

Children Service Advisory Committee On 27th February 2006

Report Title: Update on e -care (Framework I) training

Forward Plan reference number (if applicable): **N/A**

Report of: **The Director of The Children's Service**

Wards(s) affected: **All**

Report for: **Information**

1. Purpose

1.1 To update members on E-care training for children and families staff

2. Recommendations

2.1 That members note the report

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3. Executive Summary

3.1 All staff were subject to an extensive training programme prior to Framework I go live in July 2005. A report detailing the training programme was presented to Members of CSAC in December 2005. This paper provides members with an update on the training programme and outstanding issues.

4. Reasons for any change in policy or for new policy development (if applicable)

4.1 N/A

5. Local Government (Access to Information) Act 1985

5.1 Framework-i Update - Item 10, 5th January 2006 CSAC report

6. Background

- 6.1 Framework I went live in July 2005. Ahead of implementation, the service went through an examination of business processes from which was derived the "to be" model for e care. For children and families changes to process included the implementation of the Integrated Children's System, ICS which is the government model for electronic recording of case records.
- 6.2 All staff went through an extensive training programme prior to "go-live". For Children and Families ICS training was made available before framework I training.
- 6.3 Subsequent to "go-live" an extensive business support programme has been in place involving off-site and desk-based training, face to face and helpdesk support.
- 6.4 Notwithstanding the above, there remain some issues about the usage of Framework I which still need to be addressed.
- 6.5 These issues are predominantly of a change management rather than a system nature. They reflect the starting point of the individuals and teams concerned. Issues of this nature are to some extent inevitable with the scale of the change some staff have had to work with.
- 6.6 For staff from children and families this has included the implementation of ICS, Framework I, tech refresh and the transition from Social Services to the Children's Service. Indeed given the scale of the change user acceptance of Framework I is good, and its implementation has gone remarkably well. Checks with staff across children and families confirm this view.

7. Description

- 7.1 The Children's Business support Team have completed a series of three part events targeting Managers and superusers.

Programme Item	Content	Attendees
Event 1: Overview Workshop 1dx4	Business processes, how these relate to FWi episodes and workflow and the impact on timescales and performance	Mgrs, Superusers, Perf (all services) 69 members of staff attended
Event 2: Training 1dx5	Classroom specific training on Children in Need, Child Protection and LAC FWi processes.	Mgrs, Superusers, Perf (all services except F&A and L Care) 48 members of staff attended
Event 3: Recap Workshop 5xhalf day	Recap on the one day workshop and training. Assessment of attendees learning via an exercise, test and self evaluation.	Mgrs, Superusers, Perf (all services except F&A and L Care) 42 members of staff attended

- 7.2 Specific classroom training and support for Social Work and administrative staff has also been completed. 134 members of staff attended.
- 7.3 Three further training days were held in February, all of these were fully booked. Due to demand five further dates have now been added when completed at the end of the month all children and families staff will have received training.
- 7.4 In addition to programmed events on site support has been and continues to be provided to staff in the Children's Service:

- Tottenham, Unaccompanied Minors, Hornsey and the Disabled Children's Team were provided with follow up on site support after classroom training
- Child protection staff received specific work-related training on site.
- Review Team have received specific work related training on site.
- Leaving Care service received on site support through a workshop and individual training.
- The Looked After Children's Service are currently receiving a combination of classroom training and on site support.
- Family support are currently receiving a combination of classroom training and on site support.

8. Summary and Conclusions

The introduction of Framework I has raised a number of change management issues and occurred in parallel with a number of other changes for staff in children and families. An extensive programme of training and support has take place but there remain issues to be addressed.

These issues can be categorised as change management or system issues.

Change Management Issues

- In common with many staff groups there has been in some areas a fear of or resistance to IT.
- In some areas there are issues of basic competence in relation to use of IT.
- In some parts of Children and Families the level of staff turnover means that there is an ongoing need to train and support staff.
- ICS as a system is not particularly user friendly, and has not yet been rolled out across all local Authorities.
- The system is not always been used consistently, although this is improving.

System Issues

- Some parts of the workflow need to be revisited in the light of experience of using the system. (The "to-be" model was signed off some 18 months ago, and naturally users can now see changes that will benefit the service).
- Some of the forms within the system (primarily ICS which have been set by Dfes need to be revised).
- Pre population needs to be implemented.

9. Recommendations

- 9.1 To extend the business support programme to the end of the financial year.
- 9.2 To establish a small team within The Children's Service to consolidate Framework I ensuring that the data is complete and accurate, and to work on a programme of change requests designed to improve the efficiency and ease of use of the system.

10. Comments of the Director of Finance

10.1 This report relates to 2005/06 financial year and there has been a £157,000 capital programme provided to E-care as agreed in PBPR. The extension of training programme to Children and Families staff has no financial impact; however, there is potential additional £50,000 call over by E-care by the end of financial year.

11. Comments of the Head of Legal Services

11.1 The Head of Legal Services has been consulted on the content of this report and has no specific comments to make.

12. Equalities Implications

12.1 There are no equality implications at this stage of the project. However, we will continue to monitor this area and liaise with the Children's Service Equalities Officer to ensure that all equality implications are considered.

13. Use of Appendices / Tables / Photographs

13.1 N/A