



SWINDON
BOROUGH COUNCIL



“One Children’s Service Consistently Good Every Day”

Children's Services
Staff Induction Pack

Welcome From David...

Welcome to Swindon!

It is with great pleasure that I welcome you to your new job in Swindon Borough Council.

As a valued member of the team we want to ensure you get the most out of your induction and that you are well equipped for the work ahead. We have designed this information pack to have all you'll need for the start of your job. It will no doubt be supplemented by other information given to you directly by your manager and the places you visit.

Please feel free to feedback to your manager directly about how your induction is progressing so that we can improve things but also please do suggest additions to the pack. If you think it would be helpful for me to hear about how your induction has gone I can also be contacted on DHaley@swindon.gov.uk please feel free to contact me.

I also arrange to meet all new starters to Swindon at regular intervals so please expect to hear from me / my PA about a group meeting to which you'll be invited to come and meet with me and other new starters. The aim being that you can hear about our priorities and also share with me your initial impressions. I also run a series of staff engagement sessions across the year.

I trust that you will have a great first few weeks but also that your time with Swindon Borough Council is a long and rewarding experience.

Welcome again and very best wishes

David Haley
Corporate Director Children's Services



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Swindon Vision and Priorities

By 2030, Swindon will have all of the positive characteristics of a British city with one of the UK's most successful economies; a low-carbon environment with compelling cultural, retail and leisure opportunities and excellent infrastructure. It will be a model of well managed housing growth which supports and improves new and existing communities.

Swindon will be physically transformed with existing heritage and landmarks complemented by new ones that people who live, work and visit here will recognise and admire. It will remain, at heart, a place of fairness and opportunity where people can aspire to and achieve prosperity, supported by strong civic and community leadership.

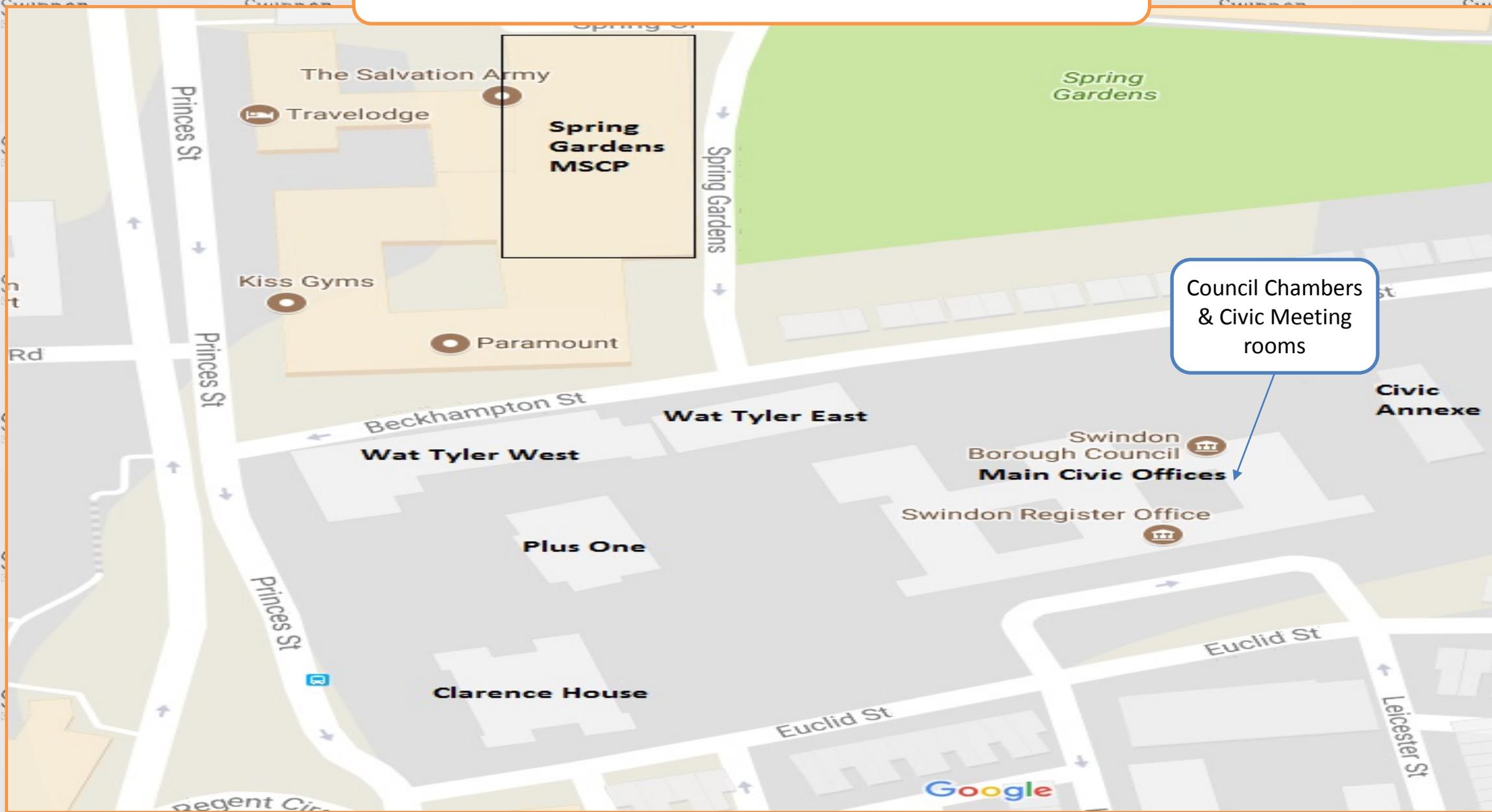
Priority 2 Offer education opportunities that lead to the right skills and right jobs in the right places.

The earliest years of a child's life set the foundation for their future achievement and development. We will make sure that every child that has the opportunity to benefit from high quality early education and childcare. Swindon's education and skills provision enables children and adults to achieve their full potential.

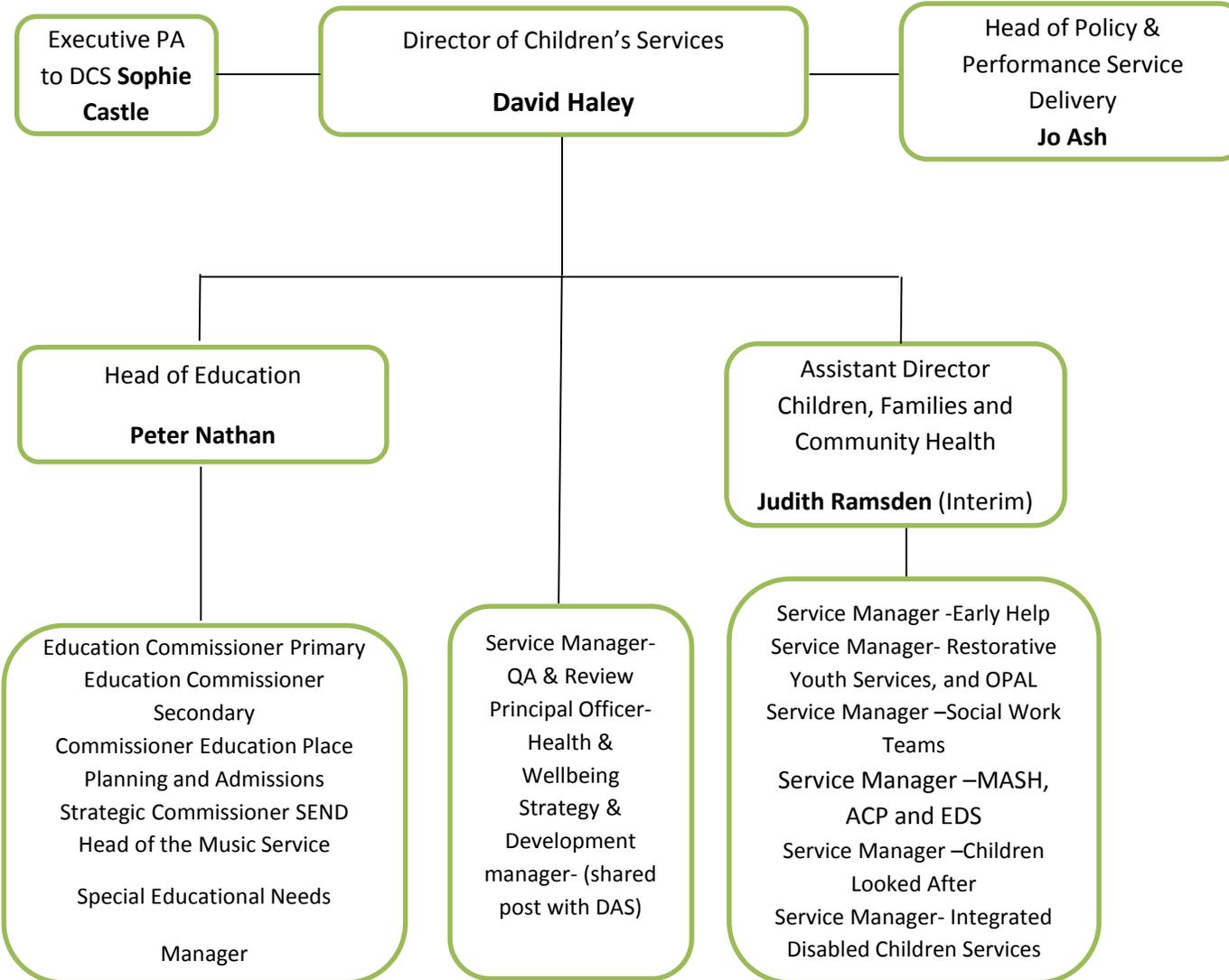
Priority 4 Help people to help themselves while always protecting our most vulnerable children and adults

Help people to help themselves while always protecting our most vulnerable children and adults. The Council is committed to ensuring that every child is given the support they need to grow and thrive. We want children to enjoy life, establish healthy relationships and stay safe from harm. Swindon's children are safe, free from harm and able to grow and prosper. People feel in control of their lives and able to help themselves and each other. Children and adults are healthy and enjoy high levels of wellbeing.

Civic Campus Layout



Children's Service Structure



Children's Service Senior Management Structure

Assistant Director Children, Families and Community Health

Judith Ramsden (Interim)

Service Manager
Early Help

**Louise
Campion
(interim)**

Early Help locality teams
Family Service
School Nurses
Ed. Psychology
Ed. Welfare Service
Youth Eng. Service
Family Nurse Partnership
TAMHS
Health Visitors

Principal Officer
Health & Wellbeing

**Louise
Campion**

Children's Workforce
Team Manager
Baby Steps
Operational Lead
Named Nurse
Safeguarding

Service Manager-
QA & Review

**Fiona
Francis**

Team Manager QA and Review (Chairs of CPCs & IROs)
CSE/FGM Manager
CSE and Missing
LSCB Strategic Manager
Principal Social Worker
Lead for Quality Assurance Framework

Service Manager
Children's Social Work Teams

**Ceri
Woszczyk**

South SW Team
Central/South SW Team
North SW Team
Central/ North SW Team

Service Manager
ACP, MASH & EDS

**Sue
Staley**

MASH, Assessment & Child Protection, EDS

Service Manager
Disabled Children

**Mark
Green**

Disabled children's team
Short breaks
Paediatric therapy
Portage, Special Tots
SLT
Complex & Continuing Care
SW Practice
Co-ordinator

Service Manager
Restorative Youth

**Matt
Bywater**

Youth Offending Team
On-Trak (Youth counselling)
U-Turn (Youth substance misuse)
RESPECT programme
OPAL (CSE)
Interim

Service Manager
CLA Adoption Link
ATV
**Trevor
Moores
(interim)**

Fostering Services
ATV lead
Supervised Contact Centre
CLA Nurses Team
Placement Service
Care Leavers
Virtual School link

About the Teams

Our teams are spread across multiple locations, covering different aspects of a child journey through our service...find out a little more about them below.

MASH

This team receive all new contacts into Children's Services to screen against the LSCB The Right Help at the Right Time Threshold guidance and make a decision about appropriateness of progression to referral for either social care statutory services or early help. The team is based in Clarence House. Co-located within the same area are representatives from police and health as well as early help colleagues. MASH review all information gathered and make an initial decision against threshold which is then reviewed and signed off by the Team Manager

Locality social work teams

There are four locality social work teams. North, based at The Limes, South, based at Saltway, Central North based at The Meadow and Central South based at Reuben George. The child's ordinary place of residence in Swindon determines which team the case transfers to. However this is open for exceptions at times of high demand/low team capacity and in certain circumstances, for instance a family is known to an individual member of staff in a locality team. The social workers in the team hold a generic caseload including CIN, CP, legal cases both public and private proceedings and cases of children who are looked after. This provides them with the opportunity to extend their knowledge and skills to effectively work a variety of cases. ASYE social workers are supported in these teams and are gradually given more complex work as they progress through their first year in employment with Swindon. Cases remain in the locality social work teams until such time as they are closed, transferred to the leaving care team, stepped down to early help or children with a plan for adoption are adopted.

Assessment and Child Protection Team (ACP)

This team is located in Clarence House the same building as the MASH. Work transfers to ACP at the point of a contact being accepted as a referral and agreement regarding the threshold for statutory services overseen by an ATM and managed by the Team Manager. ATM's allocate cases to individual social workers for Single Assessments (SA) to be completed with a set timescale. They are also responsible for ensuring the quality of the work and agreeing the outcome.

About the Teams

Care Leavers Team

The team support young people who meet the threshold for a Care Leaver service and are in the process of, or who have left the care of the Local Authority.

The Personal Advisers (PA) have an allocated caseload of Care Leavers but are also named 'linked in' PA to those Children Looked After still held within the community Social work teams who are in the process of transitioning to adulthood and are eligible for a care leaver service.

The role of the PA is to provide advice, assistance and support to care leavers who can range in age from 16 – 25yrs. The provision of support is agreed with the young person and relevant professionals and outlined within the young person Pathway plan which is a statutory document.

Currently the team provides access to services Monday to Friday with a duty PA available at weekend to provide support to young people in a planned way.

The team is based in Clarence House.

Early Help Teams

There are four SBC Early Help Teams with staff from children's community health roles, education and family support roles. They are managed as multi-disciplinary teams in the local patch co-located or near the social work teams. There is also a Family Support service the Family Service that works across all localities based at the Everleigh Centre and one specialist health team in Salt Way alongside the DCT. The staff all work with their partners in the local areas such as EY settings, schools, colleges, GP practices, voluntary and community services. There is a local Early Help record and plan process to support common assessment framework process.

All of the staff in our SBC EH and health teams use the Capita 1 case management system.

Disabled Children's Team (DCT)

The DCT is based in the Saltway Centre. The team works closely with the Aiming High Team, which provides up to 1.5hrs short break per week to disabled children living in Swindon (without Social Care input).

DCT is co-located with a comprehensive multi-agency team in the Saltway Centre, which includes:

Paediatric Therapy (OT and Physio)

Speech and Language Therapy

Complex and Continuing Care Nursing

Speech and Language Therapy

LD CAMHS (behaviour support for Children with a LD)

TAMHS

Portage/Koalas/Special Tots (Pre School intervention, for children likely to require an EHCP)

EDS

The Emergency Duty Service (EDS) is a small team of Senior Social Work Practitioners, who provide an emergency out of hours Social Care service to Children and Families and Adults residents in Swindon.

The team respond directly to contacts received from professionals and members of the public. Any work undertaken will ensure the safety of individuals living in the Borough until the next working day. Generally, the work undertaken involves Mental Health Act Assessments and Child Protection Enquires / Emergency Protection of Children.

The children's Social Care work undertaken by EDS is varied, staff do not case hold and do not undertake statutory assessments. The work is predominantly urgent Child Protection work (Strategy Discussions, Section 47 and Police Protection). The team will also conduct work as requested by the locality teams after a screening process. This type of work includes visiting families to ensure working agreements are being kept to or helping with the removal of children.

About the Teams

Opal Team

Opal was established in May 2016 as a specialist team working with young people identified as potentially at risk of CSE. It is a multi-agency team and is based in the same building as MASH and ACP at Clarence House.

Over 65 children across all of children's Services are receiving specialist support alongside/parallel to mainstream work. An Increase in prevention and disruption activity takes part on an individual case basis.

Training has been undertaken in schools and post 16 education provisions. NQSW's and students have been trained about the team and raising the awareness of CSE. Links have been established with other LA's that border Swindon, leading to joint working. Workers have lead training throughout Swindon as train the trainer with other agencies.

QA and Reviewing Service

The Quality Assurance and Review Service is comprised of the QA and Review Team; The CSE and Missing Manager and the LSCB Strategic Manager. This service is managed by the Service Manager for QA and Review/Principal Social worker.

The QA and Review Team is made up of IRO/CP Chairs and a Team Manager. The model is for the CP Chair to continue to hold a child who comes into care so the posts are dual roles.

The team also manages the LADO (DOFA) which sits within MASH.

There is also a Foster Carer IRO who completes the annual reviews of foster carers.

CSE and Missing Manager – this post is directly managed by the Service Manager and holds the strategic development of Child Exploitation and how it is managed within CF&CH.

The LSCB Strategic Manager is also managed by the Service Manager

The Service Manager leads on the QA Framework across Childrens Social Care

The Service Manager is also the Principal Social Worker (PSW) and this function is delivered via a PSW Board made up of experienced/consultant social workers

Fostering Team

The Fostering Service is moving from a generic service to specialisms on 1st April 2018 with a focus on:
Recruitment of foster carers

Support, supervision and management of foster carers

Permanence assessments, SGO and support, R24 and Connected Persons assessments and private fostering assessments and support

Each of the specialist areas is headed by an Assistant Team Manager who is responsible for the day to day management of the team ensuring the service is meeting the National Minimum Standards Social Care Workers support the teams.

The team is based at the Lyndhurst Centre.

Adoption

Swindon Borough Council Adoption Service was TUPE'd to Oxfordshire County Council on 1st December 2017 in response to the Governments drive to create Regional Adoption Agencies. The Service Manager, Children Looked After is the Operational Link with Adopt Thames Valley. Offices

Adopt Thames Valley has three offices:

Nash Court, Cowley, Oxford

Hurricane Way, Woodley, Berkshire

Lyndhurst Crescent, Swindon, Wiltshire

Teams

There are two adoption teams, Oxford & Swindon, and Woodley

There are two panels, and they both meet on a Thursday.

One panel is based at Nash Court, and one in Woodley, near to the ATV office,

There is a Permanence Support Team across the whole region

There is a Recruitment Team for the whole region

Website: www.adoptthamesvalley.co.uk

Where are the teams?

Disabled Children's Social Care Team

Saltway Centre
Pearl Road SN5 5TD

Manager Charlotte Davey Tel: 464087
Business Support Peter Auton Tel: 464228

Fostering Team

Lyndhurst Centre,
Lyndhurst Cres,
Park North,
Swindon SN3 2RW

Manager Carol Lees Tel: 4655714
Business Support Kelly Johnson Tel: 466660

Mash Team

Clarence House Euclid Street
Swindon - SN1 2JH

Manager Leigh Goldson & Alison McDonald
Tel 466805
Business Support Chris Midwinter-Toyne Tel 466440

ACP

Clarence House Euclid Street
Swindon - SN1 2JH

House Interim Manager Ashok Chowdhury Tel: 463132
Business Support Angela Wilcox Tel 466854

Leaving Care Team

Clarence House

Manager Tracie Copperthwaite Tel:466981
Business Support Tom Hodgman Tel: 466716

Opal Team

Clarence House

Manager Julie Flanagan Tel: 430334

Restorative Youth Service

Clarence House

Managers Dale Colsell Tel: 463873
Mellissa Norton Tel: 463892

Social Work Team South

Saltway Centre
Pearl Road
Saltway - SN5 5TD

Manager Gabi Dawkins Tel:466887
Business Support Jenni Musgrove Tel:465007

Social Work Team North

The Limes
21 Green Road
Swindon
SN2 7JA

Manager Helen Garrett Tel: 836674
Business Support Sam Fox Tel: 464925

Social Work Team Central North

The Meadow
Leigh Road
Swindon - SN2 5DE

Manager Stella Potente Tel: 466921
Business Support Alice Barron Tel: 465942

Social Work Team Central South

Reuben George
Royston Road
Swindon
SN3 2FD

Manager Debbie Curd Tel: 463819
Business Support Diane Campbell Tel: 4566791

Early Help Teams

Central South Locality
Team Manager Nicky Edwards
Tel 01793 466492

South Locality Team
Manager Steve Smith Tel: 01793 463170

Central North Locality
Team Manager Jane Lyons Tel: 01793 465050

North Locality
Team Manager Caroline Starling Tel: 01793
465452

The Family Service Manager
Kesze Saunders Tel: 01793 465112

Family Nurse Partnership based at the Meadow
Manager Tracey Modica Tel: 07919540754

Legal Team

The Legal Team are based at the Civic Offices 1st Floor

Key Contacts:

Anne Goodenough

Lead Childcare Lawyer

[Tel:463048](tel:463048)

Public Law Outline Officer:

Kelly George Tel:465777

Childcare Legal Services

Kirsty Messenger Tel:463689

Glossary of Abbreviations :

- **ACP**
Assessment Child Protection Team - undertake Statutory assessments and investigations of any issues relating to child protection.
- **CSE**
Child Sexual Exploitation - A type of [sexual abuse](#) in which children are sexually exploited for money, power or status. In Swindon, this is supported by the Opal Team.
- **LADO**
Local Authority Designated Officer – Oversees allegations against adults in a position of trust.
- **CLT**
Care Leavers Team – They support looked after young people from 16 years who are in transition to, and post, adulthood at 18 years. They support care leavers up until 25 years of age.
- **DV/DA**
Domestic Violence/Domestic Abuse
- **MASH**
Multi Agency Safeguarding Hub - a multi-agency team all based at the same location, sharing information to provide a co-ordinated, timely and proportionate response to welfare and safeguarding concerns.
- **PPD1 / DV1**
Public Protection Department – Police form for sharing information with other agencies, will include welfare concerns, information about DA incidents, children who come to Police notice
- **PR**
Parental Responsibility - the legal rights, duties, powers, responsibilities and authority a parent has for a child and the child's property. The person with PR has the right to make decisions about their care and upbringing.

- **SCRR**
Social Care Referral Record – ICS form completed within MASH to alert another team of referral from MASH

- **S17**
Section 17 of the Children Act 1989 - imposes a duty to safeguard and promote the welfare of children who are in need.

- **S47**
Section 47 Enquiry - Section 47 of the CA 1989 requires enquiries to be made about children thought to be experiencing or at risk of SIGNIFICANT harm

Strategy Discussion

Dialogue (either face to face or by telephone) between Children's Services and police and other relevant agencies to plan an investigation under Section 47. This follows concerns being raised that a child has suffered, or is likely to suffer significant harm.

- **YEW**
Youth Engagement Worker - to support young people into education, employment or training and to work with young people who are engaged in high risk taking behaviours.

- **Contact/MASH Enquiry**
ICS form used to record all information received and processed about children not known to the service. Records information gathering and decision making.



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Your Induction

We hope that you have an informative induction when you start work with us the next slides outline the key things that need to be covered in your induction.

Permanent Staff Induction Timeline

Prior to arrival your manager should use Docs

(These documents will need to be printed in advance, signed by all parties required and sent to relevant department)

[New Starter Form](#)
[Parking permit Form](#)
[ID Badge Form](#)
[Access to Capita Form](#)
[New Starter Checklist Form](#)
[Pre-Starter Checklist Form](#)

Other documents that will be used are listed below

[3 month probation document](#)
[5 month probation document](#)

Week 1

- Housekeeping information / tour of the office / town centre
- Collect ID and collect phones and computer
- Set up your e-learning and other training
- Visit service areas
- 5 day review
- Initial ICS Starter training
- Familiarise yourself with and access to key procedures
- Induction to team processes

Week 2

- Visit service areas
- Introduction to Key HR policies
- Shadowing an experienced colleague where appropriate ie child protection conference
- Read case files to familiarise yourself with child's journey and lived experience
- Full ICS training – provided by Capita

Week 2/ 3

Meeting with manager to finalise case allocation, and your work priorities and set up monthly supervision and probation session

Week 20

Final Probation Interview

Week 8-12

- Corporate Induction
- Health & Safety Training
- 3 month Probation Interview



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AGENCY Induction

We hope that you have an informative induction when you start work with us the next slides outline the key things that need to be covered in your induction.

Agency Staff Induction Timeline

Prior to arrival your manager should use Docs

(These documents will need to be printed in advance, signed by all parties required and sent to relevant department)

[New Starter Form](#)
[Parking permit Form](#)
[ID Badge Form](#)
[Access to Capita Form](#)
[New Starter Checklist Form](#)
[Pre-Starter Checklist Form](#)

Day 1

- Housekeeping information / tour of the office
- Collect ID and collect phones and computer
- Set up your e-learning and other training
- 5 day review
- Initial ICS Starter training
- Familiarise yourself with and access to key procedures
- Induction to team processes

By Day 5

5 day review and set up of supervision sessions

Day2/3

Case allocation

By day 3

Full ICS training
Online mandatory training



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ASYE Induction

We hope that you have an informative induction when you start work with us, please click [HERE](#) for ASYE induction timeline

Kit List

[Laptop](#)

[Mobile](#)

[ID card](#)

My Details:

My Email: _____

My Extension: _____

Location: _____

Line Manager: _____

Head of Service: _____

Day One Actions

Activity

Meet at office location

Introduction to facilities and points of contact for induction

Collect and set up Telephones/PC/Passes etc.

Complete Access to ICS Form

Tour of office site

Meet your Manager and Team

Introduction to Procedures

Introduction and Set up of Research in Practice Learning Account

Manager Day One Review

Links to New Starter Checklist Policy Documents:

[Annual Leave Policy](#)

[Anti Fraud and Corruption Strategy](#)

[Whistleblowing Policy](#)

[Probation Policy](#)

[Lone Working](#)

[Compassionate Leave](#)

[Flexible Working](#)

[Travel & Subsistence Policy](#)

[Relocation Policy](#)

[Sickness & Absence](#)

[Qualification Training](#)

[Grievance Procedure](#)

[Capability Procedure](#)

Other Useful Documents and links for desktop:

[Secure Email Guidance](#)

[Memo Layout](#)

[LSCB Threshold Document](#)

[Frequently Asked Questions](#)

[Childs Folder Contents](#)

[Research in Practice \(RIP\)](#)

[Personal Internet use, Smoking and Evacuation](#)

[Team Phone list](#)

[Children's Workforce Development](#)

[Children's Services procedures](#)

[LSCB procedures](#)

[Supervisions policy](#)

[Case load weighting](#)

Useful Numbers:

SBC IT – (46) 4900

SBC HR – (46) 4343

SBC ICS – (46) 5859

SBC EDS – (46) 6699

Health and Safety

[Employee H&S Responsibilities](#)

[DSE](#)

[First Aider Information](#)

[Fire Marshal](#)

[Accident & incident reporting](#)

First 4 weeks

Mandatory Training – E-Learnings

Information Security

Equality & Diversity

Data Protection

Fraud Awareness

Freedom of Information

Other Training requirements

Initial ICS Starter Training

Full mandatory ICS Training

Buddy Training

MySite setup (SBC only)

Artemis set up (SBC only)

ESS Login (SBC only)

Booking Holiday (SBC only)

IT Portal (SBC only)

E-Learning

Using Phones

Booking training (ESS & Artemis)

Tea Fund

Relevant meetings forwarded

Visits to Other Teams:

Mash

Virtual School Head Teacher

Children Looked After Health

Restorative Youth Service

Leaving Care Team

Fostering Team

Conference and Review

DCT

Opal Team

Missing strategic Lead

Other Training needs:

1st supervision

Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting

What Went Well – what things are you really pleased with? What has gone well for you?

Things To Think About – what do you feel you need to do differently? What isn't going so well that you feel you need support with?

Weeks 5-8

Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting

Mandatory Training – Artemis Learning

Social Worker

Role Training

Introduction to SBC Induction day

Dates Supervision held

Use this area to make a note of anything you need to bring up in 1:1s

3 Month Probation

Your 3 month probation will require some preparation. Using the 3 month probation review document make notes regarding your progress with your objectives set earlier in your training. Also use the space provided to make notes for personal reflection.

What Went Well – what things are you really pleased with?
What has gone well for you?

Things To Think About – what do you feel you need to do differently? What isn't going so well that you feel you need support with?

Probation Documents

[Policy](#)

[Probation review](#)



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Weeks 9-20

Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting

Mandatory Training – Artemis Learning

[Social Worker](#)

Role Training

Dates Supervision held

Use this area to make a note of anything you need to bring up in 1:1s

5 Month Probation

Your 5 month probation will require some preparation. Using the 5 month probation review document make notes regarding your progress with your objectives set earlier in your training. Also use the space provided to make notes for personal reflection.

What Went Well – what things are you really pleased with?
What has gone well for you?

Things To Think About – what do you feel you need to do differently? What isn't going so well that you feel you need support with?

Probation Documents

[Policy](#)

[Probation review](#)



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