



Service Development Team NEWSLETTER

Issue 1
JULY 2010

Welcome to the first edition of the
Service Development Team Newsletter.

In this monthly publication we will be providing information and updates on the projects and activities carried out within the team.

Following the death of Victoria Climbié, the Laming Enquiry and Report recommended new ways of working in children's services to support children, young people and families. These new ways of working are known collectively as "**Integrated Working**".

Our Projects: (Integrated Working systems)

- ContactPoint
- Common Assessment Framework (CAF)
- eCAF
- Integrated Children's System, (ICS)
- Integrated Working Training

Our work also involves:

- Information Sharing
- Options Funding
- Lead Professional

Goodbye and Good Luck to Michael Hart, Training Support Officer - Service Development Team

Michael Hart is leaving the team in August for new challenges. He played a big part in rolling out ICS I am sure staff will remember his 'Tip of Day' at the beginning of the project which helped staff. He will be greatly missed by staff not only in Service Development Team but across the service.



Trafford Healthcare **NHS**
NHS Trust

Trafford **NHS**
Primary Care Trust



UPDATE FROM SERVICE DEVELOPMENT TEAM SUMMER 2010

Munro Review of Child Protection

Professor Eileen Munro has been commissioned to carry out an independent review to improve child protection and is seeking evidence to support this process.

The wide ranging review started on the 1st July with the aim to remove barriers and bureaucracy so that social workers can get more face to face time with children and families. As part of the review Professor Munro wants to hear about new and innovative examples of good practice to understand how they were made possible and what obstacles had to be overcome.

Professor Munro is due to submit her final report in April 2011, and interim report in January 2011. Submissions should be received no later than 30th July 2010.

See link here: <http://www.education.gov.uk/munroreview/>



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ICS Update:

Please see [here](#) for full details around ICS

The training for new starters '**Introduction to ICS**' will now be available weekly on a Tuesday from 27th July 2010 which should make organising new starter sessions easier. This session will be 'back to basics'. Additional sessions thereafter will be targeted around the need of the user and we are just starting to review the content.

However it is important that prior to this session all staff log onto Me-Learning and complete the Introduction to ICS which will greatly improve the initial session.

'**Drop in**' sessions (at Cherry Manor Centre) are now available on request if you need further support. Please contact Suzanne Gill to make arrangements.

All Word **Templates** are now held within ICS from the end of June 10. If you come across out-of-date documents or have a form that needs uploading please submit the correct document to Suzanne Gill at ics@trafford.gov.uk

There is also a staff survey which Fiona Waddington will be sending out later this month.



Helpdesk Update:

Tel: 0161 912 2922

The Service Development Helpdesk is in place to provide extensive support primarily to the Children and Young People's Service on all aspects Integrated Working including:

- Direct support on ICS and E-CAF (Liquid Logic Protocol) systems,
- Common Assessment Framework practitioner support,
- On-Line Learning (Me-Learning),
- Information Sharing and
- ContactPoint

Please click here to view our [Service Standards](#).

The Helpdesk is contactable on **912-2922**, also for Trafford staff the ICT helpdesk on **1133** is also recording calls and forwarding them directly to the ICS mailbox.

The team also provide extensive classroom based training sessions and induction training - you can view dates at the back of this communication or on the council website, listed under [Integrated Working](#)



E -Learning Update:

All ICS Users should be in receipt of a Me Learning account. If in doubt please contact E-Learning@trafford.gov.uk for confirmation of this.

All users have a personal workspace which shall prove invaluable as a familiarisation tool prior to any complimentary classroom based training that shall be scheduled.

A 'drop in' facility will be available for those who wish to complete the MeLearning in a training suite at Friars Court. Dates will be advertised within the next week.



ContactPoint Update:

Please see [here](#) for full details around ContactPoint

ContactPoint has been operational since January 2009, and since November 2009 we have trained 11 users from across the service (Trafford Council staff only).

Following the election in May 2010, the Coalition Government have confirmed that they will be scrapping the ContactPoint database, with a view to replacing it with a similar system. The main reason for this is the fact that ContactPoint currently contains details of ALL children (aged under 18) living in England without any consent. The coalition recognise the need for a database, but only for those children deemed most vulnerable. This is still under consideration, and we will be informed of changes to legislation and guidance as and when they are finalised.

Currently we are operating in an Interim Operations period, whereby ContactPoint is still live, and users of ContactPoint are encouraged to continue using the data available in it. We are continuing to operate User Management to report on usage of ContactPoint, and Data Administration tasks are still ongoing.

As the system is still live, it is crucial that people continue to flag children whose records may need to be shielded, as there are still hundreds of people with access to the system. Shielding requests should be made using the form available on the Trafford website: www.trafford.gov.uk/contactpoint

Watch this space for further information about the future for ContactPoint...



Information Sharing Update:

Please see [here](#) for full details around Information Sharing

Michelle Peel is the CYPS Implementation Officer (Information Sharing & Contact-Point) and is available to advise on all aspects of information governance including:

- Information Sharing
- Consent
- Data Protection
- Freedom of Information
- Records Management

Information governance is key to working effectively and legally with children and young people within the CYPS, particularly in multi-agency teams and processes such as the Common Assessment Framework.

Information Sharing Toolkit

The Information Sharing Toolkit is available to support staff in the CYPS when sharing information, be it large scale data sharing through an information sharing protocol, or a one off sharing of information during work on a case.

The toolkit is maintained by the Implementation Officer (Information Sharing & ContactPoint), and is available through the Integrated Working website www.trafford.gov.uk/integratedworking

Training on the Information Sharing Toolkit is in development, and will be rolled out to teams within the CYPS from summer this year.

Freedom of Information

Under the Freedom of Information Act 2001, members of the public have the right to gain access to information held by public authorities, unless there is a good reason to do so (exemptions under the Act).

Continued overleaf...



Information Sharing Update (cont.):

Freedom of Information (cont..)

Trafford CYPS is required to abide by this act within the partner organisations (Trafford Council, Trafford Primary Care Trust, Trafford Healthcare NHS, Greater Manchester Police and others).

Most teams have a member of staff who is nominated to deal with Freedom of Information Requests and log them on the CYPS FOI Base database. Michelle Peel is also able to log your requests and provide advice on dealing with the request, including how to respond to initial requests, and establishing whether a request may be exempt from disclosure.

If you have responsibilities around FOI and would like access to the CYPS FOI Base, please get in touch and we will arrange to show you how it works.

Records Management

A new Records Management policy has been written by Michelle Peel with the assistance of operational staff across the CYPS. This policy is currently going through approval processes and will be implemented once this is complete.

As a new policy it will be amended and expanded continually to capture all areas of work within the CYPS, with the exception of health records, which are already covered by comprehensive NHS policies.



Common Assessment Framework (CAF) Update:

Please see [here](#) for full details around CAF

All CAF templates and information is available on the website via the aforementioned link. Guidance booklets can be ordered free of charge from the following:

<http://www.dcsf.gov.uk/everychildmatters/strategy/deliveringservices1/caf/cafframework/>

We are currently running monthly Integrated Working and Using the CAF half day training sessions. The demand for which has been so high this was increased to three training sessions for July. We are also in the process of organising eCAF sessions. If you are interested in attending please e-mail Suzanne Gill, your name will then be added to our mailing list for announcements.

For further details please contact Suzanne.gill@trafford.gov.uk

Storage of CAF's - CAFs are currently stored within the paper file of the child/young person by the practitioner that completed the CAF.

All CAFs are also stored electronically on the eCAF system.

Marie Castle Project Officer is available to support practitioners throughout the CAF and eCAF process.

Support for CAF and eCAF - A 'drop in' facility will be available for those who wish to complete the MeLearning in a training suite at Friars Court.

For further information or to secure a place for this please contact Marie Castle directly Marie.castle@trafford.gov.uk



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eCAF Update:

A new version of eCAF went live on the 26th June. This new version has a number of additional and improved features. Training for eCAF is scheduled to commence in mid August. Initially these training sessions will be targeted sessions, consisting of three different areas. This classroom based training will be complimented by eCAF MeLearning Online Training, which can be accessed at any time for guidance. Active users of the system will be contacted presently.

Any queries regarding the new release please contact Marie.castle@trafford.gov.uk.

Training Update:

For more details please click [here](#) for our Integrated Working Training Programme
We now have dates available for the following training:

Integrated Working and Using the CAF

21st July 2010, 9.30am - 12.30pm @ Sale West Development Centre

26th July 2010, 9.30am - 12.30pm @ Sale West Development Centre

19th August 2010, 9.30am - 12.30pm @ Sale West Development Centre

21st September 2010, 9.30am - 12.30pm @ Sale West Development Centre

20th October 2010, 9.30am - 12.30pm @ Sale West Development Centre

18th November 2010, 9.30am - 12.30pm @ Sale West Development Centre

16th December 2010, 9.00am - 12.00pm @ Sale West Development Centre

You must book onto one of the above sessions before attending.

Please click [here](#) for a Course Booking form or contact Suzanne Gill x2340 for more information.

Integrated Children's System (ICS) - Training dates to be announced.

(Children's Services staff only)

eCAF - Training dates to be announced.



Service Development Staff:

Cathy Atherton - Service Development Manager
Neil Forrester - Senior Systems Implementation and Training Officer
Marie Castle - Project Support Officer
Suzanne Gill - Systems Support Officer
Michael Hart - Training Support Officer
Ged Garvey - Training Officer
Michelle Peel - Implementation Officer
Paul Westland - Data Quality Officer

Contact details:

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We would appreciate your comments, views and input to this publication.

Please send any feedback to Suzanne.gill@trafford.gov.uk.

Are we presenting useful information?

Is there anything else you would like to see addressed on these pages?

Please feel free to tell us.