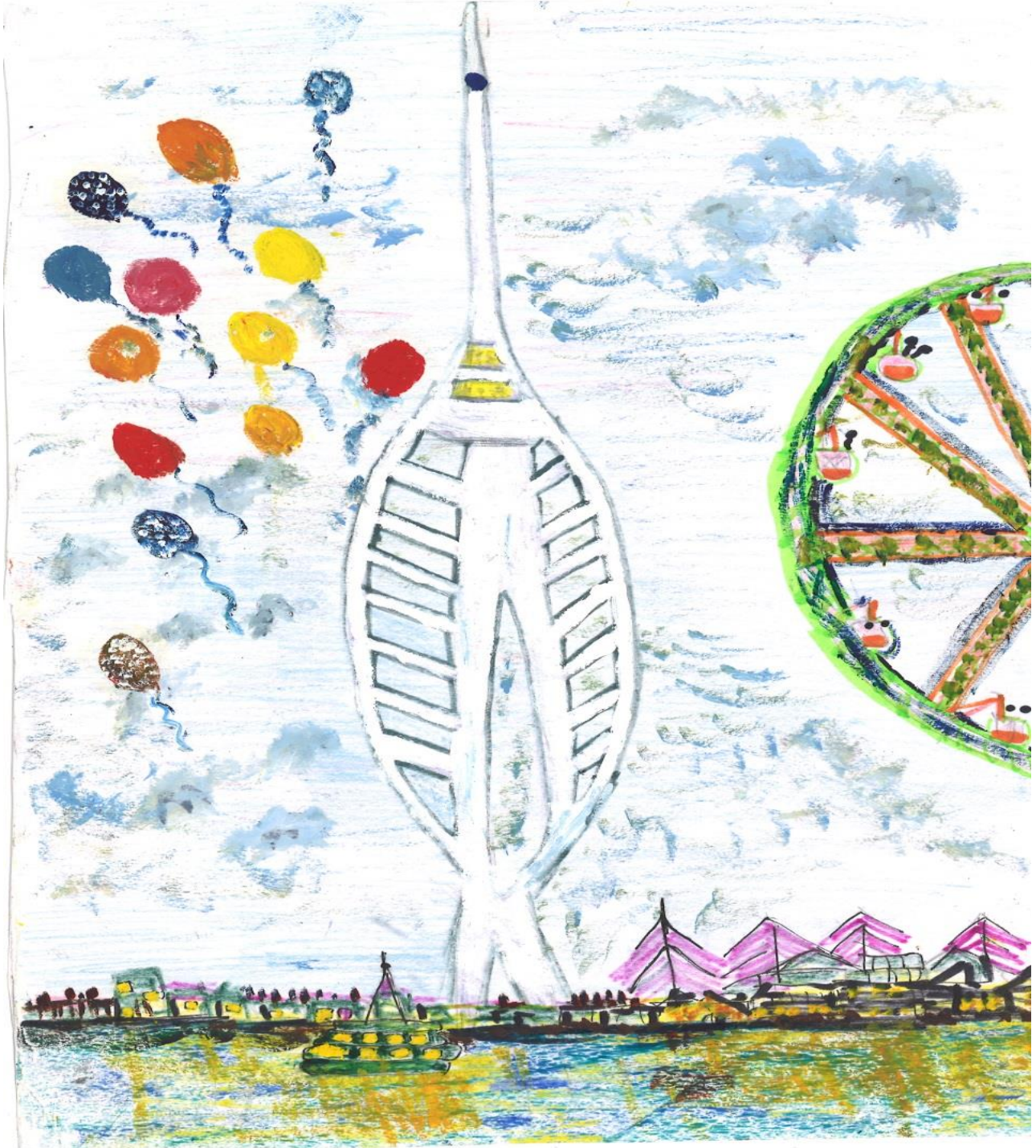


**Portsmouth City Council
Children and Families Services - Induction Handbook**



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Welcome

Dear Colleague,

Congratulations on your appointment and welcome to Children and Families Services, part of the Children, Families and Education directorate at Portsmouth City Council.

In Portsmouth we recognise that children and families matter and are committed to supporting our staff to deliver high-quality social work intervention with vulnerable children and families in the city.

Across children and families services in the city, we aim to work **with** children, young people and families to help them sustain safe and healthy lives; and create the foundations for future success - their stronger futures.

I hope that this staff 'Induction Handbook' will support you over your first few months in Portsmouth and remain a handy reference guide throughout your employment with us. The Induction handbook provides you with information about the council and how Children and Families Services fits in. It also gives you reference to key documents and websites and provides a brief overview of the services we are responsible for.

Your first few weeks are likely to be very busy and you will have lots to take in, read and learn. Please do take the time to read through this handbook and ask your line manager if anything is unclear.

I look forward to working with you



Sarah Daly

Director Children and Families

Portsmouth City Council



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About Portsmouth

Portsmouth is a large port city in the ceremonial county of Hampshire on the south coast of England. Located mainly on Portsea Island, it is the UK's only island city and with a population of 205,400, it is the only city with a greater population density than London.

The naval base at HMNB Portsmouth is the largest dockyard for the Royal Navy and is home to two-thirds of the entire surface fleet. As a significant naval port for centuries, Portsmouth has the oldest dry dock and is home to some famous ships, including HMS Warrior, The Mary Rose and Lord Nelson's flagship HMS Victory.

The city of Portsmouth and Portsmouth Football Club are both affectionately nicknamed "Pompey". The Emirates Spinnaker Tower is now a main feature of the waterfront area and Gunwharf Quays hosts a popular retail outlet centre alongside restaurants and bars.

Approximately 42,800 children and young people under the age of 18 years live in Portsmouth. At this time there are 48 primary schools, 10 secondary schools and nine special schools. It is estimated that 24.4% of the local authority's children are living in poverty (the England average is 20.1%).

Children and young people from minority ethnic groups account for 20.1% of all children living in the area, compared with 21.6% in the country. The largest minority ethnic groups of children and young people in the area are Mixed Ethnic Group: White and Asian (3.5%), Asian/Asian British: Bangladeshi (3.5%) and White: Other White (2.9%). After English, Bengali and Polish are the most common languages spoken in Portsmouth schools.

Portsmouth City Council

Portsmouth City Council is based at Civic Offices, Guildhall Square, Portsmouth PO1 2AL. The council has a total of 42 councillors, made up of 8 Conservative, 18 Liberal Democrat, 7 Labour and 9 Independent. The Leader of the Council is Steve Pitt.

The chief executive of the Council is Natalie Brahma-Pearl and she supports directorates that manage the council's business:

- Adult Social care
- Children, Families and Education Services
- Corporate Resources
- Cultural, Leisure & Regulatory Services
- Executive



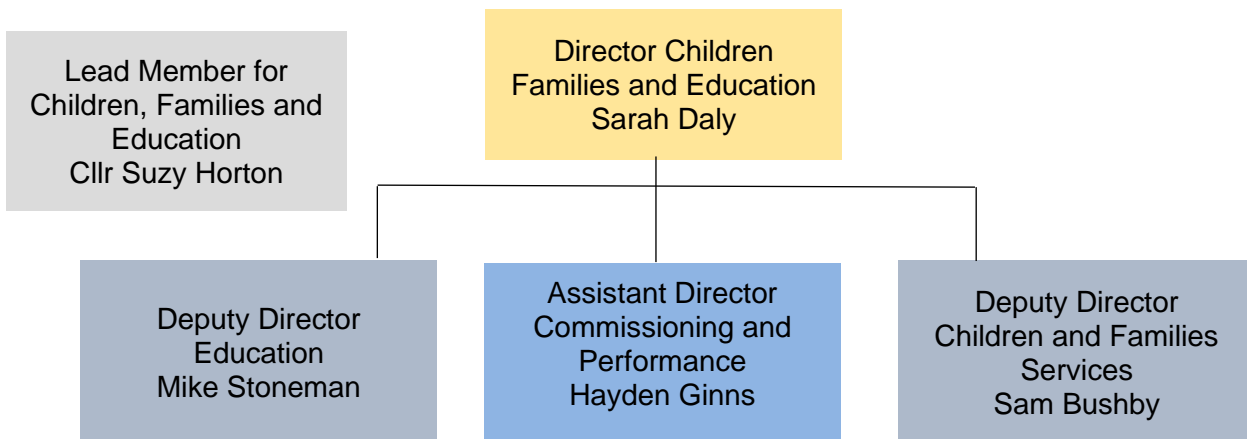
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- Finance
- Housing, Neighbourhoods & Building Services
- Portsmouth International Port
- Public Health
- Regeneration
- Schools

Children Families and Education Services

The Director of Children, Families and Education Services (DCS) is a statutory role that has responsibility for education improvement and special educational needs; and Children and Families Services. In Portsmouth there is a Deputy Director for Education, a Deputy Director for Children and Families Services and Assistant Director for Commissioning and Performance within the Children, Families and Education directorate. There is also a Lead Member for Children, Families and Education.



What are the strategic plans in Portsmouth?

The Children's Trust Plan 2023-2026

The 2023-2026 Children's Trust Plan has six priorities.

Each of these priorities has an accompanying strategy, and these are:

1. Improve educational outcomes - Education Strategy
2. Safeguarding children from harm - Safeguarding Strategy
3. Physical health outcomes - Children's Public Health Strategy
4. Social, Emotional and Mental Health - the SEMH Strategy
5. Outcomes for children in our care and care experienced young people- Corporate Parenting Strategy
6. Special Educational Needs and Disabilities - SEND Strategy

SAFEGUARDING STRATEGY

1. We will ensure that children's and family's needs are identified at the earliest point and that they will receive effective **early support and help**.
2. We will make sure that families will receive effective and timely support when children are at risk of experiencing **neglect**.
3. We will work to ensure that families receive effective and timely support when children are at risk of experiencing **sexual abuse**.
4. We will seek to ensure that young people will be kept as safe as possible from all forms of **extra-familial harm**, and there will be effective **transitional safeguarding** arrangements in place to support vulnerable young adults.
5. We will make sure that children and young people have access to appropriate support that recognises the **impact of trauma** resulting from adverse childhood experiences (ACEs).
6. We will ensure that there is an effective response to safeguarding **children with additional needs and those from diverse communities**.
7. We will ensure there is sufficient **professional and organisational development** to provide an effective response to safeguarding children within Portsmouth.
8. We will make sure there is a good understanding of safeguarding risks for children within **education settings** and an effective response to these.

Children and Families Services

In Portsmouth we have made significant investment in our social work service. When Ofsted visited us in May 2023, they noted, "Social workers talk positively about working in Portsmouth and inspectors consistently heard about their loyalty and commitment to the service. Agency staff feel valued and supported, and they have accessible training. Newly qualified workers are choosing to stay and work in Portsmouth and all workers feel supported by frontline practice managers. Portsmouth is a centre for learning and practitioners benefit from a comprehensive workforce development offer, including the Portsmouth Stronger Futures Academy, for the assessed and supported year in employment (ASYE), and a newly developed second year in practice programme for post-ASYE social workers to support the implementation of the Portsmouth model of family practice".

For our latest inspection reports please follow the [link](#).



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Portsmouth Model of Family Practice

Our vision for Portsmouth children and families services is the concept of family practice.

This means:

1. **Working whole family.** Strong families are the bedrock of good outcomes for children. Being child-centred means understanding the whole family dynamics, in terms of risk and protective factors. We are there for all members of the family and need to address adult's issues to help them care for children.
1. **Restorative:** Working with the family - and with each other - to co-produce solutions for that family. We recognize that people can change and when they do can do things they previously had not been able to.
2. **Relational:** Developing and sustaining strong intra-familial relationships through strong relational practice with families, supporting families to stay together as a bonded unit. Always striving to listen, understand and take into account families wishes and feelings.
3. **Trauma-informed:** Understanding the impact of past and current trauma on the capacity of families to make and sustain relationships, make changes and on child and adult behaviours.
4. **Strengths-based and compassionate:** We seek to understanding the need behind the behaviour, as this is often fear based. All people have value and inherent worth, and that they are deserving of our time, attention and care
5. **Holistic:** Understanding all aspects of a family lives using the Assessment Framework and recognising societal impacts such as poverty and racism.
6. **Hopeful:** We expect and enable change to keep children safely living at home wherever possible and remain ever confident of the capacity of the family to make changes, while continually testing all possible narratives against the evidence to ensure we are sufficiently protecting children.
7. **Informed by difference:** We recognise the significance of difference and the role difference and language plays in structuring the meaning and experience of the world.

In 2016, Portsmouth chose [Restorative Practice](#) as 'the way we work with families'. The city continues to be committed to embedding the language, practice and principles of restorative practice: working with, fair process, high support: high challenge. Restorative practice also reflects and informs the way we work together as professionals within and across agencies.

In our Children and Families Service this approach is supported by a Family Safeguarding-based approach, which provides a solid evidenced based foundation on which to develop our workforce by giving them the opportunity to work as part of a multi-disciplinary service, aimed at supporting parents to change so children can remain living safely within their families. For more detail re our approach and how we are supporting staff to deliver this please have a look at our workforce development strategy.



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Underpinning Principles of the Portsmouth Model of Family Practice (10x10x10)

1. Our relational approach to working with families and each other will be about listening, nurture, compassion and practical help as well as boundaries, accountability and challenge.
2. We will prioritise the building, maintaining and repairing of relationships.
3. We will be intentional about our priority to keep families together safely by understanding and addressing past experience and/or trauma of all family members.
4. Working with co-production of effective support plans.
5. We will recognise the impact of unconscious bias and privilege on the way we work with families and each other.
6. We are strengths focused while keeping the child's wellbeing at the forefront at all times.
7. We work restoratively with families and within the multi-agency partnership.
8. We take time to reflect and learn.
9. We encourage professional curiosity and tenacity (including appropriate escalation).
10. We will seek to coordinate professional intervention through a lead professional model, supported by the team around the worker.



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Our local **Service and Practice Standards (10x10x10)**, which outline our expectation for all frontline work with children and families. All staff are expected to:

1. Explain to children and families why we are working with them and what we can and cannot do.
2. Listen to children and families and consider their wishes and feelings in everything we do.
3. Take care to ensure children and families understand what we are saying, by using clear and straightforward language, or a translator if necessary.
4. Do everything we say and when we say we will do it
5. Be on time for meetings and appointments.
6. Keep children and families updated on their progress.
7. Keep children and families personal information safe and explain how we are going to use it
8. Try to answer any questions from children and families or find someone who can.
9. Work collaboratively with other services and professionals working with children and families.
10. Treat people with respect and dignity

Practice Standards (10x10x10)

1. All families understand the reason for involvement from Children and Families Services and have given appropriate consent.
2. Children are spoken to alone and worked with by professionals who have the skills and resources to directly engage with them.
3. Impact chronologies, genograms and sociograms will support our understanding of the child's family and networks.
4. Assessments will consider the lived experience of the child and their parents/carer.
5. Assessments will consider the past experience and trauma of the parent/ carer and the impact of this on the current situation.
6. We will take into account cultural heritage and equality factors and reflect on the impact of unconscious bias and privilege.
7. All children have a plan co-produced with the family which explains what needs to happen; by when; by whom; what outcomes we are seeking together; how risk is managed; and what the contingency plan is.
8. All case records are analytical, well written and timely, so that everyone can understand significant events that have happened; what the plan is; the purpose of our activity and intervention; and what difference has been made.
9. Every case contains evidence of bi-monthly supervision that is reflective in nature.



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10. Every case will be supported by good quality management oversight. This will include reflective supervision; quality assurance of work being undertaken and a consideration of the impact of intervention.

Service Teams within Children and Families Services

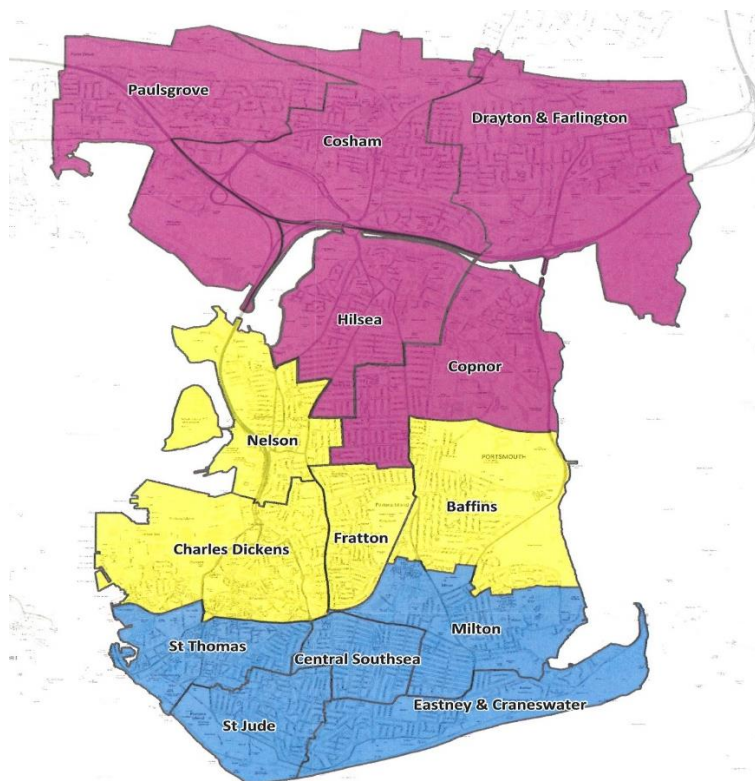
The structure of Children and Families Services can be found [here](#)

Early Help and Prevention

The Head of our Integrated Early Help and Prevention Service is **Amanda Hales-Owen**. Within this service are the three locality-based early help and prevention teams and community and public health services, including; health visiting, school nursing and the family nurse partnership. Amanda is also responsible for our Troubled Families programme in the city - and she is working hard to embed the key principles of whole -family working, team around the worker and outcome-focused intervention as business as usual. Integrating Portsmouth City Council's early help services (children's centres, youth work, etc) with community public health services has allowed us to develop a seamless offer for families with children aged 0-19.

North, Central & South Early Help and Prevention Locality Teams

Public services (schools, police and health) have been organised into three cluster areas in Portsmouth: the north of the city, the centre of the city and the south of the city.



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The Head of our Integrated Early Help and Prevention Service is **Amanda Hales-Owen**. Within this service are the three locality-based early help and prevention teams and community and public health services, including health visiting, school nursing and the family nurse partnership. Amanda supports the strategic alignment of the Supporting Families Programme with all programmes and projects being developed/delivered in the Early Help space such as Family Hubs, Start for Life and Reducing Parental Conflict in the city - she is working hard to embed the key principles of whole -family working, team around the worker and outcome-focused intervention as business as usual. Integrating Portsmouth City Council's early help services (Family Hubs, youth work, etc) with community public health services has allowed us to develop a seamless offer for families with children aged 0-19.

The Early Help and Prevention teams provide the healthy child offer for 0-5s, parenting support and bespoke packages of support facilitated by a lead professional building on the idea of 'team around the worker', so that relationships are built with a key professional who can be supported by other professionals to provide direct work, rather than a referral on actions. Details regarding Team around the Worker can be found [here](#).

The North and South Early Help and Prevention Locality Manager is **Katy Willcox**, Katy also has responsibility for the LGBTQ+ Service. The Central Early Help and Prevention Locality Manager is **Gill Noble**, Gill also manages Young Carers and the Children with Disability Service. Access to a Tier 3 service is through the MASH and direct single-agency (under 5's) support can be accessed through the family hubs.

In the North of the city there are two family hubs, **Paulsgrove** and **Northern Parade**. There are two family hubs in the central area of the city, **Buckland** and **Somerstown**. The family hub in the South locality is **Milton Park**. There will be a range of services on offer throughout the City. Each Hub will have its own programme which is based on local need and the make-up of the building.

Paulsgrove and Milton have two main rooms. These are occupied every day with midwifery, health visiting and parenting activities.

Buckland and Northern Parade have three rooms. Two rooms are occupied every day with midwifery, health visiting and parenting activities.

Somerstown has four rooms. Two rooms are occupied every day with midwifery, health visiting and parenting activities.

For more information and contact details, visit the PCC internal website [here](#)

ECHO Stands for: Enhanced Child Health Visiting Offer 0-5 year Early Help Team for Children and Families in Portsmouth. Family Safeguarding Service



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Family Safeguarding

The Head of Family Safeguarding and Support is **Adam Shepherd**. Within this service is our four Family Safeguarding and Support Teams (North, Central 1 and 2 and South), MASH and the adult Family Safeguarding Team.

Multi-Agency Safeguarding Hub (MASH)

The MASH provides a multi-agency intelligence sharing service to support children and families in Portsmouth having access to the right help at the right time. The MASH manages all safeguarding contacts to the front door of children's services where the level of concern indicates there ought to be a co-ordinated multi-agency response.

Professionals from key agencies; children and families services, police, health and education work together to ensure that safeguarding concerns are understood in the context of all known relevant information. This service supports robust decision-making and working-together arrangements across the children's workforce. To understand the threshold of need in Portsmouth please follow the [link](#)

The MASH Service Leader is **Linda Mortimer**.

Family Safeguarding and Support Locality Teams

These teams are responsible for children in need (including those in need of protection) and the public law outline, including care proceedings up until the permanence plan is agreed in court. Staff in these teams will complete initial assessments for families referred by the MASH to determine whether they need ongoing social work support, usually as children in need. They will complete child protection enquiries where there are concerns a child is suffering, or at risk of suffering, significant harm and take the lead role with children subject to protection plans. If concerns escalate, the social workers in these teams will manage the public law outline process and initiate care proceedings as necessary.

The **North** Service Leader is **Julia Newton**, the North team is based at Medina House in Cosham.

The **Central** team is split into two, the Service Leader for **Central 1** is **Roger Warren** and the Service Leader for **Central 2** is **Karolyn Lake**.

The **South** Service Leader is **Jenny Cullen**.

Family Safeguarding Team (adults)

The Adult Family Safeguarding Team Service Leader is **Amanda Haylock**. Family Safeguarding is based on the principle of safeguarding being a shared responsibility between adults and children's services. This whole family approach focusses on improving outcomes and reducing harm to children and the adults who care for them.



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The Family Safeguarding Team consists of specialist adult workers who are co-located within the Family Safeguarding and Support children's social work teams operating across the North, Central and South of the city. More recently we have also had adult workers joining our looked after service (Building Your Futures). The team work collaboratively and in partnership with the children's workforce and families to tackle the 'trilogy of risk', including parental substance misuse, mental health issues, and conflict within family relationships. This enables more children to live safely at home with their families or return back to their families if safe to do so. If you would like to understand more about the family safeguarding approach please click [here](#).

The Family Safeguarding Team provides:

- Specialist advice, including Team around the Worker guidance
- Specialist assessments and planning with families
- Direct work on a 1:1 or group work basis with adults who care for children and work with parents who want children to return to their care.
- Access to specialist referral pathways when required

Children We Care For

The Interim Head of our Children We Care For Services is **Mark Jowett**. Within this service are our Fostering and Adoption Teams, Building Your Future Team and our Children's Homes.

Fostering

Jackie Clarke is the Service Leader for Fostering. We have a very strong fostering service in Portsmouth and this team are responsible for the recruitment and retention of foster carers, ensuring that we have a range of placement choices for children who need to be looked after by us. The team complete assessments of prospective carers, including family and friends and special guardians and provide supervision and support to each of them. All our foster carers are approved by the Fostering Panel, which is independently chaired and has an annual review.

To attract carers locally, the team have a marketing campaign *Foster-Portsmouth* and they run a number of recruitment events throughout the year. To support our existing carers the team run a number of events that encourage carers to get together with each other and with social care staff - both in the fostering team and across the operational social work teams. A more recent innovation in fostering has been the use of the Mockingbird programme. For more information please go to the [link](#).

Building Your Future & Adoption

The Acting Service Leader for Building Your Future is **Renee Eddy**. The Building Your Future Team provides social work support to our children in long-term care placements and support reunifications (going home) back to their family or extended family.



The **Adoption Team** is also part of the Regional Adoption Agency **Adopt South** with Hampshire, Southampton, Isle of Wight. The RAA is responsible for assessing, matching/linking and supporting adoptive parents.

Children's Homes

Currently in Portsmouth we have three Children's Homes managed by the City Council.

Tangier Road is a five bedded home for both male and female young people aged 14 - 18 on a planned admission basis.

The White House is a three bedroom home for young people aged 8 - 14. The White house accommodates both male and female residents on a planned admission basis.

Beechside Short Break Service provides flexible, individual care packages, including overnight, short-break care and activities for disabled children and young people in the local area. The age range is from 5 - 18.

Adolescents and Young Adults

The head of our Adolescents and Young Adults service is **Keely Mitchell**. Please see below the services offered by this service.

Supporting Your Future

Through Care Team 2 is led by **Sarah Read**. The team are responsible for care experienced young people. **Katrina Ugur** Team Leader manages unaccompanied children who come into the care of the Local Authority. Staff in these teams are responsible for ensuring that our statutory responsibilities for children we look after and care experienced are properly met.

Staying Close Project

The Team Leader for the Staying Close Project is **Shakira Gearty**. Young people leaving residential care have historically been the most disadvantaged, as they have not had the opportunity to stay beyond their 18th birthdays in the same way as young people leaving foster care have been able to. Portsmouth are piloting a two-year Staying Close project - Aspiration, which has been funded through a Government innovation grant. For more information in respect of this please see the following [link](#).

Youth Justice Service

The Service Leader for the service is **Lisa Morgan**. The team's primary role is to reduce offending and re-offending in children aged 10 - 17. This includes delivery of restorative justice to support victims, which has become the preferred model of working across all children's services.



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Edge of Care

The Team Leader for the Edge of Care service is **Nirvana Curley**. Edge of care is a multi-disciplinary team consisting of restorative practitioners, mental health practitioners, DASS (drug and alcohol support service), counsellors and a MET coordinator. The edge of care support children and young people at risk of entering local authority care to remain within their families, through a restorative approach and utilising DBT and ACES techniques. The edge of care service support young people when there are concerns of sexual and criminal exploitation, criminality, regular missing episodes, substance misuse and family conflict. The team provide intensive support to young people and their families to address the presenting concerns, restore family relationships and stabilise the young person's placement. Edge of Care are based at Battenburg Family Centre.

Battenburg Family Centre

The family time team based at Battenburg Family Centre facilitate family time arrangements for families in court proceedings. This team is made up of a number of experienced family practitioners who are able to contribute to the final care plans for children. In addition to supporting family time arrangements they are also able to provide specialist intensive family support to enable safe rehabilitation plans to be progressed within court proceedings.

Safeguarding and Quality Assurance Service.

Kate Soutter is the Head of the Safeguarding and Quality Assurance Service and as such, has responsibility for those services aimed at quality assurance and improvement.

Independent Reviewing Officers (IROs)

Gillian Heath is the Service Leader for the Independent Reviewing Officers. It is their role to ensure that care plans for children we care for are relevant to meeting the child's needs and are being progressed in a timely way. If an IRO has concerns that services are not adequate to meet a child's needs or that there is a delay in providing a specific service there is an escalation process that includes the option for legal advice and representation to the Child and Family Court Advocacy and Support Service (CAFCASS).

Child Protection Advisors

Gillian Heath is also the Service Leader for the Child Protection Advisors who are responsible for the independent chairing of initial and review child-protection conferences. Their role is to determine whether a child is suffering or at risk of suffering significant harm and that a protection plan is the best way of addressing the concerns and minimising the identified risk. Through the review process they will monitor progress and ensure that protection plans are removed when the level of risk has reduced.

Local Authority Designated Officer (LADO)

Rebecca Paradise is the LADO and manages all allegations against staff in Portsmouth who are working with children. A formal process exists to ensure that allegations against

staff and foster carers are managed fairly and proportionately. The procedures relating to this position can be found in the [4LSCB child protection procedures](#) and the Portsmouth Safeguarding Partnership receives an annual report from the LADO detailing the allegation activity and the outcomes of any investigations.

Principal Social Worker, SF Academy and Participation.

Clare Poyner is PSW and manages the **Stronger Futures Academy, Participation and Advocacy Team**. As Principal Social Worker, Clare has lead responsibility for driving forward continual improvement and innovation, supporting the ongoing evaluation of the effectiveness of Portsmouth's arrangements to safeguard children. The PSW also manages and contributes to practice learning arrangements across the Children and Families Service.

Stronger Futures Academy

Stronger Futures Academy was launched in 2016 as the primary vehicle to drive recruitment and retention. The Academy is currently leading our workforce development strategy and supports the ASYE programme. The Service Leader for Stronger Futures Academy, Participation and Advocacy is **Karley Middleton**.

Participation

Co-production and participation are a very strong feature of the work in Portsmouth at an operational and strategic level. The participation team are responsible for the Children in Care Council, annual surveys to capture the views of service users and progressing the way we involve service users in the design and delivery of services that affect them. **Adam Murphy** is the Participation Officer.

'All about ME 'Advocacy

About Me Advocacy Service is an independent service that is open for all children, young people and care experienced adults that access children and families service. The advocate can support in making sure that the clear voice of the child can be heard throughout the plans and meetings that affect children's lives.

To support our participation arrangements, we also commission a **Family Group Conference** service through Daybreak and have an internal advocacy service for children open to Children's social care.

Planning and Partnerships

Bruce Marr is the Head of Service for Planning and Partnerships and is responsible for the following services.



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Domestic Abuse

There are a number of resources available to victims of domestic abuse in Portsmouth, for more detail please click on the [link](#)

Up2U

Up2U is a client focused assessment led intervention programme responding to individual need, risk and responsivity by offering tailored packages. Due to this design, Up2U can work with all people who admit to using abusive/violent behaviours and want to change regardless of gender and sexuality and that can work with both partners in co-abusive relationships.

Up2U: Family Intervention works to being delivered in the North of Portsmouth working with families where domestic abuse is identified as a feature and the parents are using unhealthy relationship behaviours.

The Up2U: Creating Healthy Relationships therapeutic programme is offered to both parents to challenge unhealthy behaviours and help them to use healthier relationship behaviours. Children's Social Workers have been trained in the Up2U programme to support delivery and offer additional support to children.

Counter-Extremism

In October 2015 the Government published its Counter-Extremism Strategy. This sets out Government's commitment to challenge those who draw upon and promote ideologies that seek to normalise behaviours that run contrary to our shared values, which include democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. The Strategy highlights four pillars:

- countering extremist ideology
- building a partnership with all those opposed to extremism
- disrupting extremists
- building cohesive communities

Crime Prevention

Portsmouth is one of 40 Councils in England and Wales that receives grant funding by the Home Office to employ a Community Coordinator to support national work to prevent crime and serious harm through partnerships with local communities and groups. David Knowles is the Community Coordinator in Portsmouth whose objectives include:

- Reducing neighbourhood crime including hate crime
- Preventing crime against women and young people
- Improving trust and confidence in the criminal justice system

More information on the strategy can be found on

www.gov.uk/government/publications/counter-extremism-strategy



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Prevent

The Prevent service is managed by **Charlie Pericleous** and is about safeguarding people and communities from the threat of terrorism. It is part of Contest, the government's counter terrorism strategy and aims to stop people becoming terrorists or supporting terrorism. When there is concern about an individual who may be becoming a terrorist or supporting terrorism then they should be referred to the MASH who will consider whether they need to be considered at Channel. Channel is a programme, which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

- identifying individuals at risk
- assessing the nature and extent of that risk
- developing the most appropriate support plan for the individuals concerned

More information on the strategy can be found on: www.saferportsmouth.org.uk/prevent-duty/what-is-prevent/

Business Support

The Business Support manager for the majority of our business support functions across Children and Families Service is Karen Stewart. These teams ensure that front-line practitioners working with children and families safeguarding teams can spend as much time as possible on relationship-based intervention. Business Support provide valuable administrative support and their roles are varied and specific to the service area they support. Karen is supported by five Team Leaders: Caroline Eayrs who support MASH/Access to Records; Tammy Roux who supports Building Your Futures and Supporting Your Futures Teams; Nicci Davis who supports Family Support and Safeguarding North, Central and South Locality Teams; Nicky Morgans who supports SQT, YOT and Battenburg Family Centre; Suzy Zammit who supports the Fostering Teams.

Gill Noble and Katy Wilcox, Early Help and Prevention Service Leaders are supported by Cheryl Ward Business Support Supervisor for Early Help and Prevention Business Support who support the Family Hubs across the city.

Portsmouth Safeguarding Children Partnership

Under the Working Together guidance Local Authorities are required to have local multi-agency arrangements to oversee safeguarding activities. Most local authorities have set up Local Safeguarding Children partnerships to manage these arrangements. The Portsmouth Safeguarding Children Partnership has an independent chair, Scott MacKechnie, and a business manager, **Lucy Rylatt** who co-ordinates the work of the Partnership and its various sub-groups, overseen by **Hayden Ginns**. To find out more about the Portsmouth Safeguarding Children Board it is worth visiting their [website](#) as you will also find a number of useful one-minute guides.



Top tips for a successful induction into PCC

As a new employee with Children and Families Services in Portsmouth City Council you will be given an induction programme by your line manager. The induction programme is designed to give you a brief introduction to the service and assist you undertaking your new role. You should expect to receive an [induction checklist](#) outlining the introductory activities.

The induction programme is expected to take two weeks, during which time we will try to avoid giving new employees case-holding responsibilities.

All newly-qualified social workers should be linked in to the ASYE programme and to the Stronger Futures Academy. In Portsmouth we are committed to creating a positive learning environment for all staff at all levels and our Academy is central to the delivery of our workforce development strategy.

Managers are committed to ensuring all managers are aware of new members of staff to promote a positive and supportive learning environment across the workforce. Furthermore, managers are expected to check with new employees how the induction programme is progressing and to make any amendments as appropriate to individual needs.

All new employees in Children and Families Services will be invited to meet with Sam Bushby, Deputy Director Children and Families Services. This introductory meeting will give you an opportunity to talk about the vision and aspirations for the service and offer you an opportunity to share your views.

Corporate Induction

Portsmouth City Council offers a corporate induction day for all new staff to the council. You can book yourself onto one of these sessions via the Portsmouth Learning Gateway, which you can access via the intranet. You will note that there are several mandatory e-learning courses that you will need to take.

The Portsmouth City Council intranet can be found by clicking the internet explorer icon on your desktop, which will take you directly to the intranet homepage. If you are looking for a specific document or form you can put a search in the top right-hand corner, which will list all results found in connection with your search.

Each directorate has its own section, which is updated with relevant information.

Online accounts

There are a number of IT-based systems that you will require access to as a Portsmouth City Council employee. Firstly, you will need your Portsmouth City Council account, which will give you an email address and access to the City Council intranet.

Emails sent between @portsmouthcc.gov.uk email accounts are considered secure, so if your role means emailing other colleagues within the council with personally identifiable information, you do not need a separate secure email account. You should however, label the email as 'confidential', double check the recipient list before you send it and not pass it outside the list of the intended recipients should you receive it.

You will also need a **Fusion account**. Fusion is the council's E-business Suite and is used for many applications including human resources, payroll, internet procurement, accounts payable, accounts receivable, purchase orders and general ledger. For more information regarding Fusion please follow the [link](#)

In addition to these accounts you will either need access to the **Children's Mosaic Case Management system** which will have been set up for you automatically along with your user and email accounts. To process your access to this system you will need to book onto an introductory course via this [link](#)

Learning and Development

Learning and development is considered very important when you work in Portsmouth. To understand our aspirations for your development please have a look at the [prospectus](#).

All newly-qualified social workers will be linked to the ASYE programme, which is delivered through our Stronger Futures Academy. The Academy is well connected with Portsmouth, Winchester, Solent and Chichester University and through this link there are opportunities to attend at various seminars facilitated by the University throughout the year. In addition to this there are specialist training courses that can be found on the PLG. The Academy will also support you (where needed) beyond your ASYE year as well.

Research in Practice

In PCC you have the opportunity to join Research in Practice for free. Through this you will have access to a wealth of learning resources and training to support evidence-informed practice with children, young people and families / adults, carers and families. To join RIP please click on the [link](#).

Other online resources

[Policy Hub](#): The central storage area for all PCC Policies and templates, you can access Policy Hub via the icon on your desktop. It is not recommended to save policies or templates locally, as they are subject to change without notice.

[Intranet](#): The PCC website, an icon of which is on your desktop. It is recommended not to save templates out of the intranet and file separately, as templates are updated without notice.

[Online procedures](#): This is the central storage area for all Children and Families Services policies and procedures relating to practice.

[4LSCB Procedures](#): A central storage area for all policies and procedures relating to practice that has been developed by the 4LSCB group, made up of Portsmouth, Southampton, Isle of Wight and Hampshire.

[Who Cares Trust](#): National organisation that champions the voice of children and young people living in care.

[PSCP](#): Here you will find a number of one-minute guides on a wide range of topics plus multi-agency learning from practice and a number of other resources.

GDPR Training

General Data Protection Regulation (GDPR) training is a requirement for all staff and can be completed through the Portsmouth Learning Gateway.

Supervision

In Portsmouth we recognise that working with the most vulnerable children and families in Portsmouth is meaningful and demanding work. In order for the practitioner to have a helpful and restorative relationship with the family they need to have effective, helpful, restorative relationships with their manager and with others within PCC. Good quality reflective supervision provides the foundations of these relationships. The expectation is that whether you are the Deputy Director or a Personal Advisor you will be in receipt of containing, purposeful and reflective supervision where-upon you will be worked 'with' and will receive high support and high challenge. Fundamental to this support is effective individual and group supervision. Within Portsmouth, supervision is fully integrated into case management and it occurs both formally within one to one and group supervision, and informally through unplanned case discussion and in other group settings.

Within your first supervision you and your line manager will formulate a supervision agreement and will draft a well-being action plan. For more detail please refer to the [Supervision Policy](#).

Probation Periods & Annual Performance Conversations

Every new member of staff is expected to complete a six-month probation period. The purpose of a probationary period is to allow for the employee and employer to assess suitability of the role after having first-hand experience. Whilst this gives the employer opportunity to assess objectively whether the new employees are suitable for the job taking into account their capability, skills, performance, attendance and general conduct; it also gives new employees the opportunity to see whether they like their new job and surroundings. There is substantial evidence to suggest probationary periods increase the probability that new employees will succeed in their new roles.



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It is expected that managers consider capability throughout the probationary period so that support can be offered proactively. In Children and Families Services, we recognise that social workers matter, therefore we are keen to nurture and support our staff to reach their full potential.

On an annual basis every member of staff should complete a [Performance Conversation](#). This is an annual review which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs. It is also an opportunity to celebrate the successes of the year and unpick the challenges. Within this conversation it is expected that the practitioner is able to demonstrate their competencies against the 10 x 10 x 10 standards and principles, the [Professional Capabilities Framework](#) and the [Knowledge and Skills Statement](#). We would also expect practitioners to have evidenced their learning and development depending on where they are in their career pathway.

Within the process, the practitioner and the manager will agree a plan for the forthcoming year. The plan will briefly describe each goal and accountability for the next year, when it should be met or accomplished and how success will be measured. The goals should be reviewed as a regular part of professional development part of supervision, but no less than quarterly.

The reviews are a balance between reviewing progress against the tasks, reflecting on the values and behaviour expectations and also exploring any issues that may affect future success.

Communication

The Director sends a monthly Children, Families and Education Services Newsletter and a weekly message to all staff to keep everyone informed about relevant events and issues across the service. Service leaders should ensure the information included in the newsletter is communicated to staff face-to-face, during a team meeting, briefing, or similar forum.

The Principal Social Worker sends a monthly newsletter to all staff outlining practice developments, issues around well-being and learning and development opportunities. Again this newsletter should be discussed within a team meeting.

All Staff Forums

Every year there is an event for all staff to get together. These events are intended to provide staff with an opportunity to learn about changes across the service and to network with each other. The all-staff forum events provide staff with an opportunity to discuss national and local policies, to meet with service users and foster carers and to meet with key professionals from other agencies.



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We share the outcomes of our children in need and children in care surveys. These surveys allow children to nominate their social workers for a star award and there is a presentation ceremony for all staff nominated.

Information about these events is sent out to all staff via e-mail.

Team Meetings

Each team in Children and Families Services meets on a regular basis to share information about team performance, wider service issues and directorate news and local and national policies. As part of our efforts to create a learning environment in which staff are encouraged to contribute to these meetings and, where appropriate, to feed ideas through the system to shape improvements in our service delivery.

Team meetings should provide a supportive arena to discuss opportunities and challenges. It is the task of managers to create a positive working environment that supports front-line staff in delivering social work that improves outcomes for our vulnerable children and families in Portsmouth.

Stronger Futures website and social media channels

[Stronger Futures](#) is the brand that we use in more Portsmouth to promote social work practice to external parties. On the website we showcase the work undertaken and post any job vacancies. In order for this to be success we encourage employees to like/share/tweet on our social media channels and to cite the brand in our employee signature, your line manager will show you how to do this.

Health and safety

Children and Families Services emergency code

This is for use if you are in a situation in which you feel you are in danger and you cannot, or believe you cannot get out safely. The code exists for situations where you are able to make a phone call. It may be that you are able to persuade those present that if you do not contact your office to advise them you will be back late, someone will raise the alarm.

If you find yourself in a situation where you require assistance (i.e. in someone's home), but you do not wish to alert the service user, you will need to call the 'SMT Business Support number: 023 9284 1161' and say: **"HELLO THIS IS [YOUR FIRST NAME AND SURNAME] PLEASE CAN YOU CANCEL MY MEETING WITH SARAH DALY"**

The recipient of the call should reply:

"THANK YOU FOR LETTING ME KNOW, THE APPROPRIATE PEOPLE WILL BE TOLD"

This response will lead to a 999 call for the Police to attend as an emergency



This is the **Office Code**, so **ALLTEAMS** will use the same system. If you do not have a Personal Alarm – please GET ONE from Karen Stewart.

It is your responsibility to ensure that your team is aware of your movements and whereabouts by using the in/out systems in your office. Please ensure you notify others of further details and gain agreement for support through telephone ‘buddying’, if you are going to work in any situation where you feel you may be in anyway uncomfortable or at risk. Any risk you may perceive around a visit needs to be discussed and managed in advance of your covering this visit. If this meeting is taking place out of hours the telephone will not be answered, so you **MUST** ensure that your manager knows where you are and agree that you will call them once the visit is finished to let them know you are safe.

Well-being

Portsmouth City Council have a strong commitment to the health and wellbeing of employees. We would recommend that you read the full wellbeing policy available on PolicyHub by searching; **Wellbeing**.

There are a number of services and resources available to support employees in managing their health. These include:

- **[Occupational Health](#)** - Specialist support for staff with health conditions and work-related health issues is available via our occupational health service on referral from a manager or HR.
- **[Employee Assistance Programme \(EAP\)](#)** - The EAP is a free and confidential service that provides wide-ranging health and wellbeing support. This includes up to six free sessions of guided self-help for anxiety or depression, and counselling to help with bereavement, relationship break-ups or stress. You can find out more the EAP by watching the following recording: [19 minute recording](#)
- **[Manager Essentials](#)** - These intranet pages host a number of tools and resources to aid managers in supporting the health and wellbeing of their employees. They include:
 - Wellbeing action plan
 - Supporting staff with their mental health
 - Day 1 intervention for stress
 - Return to work form
- **[Wellbeing pages](#)** - We care about the wellbeing of all our staff and want to give you opportunities to improve your health and quality of life. We offer a range of help and advice services, as well as events and courses to get you on the right track to a healthy lifestyle – both in and outside of work. The pages cover topics such as:



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- [Back care](#)
- [Stress awareness](#)
- [Menopause](#)
- [Cancer screening](#)
- [Caring for someone](#)
- [Domestic Abuse](#)
- [Coronavirus](#)

The council also hosts a variety of e-learning modules via [skillsbooster](#) and [bookboon](#) to help support the health and wellbeing of our employees. Topics include:

- Skills Booster: Mental Health in the Workplace (overview)
- Skills Booster: Mental Health in the Workplace (Doing the Right Thing)
- Skills Booster: Mental Health in the Workplace (Managing Stress)
- Skills Booster: Dealing With Sensitive Issues in the Workplace
- Skills Booster: Facing Anger and Emotion at Work
- Skills Booster: Managing Remote Workers
- Skills Booster: Building resilience
- Bookboon: [Positive Psychology](#)
- Bookboon: [Personal Confidence & Motivation](#)
- Bookboon: [Keep Moving: Building your Resilience](#)

Equality and Diversity

We expect everyone who works at Portsmouth City Council to be treated and to treat everyone else with dignity and respect.

To support equality and diversity, we have a range of networks that have been set up to foster our ambitions. These include:

- Lesbian, Gay, Bisexual, Transgender and Questioning plus Network
- Black and Minority Ethnic Network
- Disabled Network

