

Annexe 1: Consultation Feedback Summary

Whole Service

Whole service meeting took place on 8th November. The whole team were invited to offer their views and feedback with regards to the proposals.

Placement and Support Team

Consultation commenced on 17th October 2017. Those directly affected by the proposed changes were first to be consulted followed by the wider service. HR were included in the initial proposals as well as both unison and GMB. Individual consultation was offered to all staff. There were two meetings specifically with the Placement & Support Team.

Family Support and TAF

Consultations commenced in June 2017 with on-going consultation and service development work since then including stakeholder events, individual meetings with stakeholders, team meetings and one to one meetings with staff. Service areas involved in consultation included Youth Service, Tourism, Leisure and Culture, Face to Face and Children's Services.

Changes have been made to the proposals as a result of the comments received during the consultation period. See below for a list of the comments / issues raised and the responses.

Feedback	Comments / actions on the feedback
Placement and Support Team	
<p>Feedback from 1 team member of PAST:</p> <p>“I am supportive of the plan to convert one of the PAST assessing SW post into an equivalent financial budget, budget to be used to purchase independent assessments, in order to meet fluctuating demand.”</p> <p>It is important that the proposed reductions in staff is not implemented prematurely, rather phased to enable all parts of children's services to reach their desired outcomes.</p>	<p>The introduction of the new duty system whereby staff cover back-up duty each week day, in order to be responsive to the need for initial visits, viabilities, placement disruptions etc, at short notice, often in accordance with court demands will continue to be monitored and reviewed in order to measure its effectiveness.</p> <p>Plant development work will continue in order to ensure accurate and timely data is available in order to appropriately manage resource in</p>

Risks & issues of current proposal

- If no full time assessing SW staff in the team there is concern that this will leave the team too depleted of staff time: Of the 5 social work posts remaining in the team, only 2 are full-time and these posts are both within the supervising section. All the remaining assessing SW's work part-time and therefore not all days of the week will be covered.
- We sometimes need to commission independent connected person's assessments as well as generic.
- Concerns over inability to meet timescales for viabilities, etc set by the court.
- Concern over the impact on our ability to recruit foster carers. A risk is our ability to respond in a timely manner, to the likely increase in demand.
- Can we review the financial offer to foster carers as this may assist with recruitment.

Alternative Proposals

It is my proposal that a phased reduction in posts is considered for the fostering team, as follows;

- That one FTE post within the fostering team be transferred into a SW post elsewhere within children's services
- That the other FTE post is converted into two 0.5 fte posts, one which is recruited to and the other half is converted into a budget to allow us to purchase independent assessors.

This will ensure we are able to respond to future demand.

line with service demands. This data will inform all future workforce planning across the whole service.

Connected Persons Assessments

We will continue to review all assessments, kinships and generic. When necessary we will commission independent SW to complete generic assessments to ensure court timescales are met for all kinship assessments.

Marketing Campaign

The current marketing campaign will continue to be delivered in line with the fostering project plan. There will be on going evaluation of its effectiveness. This will include the resources required to deliver the campaign.

Fostering Project Board

One stream of work for the board is the fostering fees and allowances. These will be reviewed as part of the project. The financial offer is a key element and this will be compared and evaluated.

Alternative Proposal

This alternative proposal has been seriously considered following this consultation and has been reflected in the final recommendations. This proposal will provide flexibility in order to respond to the increasing demands across the whole of the service.

Regional Fostering Developments

We will continue to work with regional teams and be part of the development work on regional footing.

<p>Business Support</p> <p>External assessors have no access to PLANT (system) this may result in increased admin in order to supply information to the external assessor.</p>	<p>Information Access</p> <p>We will continue to review our systems and processes in order to ensure safe cloud access of the relevant information for external assessors in line with data protection.</p>	
<p>(Feedback from 3 members of the PAST Team)</p> <p>We suggest consideration is given to the increase in the MCC fostering allowances with the view to bring them in line with either agency or neighbouring authorities rates.</p> <p>Tight deadlines given by the Court for kinship assessments have an impact on social workers' case loads, this will increase if two posts in the team are deleted.</p> <p>Consideration to how will the team manage the high demand of kinship/viability assessments as well as potential increase of generic assessment if the two posts are deleted.</p> <p>Its important to give the team the chance to prove that we can recruit/assess and support carers before deleting jobs; whilst so far the team have only been able to prove that we can do good quality kinship assessments, the recruitment activity has only just taking off and foster carer payments are still extremely low, therefore the generic foster carer activity within the team has been limited but we are prepared to carry it through if we are allowed the time and afforded the necessary tools.</p>	<p>As above</p> <p>Systems Development Work</p> <p>The PLANT development work will ensure we have accurate Information in relation case load management and workforce planning.</p> <p>As above.</p> <p>On going monitoring of assessments will identify priorities to ensure suitable work allocation of cases to meet court demands. Monitoring of peaks and troughs will be carried out via PLANT.</p>	
<p>Early Help</p>		
<p>Preliminary discussion took place with team members where ideas were discussed.</p>	<p>These initial conversations were used, together with the review of Families First and Family Support, to begin to develop a model of service delivery focussed on change intervention.</p>	
<p>TAF Officers shared their concerns about the current model and welcomed the opportunity to develop a more hand-on approach to delivery.</p>		
<p>A suggestion was to add PCMH capacity for children as well as improve the quality of referrals so that children are seen by the right professional in a timely manner.</p>	<p>Model to include a referral and intervention pathway for PCMHSS.</p>	

<p>The potential changes to roles were discussed and the TAF project workers asked that they receive training and support to develop their practice in delivery of direct work. They also shared the view that a team delivering programmes of direct work would be better led by an individual with that specific skill set.</p>	<p>These conversations formed the basis of the new role profiles. Individual and team training is being implemented.</p>
<p>Whilst consulting with 'Face to Face' the team agreed with the potential of enabling a closer working relationship between a direct work TAF team and Face to Face.</p>	
<p>The team were consulted on with regards to the suggested new role profiles. The Team were happy with the proposed role profiles and had no changes to suggest.</p>	
<p>One member of the Taff Team does not believe that we have sufficiently considered maintaining the co-ordinate role as a qualified Social Worker post</p>	<p>This has been addressed in the options appraisal (option 3)</p>
<p>Key stakeholders are in agreement with the proposals</p>	
<p>The proposals support greater focus on prevention model rather than crisis led work.</p>	
<p>General comments regarding family support following whole service meeting :-</p> <ul style="list-style-type: none"> • Long term the proposal will hopefully result in a decrease LAC (longer term = 10 years) • Will improve "Step down" rehabilitation plans • Think TAF etc being realigned is a good idea • Family support worker more be overwhelmed by work from EHAT and FSPT. LTST and CWDT families may not benefit from this support. • Potential for contact to fall more on SW's shoulder more if contact team are working more with families in the court arena or Early Help and Assessment (EHAT) • We will need to ensure that family support workers would be available to support all families including Children with Disabilities. 	<p>The distribution of family support workers within statutory Children's Services will be looked at carefully over the next 3 months and will form the basis of designing the next phase of the Family Support Review. This will be enhanced by some WG grants. Specific support needs of each team will be looked at within this including arrangements for contact, and Children with Disabilities.</p> <p>We have already looked at a business case for increasing contact workers, as it is clear that this remains a critical aspect of the service.</p> <p>We will continue to work in accordance with the principal of 'delivering what only you can deliver'.</p> <p>All support workers will receive regular supervision, training and Support.</p>

<ul style="list-style-type: none"> • More focus on prevention model rather than crisis led work all the time would be a good thing. • TAF / Face to Face will need more business support Business Support as this is already stretched. • Family support being all part of one team is positive 	
<p>General Workforce Feedback</p>	
<p>Training We need to ensure that training is available for all teams. Need a sufficient training budget.</p>	<p>There is an on-going training and development plan in place for Children's Services which supports the implementation of the Delivering Excellence Programme. This is routinely reviewed and updated with the team managers as training needs are identified.</p>
<p>General comments and feedback.</p> <ul style="list-style-type: none"> • As the demand has increased the increase in permanent posts is a positive move, rather than over reliance on agency staff. • Moving one post to early help / FSPT is a positive move (and a way of reducing agency workers). • Agree with proposals • The proposals should result in more manageable caseloads. • We need a flexible workforce to work weekends / evenings and bank holidays in line with the needs of our families. • The service would benefit from more contact workers and family support workers. 	<p>There will be continuous case load monitoring to ensure resources are allocated in line with demand across the teams.</p> <p>Flexible working We already have policies in place to support more flexible working hours to meet service demands. We will continue to review and ensure the roles reflect the needs of the service and working hours.</p>