❋ HARINGEY COUNCIL ❋

Children's Service Advisory Committee	On 5th January 2005

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Report Title: **Framework-i Update**

Forward Plan reference number (if applicable):

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

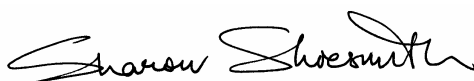| Wards(s) affected: **All**	Report for: **Information**

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1. Purpose

1.1 To provide members with a briefing on the Training and Support provided to Children's Services staff prior to and since the implementation of Framework-i.

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2. Recommendations

2.1 That members note the report

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                            Director
                            The Children's Service

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3. Executive Summary

3.1 This paper provides members with a briefing on the Training and Support provided to Children's Services staff prior to and since the implementation of Framework-i.

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

4.1 Not applicable

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5. Local Government (Access to Information) Act 1985

5.1 Not applicable

5.2 [Also list reasons for *exemption or confidentiality (if applicable)]

Not Applicable

6. Background

Framework-i was implemented in July 2005 across Adult Social Services and Children and Families. A comprehensive training package was provided to support the implementation.

7. Description

Considerable thought and planning went into the e-Care training strategy including researching other Boroughs experiences, meeting regularly with the system supplier, as well as liasing with staff who had experience of other similar Haringey projects and Training in general.

e-Care worked with OD&L on the ECDL Programme to give staff the opportunity to increase their IT skills in preparation for Framework-i's introduction. A lack of appreciation of the level of change coming and a difficulty in finding time to undertake the learning among other issues, unfortunately meant that few staff progressed far with this programme.

To ensure identification with our way of working, internal staff were recruited as Trainers and sent on courses covering Training theory and Framework-i.

Corelogic's Training Consultant rated Haringey's Training programme as the best Framework-i training programme to date.

Post Go Live Support

Floorwalking succeeded in tackling localised issues that were preventing day to day work being completed. Now that Framework-i has been in use for a few months and has reached a level of stability it is important to consider the needs of each service / team. To this end, e-Care has been meeting with Service Managers to address the individual needs of their service and ensure a viable programme of support is implemented to support these and get usability up to a reasonable level that ensures a fair and proper reflection of the Borough's performance.

These issues are being logged within a RAG report. Actions will be tailored to particular service needs as well as the Directorate's priorities and may comprise of workshops, classroom training, floorwalking, support documentation, etc. e-Care are also assisting the service in the planning of their own required actions, e.g. nominating and encouraging realistic system superusers, discussing Framework-i issues in team

meetings, ensuring e-Care communications are received, read and followed up by staff, etc.

Some issues found in these RAG reports are being worked on already, but planning will be complete and work start in earnest from w/c 7th November.

8. Consultation
Not Applicable

9. Summary and Conclusions

- 360 Childrens staff were trained before Go Live.
- As at Go Live, 31 Childrens staff were on our waiting list to be trained. Some of these missed the courses they had been allocated for a variety of reasons and/or were not able to be booked in the timescale or were new starters.
- Floorwalking took place for 5 weeks after Go Live.
- 69 mainly new starters from Childrens were trained after Go Live.
- Attendees graded the Childrens courses overall at 86% and their trainers at 90%
- 86% of course attendees felt the course met their professional objectives.
- 90% of attendees felt positive about Framework-i after their training.
- 15% of attendees felt compelled to add a compliment to their Evaluation Form.
- 30% of staff were anxious that they should receive further support or training, which has always been acknowledged as being required.

10. Recommendations
10.1 That members note the contents of this report

11. Comments of the Director of Finance
11.1 A £157K capital grant from Children and Families has already been provided to this project and there are no financial implications, over and above those stated above associated with this report.

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

13. Equality Implications
13.1 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.

14. Use of Appendices / Tables / Photographs
14.1 Appendix 1 - eCare Training Report on Children's Service