



Bright Futures - Making It Happen

**Improving Quality of Life Outcomes for Children
and Young People**

**FINAL COMMUNICATIONS DOCUMENT
FOLLOWING CONSULTATION ON
THE
ESTABLISHMENT OF TRAFFORD'S
CONTACT CENTRE**

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1. INTRODUCTION

- 1.1 Trafford Children and Young People's Service is to establish a Contact Centre in order for Children's Social Care to meet its statutory requirement in respect of providing positive contact opportunities for children in care.
- 1.2 The Contact Centre will open on weekdays for contact visits from 9 a.m. until 6.30 p.m. and on a Saturday from 10 a.m. until 4 p.m. This will allow contact arrangements to be as flexible as possible in meeting the needs of children. Staff will work shift patterns in order to cover transporting and supervision of contact commitments. Contact officers will be expected to work some evenings until 6.30 – 7 p.m. and two Saturdays per month. An unsocial allowance of 3% of the basic salary will be paid for working 10% of contracted hours at the weekend. On the weeks that a Saturday is worked staff will be able to take a day off during the week.
- 1.3 The Contact Centre will provide the following services for Children's Social Care:
- Transporting of children to and from contact
 - Recorded supervised contact sessions
 - Provision of Court Statements and the giving of evidence, when required
 - Parenting Assessments
 - Attachment Assessments
 - Venue for the supervision of contact by other staff, other than Contact Officers.
- 1.4 The Contact Centre will be staffed by:
- 1 fte Contact Centre Manager (Band 9)
 - 1 fte Deputy Contact Centre Manager (Band 7)
 - 8 fte Contact Officers (Band 3)

There will be a contracted service for the cleaning of the centre.

- 1.5 The consultation paper invited comments from staff regarding the establishment of the Contact Centre.

2. CONSULTATION ARRANGEMENTS

- 2.1 The consultation process included:
- A communication to all staff notifying them of the consultation arrangements and deadline for feedback
 - Publishing of the papers on the CYPS intranet site

- Sharing of the consultation paper with UNISON
 - Distribution of the consultation paper to those directly affected by the establishment of the Contact Centre
 - Two consultation meetings with directly affected staff
 - 1:1 meetings offered to all directly affected staff
- 2.2 The two consultation meetings were well attended by directly affected staff, however there was only one written comment received from a staff member who was directly affected and one from a staff member who was commenting on the overall service development.
- 2.3 Feedback from the consultation and the management response to issues raised has been published with this document.

3. APPOINTMENT TO POSTS

- 3.1 The Contact Centre Manager and Deputy Contact Centre Manager have been appointed.
- 3.2 The 9.5 Family Aide Posts in the Area Family Support Teams will be disestablished and post-holders will be ring-fenced to the posts outlined below. The Family Aide post in the Children in Care Service will not be disestablished as the role of this post will not be affected by the opening of the Contact Centre.
- 3.3 The following posts will be available in the Contact Centre and the Area Family Support Services:
- 8 fte Contact Officers
 - 2 fte Family Aides - Area Family Support Service (North)
 - 1 fte Family Aide - Area Family Support Service (West)
 - 2.5 fte Family Aides - Area Family Support Service (South)

The job descriptions and the person specifications for all the Contact Centre posts and the revised Family Aide post were distributed as Annex A to the consultation document.

Appointment Methodology

- 3.4 The appointment process will be as follows:
- The current post of Family Aide within the Area Family Support Teams will be disestablished on 12th July. Staff will continue in their role until confirmation of their new appointment and take up of their new position in August 2010.

- Disestablished Family Aides have been ring-fenced against the posts of Contact Officer and Family Aide (revised role). These posts are believed to constitute suitable alternative employment and as such it will be a requirement that all of the ring-fenced candidates make an application expressing an interest in either one or both of these new posts **by no later than 12 noon on the 16th July 2010 to Debbie Quinn, Human Resources Manager**
- Should the submitted 'expressions of interest' match the exact number of Contact Officer and Family Aide posts there will be a slotting-in of staff to posts, taking account of skills and experience
- Should there be more submissions than posts available then appointment to posts will be made following a single interview by a panel comprising the Area Head of Service (South), the Contact Centre Manager and one Operations Manager. Interviews will last approximately 30 minutes and will follow a standardised question format
- Should an interview process be required staff will be asked to complete a side of A4 (application form – supporting statement) outlining why they are suited to the preferred position and meet the requirements of the person specification. If internal interviews are to be held these will take place between the 26th July and 6th August.

4. IMPLEMENTATION TIMETABLE

4.1. The implementation timetable is as follows:

Event	By When
Final communications document issued	6 July 2010
Appeal Deadline	13 July 2010
Submission of 'expression of interest'	16 July 2010 (12 Noon)
Notification of outcome to staff, either a) of 'slotting in ' process and assigned post or b) requirement to submit 'application' as interviews to be held	23 July 2010 (12 Noon)
Interviews (if required)	26 th July – 6 th August 2010
Appointments made	6 th August 2010
Contact Centre Opens	16 th August 2010

5. RAISING CONCERNS

- 5.1 Staff who are concerned about the appointment process and the management decisions taken, which are outlined within this final communication document, are strongly encouraged to seek clarification on their specific point from:

Pete Lavin	Contact Centre Manager
Katherine Mackay	Area Head of Service (South)

- 5.2 Those staff who remain concerned should write to Debbie Quinn, Human Resources Manager **by 13th July 2010**, stating the nature of their concern.

Debbie Quinn
Human Resources Manager
Trafford Children and Young People's Service
Trafford Town Hall
Talbot Road
Stretford
Manchester
M32 OTH

Email: debbie.quinn@trafford.gov.uk

6. MONITORING AND EVALUATION

- 6.1 These revised arrangements will be reviewed informally through normal team meetings and more formally after 6 and 12 months.



CONSULTATION FEEDBACK AND RESPONSES

FOLLOWING CONSULTATION ON THE ESTABLISHMENT OF A CONTACT CENTRE

JULY 2010



Trafford Healthcare **NHS**
NHS Trust

Trafford **NHS**
Primary Care Trust

Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

Issues	Response
There was overall agreement with the plan to establish the Contact Centre and staff members were very positive about this service development.	Acknowledged and welcomed.
<p>Saturday Working – is this a requirement of the job (Contact Officer)</p> <p>How will Health and Safety issues be covered for Contact Officers on Saturdays ?</p>	<p>In order to offer a flexible service and meet the needs of children we want to be able to offer contact visits at weekends. This will improve the quality of contact as often children are coming to contact visits after a full day at school, or they have to miss after school activities due to contact arrangements.</p> <p>It is envisaged that the service will require contact officers to work two Saturdays a month but this will be reviewed as the service develops. Should the needs of the service be less than first thought this requirement could be reduced to once per month. However, this would then result in the withdrawal of the 3% unsocial hours allowance as this is only paid if two Saturdays per month are worked. If the service requirement is reduced to one Saturday per month the Contact Officer would take a day off during the working week to compensate for weekend working.</p> <p>However, it should be noted that Saturday working is a requirement of the service and is not a matter of personal choice by the Contact Officer.</p> <p>Children’s Social Care has an On-Call Manager’s Rota that provides advice and support to the Emergency Duty Team and the Family Intervention Project (FIP). As FIP workers often are ‘lone-workers’ during the evening until 9 p.m. and at weekends, a ‘call –</p>

Issues	Response
Who will be a key holder?	<p>in' service operates between the On-Call Manager and the FIP workers. A similar system will operate with the Contact Officers at weekends. Furthermore robust risk assessments will be completed prior to contact sessions being scheduled for Saturdays as there will be instances when such an arrangement will not be appropriate.</p> <p>Contact Officers who are working on a specific Saturday will be given a key to the Centre for that particular day. Otherwise the main key holders will be the Contact Centre Manager and his Deputy. All Contact Officers will be given fobs to allow entry into the building during working hours.</p>
Will Contact Officers work until 6.30 p.m or 7p.m.?	<p>It is envisaged that the Contact Centre will be open until 6.30 p.m. during weekdays and 4 p.m. on Saturdays. This may mean that the contact visits actually finish at these times and the children will then need transporting home. However it is assumed that late contacts will only be for children that live locally as we would not want them returning to their carers later than 7 p.m.</p> <p>Contact Officers will work shift patterns that are in line with the European Working Time Directive and the actual shift times will be confirmed once further work has been undertaken by the Contact Manager. During the consultation staff indicated that they were not opposed to shift working as long as there was sufficient notice given in order for them to cover their own personal commitments.</p>

Issues	Response
What if I wanted to be a Family Aide and was not appointed?	<p>As detailed there are 8fte Contact Officer posts and 5.5 fte Family Aide posts, there are currently 8.5 ring-fenced staff members. Overall there are enough positions for staff employed.</p> <p>Should there be more expressions of interest for positions than available posts then there would be an interview process. If a staff member was not appointed to their expressed preference then the alternative post of either Family Aide or Contact Officer would be offered as this is viewed as suitable alternative employment. Should the person choose not to take this offer then s/he would be effectively resigning from their employment with Trafford Borough Council.</p>
I currently work part-time but there are fewer part-time posts, does this mean I will have to go full-time?	No, you will continue with your contracted hours i.e. part-time and we will recruit to part-time vacancies.
Will I receive additional training for the Contact Officer post ?	On appointment a training needs assessment will be undertaken, building on that already detailed in your PRDP. Should additional training be required this will be added to your PRDP and if there is a group requirement then a request will be made to the Children's Social Care Training Panel.
Can Agency Workers or those on temporary contracts submit an expression of interest ?	No. Once all permanent members of staff have been appointed agency staff and staff on temporary contracts can apply for the posts that remain vacant. If they choose not to do so then they will continue to cover long-term sickness/maternity until their contract ceases.