

Gateshead Change for Children

Edition 6 April 2008

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

Delivering Change

In our Children and Young People's Plan 2007/08 review we said we would *Bring together a number of services into new area based arrangements to effectively provide a one stop shop to many of our more targeted services.* And this is what we have done. On 1 April 2008, our new area managers began in post developing their local area teams. These teams will operate at the 'targeted' service level providing an invaluable resource to families and schools in the local area and will be the cornerstone of a joined up response to the individual needs of children, young people and families.



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

The remainder of this year will be crucial for embedding these arrangements and seeing these teams established on the right footing, with clear information sharing and a common culture which puts children and young people first, works in partnership with families and with each other.

Maggie Atkinson, Director of Children's Services

In this edition

- Get the latest news around the new area based working arrangements
- Find out how social work services and youth offending services will be organised
- Outcome of the family support review and continuation of the Early Intervention Fund
- Hear from Gateshead practitioners about the benefits of using the common assessment framework and effective information sharing

THE website for Gateshead Children and Young People's Partnership

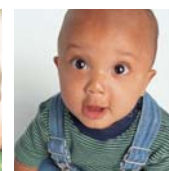
- Developing children's trust arrangements
- Change for Children
- Common Assessment Framework and Lead Practitioner - info, training and downloads
- Children's Centres
- Solution Finder service directory
- Information sharing guidance
- Children and Young Peoples' Plan
- Area Based Working
- Family Support Review
- Local Safeguarding Children Board - info, training and child protection procedures



Find it all at www.gatesheadcyptrust.co.uk

Change for Children Programme

Gateshead Council, Civic Centre, Gateshead NE8 1HH.
Tel: (0191) 433 3834, Fax: (0191) 490 1168
e-mail: change4children@gateshead.gov.uk



Area Based Working

Five area based teams were established from 1 April 2008 bringing together early years services, parenting, play services, family support, children's fund projects, youth and community learning services, connexions and YOT prevention services.

All appointments within the new structures for area based working have now been made including area managers, under 11 leads, over 11 leads and other strategic posts. A full structure chart is available at www.gatesheadcyptrust.co.uk. Besides having responsibility for the delivery of services within their area each, Area Manager will also have a lead responsibility for a particular theme on behalf of the whole service.

The new area managers are...

West Harry Matthews from Youth and Community Learning has been appointed as Area Manager and will lead on integrated youth support.

Inner West Pam Stephens from Early Years has been appointed as Area Manager and will continue to lead on early years issues.

Central Val Wilson from Connexions has been appointed as Area Manager and will lead on parenting and will continue to support the Connexions transition for a few months

East Ken Johnson who is currently Acting Head of Service for Youth Offending has been appointed as Area manager and will lead on education issues.

South Ray Dodd from Youth and Community Learning has been appointed Area Manager and will lead on youth crime prevention including anti social behaviour

Other appointments...

Ken Youngman the current Connexions Local Manager will join the new structure as Service Manager Strategy including the lead for core Connexions services

Sue Harrop from Early Years has been appointed to lead on Assessment and Quality issues including young people's engagement and workforce development.

Susan Butler who is currently an Acting Service Manager in the Youth Offending Team has been appointed as the Yot Service Manager with overall responsibility for the delivery of all core services to young offenders and their families. This new post will report to Frances Powell Head of Children and Families. Yot prevention will become part of the new area arrangements.

As the teams begin to come together under the new area managers, an absolute priority for the group will be to ensure the safe transition of services into the new arrangements over the next 6 months.

Mapping services on solution finder

Users of solution finder, the searchable directory of services and solutions for children, young people and families in Gateshead, can now search for services using Google Maps.

In this exciting new development, users specify a postcode of their choice and a distance from that postcode that they would like to search for services on. A range of other criteria can be used such as keyword, age of the person using the service and the service provider. Results are plotted on a map which will show the distance from the specified postcode and allow the user to zoom in and out to show exact location of service in relation to major roads and streets. The user can also view the results using the satellite or hybrid versions of maps which again enhance the search facility.

In addition to this new facility, users can continue to search for services using the A-Z search, the keyword search and advanced search facilities.

Social work services for children and families and services for young offenders

Structures for the reshaped children and families service have been approved and will include a single Referral and Assessment Team, Family Support Services, 2 long term care planning teams, Youth Offending Team (Yot) and an Integrated Looked After Children (LAC) Service.

- There is agreement in principle to co-locate the Police Public Protections Team (currently based in Whickham) with the Referral and Assessment Team and discussions are ongoing around the Safer Families Team
- Family Centres and Family Support Coordinators will continue in their current form
- The LAC Health Team will be co-located and closely aligned with the Integrated LAC Service, as a potential first step to fully integrated management arrangements. An options appraisal has been developed to explore the possibility of the co-location and/or integration of the Raising Educational Achievement of LAC service or the extension of the Virtual Head model to incorporate an Education Support Team. Agreement has been reached with Connexions to provide specialist PA support as part of a core offer for young people from the Integrated LAC Service.
- Yot prevention services will be managed at an area level. The core statutory services along with partner working and referral order panels will be incorporated into one specialist borough-wide Yot under a Service Manager with a new post of Operational Manager to support the additional responsibilities. The existing Head of Service responsibilities will be transferred to the Head of Service for Children and Families.

How do we make sure these new arrangements don't create new gaps in services?

This is a key risk for the change for children work which is being carefully managed. Brian Langley will lead a new group to look at the continuum of care to ensure the responsibilities of each service at each stage are clear.

What happens next?

Work is underway to identify accommodation for the new teams at area and boroughwide level.

A new group management structure within the Council's Learning and Children Group will be introduced from 1 October giving all Heads of Service greater responsibility for different neighbourhood management areas and this is likely to include oversight of the new area manager posts.

It has been agreed that Brian Langley will continue to lead the Change for Children Programme in Gateshead for a further 12 months.

For further information contact
change4children@gateshead.gov.uk

Family Support Review

Our review of family support services identified excellent practice and identified some areas for improvement. The following recommendations will be implemented following approval on 2 April 2008 at the Improve Wellbeing Board.

- 1 More robust and consistent outcome measures for all family support services will be developed learning from good practice in existing services. This will be developed by the Commissioning Support Team.
- 2 The role of Parent Outreach Workers will be extended to work with children aged 0 -11 years. Work will be carried out to define the levels of intervention for Family Centre and Children's Centre workers.
- 3 Early Intervention Fund will be dedicated to each area team to purchase additional family support services where they are not available within our current offer. At this stage there will be at least £15,000 funding for each area and £20,000 in the central area to reflect the higher levels of need.
- 4 St Chad's Community Project will be providing more family support services for the Bensham and Saltwell areas at the targeted level of intervention.

The full report and recommendations are available at www.gatesheadcyptrust.co.uk

The BEST way to share information

Tony Nicholson tells us how information sharing is supporting earlier intervention with vulnerable children and young people.

Tony Nicholson is Behaviour and Education Support Team (BEST) Co-ordinator for Thomas Hepburn School and its nine primaries. The role of BEST is to engage children, young people and families with early intervention and preventative services to prevent family crisis. The service engages students by working from the primary stage right through into secondary education, provided holistic support to both the young person and their parents.

Tony believes that the service has succeeded because of its focus on developing professional trust, by liaising and building up good relationships between organisations. To this end a multi-agency forum has been created. This has proved to be an effective way to facilitate information sharing. Tony told us, "*Immediately we established the case discussion as confidential and this enabled us to share information appropriately.*"

A core group of contributors bring cases to the table, the voluntary sector, Housing, Police, health services, Youth Offending Team/Amber, and council services are amongst these. The topics discussed are usually about lower level concerns. Organisations contribute to the picture about the child and family which enables the forum members



to better understand the child's needs and if necessary appoint someone to take and initial lead practitioner role.

BEST co-ordinator Tony described the advantages of the forum and role of the lead practitioner, "*These arrangements make it much easier to co-ordinate services and prevent overkill, where parents and children are unnecessarily bombarded with services. In many ways it allows the forum organisations to work almost like a single organisation.*"

The activities of the forum have led to real improvements to the referral process, allowing practitioners to discuss and identify the precise needs of the young person. In total the forum members have made fewer referrals but the ones made have been more successful. Tony explained, "*There has been a noticeable change in working culture, and we are now able to co-ordinate support and meet needs of children and young people at a much earlier stage.*"

Putting CAF into practice

Liza Gallon describes how her first CAF assessment led to improved outcomes for a young person she was working with.

Liza Gallon is an RMN (Registered Mental Health Nurse) working with 4-19 year olds with The Emotional Well Being Team. This is a short term emotional support service for Gateshead young people, run from Gateshead PCT. Its aim is to provide timely, solution focused, emotional support for young people with the aim of preventing the deterioration of mental health.

Liza tells us: *I have just completed my first CAF. I picked up a case following a referral into The Emotional Well Being Team. On going out to meet the family I was concerned at the multiple issues that were feeding into and exacerbating the problems for the 11 year old girl (J) I was to work with. I was also concerned about the lack of other agency support and could see that with*

this additional other agency support that many of the pressures may be alleviated somewhat.

J and I used the CAF to pull together our concerns and from there it became clear what would be helpful for both J and the family. From this I was able to access the relevant support agencies and we set a date for a 'Team Around The Family' Meeting. From this meeting we pulled together a support plan. This plan and the format of it gave us the clarity we were looking for to know what each of our roles was and where to go next. It is early days but already both J and her family are reporting improvements and appear to have been happy with the process. I will definitely use the CAF again and found the framework very helpful.