Children's Services

Procedure for Oversight of the Children's Services Hub

1. Introduction

1.1 The Children's Services Hub is part of Dorset Council's intranet, and is the first point of information for Children's Services employees. It includes information about:

- The structure, strategy, transformation and governance of Children's Services
- Service pages
- Induction, training and development
- Good practice (via the Academy area)
- Briefings, comms and news
- Policy and procedures

1.2 This procedure sets out the governance arrangements for the assets that make up the Children's Services Hub (CSH). An asset may be a single web page or a series of pages. The procedure explains the roles of Asset Owners (people who have permissions to make changes to assets) and Asset Editors (those who are responsible for ensuring that an asset is accurate and up to date). It also defines the role of Business Support - Digital, which will maintain a register of Asset Owners and Editors, and provide a quality assurance function for maintenance of the CSH.

2. Structure of the Children's Services Hub

The CSH has been devised to ensure the relevance, accuracy and accessibility of its content. Top level pages are those that contain service-wide information such as regular communications and briefings, structure and governance and service-wide meetings. The top level of the hub also includes access pages for our different service areas, such as:

- Education
- Children's Social Work
- Early and Family Help
- SEND
- Commissioning

3. Governance of Hub Assets

Effective governance of the Children's Services Hub will have three elements:

i) It will align with and support the implementation of the Comms and Engagement Strategy for Children's Services (led by the Change Management Lead)

ii) It will align with the wider governance practice of Children's Services, (led by the Operations and Oversight Manager) and include a system of asset ownership

iii) It will have a schedule for Quality Assurance (led by the Business Support Manager – Digital)

4. Asset Owners

Asset owners are accountable for defined assets of the CSH. They will delegate day to day responsibility for ensuring that assets are compliant, accurate and up to date to an Asset Editor (this will usually be an employee that they line manage). Asset Owners have permissions to amend or remove existing assets, and they are directly responsible for doing so where the Asset Editor is unavailable, for example when they are away from work or have left their post. In these circumstances, the Owner should carry out the responsibilities of the Editor (see next section) until a new Editor is appointed.

Asset Owners are responsible for advising Digital Business Support of any changes to Asset Owners or Editors. For any given asset, the Owner and the Editor must be different people (save where the Owner is temporarily covering the Editor role, pending a new appointment).

5. Asset Editors

5.1 Asset Editors have day to day responsibility for ensuring that the assets assigned to them are:

- Interesting, useful and engaging for colleagues
- Compliant with the service design framework for the CSH
- Compliant with Dorset Council requirements concerning the design and content of web pages, including
  [Creating accessible web content - tasks and guides (dorsetcouncil.gov.uk)](https://dorsetcouncil.gov.uk)
  [Our Behaviours (dorsetcouncil.gov.uk)](https://dorsetcouncil.gov.uk)
  [Equality, Diversity and Inclusion Strategy 2021-2024 (dorsetcouncil.gov.uk)](https://dorsetcouncil.gov.uk)
- Aligned to the requirements of the Children's Services Comms and Engagement Strategy
- Accurate and up to date

5.2 Editors also have a key role in the quality assurance of CSH assets; please see 7.1 below.

6.   Developing a new asset

6.1   Where a manager and/or their team identify the need for a new web page or pages on CSH, the manager will be the Asset Owner, and they should appoint an Asset Editor who will complete the CSH Asset Proposal Form and send this to Business Support - Digital. If the Digital Business Support Manager approves the proposal, they will send a production template to the Editor for development of the draft asset.

6.2   The Editor should agree the content with the Owner and then send the template containing the final draft to the Business Support Manager - Digital for final approval and hosting.

7.   Asset reviews

7.1   In addition to making day to day changes, Asset Editors should review the assets for which they are responsible every three months and make any further changes that are required. Digital Business Support will send review reminders to all Asset Editors every 3 months, requesting confirmation that the review has taken place.

7.2   Where Digital Business Support do not receive confirmation that a review has been completed within one month, they will contact the Asset Owner, asking them to arrange the review as soon as possible.

7.3   Where, after a further three months, Digital Business Support have not received assurance that the review is complete, the Digital Business Support Manager may decide to remove the assets concerned.

8.   Retention timelines for bulletins and briefings

Bulletins, briefings and updates are, by design, of short-term relevance only. Therefore, the following retention timelines will be applied by Asset Editors for these types of content:

- Executive comms and blogs will be retained on their issue page for 2 months and then archived
- Weekly and fortnightly issues (including the Workforce Wordout) will be retained on their issue page for 6 months and then removed to the relevant service archive for the remainder of their retention lifecycle
- Only the current version of the Children's Services Structure Chart will be available, and this will be updated monthly
- Monthly newsletters will be posted for two months and then archived

9.   The role of Business Support - Digital

Business Support - Digital will provide administrative support and quality assurance oversight for the CSH as follows

- They will maintain an up to date register of all CSH assets, Owners and Editors
- They will develop and maintain the forms and notifications referenced in this procedure
- They will advise Editors when asset reviews are due
- They will advise Owners when reviews have not been completed, and when any other matter of exception occurs
- They will undertake an audit of a sample of CSH assets each month, checking for compliance with the requirements set out at ( ) above; under this system all CSH assets will be audited at least once per year