

Care & Support, Family &
Community, Safeguarding, School
Improvement

Service Review And Structure
Proposals – Phase 1
Launched on 10th February 2011

**‘One Council, One Team,
One Vision’**

The Service Review Process

- Commenced July 2010
- Fundamental review of service delivery
- Engagement
- 'Critical Friends' expertise (IEWM funded)
- Analysis of Government policy – now & future
- Financial, socio-demographic and performance issues
- Service issues raised through case files/studies

'One Council, One Team, One Vision'

Key Issues & Drivers - 1

- A new fast-moving Government agenda – Education, Social Care, Health, Child Protection, Early Years, Early Intervention, Child Poverty
- Financial – demography, children in care, SEN, secondary school pupil numbers, continuing health care
- Demography – ageing population, complexity of need, deprivation
- Performance – increasing numbers of children in care, high level of SEN statements, variable attainment levels, high NEETs

'One Council, One Team, One Vision'

Key Issues & Drivers - 2

- Silo working and artificial divides
- Inconsistent, ineffective communication
- Multiple access points and confusion
- Complex processes
- Information held in too many places and not joined up
- Passing the baton – high volumes passed on to safeguarding help desk
- High levels of unplanned/emergency placements, limited respite care and crisis intervention
- Complex pooled budget arrangements

'One Council, One Team, One Vision'

Service Design Principles

- Early intervention & prevention
- Supporting independence and personalisation
- Self help/self service – for those who are able to
- Simplifying access to services
- De-cluttering processes and more effective use of ICT
- Economies of scale, removing duplication, better integration
- Improve communication
- Provide the right services at the right time in the right place

'One Council, One Team, One Vision'

Priorities

- Keep vulnerable children, young people and adults safe from harm and neglect
- Improve skill levels and educational attainment
- Enable choice and control over lives for those who are old, ill or disabled
- Improve targeted support for children and families and the most disadvantaged
- Right help and support for those who experience barriers to learning and employment
- Support young people, especially vulnerable, into adult life
- Healthy and positive lifestyles

'One Council, One Team, One Vision'

Proposal – Family & Community

- Reconfigured and joined up universal and specialist services
- Empowering people to help themselves
- Sports and Learning Community – hubs for local service delivery
- Meeting the needs of local people, particularly the most vulnerable
- New approach to assessment and support for children with SEN
- Reducing the need for assessment

'One Council, One Team, One Vision'

Proposal – Family & Community

- Family Connect – single integrated point of contact for services
- Early Intervention Service – develop Family Centres offering a range of services incorporating some clusters services
- Targeted Family & Community Services –
 - Children’s Specialist Services – for children and young people with SEN, severe or complex behavioural needs and disabilities
 - Cohesion – building safe and cohesive families and communities
- Putting ‘Think Family’ principles into action

'One Council, One Team, One Vision'

Proposal – Safeguarding

- Supporting families to look after their children
- Keeping core safeguarding services stable during adult and children's services redesign
- Some increase in capacity at team leader level to reflect high demand and complexity of work

'One Council, One Team, One Vision'

Proposal – Safeguarding

- Integration of family support services – not stand alone
- Integration of safeguarding help desk/duty team function within Family Connect
- Integration of Safeguarding and Family & Community management teams
- Continue to work towards integration of adult and children's safeguarding

'One Council, One Team, One Vision'

Proposal – School Improvement

- Build on current good practice that already exists across the Borough
- Work with all schools to ensure that the ‘education offer’ to children and families is of the highest possible standard
- Work with community and trust secondary schools, in the first instance, to develop a new schools partnership trust model as part of Sports and Learning Communities

'One Council, One Team, One Vision'

Proposal – School Improvement

- **Consultancy and Advisory** team working across secondary, primary and special schools on a traded services model
- **Leadership and Management** to ensure that best practice is developed to aid school to school support.
- **Achievement and Standards** which will retain the statutory duty to ensure that all schools are accountable for their performance.

'One Council, One Team, One Vision'

Making The Change

- ICT Development
- New ways of Working
 - Processes and policies – Common Assessment Framework
 - Set up a new integrated planning and placements service to coordinate activity relating to children and young people
 - Matrix management across services
 - Working environment and patterns

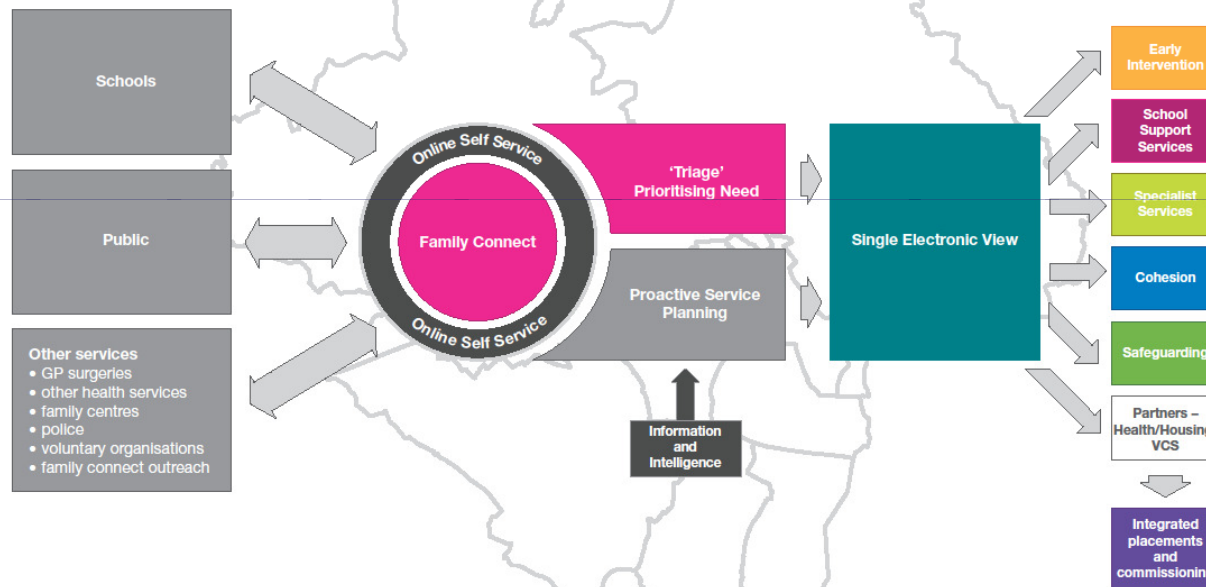
'One Council, One Team, One Vision'

Making The Change

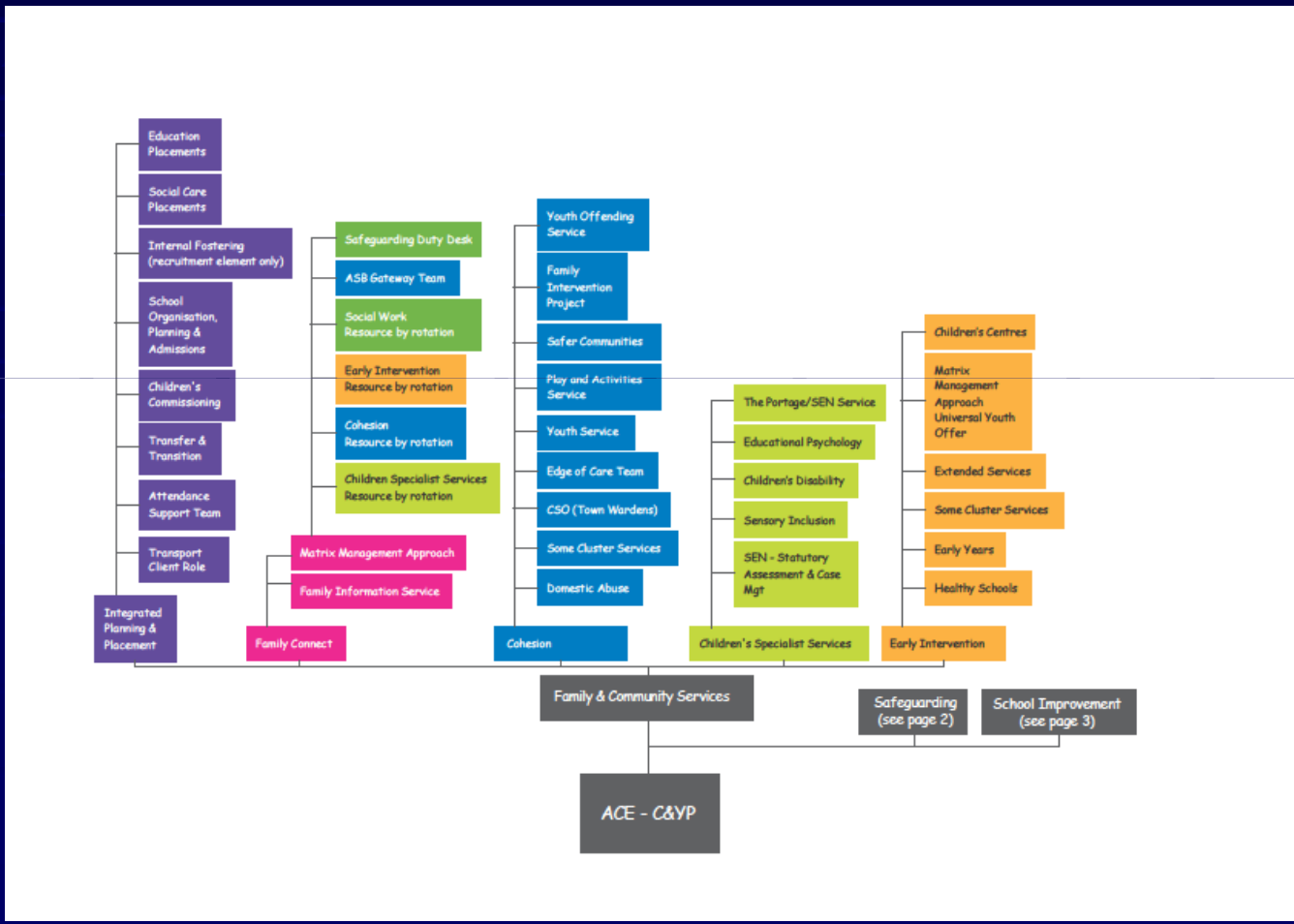
- Working with the voluntary and independent sector and other partners
- Putting in place new partnership arrangements, including establishing a Health and Well-Being Board
- Developing the vision
- Accommodation rationalisation
- Personalisation
- New models of delivery

'One Council, One Team, One Vision'

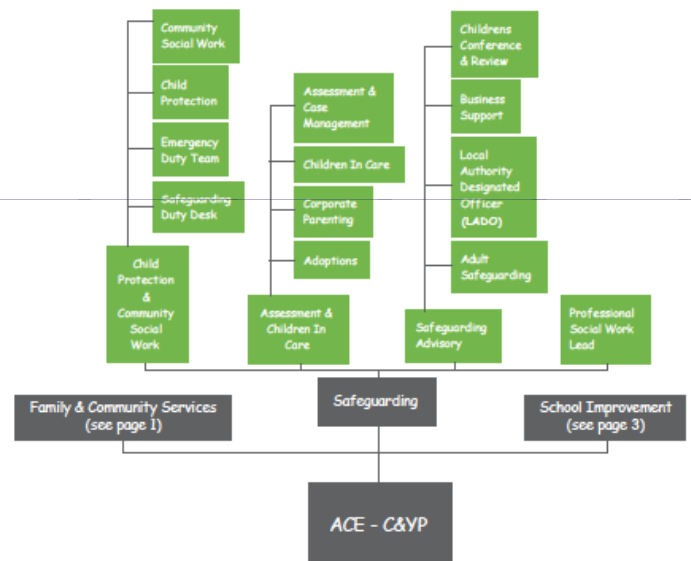
Family Connect



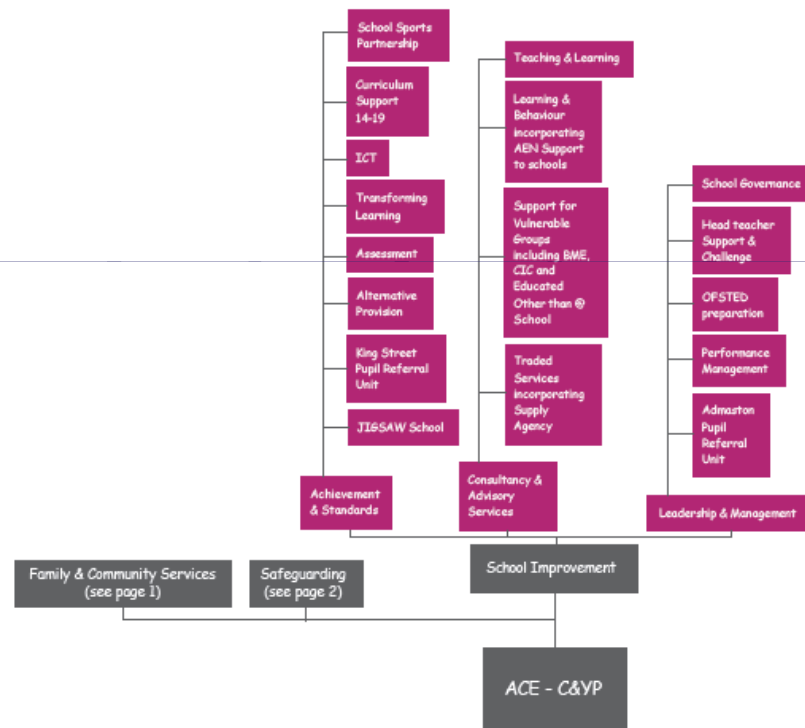
'One Council, One Team, One Vision'



'One Council, One Team, One Vision'



'One Council, One Team, One Vision'



'One Council, One Team, One Vision'

Timeline – Draft Proposals

10 th February 2011	Proposals launched with employees/trade unions. Information pack emailed to all
11 th March 11	2 nd formal meeting with employees
6 th April 11	3 rd formal meeting with employees
11 th May 11	Consultation ends (5pm)
12 th May 11	School Improvement structure confirmed
16 th May 11	Structure confirmed for all other areas
12 th May 11	School Improvement recruitment commences
16 th May 11	Recruitment commences other areas

Questions?

'One Council, One Team, One Vision'