

*An event for ADSS Cymru, arranged by The Social Services Improvement Agency in collaboration with the All Wales Heads of Children's Services.*

## Transformation in Children's Services in Wales

Wednesday 1<sup>st</sup> May 2013, 9.45am to 4.15 pm

Metropole Hotel, Llandrindod Wells

### Programme

**Aim:** to explore thoroughly the transformational potential of some approaches to change and to share emerging practice.

**Context:** with rising demand pressures, an austere outlook for public spending, and continuing concern about the outcomes being achieved with children and young people, we need to find ways to help parents meet their children's needs to an acceptable level whilst keeping children as safe as possible, and to manage demand so that costs can be contained and outcomes for children and young people optimised.

09:45	Registration and refreshments
10:15	Welcome and Introduction from the Chair: Chris Davies
10:25	Introductory remarks: Phil Evans
10:35	Plenary: Reclaiming Social Work: Isabelle Trowler of Morning Lane Associates with commentary from Julie Clarke Head of Service, Assessment & Care Planning, Rhondda Cynon Taf CBC
11:30	Coffee break
11:50	Plenary: Intelligence-led Approaches/Interventions: George Selvanera of Cordis Bright with commentary from Leighton Rees, Head of Children and Family Services, Denbighshire County Council
12:45	Lunch
13:30	Parallel workshop session 1
14:45	Parallel workshop session 2
16:00	Where to now? Chris Davies and ADSS Cymru
16:15	Close

## Workshops

### 1 **An Outcomes-Based Approach to practice led by Core Assets Consultancy and Resourcing (Outcomes UK) with commentary from Flintshire and Caerphilly.**

The SSIA Outcomes Project has worked alongside Social Workers from 4 LAs to support a move away from practice being process or “tick box” driven, to focus more on quality and achieving better outcomes for children and families (“making a difference”). Underpinning the work has been the development and delivery of an Outcomes Framework with direct work tools linked to Results Based Accountability (RBA).

#### Workshop outline:

The workshop will cover the work that was completed, share key learning and tools and provide an opportunity to hear from local authorities involved. There will be a group discussion on the wider implementation of working in this way.

#### Presenters:

**Rob Hutchinson** was previously Director of Social Services, supported the development of the Every Child Matters outcomes framework and was part of the Munro Review. He has worked extensively across Wales supporting the implementation of outcome based ways of thinking and working. Rob co-facilitated the training of the Social Workers in the SSIA Outcomes Project and delivered individual coaching support.

**Andy Gill** is currently head of consultancy for Core Assets Consultancy and Resourcing. He has a background as a Social Worker and Senior Manager within Children’s Services with a particular focus on Safeguarding. He has been a Government advisor and worked across Wales on outcome based service improvement and transformation. Andy helped to design the SSIA Outcomes Project and co-facilitated the training.

Local authority commentary from **Zarah Newman** and **Lauren** at Caerphilly and **Mike Jones** and **Natalie Speed** at Flintshire

### 2 **Signs of safety; a strengths-based, safety organized approach to child protection casework led by Damian Griffiths, with commentary from Beverley Edwards, Swansea Children’s Services.**

#### Workshop outline:

The workshop will explore how Signs of Safety, as a strengths-based, safety organized approach to child protection casework, combines a truly empowering model of partnership and collaboration with rigorous

risk analysis and safety planning, making the most of family strengths without compromising child safety.

Presenters:

**Damian Griffiths** qualified as a social worker over 20 years ago and has spent all of his career in child protection - as a frontline practitioner, child protection conference chair and manager. In 2013 he became a freelance consultant and trainer. Damian is married and lives in Cheltenham in the shadow of his four teenage children.

**Beverley Edwards**, Project Manager – Reshaping Child Protection Practice. My career began in Child and Family Services in 1996 spending 14 years actively working as a case manager in frontline services and practising in 4 Local Authorities: Swansea, Merthyr Tydfil, Rhondda Cynon Taf and Powys. I left frontline practice and held a post in Swansea as the Safeguarding Staff Development and Training Officer for social work staff and the multi-agency group for 2 years. Throughout this period I have been collaborating with our Senior Management Team and the Signs of Safety consultation team to strengthen social work confidence, skills and practice within Swansea. I moved into my current role to support the Department in implementing the Signs of Safety approach into our child protection casework

**3 Managing the Front Door and Beyond; a whole systems approach led by Dr Suzanne Regan, with commentary from Julie Thomas Swansea Children's Services.**

Workshop outline:

The aim of the session is to introduce participants to the features of the 4-sitemodel and its potential as a strategic resource for managers of Social Services for Children in explaining, steering and organizing whole system improvements in Child Welfare. Its prime objective will be to convey the primacy of 'Managing the Front Door' practices to overall systems of management and control. The presenters will jointly consider, with hind-sight, the practical application of the 4-sitemodel for improving Child Welfare practices in Swansea. There will be opportunity for delegates to question and probe the model and its effectiveness, particularly lessons picked up or best left at the front door.

Presenters:

**Dr Suzanne Regan** - Project Manager Yorkshire and Humber Sector-led Improvement Director & Principal Organization & Partnership Analyst, 4-sitemodel Ltd, Honorary Senior Research Fellow University of Cumbria. I began my career in Child Welfare in the mid-1970s as a district officer for the NSW Department of Youth and Community Services. Since then I have developed expertise in research and practice development, organisation analysis, leadership and

partnership working and have applied them to evaluation research and practice development in over 40 local authorities in England, Wales, Ireland and Australia. (Between 1998 and 2013, I researched 'Front Door Management' practices in over 80 settings). I was a member of the research and practice development team recommended by the Intervention Board appointed by the Welsh Assembly to improve local practices in Swansea Social Services. More recently I am leading on a region-wide Early intervention Improvement Initiative across in the Yorkshire and Humber region, where I continue to develop collaborative approaches to service improvements.

**Julie Thomas** - Principal Officer (Wellbeing) Swansea Child and Family Services. My career in Child Welfare started in Oxford in the 1980's, working as a Youth and Community worker, before moving onto Social Work within Child and Family Services in Cardiff, Pembrokeshire, NPT, Bridgend and currently Swansea. Within these authorities I led on the roll out of national initiatives: the Framework for Assessment and Integrated Children's System, managed front doors, case management teams and reviewing services. The collaboration with Dr Regan began as a result of the Intervention Boards involvement within Swansea in 2010.