on behalf of the Improve Wellbeing Board.

The group is currently working on 5 priority areas

- a) Identification and mapping of local children's workforce so that we know where to target resources in future
- b) Looking at the development of a common induction programme responding to the common core of skills and knowledge and whether this will meet the needs of all partners

- c) The development of a new training programme to support service integration that builds on the existing CAF and Lead Practitioner training
- d) Understanding the different leadership and management programmes offered by different partners
- e) Identifying the needs of practitioners delivering parenting programmes

The group will also look at how resources from across the whole partnership can be used to support the delivery of integrated training

For more information, contact the Change for Children Team. Copies of the Building Brighter Futures documents can be downloaded from <http://www.dcsf.gov.uk/publications/childrensplan/>

Extended Family Pathfinder for Young Carers

"My dad is schizophrenic and my mam has mental health problems too. I've been looking after them for as long as I can remember. My mam won't leave the house and my dad is in and out of hospital, so I do all the shopping and housework, and try and make sure that they don't get too agitated. I was badly bullied at school and find it hard to make friends. Often I got so down that I couldn't face going to school, so my grades when I left were really bad.

I was 15 before I was referred to the Young Carers Service I wish someone had thought about me sooner."

Young Carer, Gateshead.

Gateshead is one of only six authorities nationally to be selected as an Extended Family Pathfinder for Young Carers. Over the next 3 years we will be working with Gateshead Crossroads Young Carers Service to embed a whole-family approach to identifying and supporting families relying on, or at risk of relying on, the care of a child.

A particular focus will be families where there may be "hidden" young carers due to adult

substance misuse or mental health issues. Another key element will be the early identification of younger children with the potential for a significant caring role in the future.

As well as addressing the needs of young children before a caring role becomes embedded in family dynamics, we will develop intensive "move-on" interventions for families with existing young carers as part of an integrated family support plan.

A multi-agency young carers strategy and associated working group will drive this work forward, with partners from adults' and children's social care, health, education, and the voluntary sector.

For more information, contact: Jessica Moore, Development Officer - Children and Families, tel: 0191 433 2604 or email: jessicamoore@gateshead.gov.uk

Working Together

David is a Tenancy Support Worker with Gateshead Council. Housing Services of Gateshead Council offers support to tenants of Gateshead Council who are vulnerable people in the community and that need help to live successfully in their own homes.

David has reported how integrated processes help him to provide effective support for the families he is working with. In a recent

case, David became involved with a family who had undertaken a new tenancy and through the CAF process, identified multiple needs that would require support from a number of services. Having clearly identified the needs, David was able to initiate the team around the family process and broker support from Housing Services, Safer Families, Emotional Wellbeing Team and The Gateshead Housing Company.

The team around the family agreed a lead practitioner and a support plan with the family and were able to work from this to provide effective coherent support to meet their needs.

For more information about integrated tools and processes contact Linda Kelly on 0191 4333518 or lindakelly@gateshead.gov.uk

Countdown to ContactPoint

With the arrival of ContactPoint to Gateshead due in just six months, now might be good time to take stock of where we are with developments.

Hopefully workers in Children Services know a bit about ContactPoint by now? It will be a tool to help practitioners working with children and young people to find out quickly who else is working with them.



Progress Report

Gateshead will be among the first Local Authorities to link to ContactPoint. This will probably happen during February 2009. Already we have been working hard to test and improve four key data in systems around Gateshead. All four systems now have high quality data and have achieved the standard needed to be accepted to link to ContactPoint. In time we plan to connect up 25 or more local systems into ContactPoint.

First to log on

Early in 2009 the first ContactPoint users in Gateshead will be offered training in use of the system and soon after we should see our very first users logging on. Gateshead practitioners will need to be patient at first, since in the early stages ContactPoint will have only a limited number of records from a few systems. But, over the course of 2009 and 2010 the information should become better and better and even more comprehensive.

Leading the way

Over the past two years Gateshead has led the way in the North East. Our preparations for ContactPoint have consistently led to us being recognised as the top Local Authority area in the region. It is thanks to the continued support of the organisations of Children and Young Peoples' Partnership and our excellent coordinated working with the Change for Children team that we have been able to achieve such high standards.

If you would like further information please contact us on Informationsharingimplementationteam@gateshead.gov.uk

Early Intervention Funding - the next steps

The EIF pilot finished in March 2008 but we were always keen to find a way to continue with the approach as part of the wider personalisation agenda.

As a result of the successful Family Pathfinder we have now secured £250,000 over the next 30 months, which we will use as the basis of a new personalisation fund. We have also identified some other funding sitting in local budgets that we can also use. We are currently working on the details of the new scheme which will be closely linked to the new area teams. We hope to launch the new scheme in October this year.

As with the old EIF the purpose of the scheme will be to respond more flexibly to the needs of children and young people and their families particularly where these cannot easily be met through existing arrangements. As before the scheme will be closely linked to the CAF or other recognised assessments and the role of lead practitioner.

We do want to consult with some practitioners over the design the new scheme and in particular what the balance should be between services and goods and hope to start these discussions shortly.

The work will be led by Ann Day the new Service Manager Policy Planning and Partnerships.

Information Sharing Training Programme

Users of ContactPoint must all attend a session of Information Sharing training. We are pleased to announce that starting in October 2008 the Information Sharing Team are offering two training sessions per month to all prospective ContactPoint users.

The latest training programme is shown below. This multi-agency training course is delivered by facilitators from a wide range of sectors and with over 200 years collective experience of working in children Services.

Date	Venue
Tuesday 28 October 2008	Prince Consort Road Training Suite
Friday 31 October 2008	Prince Consort Road Training Suite
Monday 10 November 2008	Prince Consort Road Training Suite
Thursday 20 November 2008	Prince Consort Road Training Suite
Monday 1 December 2008	Prince Consort Road Training Suite
Monday 19 January 2009	Prince Consort Road Training Suite
Friday 30 January 2009	Prince Consort Road Training Suite
Tuesday 10 February 2009	Prince Consort Road Training Suite
Wednesday 25 February 2009	Prince Consort Road Training Suite
Tuesday 24 March 2009	Prince Consort Road Training Suite
Friday 27 March 2009	Prince Consort Road Training Suite



For further information please contact
Information Sharing Implementation Team.
Tel: (0191) 433 3829

e-mail: informationsharingimplementationteam@gateshead.gov.uk

Making Information Work for You - Safeguarding Children, Young People and Families

The issue of good quality records is not exclusive to the implementation of ContactPoint, however the project is leading to better understand its importance.

Good quality information

Good quality information is one of the critical success factors for the ContactPoint. It will influence how acceptable ContactPoint is to the general public. Critically, practitioners who will use the system will need to trust it and feel confident that the information is accurate. Incorrect or out of date information will cause frustration and inconvenience. In a small, but significant number of cases, inaccurate data may put children and young people at serious risk.

ContactPoint will be unique because it will rely upon records taken from existing data systems. ContactPoint will match up the records from many systems to give a fuller picture of the organisations involved with a child. Records that contain errors will not match up so this information is less valuable to ContactPoint users.

It is important that all practitioners, managers and administrators understand the link between good record keeping and the eventual quality of information available from ContactPoint.

Local action

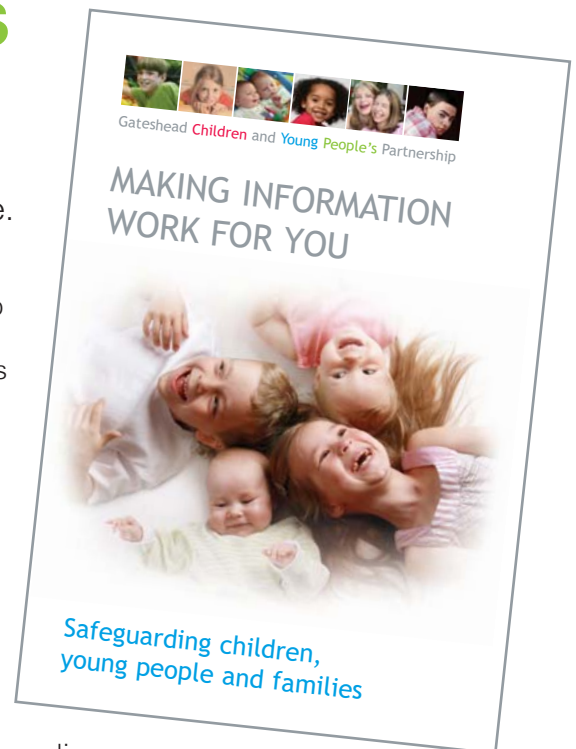
Locally data is now being prepared for the launch of ContactPoint in Gateshead in early in 2009. Tests show that there are likely to be errors in the records held by every

organisation. With the help and support of all practitioners and managers we can improve the information held in our systems. This process will help us meet our Data Protection Act obligations, help get our records in good shape to save us time, energy and frustration and to meet our inspection needs. It will also ensure that Gateshead will be ready to go live with ContactPoint in February 2009.

How can record quality be maintained?

Traditionally, data quality improvements have been regarded as "behind the scenes" tasks. Technicians, administrators and data managers have tried to make improvements largely without involving those who collected the information in the first place.

Very few practitioners and practitioner managers appreciate that they too can help to improve data quality but with the right information they can be supported to develop a good understanding of the role they can play in maintaining good quality records.



Getting the message

Copies of the leaflet **Making information work for you! - Safeguarding Children, Young People and Families** are now being distributed to practitioners and managers in Gateshead. The leaflet was designed in consultation with Gateshead practitioners and managers from all sectors. It is a simple easy to read guide to improving and maintaining a high standard of record keeping.

Also available to download is a copy of the Pin up guide.

A very short PowerPoint presentation is available to all managers for use as a staff briefing aid. If you would like a copy of this presentation please contact us at informationsharingimplementation@gateshead.gov.uk or telephone Sandra Sproates 0191 433 3829.

Electronic Common Assessment Framework (eCAF)

CAF, eCAF and ContactPoint are core components of the Government's Integrated Working agenda, which is an initiative under the Every Child Matters programme.

The Common Assessment Framework (CAF) for children and young people is a standardised approach to conducting an assessment of a child's additional needs. CAF is a key part of delivering frontline services that are integrated and focused around the needs of children and young people. The national eCAF system is the electronic enablement of this framework.

The national eCAF system will allow a practitioner to electronically create, store and share a CAF securely. The national eCAF system will give practitioners, who have explicit consent from the child, young person or parent/carer, appropriate access to a child's CAF information. Practitioners from different sectors will have access to key information concerning the assessment to allow them to plan, participate and coordinate the delivery of the most appropriate services to children, young people and families.

eCAF and ContactPoint will support improved integrated working in children's services, but they are both separate systems that exist for different and specific purposes. In the future, when a common assessment has been logged in the eCAF system, it will automatically notify ContactPoint that a common assessment has been carried out, along with contact details for the practitioner who completed or updated it.

There will be no access to the CAF assessment itself from ContactPoint, instead the contact details of the practitioner will be displayed. Another practitioner looking for a child will discover immediately whether a common assessment has already been carried out. If one has been completed they will quickly know which person to contact regarding the assessment. This will speed up communications, avoid duplication and facilitate contact between practitioners across a range of organisational and geographical boundaries.

For children, young people and families eCAF will help to:

- Reduce the need for multiple assessments
- Create a complete picture of the their needs
- Encourage early identification and response to their needs

For practitioners eCAF will help to:

- Support cross-border and multi-agency working
- Increase the transparency of work performed by other agencies
- Free up practitioner time
- Support a consistent approach and more efficient working practices

Search for Solutions Online

solution finder is the online service directory for children, young people and families in Gateshead.

There are over 1000 services on the directory which cover a wide range of interests and needs including:

- Advice and support
- Childcare
- Education
- Sports and Leisure
- Culture
- Youth activities
- Health
- Family support

solution finder can help you make an informed choice about a service or organisation by offering comprehensive and accurate information on what a service offers, contact details, charges, transport information and lots more.

Searching for a service couldn't be easier with **solution finder** now having four ways to search, allowing users plenty of choice and flexibility when looking for services.

Visit **solution finder** at www.solutionfinder.org.uk and start searching.



We are “recruiting”



Gateshead Children and Young Peoples' Partnership has recognised the importance of information sharing training and recently agreed the Information Sharing Training Plan for Gateshead Partnership. A copy is available to download from www.gatesheadcyptrust.co.uk

Information Sharing

Implementation Team are keen to recruit potential trainers and facilitators from across all sectors to support the training programme. Trainers and facilitators will be given adequate training and support for their roles. Facilitators will always work alongside trainers and will be expected to work with only small groups of no more than 8-10 practitioners.

Either role may be of interest to someone wishing to gain experience in either training or information sharing and will provide an excellent professional development opportunity for interested practitioners or managers.

Either role can also be viewed as an organisational development opportunity. Organisations can gain from development of more skilled and experienced members of staff within their team or agency.

Trainer profile

Trainers should have either:

- Specialist skills, experience and/or qualifications as teachers/trainers; or
- Specialist knowledge and/or qualifications in an information sharing related discipline.

Facilitator profile

Facilitators should be keen to develop training and information sharing skills but need not have particular knowledge, experience or qualifications in either. We are particularly keen to involve frontline practitioners whose experiences will be invaluable to others as part of the training experience.

Commitment

Wherever possible trainers and facilitators will be asked to contribute to training sessions on alternative months over the next two years.

Those who can commit to less than six sessions per year will be considered. Trainers and facilitators will also be asked to contribute to training reviews every six months.

What we would like you to do

We would like managers and practitioners to identify anyone suitable to take on the role of a trainer or facilitator. Practitioners should discuss this with their line manager and agree any arrangements for release from their role for a day (trainers) or half-day (facilitators) every other month.

Nominations for both roles can be forwarded to Sara Jobling, Information Sharing Implementation Team Project Manager by post, telephone or email.

Sara Jobling, ISIT, Gateshead Civic Centre, Regent Street, NE8 1HH
Tel: 0191 433 3251
Email: sarajobling@gateshead.gov.uk



Gateshead Children and Young People's Partnership

GATESHEAD PROTOCOL on:

[The Common Assessment Framework, Team Around the Family and the Role of the Lead Practitioner](#)

Common assessment Framework, Team around the Family and Lead Practitioner guidance now available

Definitive local guidance on common processes is now available in this comprehensive booklet.

Copies are being distributed to services across Gateshead and are available to download at www.gatesheadcyptrust.co.uk

For hard copies, please contact the Change for Children Team on change4children@gateshead.gov.uk or on 0191 433 3834