



# Service Development Team Integrated Working Training Programme 2010

Improving Outcomes for Children and Young People in Trafford



Trafford Healthcare **NHS**  
NHS Trust

Trafford **NHS**  
Primary Care Trust

Trafford Children and Young People's Service brings together council and health services to improve outcomes for children, young people, their families and schools.

## Every Child Matters

Every Child Matters proposed the introduction of Integrated Working Processes as an important part of a strategy for helping children and young people to achieve the five priority outcomes of:

- **Being healthy**
- **Staying safe**
- **Enjoying and achieving**
- **Making a positive contribution**
- **Economic wellbeing**

Integrated working focuses on enabling and encouraging professionals to work together effectively to deliver frontline services.

Improving outcomes for children and young people involves changes to culture and practice across the children's workforce. The Every Child Matters: Change for Children programme sets out a model for change with integration at every level. It also sets out how services for children and young people need to be coordinated and built around their needs.

## Training Context

The training programme is intended to equip practitioners at all levels with the necessary skills and knowledge to fulfill the aims and outcomes of Integrated Working.

The CAF, eCAF, Lead Professional, ContactPoint and Information Sharing developments are central to the strategy outlined in Every Child Matters and Youth Matters to shift the focus of dealing with the consequences of difficulties in children's lives to preventing things from going wrong in the first place.

Further information on these areas can be sought from

- [www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/caf/cafframework](http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/caf/cafframework)
- [www.dcsf.gov.uk/ecm/eCAF](http://www.dcsf.gov.uk/ecm/eCAF)
- <http://www.dcsf.gov.uk/everychildmatters/strategy/managersandleaders/leadprofessional/leadprof/>
- [www.dcsf.gov.uk/ecm/informationsharing](http://www.dcsf.gov.uk/ecm/informationsharing)

Consultation on Every Child Matters has endorsed the view that better outcomes will be secured by multi-agency working; services will work together more effectively on the front line to meet the needs of children, young people and their families.

In parallel with the CAF, Local Authorities and their local partners are already working to improve practice in the sharing of information between children's services practitioners.

## Integrated Children's System (ICS)

The Integrated Children's System has been developed to improve outcomes for children defined as being in need, under the Children's Act 1989.

The ICS process gathers complicated and detailed information about Trafford's children and young people and thus shall be stored in a supporting electronic record system. Information shall only be available to practitioners who have a combination of granted consent and where appropriate, the necessary access levels. This system compliments the "Integrated Working" approach.

Further information on this area can be sought from:

[www.dcsf.gov.uk/ecm/ics](http://www.dcsf.gov.uk/ecm/ics)

## ContactPoint

ContactPoint is an online directory, available to authorised staff that needs it to do their jobs, enabling the delivery of coordinated support for children and young people. It is also a vital tool to help safeguard children, helping to ensure that the right agencies are involved at the right time and children do not slip through the net.

Further information on this area can be sought from:

[www.dcsf.gov.uk/ecm/contactpoint](http://www.dcsf.gov.uk/ecm/contactpoint)

## What course(s) should I attend?

The map above demonstrates the preferred route a delegate should take if they were to fulfil the entire Training Programme.

It is important that the format is followed and is adhered to and where necessary, have an understanding of what is required prior to certification.

The following pages compliment the displayed table by providing a comprehensive guide to assist all Managers and staff alike to make an informed decision as to what training is suited, at what level and finally, reiteration of how to register.

We are offering a blended approach to training which consists of both classroom based and online training courses. The online training suite consists of Information Sharing Awareness, ContactPoint Awareness, Understanding the role of the Lead Professional, CAF and Safeguarding Level 1.

- Online training can be used in many ways including:
- Providing detailed information to staff prior to attending a classroom course enabling the classroom session to be used more effectively
- Potentially replacing the need for some users to attend classroom courses at all

- An ongoing source for refresher training
- A method to update people on any changes to policies and protocols
- Delivering a consistent message and ensuring key areas are covered

## Application Vetting

**It is essential that delegates are correctly matched to sessions and the ultimate responsibility lies with their Line Manager to ensure this is the case.**

**The Service Development Team shall further scrutinise each application to ensure that all proposed delegates are indeed suitable.**

**In the event that a delegate has not met the pre-requisites for an event, both delegate and their Line Manager shall be informed and directed to the appropriate level.**

## Integrated Working & Using the CAF

**To who is the course aimed?**

Professionals who work with or those where their work brings them into contact with Children, Young People and their Families.

### By the end of the session you will:

- Know the background to Integrated Working
- Understand how to use the CAF
- Know about the Integrated Working Tools: ContactPoint, Information Sharing, Integrated Children's System, Information Sharing, Lead Professional & Children's Service Directory.

<b>Integrated Working &amp; Using the CAF</b>	
<b>Dates Scheduled</b>	<b>Times</b>
<b>26/07/10</b>	<b>9:30 – 12:30</b>
<b>19/08/10</b>	<b>9:30 – 12:30</b>
<b>21/09/10</b>	<b>9:30 – 12:30</b>
<b>20/10/10</b>	<b>9:30 – 12:30</b>
<b>18/11/10</b>	<b>9:30 – 12:30</b>
<b>16/12/10</b>	<b>9:30 – 12:30</b>
<b>Venue</b>	<b>Sale West Development Centre</b>
<b>Tutor</b>	<b>Various</b>
<b>Places</b>	<b>20</b>
<b>Cost</b>	<b>£0.00</b>
<b>Cancellation Fee</b>	<b>£30.00</b>

PLEASE NOTE – This course has a minimum booking requirement of 12 delegates. If 12 delegates are not booked onto each course the course will be cancelled and alternative dates offered.

## Information Sharing Awareness



### To whom is the course aimed at?

Anyone with a need to share information or data relating to children, young people and families

#### Pre-requisite

Completion of the **Introduction to the Integrated Working and Using the CAF**

### By the end of the session you will:

- Understand why information sharing is important
- Have an overview of the Trafford CYPS Information Sharing Toolkit
- Understand the issues surrounding consent.
- Have a knowledge of the legislative background
- Be aware of the Caldicott Principals
- Know where to go for help and support when sharing information

**Duration:** 1 hr 30 minute module completed online

## Information Sharing Tools

### To whom is the course aimed at?

Anyone with a need to share information or data relating to children, young people and families

- **By the end of the session you will:** Receive copies of the national guidance documents
- Have knowledge of the practical tools provided in the Trafford CYPS Information Sharing Toolkit

**Duration:** 1 hour Team Briefing

## ContactPoint



### To whom is the course aimed at?

Professionals who work with or those where their work brings them into contact with Children, Young People and Families

#### Pre-requisite

- Completion of the **Introduction to the Integrated Working Process** (previously known as CAF Awareness)
- Completion of the **Information Sharing** learning module

### By the end of the session you will:

- Be familiar with the protocols and guidance in relation to ContactPoint
- Understand who can access ContactPoint and how
- Be able to answer the “frequently asked questions” on ContactPoint

#### Duration:

45 minute module completed **online** by the user.



## Safeguarding – Level 1 Foundation



### To whom is the course aimed at?

Professionals who shall be in regular contact with children, young people and vulnerable adults who are parents or carers.

### Pre-requisites:

- Completion of the **Introduction to Integrated Working** classroom session
- Completion of the **Information Sharing** E-learning module
- Completion of the **ContactPoint** E-learning module

### By the end of the session you will:

- Have a clear understanding on how to identify concerns of maltreatment
- Understand how to safeguard and promote the welfare of children

Duration: 3 hours to be completed **online**

Information on Trafford's Safeguarding Procedures can be sought from:

[http://www.cyps.org.uk/cypsservices/safeguarding\\_procedures/2009/09/30/trafford\\_safeguarding\\_children\\_procedures/](http://www.cyps.org.uk/cypsservices/safeguarding_procedures/2009/09/30/trafford_safeguarding_children_procedures/)

**Safeguarding Training dates can be found at the back of this programme. A full Safeguarding Training Programme can be obtained from Trafford Safeguarding Team**

TSCB Training Officer – Viv Hunt  
0161 912 1742

TSCB Training Administrator - Carol Scully

## Understanding the role of the Lead Professional



### Who is the course aimed at?

Practitioners who may become a lead professional

### Pre-requisites:

- Completion of the **Introduction to Integrated Working** classroom session
- Completion of the **Information Sharing** E-learning module
- Completion of the **ContactPoint** E-learning module
- Completion of the **Using the C.A.F.** classroom session
- Completion of the **I.T. Training – Accessing the CAF** classroom session

### By the end of the session you will:

- Understand the case for lead professionals
- Have knowledge of the role and functions of the lead professional
- Understand how certain skills and knowledge contribute to effective support of children, young people and their families
- Know where to obtain support in the role of lead professional

- Have knowledge of the role and functions of the Budget Holding lead professional

### Duration:

45 minute module completed online by the user.

## I.T. Training – Accessing eCAF

### To whom is the course aimed at?

Professionals who shall be involved in the completion of the Common Assessment.

### Pre-requisites:

- Completion of the **Introduction to Integrated Working** classroom session
- Completion of the **Information Sharing** E-learning module
- Completion of the **ContactPoint** E-learning module
- Completion of the **Using the CAF** classroom session

### By the end of the session you will:

- Know how to operate the eCAF system

<b>I.T. Training – Accessing the eCAF</b>	
<b>Dates scheduled</b>	<b>Times</b>
<b>Information to be issued shortly</b>	
<b>Venue</b>	<b>Friars Court</b>
<b>Tutor</b>	<b>Various</b>
<b>Places</b>	<b>8-10</b>
<b>Cost</b>	<b>£0.00</b>
<b>Cancellation Fee</b>	<b>£30.00</b>

## Integrated Children's System (ICS)



### To whom is the course aimed at?

All staff and managers working in children's social care.

The aim of ICS is to improve outcomes for children in need. It provides a national framework for use by practitioners and managers when undertaking the key tasks of assessment, planning, intervention and reviewing children in need and their families. The suite of courses is designed to help newly qualified Social Workers understand the ICS process as well as well providing resources and refresher training for existing Social Workers.

### By the end of the session you will:

Have a good understanding of the key practice processes and associated materials and enable practitioners and managers to be fully prepared to use the ICS practice materials.

### Duration:

Various modules completed online by the user.

## Integrated Children's System (ICS) – User Training

In each local authority the ICS is supported by an IT system which enables frontline staff and their managers to record their work and decisions in respect of each child and family, as well to

produce the necessary reports and management data in Trafford our local solution is Liquid Logic and class room training will be available followed by on-line training refresher training provided by E-Learning which is linked to Liquid Logic.

### Pre-requisites:

- Completion of the ICS e-Learning Module above.

### By the end of the sessions you will:

- Have a complete understanding of Trafford's ICS system and how it complements the ECM approach

**\*\*Please contact Suzanne Gill directly for the ICS Training dates and booking forms.**

<b>ICS – User Training New Starter/Beginner Training</b>	
<b>Dates</b>	<b>Times</b>
<b>27/07/10</b>	<b>1.00 – 4.00pm</b>
<b>03/08/10</b>	<b>9.00 – 12.00pm</b>
<b>10/08/10</b>	<b>9.00 – 12.00pm</b>
<b>17/08/10</b>	<b>1.00 – 4.00pm</b>
<b>24/08/10</b>	<b>9.00 – 12.00pm</b>
<b>31/08/10</b>	<b>1.00 – 4.00pm</b>
<b>Further sessions to be announced</b>	
<b>Venue</b>	<b>Friars Court, Sale</b>
<b>Tutor</b>	<b>Various</b>
<b>Places</b>	<b>8</b>
<b>Cost</b>	<b>£0.00</b>
<b>Cancellation Fee</b>	<b>£30.00</b>

## Contact Point – User Training

### Who is the course aimed at?

Frontline professionals who work with or those where their work brings them into contact with Children, Young People and Families - enabling them to ascertain which services are involved If you have been identified as needing access to the ContactPoint database you will need to complete training

### Pre-requisites:

- Completion of the **ContactPoint** learning module
- Completion of the **Information Sharing** learning module
- ECRB check that is less than three years old in order to access training

The ContactPoint user training will provide you with the skills to search for information on the ContactPoint database and will cover:

- Accessing ContactPoint;
- Your user profile on ContactPoint;
- The best view of a child – including child details, parent/carer details, and service provisions;
- Searching ContactPoint;
- Shielded records;
- Sensitive data;
- Adding and updating child records; and
- Mediated access.

You will be provided with your username, password, PIN and authentication fob at the training, which will enable you to access ContactPoint.

Additional training will be offered for staff that in the future will be able to access ContactPoint via

their case management systems (ie ICS or e-CAF etc)

<b>ContactPoint – User Training</b>	
<b>Dates</b>	<b>Times</b>
<b>NOTIFICATION DUE TO BE ISSUED</b>	
<b>Venue</b>	<b>Friars Court</b>
<b>Tutor</b>	<b>Various</b>
<b>Places</b>	<b>8</b>
<b>Cost</b>	<b>£0.00</b>
<b>Cancellation Fee</b>	<b>£30.00</b>

### Booking Procedures

#### By post:

- Please complete the form attached to this document when applying for a course. Alternatively see website for an electronic version of the form or contact:

Service Development Team  
Cherry Manor Centre  
Cherry Lane  
Sale M33 4GY  
Tel: 0161 912 2340/5028

#### By email:

- Please send all completed electronic versions of the Booking Form to:  
[IntegratedWorking@trafford.gov.uk](mailto:IntegratedWorking@trafford.gov.uk)

### Completion of the Application Form

Please make sure that you complete all details on the form as thoroughly as possible. If you have any queries with regards to this please contact the Service Development Team directly.

True and correct information shall enable the Service Development Team to communicate with you more effectively.

#### Notice of Cancellation

- If a delegate is unable to attend they should contact the Service Development Team immediately so their place can be allocated to a person on the Waiting List
- Notification should be given to the Service Development Team no less than five working days prior to the event.
- A charge of £30.00 per person shall be invoiced to the delegate(s) team if insufficient notification is given. (Only under exceptional circumstances (at discretion) may this fee be waived).
- The Service Development Team reserve the right to cancel courses in the event of subscriptions not being met.

## Let us know what you think...

We welcome all types of feedback from delegates.

We encourage you to make us aware of any improvements you would like to see or indeed anything that you may have found helpful.

Our sessions are recognised as being fully “audience participative” in both practice and discussion. Any comments made during the sessions shall be noted and feedback provided.

Likewise, you may reserve your comments for the **Evaluation Forms** that you are asked to complete at the end of the session. We rely on your evaluations to make improvements to our training programmes.

## Service Development Contacts

- Service Development Team Manager  
Cathy Atherton 0161 912 5156
- Senior Systems Implementation/Training Officer - eCAF, SAP, ICS  
Neil Forrester 0161 912 5073
- Training Officer - eCAF, CAF  
Ged Garvey 0161 912 2922
- Implementation Officer (Information Sharing and ContactPoint)  
Michelle Peel - 0161 912 1240

- Project Officer - ContactPoint  
Suzanne Gill 0161 912 2340
- Project Officer - CAF, eCAF,  
Marie Castle 0161 912 5028
- Data Quality Officer - ContactPoint  
Paul Westland 0161 912 5163
- Information and Training Support Assistant – eCAF/ICS  
Michael Hart 0161 912 5079

## Safeguarding Team Contacts

- TSCB Training Officer  
Viv Hunt 0161 912 1742 e mail  
[Viv.Hunt@trafford.gov.uk](mailto:Viv.Hunt@trafford.gov.uk)
- TSCB Training Administrator  
Carol Scully 0161 912 4950 e mail  
[Carol.scully@trafford.gov.uk](mailto:Carol.scully@trafford.gov.uk)  
Fax 0161 912 1286

## Location of Training Centres

Sale West Development Centre  
Manor Avenue  
Sale **M33 5JX**

## Directions to Sale West Development Centre

### From A56

From Manchester follow signs for A56 Sale and Altrincham. After Stretford and immediately under the Motorway turn right for A6144 Carrington.

### From M60 (From North)

Leave M60 at Junction 8. Turn right over the motorway and follow signs for A6144M Carrington

### From M60 (From South)

Leave M60 at Junction 8. Turn left and follow signs for the A6144M Carrington.

At traffic lights turn left signed A6144 Sale. At mini-roundabout turn right along Manor Avenue, the Development Centre is approx. 0.25 miles from the roundabout, on the right hand side at the rear of Manor High School. (Look out for the Lively Lobster Public House on the left; it is on the right, shortly after!

## Location of Training Centres

Friars Court  
Sibson Road  
Sale **M33 7SF**  
**Directions to Friars Court**

### From A56

From Manchester follow signs for A56 Sale and Altrincham. Continue on the A56 under the Motorway flyover. Continue for approximately 1.5 miles. Turn left onto the B5166 (Sibson Road). Friars Court is approximately 200 yards on your left.

### From M60 (From North)

Leave M60 at Junction 7 & 6. At the set of lights turn right onto the A56 signposted Sale and Altrincham

### From M60 (From South)

Leave M60 at Junction 7. At the set of lights turn left onto the A56 signposted Sale and Altrincham. Pass under the Motorway flyover. Continue for approximately 1.5 miles. Turn left onto the B5166 (Sibson Road). Friars Court is approximately 200 yards on your left.

### Communication

We are planning to improve the booking system with on-line booking and will communicate this when it is available.

Training Courses are continually being scheduled and future dates/venues for all classroom sessions can be found at:

<http://www.trafford.gov.uk/integratedworking/>

Furthermore, our Website offers a comprehensive view of Trafford's Integrated Working approach and can be considered a valuable educational tool.

Not only shall it compliment the areas discussed in this booklet, it shall provide the user with useful documentation and links to enhance knowledge of policy, systems and processes.

Our Website can be found at:

<http://www.trafford.gov.uk/integratedworking/>

Safeguarding Training		
Dates	Course	Level
16/09/10	Safeguarding Children	2
19/10/10	Safeguarding Children	2
11/11/10	Safeguarding Children	2
14/12/10	Safeguarding Children	2
27/01/11	Safeguarding Children	2
22/02/11	Safeguarding Children	2
15/03/11	Safeguarding Children	2
14/07/10	Conference/Core Grp	3
21/09/10	Conference/Core Grp	3
09/02/11	Conference/Core Grp	3
29/04/10	Domestic Abuse	3
12/10/10	Domestic Abuse	3
22/06/10	Emotional Abuse	3
02/12/10	Emotional Abuse	3
17/11/10	Mental Health	3
18/01/11 & 19/01/11	Neglect	3
30/06/10 & 01/07/10	Neglect	3
06/09/10 & 07/09/10	Risk Assessment	3
03/02/11 & 04/02/11	Risk Assessment	3
17/03/11	Sexual Abuse	3
18/05/10	Sexual Exploitation	3
05/10/10	Sexual Exploitation	3
25/11/10	Substance Misuse	3
08/03/10	Substance Misuse	3
05/05/10	Managing allegations of Professional Abuse	4
06/07/10	Managing allegations	4

	of Professional Abuse	
04/11/10	Managing allegations of Professional Abuse	4
Venue	TBC	
Tutor	Various	
Places	TBC	

For Safeguarding Training contact

TSCB Training Officer – Viv Hunt

0161 912 1742 [Viv.Hunt@trafford.gov.uk](mailto:Viv.Hunt@trafford.gov.uk)

TSCB Training Administrator - Carol Scully

0161 912 4950 [Carol.scully@trafford.gov.uk](mailto:Carol.scully@trafford.gov.uk)

Fax 0161 912 1286



## Integrated Working (non-Safeguarding) Training Course Application Form

**Course**

**Please stipulate preferred date(s)**

Integrated Working and Using  
the CAF

e-CAF

Integrated Children's System  
Training (new starter)

Integrated Children's System  
Training (targeted)

E Learning *(Please state if you would  
like an account to be created)*

**Full name: (please print)**

**Job Title:**

**Employer:**

**Work Address:**

**Postcode:**

**Service Area:**

**Telephone Number:**

**Delegate Email Address:**

**Line Managers Email Address:**

**Special requirements**

Do you consider yourself to have a  
disability?

If yes please specify...

### Line Manager Agreement

I have discussed the relevance of this course with the applicant and will facilitate their attendance. I understand a cancellation fee will be applied for non attendance (only under exceptional circumstances shall this fee be waived) including notification outside of the stipulated cancellation period of five working days.

Line Manager's signature

Date:

Printed name

**Please complete the form and return to:**

**Suzanne Gill**

By email – [integratedworking@trafford.gov.uk](mailto:integratedworking@trafford.gov.uk)

By post – Service Development Team, Cherry Manor Centre, Cherry Lane, Sale, M33 4GY.

Thank you.



Trafford Healthcare

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.