

# Leicestershire Procedure for Induction

Procedure and Guidance for  
Children's Social Care and  
Children and Family Wellbeing Service






## Contents

Purpose of this Document .....	3
Starting Out.....	4
Expectations of Induction .....	5
Example induction timetables .....	6
Key Information.....	8
Service Specific Checklist.....	12
Key Information & Links .....	17
Team Descriptions .....	20
Managers .....	27
Groups and Support Services .....	29
Appendix 1 .....	34

Title / Status -	Induction Procedure and Guidance for Children's Social Care and Children and Family Wellbeing Service
New document or revised	New
Date approved SMT	September 2021
Responsible Head of Service	Safeguarding, Improvement and Quality Assurance
Date review due	October 2023



**Our vision is for all new employees to have the best start in their employment within Children's Social Care and Children and Family Wellbeing Service. We will offer you a thorough induction that will result in knowledge of our service and your place within it, setting the scene for your role, feeling welcomed into your new team and giving you all the tools you need to get started.**

## Purpose of this Document

The purpose of this document is to support managers in the induction of new members of staff. This document should be shared with the new starter and acts as an initial guide for all of the important things they will need.

This document aims to support a service specific induction as part of a start in Children's Social Care and Children and Family Wellbeing Service.

This document should be read in conjunction with the Corporate Managers Induction Pack. The link can be found here to the corporate managers induction checklist which includes all key parts of a corporate induction which is needed for new

starters. The induction checklist contains key actions needed for the first few days and weeks of employment, it also includes helpful links and information for both the manager and staff member.

<https://leicestershiretotara.learningpool.com/mod/page/view.php?id=3302>

## Starting Out

All new starters will have been sent the Induction booklet, which can also be found here [Induction Booklet - CFS New staff](#), alongside a welcome letter and key documents.

There is also a new starters meeting, chaired by the Director of Children and Family Services, and the Assistant Director of Targeted Early Help and Children's Social Care, which takes place every

3 months and all new starters are invited. The Director and Assistant Director are joined by Heads of Service to talk about their service areas.



# Expectations of Induction

## Induction Bottom Lines

Our bottom line is a 2-week formal induction period for all permanent staff, and a 1- week induction for agency members of staff, following the following set out expectations.

### Workers should:

- Meet their new manager on their first day, face to face, at the office. If the manager is unavailable, then they should meet with another manager or senior member of the team.
- **Permanent workers should not be allocated cases within their 2-week induction period.** If managers have identified cases that the worker will be allocated after that period, then the worker can be provided with the details of the case to start reading case files. For agency workers, allocation of work will be based on prioritization and balanced with the need to familiarise the worker with the requirements of the Authority including sharing key documents and expectations.
- Have an allocated buddy for their induction period. This buddy should meet the new worker on their first day if possible.
- An opportunity to meet the team within the first 3 days – virtually or face to face.
- All log in details for the IT systems/mosaic/emails on first day. They should also have all equipment provided.
- An appointment made to have ID badge/Printer card within the first three days.
- Office induction - where things are, stationary, printer etc.
- Office health and safety induction - arranged with business support
- All relevant links to local policies and procedures, e-learning and training, and other resources (included within this document)
- Time within their induction period to read the local policies and procedures and complete all e-learning
- Complete all mandatory training over the first 6-week period. <https://leicestershiretotara.learningpool.com/course/index.php?categoryid=20>
- Mosaic and data protection e-learning should be prioritised in the first week.
- Have the opportunity to shadow experienced workers in some of the key duties of the new role – for instance, visits to families, observations of meetings or groups. Workers should have the opportunity to shadow a number of different workers. (If any key meetings are not scheduled within the service area then the manager should contact the admin who arranges the meetings to see if any are scheduled in other areas)
- Meet the team and attend Team PODs and/or team meetings
- The worker should have a case supervision and/or handover prior to completing any work with existing families who are allocated.

Please see below, an example induction timetable which should be arranged for the new worker.

# Example induction timetables

## 2 Week Induction Timetable - Permanent Member of Staff

Name of new starter – New Worker

Name of buddy – Buddy

Date	Activities
<b>Week 1</b>	
Monday	Face to Face office meet with manager or senior – equipment collection, tour of the office, log in details provided. Mandatory E-learning – Mosaic and data protection Buddy to check-in
Tuesday	POD/Team Meeting – meeting the team Mandatory E-learning
Wednesday	Shadowing Home Visit with Buddy Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards
Thursday	Shadowing of Key Meeting (ie, conference, review, panel) Mandatory E-learning
Friday	Buddy to check-in Shadowing of Home Visit with worker A Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards

Date	Activities
<b>Week 2</b>	
Monday	Shadowing of Key Meeting Shadowing of visit with buddy Meeting with team manager to review induction
Tuesday	Face to Face time in the office POD/Team Meeting - meeting the team again Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards Buddy to check-in
Wednesday	Shadowing Visit / key meeting with worker A Reading of case records for future cases if identified
Thursday	Shadowing Visit / key meeting with worker B Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards
Friday	Buddy to check-in Reading of case records for future cases if identified.

## 1 Week Induction Timetable - Agency Staff

Name of new starter– New Starter

Name of buddy – Buddy

Date	Activities
<b>Week 1</b>	
Monday	Face to Face office meet with manager or senior – equipment collection, tour of the office, log in details provided. Mandatory E-learning – Mosaic and data protection Buddy to check-in
Tuesday	POD/Team Meeting – meeting the team Mandatory E-learning Case allocation
Wednesday	Shadowing Home Visit with Buddy Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards
Thursday	Shadowing of Key Meeting (ie, conference, review, panel) Mandatory E-learning
Friday	Buddy to check-in Shadowing of Home Visit with worker A Reading of Local Policies and Procedures and Children’s Social Care Manual / CFWS Practice Standards





## Key Information

### Equality, Diversity and Inclusion

We are on a journey to be an inclusive Service where a culture to celebrate Equality, Diversity and Inclusion is embedded, and discrimination challenged at every level, as a service and a Council. We believe that diversity within the workforce is fundamental to our values and enriches the service we offer our Children and Families.

We have a corporate Equalities Board, supported by departmental equality groups and also staff groups. Information about this board and the current action plan, can be found on the intranet pages. The county council have signed up to the Race at Work charter and are committed to the five calls to action, to ensure that ethnic minority employees are represented at all levels in an organisation, including creating opportunities for ethnic minority employees and to address the barriers in recruitment and progression. The Race Inclusion Development Board which sits within Children and Family Services has been established to provide a forum for discussion, planning and action across the Department to address issues of racism (including structural racism), promote and develop inclusion, tackle discrimination and support the development of Black, Asian and Multi-Ethnic staff across the department. The Board is made up of representatives across the department and has devised an action plan that pulls together a whole range of issues across the department and actions to tackle racism and promote equality and inclusion.

### Defining Children and Family Services for the Future

Defining Children and Family Services for the Future programme was set up in 2020 in recognition that our department and services have evolved as new legislation and responsibilities have developed over time. This program identified a number of opportunities for the department which have been developed to ensure we are achieving the best possible outcomes for children and young people and by designing solutions to improve our ways of working throughout the life of the program.

Follow this link to the page on the learning hub with relevant learning, recordings and resources <https://leicestershiretotara.learningpool.com/module/view.php?id=14156>



# Trauma Informed Practice

As practitioners we often work with families who have a long and complex history of neglect, abuse and violence combined with pressing physical, mental, emotional and social needs. Therefore, we are frequently encountering trauma which is/ has affected the child/families lives and well-being. Children and families who present with issues such as depression, domestic abuse, eating disorders, self-harm or substance abuse may have an underlying trauma at the core. Treating just the presenting issue is unlikely to resolve the problem from which all others stem. By understanding the cause and effects of trauma on the lives of children and families we can transform the way on which we practice.

We know that our work with families who have experienced trauma can deeply affect us too, positively in terms of seeing families succeed and achieve their goals and sometimes negatively with staff being at risk of experiencing vicarious trauma (the impact of hearing children and families talk about their lived experience and seeing the impact of these experiences).

We have made commitment to becoming a trauma informed responsive department where we believe "we are stronger together". This means us understanding trauma, recognising how it can affect those we work with and ourselves and knowing how to respond. It is about creating a safe and inclusive environment for our staff and the children, families and carers we work with.





## Our Vision is

We are committed to our vision of becoming a trauma informed responsive department where we believe “we are stronger together” and our culture is one of partnership where we look for solutions and recognise the potential impact of trauma on the children and families we work with and on our staff.

We will strive to create a safe, compassionate, healing environment demonstrated through relationships based on trust, respect hope and empathy.

We will achieve this through a spirit of curiosity, by nurturing connections through relationships, making a deliberate effort to know and understand people, and by providing hope for growth and recovery.





## What we are doing as an organisation

### Promote self-care and prioritise staff care

The Staff Support program is available to help ALL staff with workplace wellbeing and provides the following services:

- 24-hour access to telephone counsellors every day of the year
- A helpline offering advice on legal, financial and practical life management problems, like citizens advice
- Self-help via an online portal
- Structured telephone counselling
- Telephone career coaching

0800 1116 387 / [www.my-eap.com](http://www.my-eap.com)

Organization code: **LCCwell**

### Critical Incident Support

Where there has been a critical incident at work and practitioners connected to a child/young person via the team or case work have been impacted they are able to access support from an independent trauma practitioner. Referrals can be made by the line manager.

### Offer professional training and encourage staff development

We pride ourselves on being a learning organisation and value our workforce and understand the importance of supporting learning and development and provide a wide range of training for practitioners and managers. We also provide our staff with an additional three days of CPD time taken over the year.

### Celebrate and share good practice


We hold three annual conferences; at our Pride in Practice event we have an award ceremony to recognize and celebrate good practice. We hold an ASYE celebration event at the end of the year.



## Service Specific Checklist

The managers induction checklist includes all corporate requirements for induction and should be followed. Alongside that, below is a checklist specifically for Children's Social Care and Children and Family Wellbeing Service which is mandatory.

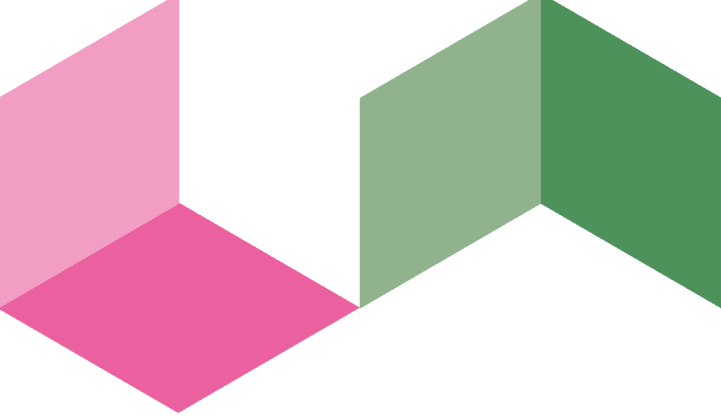
Activity	Link	Date completed
Corporate Induction	<a href="#">Leicestershire Learning Hub</a>	
Introduction to Local Government		
Display Screen Equipment (DSE) module		
Promoting Fairness and Respect		
Fraud Awareness		
Freedom of Information		
Customer Service		
Environmental Awareness		
Introduction to Health & Safety		
Annual Performance Reviews (APR)		
Data Protection and Info Security		
Introduction to Mosaic / Careworks (YOS only)	<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4464">https://leicestershiretotara.learningpool.com/course/view.php?id=4464</a>	
Introduction to Signs of Safety	<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4919">https://leicestershiretotara.learningpool.com/course/view.php?id=4919</a>	
Using Microsoft Teams and Skype guidance	<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4759">https://leicestershiretotara.learningpool.com/course/view.php?id=4759</a>	
Children and Families Partnership Plan	<a href="https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/planonapage.pdf">https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/planonapage.pdf</a> <a href="https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/Partnership_plan.pdf">https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/Partnership_plan.pdf</a>	
Road to Excellence Plan	<a href="#">Road to Excellence Plan 2021 - 2023</a>	
Structure Charts	<a href="https://leics.sharepoint.com/sites/childrenandfamilyservices">https://leics.sharepoint.com/sites/childrenandfamilyservices</a>	
Local Policy, Procedure and Guidance – including templates	<a href="http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html">http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html</a>	
1001 Critical Days	<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=5364">https://leicestershiretotara.learningpool.com/course/view.php?id=5364</a>	



Activity	Link	Date completed
Complaints procedure	<a href="https://www.leicestershire.gov.uk/about-the-council/contact-us/complaints-and-comments">https://www.leicestershire.gov.uk/about-the-council/contact-us/complaints-and-comments</a>	
Signs of Safety resources page	<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4463">https://leicestershiretotara.learningpool.com/course/view.php?id=4463</a>	
Think Practice newsletter	Look out for the new editions bi-monthly form the ThinkPractice mailbox	
Yammer	<a href="https://web.yammer.com/main/feed">https://web.yammer.com/main/feed</a>	
Continual Professional Development	All social work qualified staff across Children's Social Care and Children and Family Wellbeing Service are given an additional 3 days to be taken specifically for Continuous Professional Development. These can be booked in consultation with your line manager.	

## Children's Social Care

Activity	Link	Date completed
<b>Key information and Resources</b>		
Children's Social Care Procedures Manual	<a href="http://lrchildcare.proceduresonline.com/leicestershire/index.html">http://lrchildcare.proceduresonline.com/leicestershire/index.html</a>	
Access to teams shared folder	Discuss with your manager or team members	
Practice Standards	<a href="http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html">http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html</a>	



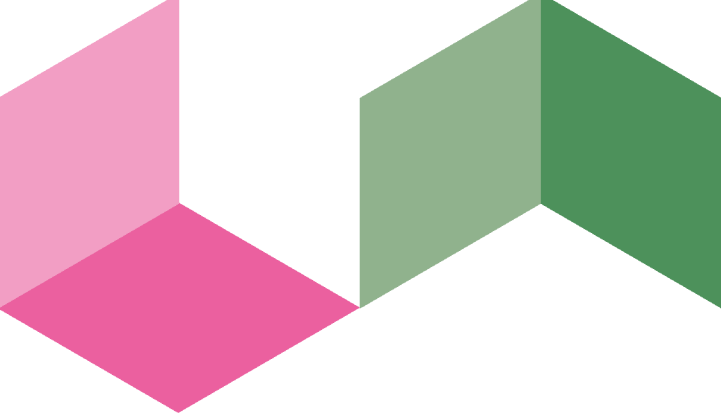
## Children and Family Wellbeing Service

Activity	Completed Yes/No/NA	Date	Comments
Other training			<a href="http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html">http://lrchildcare.proceduresonline.com/leicestershire/local_resources.html</a>
Essential Awareness in Safeguarding			<a href="https://web.yammer.com/main/feed">https://web.yammer.com/main/feed</a>
Hate Crime			
PREVENT			<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4098">https://leicestershiretotara.learningpool.com/course/view.php?id=4098</a>
Introduction to Family Star			<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4759">https://leicestershiretotara.learningpool.com/course/view.php?id=4759</a>
<b>For all staff</b>			
Overview of the Children and Family Wellbeing Service <ul style="list-style-type: none"> <li>• 0-19 CFWS</li> <li>• Youth Service</li> <li>• Youth Justice</li> <li>• Triage</li> <li>• Business Support</li> <li>• SEND team</li> <li>• Wellbeing Pracs</li> </ul>			
Organisational and Locality overview			<a href="https://leics.sharepoint.com/sites/childrenandfamilyservices/SitePages/practice-guidance.aspx">https://leics.sharepoint.com/sites/childrenandfamilyservices/SitePages/practice-guidance.aspx</a>
Opening and closing routine			
Youth and Justice Plans and practice information			<a href="https://leics.sharepoint.com/sites/childrenandfamilyservices/SitePages/practice-guidance.aspx">https://leics.sharepoint.com/sites/childrenandfamilyservices/SitePages/practice-guidance.aspx</a>
Scanning/Copying			
Room bookings			
Folders on the shared drive			
Programme of activities			
Accident, incident and near miss procedure			
Out of hours contacts			
Emergency contacts			



Activity	Completed Yes/No/NA	Date	Comments
Record of Continuing Professional Development (CPD)			
Sign in sheets			
Text messaging service			
Calendar permissions			
Phones			
End of day procedures			
Duty rota			
Risk Assessments			
Local emergency arrangements			
Meetings			
Supervision Arrangements			
Safeguarding Competencies			
Timesheets			
Trade Union membership			<a href="http://www.gmb.org.uk">www.gmb.org.uk</a> <a href="http://www.unisonleics.org.uk">www.unisonleics.org.uk</a>
<b>Business Support only</b>			
Stamp log			
First Aid Box monitoring			
Daily/weekly/annual checks			
Key holder log			
General Housekeeping			
CCTV and ADT			
Invoices and Delivery notes			
Washroom Services			
Servest			
Property Services			
Fridge Monitoring			
Toy cleaning			
Telephone protocols			
Contact arrangements			
Capita			
All policies and procedures – overview and responsibilities			
Front line workers only			





Activity	Completed Yes/No/NA	Date	Comments
Team Champions			
Case Supervision			
Local services			
Internal referrals			
Expected capacity			
Management oversight			
External partners, visit/ contact with: <ul style="list-style-type: none"> <li>• Borough/District Council – housing, community safety, sports and leisure</li> <li>• Police</li> <li>• Education</li> <li>• Health</li> <li>• Voluntary/Community Sector</li> </ul>			
Group work offer including planning and evaluation			
Group work observations			
The Audit Cycle			
Development opportunities			
<b>Managers only</b>			
Human Resources (HR) tasks on Oracle			<a href="https://leicestershiretotara.learningpool.com/course/view.php?id=4759">https://leicestershiretotara.learningpool.com/course/view.php?id=4759</a>
Practice Lead responsibilities			
Manager's meetings details and dates			
Policies and Procedures for managers <ul style="list-style-type: none"> <li>• Disciplinary</li> <li>• Attendance management</li> <li>• Induction and probation</li> <li>• Leave arrangements</li> </ul>			



## Key Information & Links

Please visit the Children & Family Services Intranet Pages which will direct you to lot of helpful information.

### Policies and Procedures

Our policies and procedures are key to underpinning the work that we do with children and families. Some are local to Leicestershire, and others are in place jointly with our partners and neighbours.

The links to Children's Social Care Procedures Manuel will provide all of the necessary information needed when working in CSC, or CFWS Practice Standards when working in CFWS. Our Local Policy, Procedure and Guidance pages also include key guidance and templates for both CSC and CFWS. This is the best place to look for whatever may be needed. Whenever using a template – please check here and use the correct up to date template instead of an old saved copy.

Please see the "How to guide" to find the local policies, procedures and guidance – follow this link - [H:\A Team\Recruitment\Induction\Item 2 - Local Policies Procedures - Userguide.docx](#)

### Mosaic

Mosaic is the system we use when working with children and families. All new starters will be given log-in details. However, to have full access to all of mosaic functions, the e-learning must be completed. Go to the learning hub pages for helpful guidance, workflow maps and practice examples and talk to a mosaic champion for support.

<https://leicestershiretotara.learningpool.com/course/view.php?id=5588>

### Learning Hub

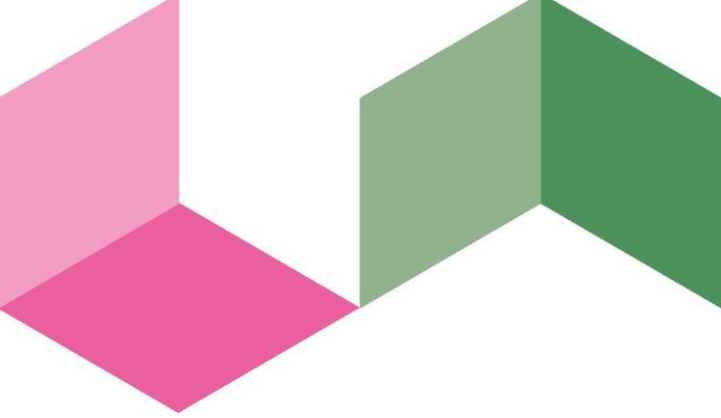
The learning hub is the place to go to find all training and lots of resources. Training opportunities are displayed by topic and service area. Following the links, places can be requested for training, and it will need to be approved by the manager.

Check out training under categories of Children & Family Services and Signs of Safety.

The New Starters Network is accessible via the hub and its purpose is to bring together new starters who have not previously worked for Leicestershire.

All of the Induction E-Learning is on the hub:

1. Corporate Induction
2. Introduction to Local Government
3. Annual Performance Report
4. Customer Service Suite
5. Data Protection & information security refresher Quiz
6. Data Protection & Information Security e-learning
7. Environmental Awareness 2018
8. Fraud Awareness
9. Freedom of Information Module
10. General Data Protection Regulations
11. Introduction to Health & Safety e-learning
12. Promoting Fairness and Respect (intro to Equality & Diversity)
  - IT Training & webinars – purpose to familiarise yourself with a wealth of Microsoft platforms.
  - Staying safe in the workspace short video, Employee Guide and Risk Assessments.



New managers can also access the following:

1. Attendance Management Workshop
2. Management of Health & Safety
3. Manager Induction Checklist
4. Managing Diversity Mandatory Training
5. Managing Diversity Refresher eLearning Training
6. People Service Manager Induction

## Signs of Safety on the Hub

Signs of Safety is Leicestershire's practice framework and is embedded in all of our work with children and families. Read about the key aspects of this approach here:

[Framework - Signs of Safety, Stability and Success](#)

There are lots of resources, training materials, templates and good practice examples on the learning hub. Follow this link to the homepage:

<https://leicestershiretotara.learningpool.com/mod/page/view.php?id=13243>

All new starters in Children's Social Care need to complete the introductory e-learning. This is also helpful for Children and Family Wellbeing Service new starters, however, is optional. The e-learning is split into a number of modules and so can be completed at your own pace.

<https://leicestershiretotara.learningpool.com/course/view.php?id=4919>

All new starters need to register for the 2-day core training course. Follow this link:

<https://leicestershiretotara.learningpool.com/course/view.php?id=236>

## Resources

The learning hub is where you should look for resources to support your role.

We have many pages on the hub with resources including the Practice Excellence Resources Page and Trauma Informed Practice resources page

<https://leicestershiretotara.learningpool.com/mod/page/view.php?id=13472>

You can also seek resources for the following places:

- Research In Practice - [www.researchinpractice.org.uk](http://www.researchinpractice.org.uk)  
Register for RIP with a work e-mail
- Social Care Institute for Excellence - [www.scie.org.uk](http://www.scie.org.uk)
- Join Yammer for resources, notifications and building connections  
<https://web.yammer.com/main/feed>
- Leicester and the Leicestershire and Rutland Safeguard Children Partnerships Procedures Manual (formally Leicestershire Safeguarding Children's Board) [Link to LSCB Procedures](#)





## Key documents

[Departmental Plan - Children and Family Services](#)

[Road To Excellence - Road to Excellence Plan 2021 - 2023](#)

[Framework - Signs of Safety, Stability and Success](#)

[Guidance - Growing Quality in Social Care](#)

[Guidance - Practice Standards \(Children's Social Care\)](#)

[Children and Families Partnership Plan](#)

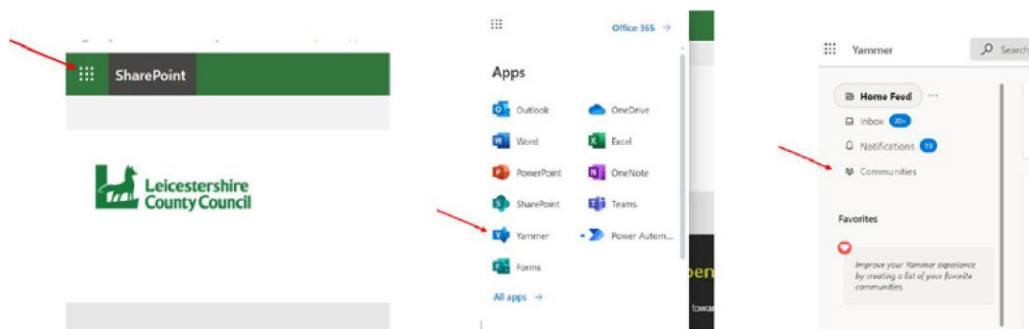
[https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/Partnership\\_plan.pdf](https://www.leicestershire.gov.uk/sites/default/files/field/pdf/2018/9/17/Partnership_plan.pdf)

All key documents can be found in local Policies, procedures, and guidance.

## Yammer

Yammer can be accessed on the intranet home page. Follow the arrows below. Relevant communities are including Practice Excellence Network, Children & Family Services, Children and Family Wellbeing Service, CFWS Youth and Justice.

[Yammer guidance for staff](#)



Yammer is a great place to share ideas, resources or information between colleagues. It is also a great place to ask any questions, no matter how strange or small!



## Team Descriptions

The descriptions included here are to give a brief overview of our teams. To find out more information, please speak to colleagues or contact the manager of the team or service.


### Children and Family Wellbeing Service (CFWS)


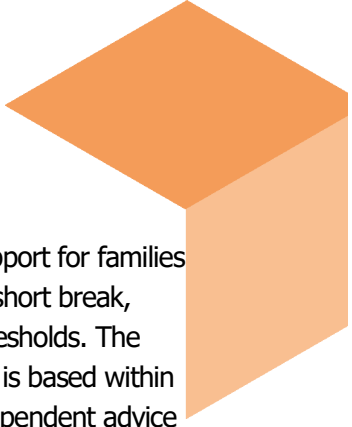
The CFWS provides county-wide Early Help services which may be offered at any point in a family, child or young person's life, where they are experiencing difficulties which cannot be supported by universal services alone.

The core offer includes a range of evidence based group programmes, short and intensive one to one work which cover a range of needs from a light touch preventative input to an intensive intervention of up to 12 months to support families who have more serious or complicated issues to resolve.

The CFWS is made up of teams as detailed below who work together to provide a joined up service appropriate to the presenting needs.

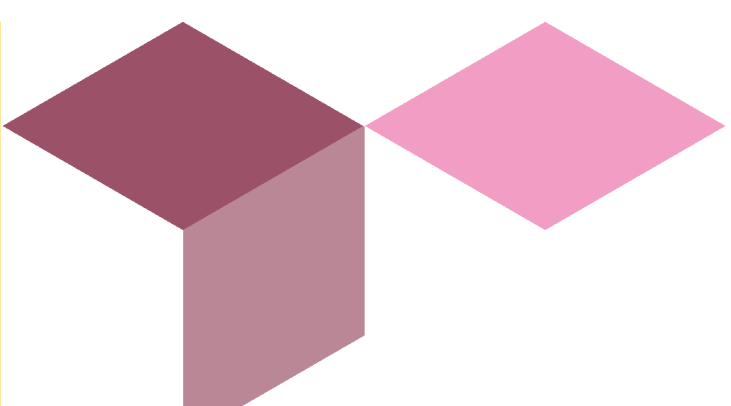
- **0-19 CFWS** - this comprises multi-skilled teams who offer support to families through group work and short or intensive one to one work covering the ante-natal period up to the age of 19. Practitioners are trained to cover a wide range of presenting needs including (but not restricted to) domestic abuse, mental health, behaviour management and child development.

- **Youth support** – working with children aged 11+ on a voluntary basis providing 1:1 or group support where there are significant concerns around social and emotional wellbeing, risky behaviours and those on the cusp of offending, where universal services are unable to solely meet the needs of the child. This offer includes delivering on statutory requirements in relation SEND and Young Carers as well as providing a response to children missing from home via The Safer Returns Project.
  - **Youth Justice** – delivers services to children, families, and victims where a child has been made subject to a statutory Police or Court disposal. Non-statutory interventions are also offered to children post disposal, in the form of prevention and to those with multiple complexities, whose behaviour places them at high risk of causing harm to themselves and/or others. A multi-agency approach is often required to support such children and families.
- 

- 
- 
- **Triage** – our 'Front Door' to services, this is where all referrals are sent and then screened, the aim is to help families receive the right level of support from the start and prevent re-referrals or disengagement. Triage will support to identify the right service input for families, whether this is through signposting, referring on to specialist service and/or sending to locality teams to offer CFWS support. Triage will fill in any gaps in referrals, look at family history, provide telephone advice and support families to identify additional service (community or specialist). Triage work closely with FRCD and regular case threshold discussions take place to ensure that families are receiving the right level of support.
  - **Business Support** – CFWS Support for a range of administrative and business needs. Also includes front of house reception staff at CFWS Centres located in localities.

- **SEND team** - Assessment and support for families of children with SEN requiring a short break, who do not meet social work thresholds. The Local Authority SENDIAS Service is based within CFWS. This service provides independent advice and support to families and young people experiencing difficulties with education.
- **Wellbeing Practitioners** - have been trained as part of the Improving Access to Psychological Therapies (IAPT) initiative. WPs are able to offer CBT based interventions to support Children and Young People experiencing common mental health difficulties
- **Volunteer Development Officers** – a team who recruit, train and support volunteers who work across the CFWS in a variety of roles including group and 1:1 support for children, families and young people

Please follow this link for more information:  
<https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/children-and-family-wellbeing-service>







## Children's Social Care

### First Response

The first point of contact for families with the department is through First Response. This Team completes assessments to determine which service should be provided to a family so that we can provide the Right Service at the Right Time. From the first point of contact, decisions are made within 24 hours within the Screening Team as to which service is appropriate for the family's needs. Included within screening, is the vulnerability hub which is hosted by Leicestershire police, and embedded are professionals representing the three local authorities response to child exploitation & missing children. This facilitates live time multi-agency decision making to mitigate risk to children. This coordinated approach considers harm outside the child's front door, providing early intervention, support through the judicial process and most importantly creates safety around the child. The hub also houses our domestic abuse Team, who are supported by our early help offer with daily triage being completed alongside the police, again, creating opportunities for a joint risk management plan. Our Out of Hours Team also sits within the hub offering inclusive wrap around services and joint response with the police for our most vulnerable children and families.

If an assessment is required, the Assessment Teams complete a Child and Family assessment within 45 days. This is assessment could result in a child in need plan, early help services or no service. The Team also holds strategy discussions with other agencies to consider children they are worried are at risk of significant harm. The outcome of those discussions could be for an assessment to take place or continue, for a joint or single Section 47 investigation if it is considered that the child is at risk of harm, and this could then lead to a child protection conference within 15 days.

Families with a Child in Need Plan or a Child Protection plan are transferred to the Locality Teams so that the teams can progress the plan. These families will have a Safety Plan which is part of their Child in Need or Child Protection plan, which is developed with the family and their network as practical actions that are needed to keep the children safe. The Safety Network is developed with the family through using the Signs of Safety practice model, which seeks to empower the family.

First Response also support young people who are homeless and who may need to become Looked After by the Local Authority. They also completed Section 7 and Section 37 reports ordered by the court.


First Response also includes the Out of Hours service who work from 5pm – 8.30am during the week and all day and night over the weekends.

### Fieldwork Locality Teams

There are two subdivisions: North and South, with four office bases: Coalville, and Loughborough in the North and Hinckley and Wigston in the South.

Fieldwork Teams are working with children, young people and their families in crisis, and provide statutory intervention to children at risk of abuse and neglect. They work to try as far as possible to keep families together and do this by working with the families' wider network of support to build safety plans and change the day to day living arrangements for children to provide safety. If this does not work, they may need to take steps to keep children safe from further harm. Sometimes Locality teams will need to seek legal advice and may go to court to try and ensure that children are not at risk of suffering significant harm. This could result in children residing with family members or within foster care while changes are effected or permanence is sought.





Teamwork with multiagency partners to provide a joined-up service to help children and their families resolve their difficulties through the progression of their CIN or CP plan. When concerns are fully addressed, involvement would end for the family and further support would be provided by universal services or Early Help.

### **Disabled Children's Service**

This is a county-wide service (office based in Coalville) working with disabled children who are supported as Children in Need; children subject to Child Protection Plans; children who are Looked After; young people making the transition into Adult Services. Staff in the service are social workers, childcare support workers, occupational therapists. Staff across all SEND services work closely together to support disabled children and their families.

### **Children in Care and Care Leavers Service**

The children in care service works across Children in Care, Care Leavers, 16+homeless teenagers, and Unaccompanied Asylum-Seeking Children and are based at County Hall. This service provides support and advice to children and young people throughout their time in care to enable them to make positive life choices. The teams are made up of senior practitioners and social workers as well as personal advisers and support workers.

### **Virtual School**

The Leicestershire Virtual School promotes positive outcomes for all children and young people (CYP) in care to Leicestershire and supports schools/settings/colleges to narrow the achievement gap for these CYP. This aim extends to early years children, care-leavers and children and young people adopted from care.

All local authorities have a statutory duty to have a Virtual School Head (VSH) and the Leicestershire Virtual School team comprises a VSH, a Deputy VSH, Senior Education Advisors (SEA) and Casework Officers (CO), a community support assistant, a data coordinator and admin staff.

The Virtual School is "virtual" only in the sense that it works to support CYP in care as if they were in a single school even though they are educated in many different schools and settings across the country.

Each child or young person in care has an allocated SEA (supported by a CO) who oversees and contributes to Personal Education Plan meetings (PEP), and other multi-agency meetings, including Reviews of Arrangement meetings (ROA) as appropriate.

The Virtual School works collaboratively with social workers, supervising social workers, carers and education services to promote higher aspirations and a greater accountability from all those involved in the education and care of looked-after children. Virtual schools are also required to give advice and information about the education of previously looked-after children.

Contact [virtualschool@leics.gov.uk](mailto:virtualschool@leics.gov.uk)



## Team Around the Child

The team offers regular support and supervision to all our Internal foster carers (currently 130 foster households) as well as offering support to their birth children. Supervising Social Workers ensure that each approved foster carer is able to meet the needs of the children they care for and they continue to have the suitable skills, training and support to ensure this remains a strong and stable home for the child in care. The Supervising Social Workers annually review the carers ability to meet the National Minimum Standards (Fostering regulations) with independent oversight from a Reviewing Officer and Agency Decision Maker.

## Dedicated Placement Support Team

The Dedicated Placement Support Team supports young people in care. The support team can work with foster carers who are struggling with behaviours, they can offer specific pieces of work with young people, work with young people in residential placement to step them down to foster care or home. They also have specialist foster carers. This also includes a supporting lodgings scheme for young people 16+ in either work or education who are preparing for independence. Young people can stay in supported lodgings till they are 21. Also, Staying Put is a scheme for young people who wish to remain in their foster placement post 18 years of age. The team also manage independent Visitors for children in care.

## Kinship

The kinship team complete assessments of carers who are connected to children, this could be family members or friends. The kinship team complete assessments regarding the suitability to the placement and make a recommendation of whether this placement could meet the child's needs and under what arrangement. This team provides support to carers during the placement and assessment.

## Fostering Assessments

The Fostering Assessment Team is responsible for undertaking the assessment of foster carer applicants, private foster carers and non-agency adoption applications. We are also responsible for taking a lead on the training of foster carer applicants and promotion of private fostering to the public and with partner agencies.

## Fostering and Adoption Recruitment Team

The Fostering & Adoption Recruitment Team play a vital part in attracting, filtering and processing enquiries from members of the public who are interested in becoming foster carers and adopters with Leicestershire County Council. The Team is friendly, positive and always offer a warm welcome to all.

The team provides a dedicated resource which manages all forms of contact, including contact by telephone, mail, website, text message enquiries. Regular public events are held to welcome members of the public to find out more about fostering and adoption which are also the responsibility of this team. We also carry out 'initial visits' which are the first stage of decision making for applicants and the service and enables the service to invite applicants into our process who are ready and in the best position to progress.

The team manager works closely with colleagues in the Communications Team to create appropriate and cost- effective recruitment campaigns, based on projected Service requirements, using various social media platforms including Facebook, Instagram, Twitter, and LinkedIn. They also utilise more traditional methods of posters, postcards, and banners as well as Radio campaigns and adverts within Leicestershire publications and local business staff intranets.

[www.fosteringleicestershire.com](http://www.fosteringleicestershire.com) and  
[www.adoptionleicestershire.com](http://www.adoptionleicestershire.com)



## **Permanence & Adoption**

The Permanence team complete Child Permanence Records as part of court twin tracking process to support children who may require a plan of adoption. This also includes completing sibling assessments, presenting care plans of adoption to the agency decision maker, family finding, matching children with adopters, and then supporting children once placement orders are made and in their adoptive placements.

The Post-Order Support Team includes post-adoption support which assesses the therapeutic needs of Leicestershire adopted children and their families up until the age of 21 years; post-special guardianship order support which assesses the therapeutic need of Leicestershire Children cared for under a Special Guardianship Order and their carers for the first three years of the making of the order; and birth records counselling for adult adoptees.

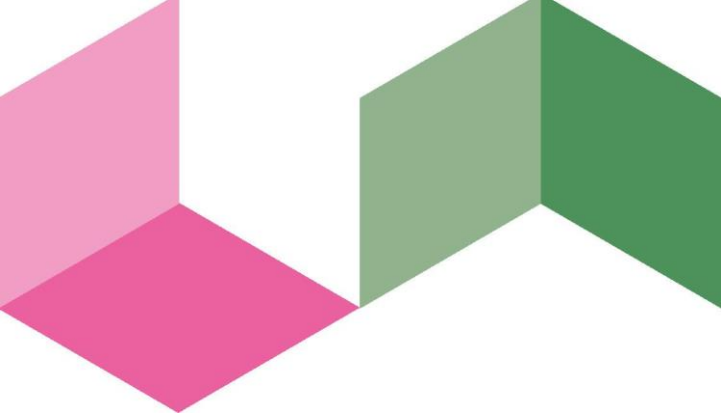
## **Safeguarding, Improvement and Quality Assurance**

The Quality Assurance Improvement Team (QAIT) steers and coordinates improvement activity across Children and Family Services to support ongoing service improvement and quality of practice with children and their families. They primarily work within our Quality Assurance Improvement Framework (QAIF), which aims to embed a culture of continuous improvement across the department and is therefore closely linked to our Continuous Improvement Plan as a supporting mechanism to drive forward & achieve improvement. It provides a structured approach to quality assurance and service improvement work. Put simply, it should help teams and services to identify 1) what they are doing that is working well and how that is happening (so that people can keep doing this) and 2) what is not working as well or what can be

improved. The team also have responsibility for data driven performance work, inspection co-ordination / logistics and policy & procedure management.

## **Practice Excellence Team**

The role of the practice excellence team is to help and support practitioners in their role with children and families and grow great social work practice across all services. The team champion our practice model of Signs of Safety practice throughout all services and focus on how we deliver our practice using this model and approach. The team includes the Principle Social Worker for Children's whose role is to link between practitioners and senior managers. The Principle Social Worker is responsible for driving our journey to becoming a trauma informed organisation. The team includes 3 Learning and Improvement Team Managers who complete quality assurance work, safeguarding reviews, and focus on how we embed and deliver learning to the workforce. The team also includes 3 Advanced Practitioners who are linked specific to a service areas. Their role is to provide hands-on support to practitioners, this could be thorough reflective case discussions and consultations, support on a difficult visit or meeting, or helping to plan a piece of work. The team provide regular monthly virtual practice workshops on a range of topics, 3 conferences per year, and maintain the Signs of Safety and Practice Excellence Page of the learning hub which includes lots of resources, tools and practice examples. The team accept requests from workers for 1:1 support, alongside requests from teams or services areas for input into the team. Any questions, queries, or to request any support, please do not hesitate to contact the team on [practiceexcellenceteam@leics.gov.uk](mailto:practiceexcellenceteam@leics.gov.uk).



## Leicestershire and Rutland Safeguarding Partnership Business Office

The Safeguarding Partnerships Business Office manage the work of the Leicestershire & Rutland Safeguarding Children Partnership (LRSCP) and Leicestershire & Rutland Safeguarding Adults Board (LRSAB). The work of the team is focussed on learning and improvement of the safeguarding of adults with care and support needs and safeguarding children. This includes setting multi-agency safeguarding approaches and processes, carrying out quality assurance, statutory reviews (Child Safeguarding Practice Reviews, Safeguarding Adult Reviews and Domestic Homicide Reviews), training and communications. This office has strategic oversight over multi-agency learning. More information on the LRSAB and LRSCP and key documents can be found here [www.lrsb.org.uk](http://www.lrsb.org.uk)



## Local Authority Designated Officer

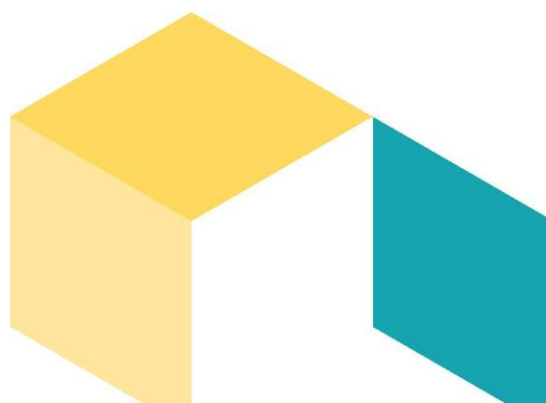
Each Local Authority has a professional(s) who manages allegations against Employees, Volunteers and Foster Carers who work with children in any capacity; this person is called the Local Authority Designated Officer also known as the LADO. The LLR Core Procedures set out the allegation process and the duties of the Local Authority Designated Officer.

Despite all efforts to recruit safely there will be occasions when allegations are made of abuse by staff or volunteers against children. All organisations which have employees or volunteers working with children should therefore have clear and accessible policies and procedures. It is the role of the LADO to oversee the Allegations process, but not to investigate. The LADO will ensure a timely and fair process; offers advice and guidance and will liaise with employers, private, public and voluntary organisations.

Contact [CFS-LADO@leice.gov.uk](mailto:CFS-LADO@leice.gov.uk) 0116 305 4141

## Safeguarding

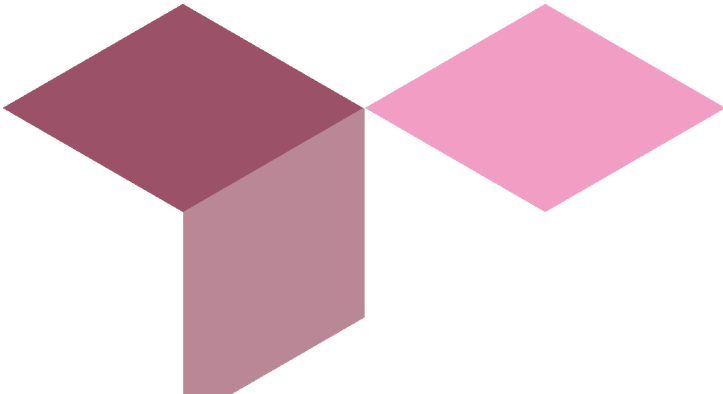
The safeguarding service includes independent reviewing officers who chair child protection conferences for children subject to child protection plans, and review of arrangements meetings for children who are in the care of the local authority, and who provide independence, oversight and challenge to a child's plan. This service also includes corporate parenting team who support children in care and also provide children's rights officers to seek the views of children and provide advocacy.





# Managers

There are lots of resources, training and advice and support for managers available.

- Leadership and Management Pages on the hub provide lots of links to training and support for managers.  
<https://leicestershiretotara.learningpool.com/course/index.php?categoryid=9>
  - People Services page for information around Human Resources  
<https://leics.sharepoint.com/sites/peopleservices>
  - Oracle Fusion is used for all annual leave requests, mileage claims and other employee needs, changes to contract. The Oracle Self-Service Homepage has lots of with managers guides for how to complete management functions  
<https://leicestershiretotara.learningpool.com/course/view.php?id=4634>
  - Oracle Planning and Budgeting Cloud System is the system needed if you are responsible for managing a budget. Follow this link to access help, guidance, and support in how to use this system. Contact FAIT for the budget link.  
<https://leicestershiretotara.learningpool.com/course/view.php?id=4773>
  - Tableau is a data management system that managers can use to help manage the performance of their team. Please follow this link for access  
<https://tableau.leics.gov.uk/#/projects>
  - Critical incident response service is a service we offer for staff who have experienced acute trauma during their work. The procedure can be found on local resources.
  - MSM self service – where equipment is requested, reporting of faults  
<https://servicedesk.leics.gov.uk/MSMSelfService/Index.aspx>
  - Managers needing HR help or advice should contact Corporate HR.  
[corporatehradviceinbox@leics.gov.uk](mailto:corporatehradviceinbox@leics.gov.uk)  
Call: 0116 305 1078
  - Managers can access coaching to support their own learning and development of skills.  
<https://leicestershiretotara.learningpool.com/course/view.php?id=4303>
- 





## Children's Social Care

The below are key management activity that is completed by managers in Children's Social Care.

- Quarterly Thematic audits take place and managers are given a case to audit. New managers are offered a buddy for the first audit. Speak to the quality assurance team, [QAIT@leics.gov.uk](mailto:QAIT@leics.gov.uk), for more information.
- Quality assurance activity should be taking place on a regular basis within each service area.
- Monthly supervision returns are due by the first Friday of every month to QAIT
- Caseloads are reviewed by QAIT on a monthly basis. On the first day of the month QAIT run and report and send to managers. Managers then have a week to add commentary to the report and return to QAIT.
- Our supervision policy, procedure and guidance is available on local procedures. There are resources for managers on the hub to support supervision, alongside training opportunities.
- Childcare managers meetings take place monthly are all for all managers in Children's Social Care. Invites are by the assistant directors' secretary

## Children and Family Wellbeing Service

A planned cycle of quarterly thematic audits take place within CFWS's Family and Youth and Youth Justice Services. Managers or team leaders will be given casework to audit. New managers are offered a buddy for the first audit, alongside pre and post audit briefings. Please contact Quality Assurance staff: Charles Paul Quality Assurance (QA) and Voice Team and partnership manager and Parina Ahmed Quality Assurance & Performance Officer for more information.

Quality assurance activity should be taking place both on CFWS wide basis and also within each service area.

Monthly supervision returns are due by the first Friday of every month to QAIT.



# Groups and Support Services

## Employee Service Centre (ESC) Service Desk

Open: Monday to Thursday, 8.30am to 5pm, Friday, 8.30am to 4.30pm

Telephone: 50222 / 0300 303 0222 (choose option 2)

Log a ticket via the [EMSS Support Portal](#)

## Health, Safety and Wellbeing Service

Available: Monday to Friday, 9am to 5pm

Telephone: 0116 305 5515

Email: [healthandsafety@leics.gov.uk](mailto:healthandsafety@leics.gov.uk)

## Practice Development Group

The practice development group is a group attended and chaired by practitioners. The aim of this group is for practitioners to be involved in key developments across the services and effect wider practice. To find out more, please e-mail [QAIT@leics.gov.uk](mailto:QAIT@leics.gov.uk)

## Champions

We have a number of different champions throughout our service areas for areas such as domestic abuse, mosaic, health and safety, and first aid. Talk to managers to find out more about champions in each service area.

## Groups and Support

Learning and Development have a mentor scheme which you can apply for if you would like to have a mentor (or be a mentor)

<https://leics.sharepoint.com/sites/peopleservices/SitePages/develop-my-career.aspx>

## Wellbeing

Follow this link to the wellbeing pages:

<https://leics.sharepoint.com/sites/peopleservices/SitePages/wellbeing.aspx>

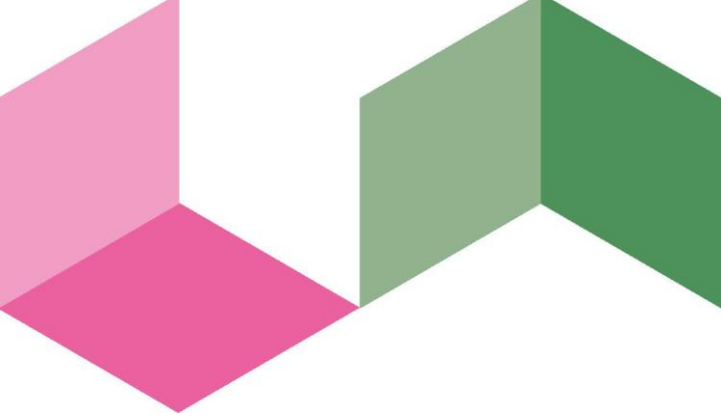
Staff Support is a free and confidential support service providing unlimited access to information, advice and emotional support.

The Staff Support programme is available to help ALL staff with workplace wellbeing and provides the following services:

- 24-hour access to telephone counsellors every day of the year
- A helpline offering advice on legal, financial and practical life management problems, similar to citizens advice
- Self-help via an online portal
- Structured telephone counselling
- Telephone career coaching

The service is staffed by trained counsellors and other professionals who will determine what kind of support is needed. Employees will be offered six telephone counselling sessions. If the counsellors believe that an employee requires more than six sessions, they may be referred to the internal wellbeing service for longer term support.





The Staff Support programme provides a confidential service and no information which could identify an employee will be communicated back to the council. Staff Support can be accessed whenever you would like additional support, you do not need to be referred to the service.

To access Staff Support, please call 0800 1116 387 at any time, or visit [www.my-eap.com](http://www.my-eap.com). Please use the organisation code LCCwell to access the portal.

COMMS produce a Wellbeing bulletin that focuses on topics and themes and contains information regarding options of support and how to access.

Mental Health First Aiders are colleagues who have been trained to help people who have a mental health issue or concern. They can provide a listening ear and guide you to the right support. [Search Mental Health First Aider \(MHFA\)](#) on the intranet for a list. [counsellingandwellbeing@leics.gov.uk](mailto:counsellingandwellbeing@leics.gov.uk)

**Useful information:**

[www.mind.org.uk](http://www.mind.org.uk), [www.headspace.com](http://www.headspace.com) or Headspace – app, [www.freemindfulness.org](http://www.freemindfulness.org), [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## BAME network group

The BAME network is for all Black, Asian and Multi-Ethnic workers, regardless of grade. The group aims to:

- provide a forum in which to discuss BAME network staff priorities and develop strategies to improve the BAME profile across the whole authority
- advise and review personnel issues including recruitment, selection, retention, training, professional development and other developmental opportunities, which include mentoring and coaching schemes
- provide opportunities for self-education and personal growth



## Race champions

Become advocates for change, scoping service quality and to uphold the race agenda. Provide moral support to all Black, Asian and Multi Ethnic employees (BAME) that experience oppression and or discrimination and to become active catalysts for BAME employees within Adults & Communities, Children & Family Services and Environment & Transport.

Their role is to:

- a. To act as champions for BAME employees within departmental working groups, subject matter:
  - Recruitment and retention
  - Training, development and progression
  - Equality and Human Rights Impact Assessments based on the 'lived' experiences of BAME employees.
- b. Working in Partnership with all tiers of management to identify initiatives that will empower the BAME workforce.
- c. Actively engage with departments to identify and develop pathways for career progression and opportunities. To identify initiatives that will support growth of BAME representation in the department.
- d. Be the Champions for BAME employees and find bespoke solutions with managers and senior leaders. The aim is to work in harmony to monitor, measure and evaluate change.

Please don't hesitate to contact [bame@leics.gov.uk](mailto:bame@leics.gov.uk)



## Diversity advocates

Diversity advocates are people who have a commitment to promoting and supporting diversity issues; the group aims to support the workers' groups. Find out more about becoming a [Diversity advocate](#).

Group meetings take place once a month, between 2pm and 5pm on the third Tuesday of every month. Look out for dates and times of [meetings and events](#).

Line managers have been asked to allow staff (including agency workers) to attend meetings within office hours, unless there are exceptional circumstances where necessary cover cannot be provided.

### Contact

- Rabinder Lail (Chair) 0116 305 0846
- Hardik Purohit (Vice Chair) 0116 305 1016



## LGBT+ Staff network

The Lesbian, Gay, Bi and Trans + staff network (formerly the LGBT+ Workers' Group) is for all LGBT+ staff, including those involved in other workers' groups or who have another protected characteristic in addition to being LGBT+. The '+' includes those who identify as another sexual orientation or gender, such as asexual or pansexual.

<https://leics.sharepoint.com/sites/peopleservices/SitePages/lgbt-staff-network.aspx>

The group aims to:

- support the council to be an inclusive and fair employer of LGBT+ staff
- support the council to provide accessible services that meet the needs of LGBT+ residents
- signpost LGBT+ staff (and staff that are friends or family of LGBT+ people) to appropriate support

View the group's terms of reference. Meet the co-chairs of the network - Liz and Fiona. This video was filmed in May 2020 during the coronavirus pandemic. The group meets regularly, but there are many ways to get involved or keep in touch, such as via the Yammer group or by joining the email list. Look out for dates and times of meetings and events. Each meeting includes a confidential discussion section at the end, where attendees can share experiences and provide mutual support. Line managers have been asked to allow staff (including agency workers) to attend meetings within office

hours, unless there are exceptional circumstances where necessary cover cannot be provided.

The co-chairs are available to speak confidentially on topics affecting LGBT+ staff, their families, friends or colleagues. These staff are trained Mental Health First Aiders. Each department also has a representative - again, a trained Mental Health First Aider - who can be a listening ear. We can also put people in touch with someone (again, a trained Mental Health First Aider) who may be able to share their experience of a specific issue, such as parenting a trans child - please email [lgbt@leics.gov.uk](mailto:lgbt@leics.gov.uk).

We're currently in the process of adding rep for each of the L,G,B,T and + identities. These are being added onto the list above.

If you are experiencing unacceptable behaviour/ bullying or harassment at work (including behaviour that might be homophobic, transphobic or biphobic) visit this page in the first instance:

<https://leics.sharepoint.com/sites/peopleservices/SitePages/tackling-unacceptable-behaviour.aspx>

Contact - Liz Biswas / Fiona Walker (Co-chairs of the network) by email, Skype or Teams. If calling from outside the council network, please call 0116 305 6274 and ask for Liz or Fiona.





## Disabled Workers' Group (DWG)

The Disabled Workers' Group is for all staff with a disability, regardless of grade.

The group aims to:

- contribute to and consult on council policies and practices that affect disabled staff and service users
- help empower employees with disabilities and promote self-development and independence
- offer moral support and guidance, in addition to making representations on behalf of members in grievance and disciplinary matters, where requested, appropriate and practicable.
- Line managers have been asked to allow staff (including agency workers) to attend meetings within office hours, unless there are exceptional circumstances where necessary cover cannot be provided.

Contact - Anthony Stone (Chair)

Telephone: 0116 305 7233

Email: [dwg@leics.gov.uk](mailto:dwg@leics.gov.uk)

## Covid-19

We know that Covid-19 brings more challenges to induction and starting in a new role and workplace. There are many pages on our intranet to support working during Covid-19.

Information about health and safety considerations during the coronavirus restrictions -

<https://leics.sharepoint.com/sites/peopleservices/SitePages/manage-health-and-safety-during-coronavirus.aspx>

Policy documents and other information relevant to staff during the pandemic -

<https://leics.sharepoint.com/sites/intranet/Departments/PUBLICHEALTH/Pages/coronavirus.aspx>

Manager FAQs – Coronavirus -

<https://leics.sharepoint.com/sites/intranet/News/Documents/Coronavirus-FAQs-Manager-v11.pdf#search=covid>

Learning Hub/Dashboard/Courses/Children and Families Social Care/Covid-19 for Families

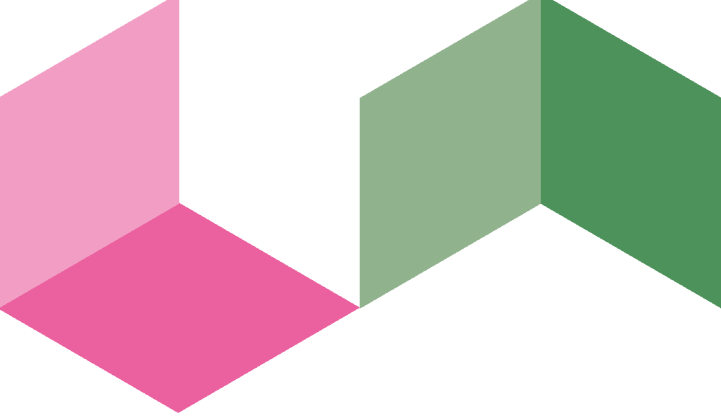
County Hall Video -

<https://www.youtube.com/watch?v=scXG7T6ViFg&feature=youtu.be>

Managing Health and safety during Covid:

<https://leics.sharepoint.com/sites/intranet/HDI/Pages/manage-coronavirus-related-health-and-safety.aspx>

We are currently developing our services and Ways of Working for now, and into the future. Up to date information can always be found on the intranet.



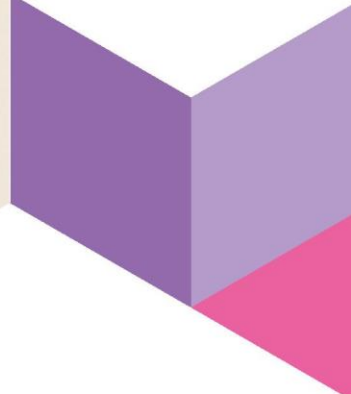
# Appendix 1

## 2 week template for permanent worker

Name of new starter –

Name of buddy –

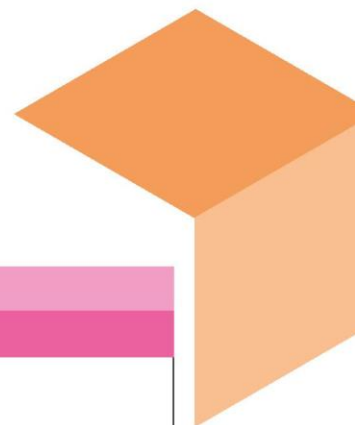
Date	Activities
<b>Week 1</b>	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
<b>Week 2</b>	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	



## 1 week template for agency workers

Name of new starter –

Name of buddy –



Date	Activities
Week 1	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

