

# Children's Services Staff Induction Pack

"One Children's Service - Consistently Good every day and onwards to Outstanding."



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## 1.0 Foreword

Welcome to Swindon!

It is with great pleasure that I welcome you to your new job in Swindon Borough Council. You have made a fantastic choice to join us and I want you to know from the outset how we value you and your contribution to keeping children and Young People safe.

As a valued member of our team we want to ensure you get the most out of your induction here and that you feel and are well equipped for the work ahead. We have designed this information pack to have all you'll need for the start of your job. It will no doubt be supplemented by other information given to you directly by your manager and the places you visit. It's a really good idea to really immerse yourself into those early days as you find your feet and get to know how we work.

Please feel free to feedback to your manager directly about how your induction is progressing so that we can improve things but also please do suggest additions to the pack. If you think it would be helpful for me to hear about how your induction has gone I can also be contacted on [LArthey@Swindon.gov.uk](mailto:LArthey@Swindon.gov.uk) please feel free to contact me at any time or book some time via teams or my PA Hayley Willis.

I also arrange to meet all new starters to Swindon at regular intervals so please expect to hear from me / my PA about a group meeting to which you'll be invited to come and meet with me and other new starters. The aim being that you can hear about our priorities and also share with me your initial impressions. I also run a series of staff engagement sessions across the year and if not you will no doubt see me at Kits or office events or staff meetings

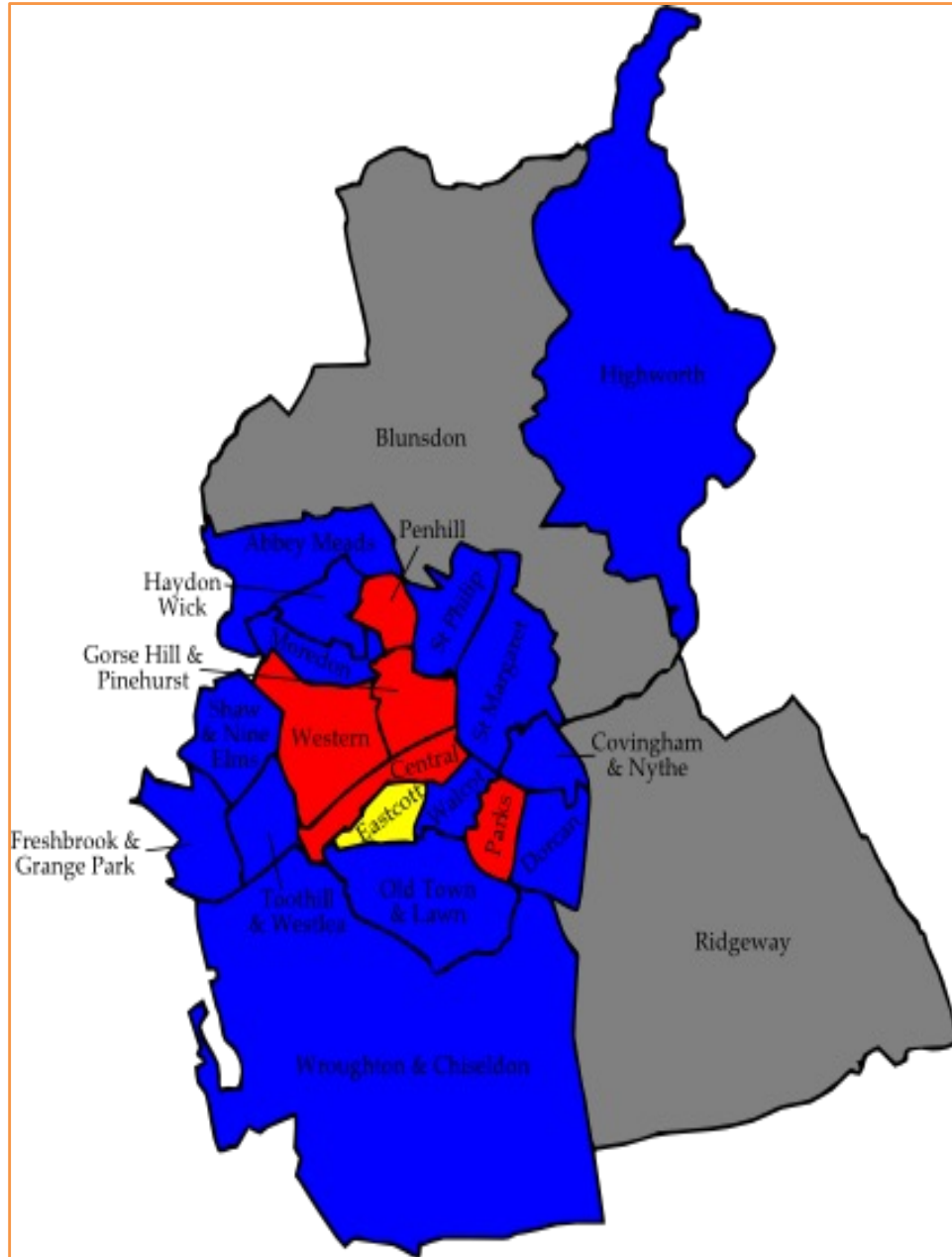
I trust that you will have a great first few weeks but also that your time with Swindon Borough Council is a long and rewarding experience.

Welcome again and very best wishes as you start

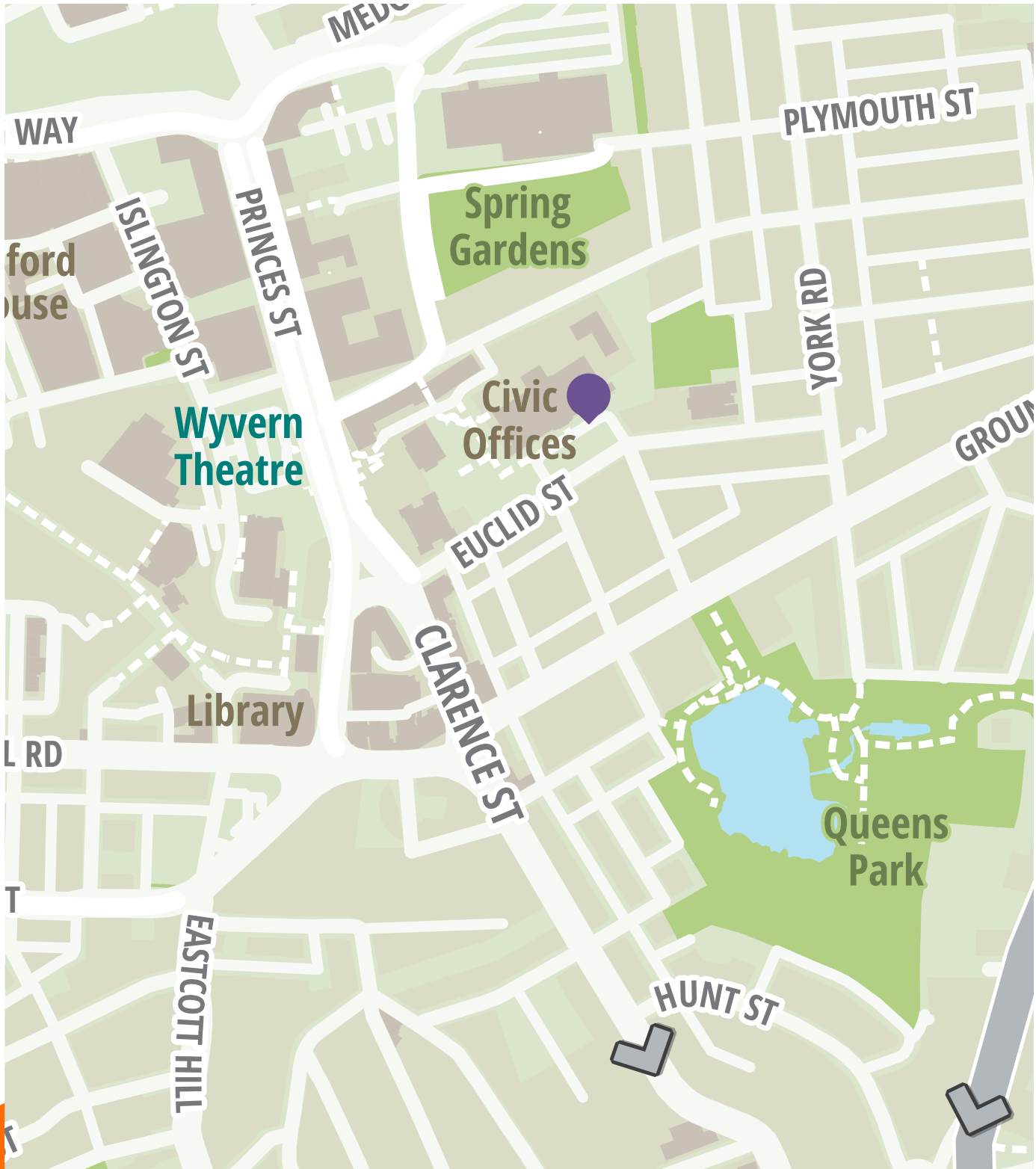
**Lisa Arthey**

Corporate Director Children's Services

# Breakdown of Swindon



# Campus Layout





# Organisational Chart



# Swindon Vision and Values

In July 2023, the Council's Cabinet agreed to prioritise three 10-year missions:

- Reduce Inequality – make Swindon a fairer place, reduce disadvantage and eliminate big disparities in life expectancy, education levels and social justice.
- Build a Better Swindon – create a town ready for the challenges of the coming decades. Where possible, lead town centre improvement and create more affordable housing in partnership with the private sector.
- Achieve Net Zero – fully play our part as a Council and a town in combatting climate change. Work with communities to find new ways of doing things that help, not hinder, the natural environment.

## Our Values

### At Swindon what we do really matters



We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of.

### At Swindon we do things right



We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future.

### At Swindon we make it happen together



We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon.

Further information: [Vision and Values](#) | [Swindon Careers](#)



## Vision For Children's Social Care

We work together with all our partners to ensure our most vulnerable children and young people are safe from harm.

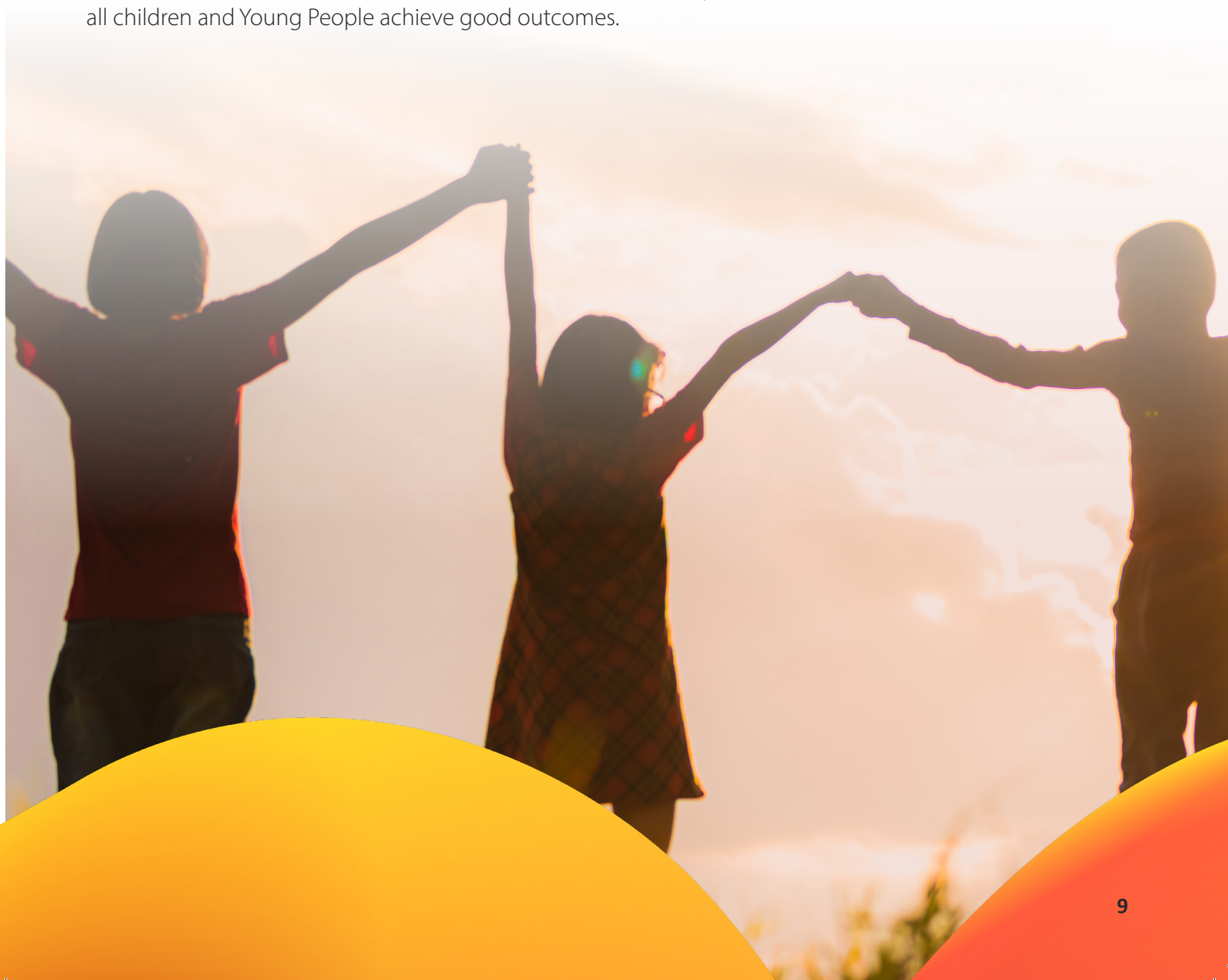
We will ensure that we will intervene at the earliest opportunity to effect positive change and offer timely and proportionate action to children's needs.

We will ensure that all our children, young people and families are supported to fully work with us.

We will ensure that we have competent, skilled and stable staff including sufficient numbers of foster carers, who reflect the diversity of our borough so children receive timely responses to have their needs met.

The children who we look after will be protected, educated, are healthy and are fully prepared into adulthood.

We will all continue to build an environment where social work practice will thrive and ensure all children and Young People achieve good outcomes.



## Our Practice Model

At Swindon, we practice the Family Safeguarding Model that has been implemented first in Hertfordshire and many other local authorities. The Family Safeguarding vision is “to keep more children safe at home with their families”

Family Safeguarding is a whole family approach to working with children and families that supports parents to create sustained change for themselves and for their family. Central to the foundations of the approach is the intrinsic value and worth of families. As a model of practice, it aims to keep more children safely in their families in line with the vision of the Children Act 1989.

- We use motivational interviewing in our conversations and interactions with families.
- We provide support and interventions for adults where domestic abuse, substance misuse and mental health may feature.
- We support our staff to reflect in group supervision that are multi disciplinary attended
- We promote our staff to undertake direct work through the provision of direct work toolkits.
- We offer comprehensive training to our staff
- We work collaboratively and in partnership with our colleagues from other agencies.

Please use Learn for You [LearnForYou | Sign in \(swindon.gov.uk\)](https://www.learnforyou.org.uk) and book into the following training sessions as part of your induction

More can be found on: [About family safeguarding | Swindon Borough Council](#)



## Family Safeguarding Training

Please use Learn for You [LearnForYou | Sign in \(swindon.gov.uk\)](https://swindon.gov.uk/learnforyou) and book into the following training sessions as part of your induction:

- Motivational Interviewing – 2 days training – training is available every month, do not forget Motivational Interviewing is all about practice, so use the PDS sessions to develop your skills the best that you are able to
- Assessment and Recording in Family Safeguarding – 1 day session - book via your Practice Lead or Learn for You – training is available every month
- Thresholds, Duties and Families Rights, monthly sessions, 2 hours and a half
- Family Safeguarding in Practice, takes place every month, 2 hours and a half
- IT Workbook Session – 2 hours and a half training, takes place every month



## Meet the Teams

Our teams are spread across multiple locations, covering different aspects of a child's journey through our service. Find out a little more about them below!

### Contact Swindon – Wat Tyler West 3rd Floor

'Contact Swindon' provides a single point of contact for families, residents and professionals across the Borough to request help and support for families or report safeguarding concerns for a child.

It has been developed to ensure that families and children get the right help, at the right time, from the most appropriate teams.

Anyone who has a concern about a child, or wants to request help from the service, should:

Call: 01793 464646

E-mail: [contactswindon@swindon.gov.uk](mailto:contactswindon@swindon.gov.uk)

### MASH – Wat Tyler West 3rd floor

#### What MASH do?

All initial requests for help and support will be screened first by the Contact Swindon team.

If the request relates to a safeguarding concern, the Request for Help and Support will be moved immediately to our Multi Agency Safeguarding Hub. All Early Help contacts that require a multi-agency response will be booked into one of our new Locality Panels via Contact Swindon.

To make an informed decision on all safeguarding concerns referred into MASH, the team share and gather information from partner agencies, children and their families. The most appropriate intervention is agreed in response to the child or young person's identified needs. Information received about children who are already in the social care system will be directed to their social worker. The MASH enquiry will determine the appropriate course of action which could include a referral to children's social care or early help services if the threshold for social care involvement is not met.

Any concerns reported to MASH are screened by a social care lead decision maker and a decision will be

made within four hours for the most urgent concerns however, for children and families assessed as having lower level concerns, we aim to make a decision about further action within three days.

### Assessment and Child Protection Team (ACP) – Wat Tyler West 3rd floor

ACP work closely with colleagues in MASH and receive requests for statutory assessments from MASH.

Work transfers to ACP at the point of a contact being accepted as a referral and agreement regarding the threshold for statutory services overseen by an ATM and managed by the Team Manager. ATM's allocate cases to individual social workers for Statutory Assessments (SA) to be completed with a set timescale. They are also responsible for ensuring the quality of the work and agreeing the outcome.

### Early Help Service – Wat Tyler West 3rd floor

The provision of Early intervention is administered and supported by a team of professionals that oversee the Early Help Assessment procedure and allocation of cases. When referrals are received into the team effort is made to ensure the right support is offered at the right time in a place that is accessible for the family.

### EDS – Clarence House

The Emergency Duty Service (EDS) is a small team of Senior Social Work Practitioners, who provide an emergency out of hours Social Care service to Children and Families and Adults residents in Swindon.

The team respond directly to contacts received from professionals and members of the public. Any work undertaken will ensure the safety of individuals living in the Borough until the next working day. Generally, the work undertaken involves Mental Health Act Assessments and Child Protection Enquires / Emergency Protection of Children.

The children's Social Care work undertaken by EDS is varied, staff do not case hold and do not undertake statutory assessments. The work is predominantly urgent Child Protection work (Strategy Discussions, Section 47 and Police Protection). The team will also conduct work as requested by the locality teams after a screening process.

## Meet the Teams

### **The Family Group Conference Service based at the Everleigh Centre, Penhill, Swindon.**

The purpose of the Family Group Conference Service is to bring families together to participate in a decision making and planning process which will increase the safety and wellbeing of their children. The team consists of a FGC and New Beginnings Manager 4 FGC Coordinators and 1 FGC Childrens Advocate who captures the voice of the children aged 4 and above for the FGC.

The team facilitate Family Group Conferences and Restorative Conferences in which the families develop plans to secure desired outcomes.

A family group conference is a process led by family members to plan and make decisions for a child or children who are at risk. Children and young people are normally involved in their own family group conference, although often with support from an advocate. It is a voluntary process and families cannot be forced to have a family group conference. The specialist team are dedicated to empowering families to stay together, and to come up with their own solutions on how to do this, when it is safe and appropriate to do so.

A Restorative Conference is a process that brings people together and allows them to discuss difficulties within their relationships that are having an impact on them and their children

### **Early Interventions Service – Locality Based**

There are 3 locality Early Intervention Teams that have a range of professionals co-located to provide services to children, young people and families. Family Workers and Youth Engagement Workers offer a range of evidence based interventions as well

as parenting courses to support healthy and safe childhoods. Within the locality hubs there are other multi-disciplinary professionals including health and voluntary sector service providers. Staff work with partners in the localities including schools, early years settings, police and the voluntary sector as well as many more.

### **Family Safeguarding Teams- Wat Tyler West 3rd floor**

There are 7 Family Safeguarding Teams. Each team has 5 social workers, family practitioner and adult practitioners.

The social workers in these teams hold children subject to Child in Need, Child Protection and legal proceedings.

### **Disabled Children's Team (DCT) – Saltway Centre**

The DCT is based in the Saltway Centre. The team works closely with the Aiming High Team, which provides up to 1.5hrs short break per week to disabled children living in Swindon (without Social Care input).

DCT work with children under Child in Need, Child Protection, children looked after and court proceedings.

DCT is co-located with a comprehensive multi-agency team in the Saltway Centre, which includes:

Paediatric Therapy (OT and Physio)

Speech and Language Therapy

Portage/Koalas/Special Tots

Specialist Teacher Advisory Service

**Please see helpful link to Swindon Local Offer – Early Help Services:**

**<https://localoffer.swindon.gov.uk/earlyhelpservices>**

## Meet the Teams

### Positive Futures, Care Experienced Service – Clarence House

The team support young people who are between 16 to 18 years old who are in the care of the Local Authority and also young people who meet the threshold for a Care Leaver service and are in the process of, or who have left the care of the Local Authority.

Within the Positive Futures team, we have a combination of Social Workers who work with young people between the ages of 16 and 18 and also Pathway Advisors who work with young people aged 18-25. The Pathway Advisors (PA) have an allocated caseload of Care Experienced young people but are also named 'linked in' PA to those Children Looked After who are in the process of transitioning to adulthood and are eligible for a care leaver service.

The role of the PA is to provide advice, assistance and support to care leavers who can range in age from 16 – 25yrs. The provision of support is agreed with the young person and relevant professionals and outlined within the young person Pathway plan which is a statutory document.

### Virtual School – Wat Tyler West, 4th Floor

The Virtual School does not exist in real terms as a building, and children and young people do not attend. They remain the responsibility of the school at which they are enrolled.

The Virtual School works in partnership with the child or young person's school/educational setting to ensure that they are supported to fulfil their potential at all stages of their education, and to give them the best opportunity to be successful in their adult lives. Whilst looked after children attend different schools/ settings across Swindon and in other local authorities, the Virtual School monitors their attendance, attainment and achievement, and makes sure that their educational success is a top priority in their care planning.

Children who are looked after attract additional funding to support the targets or outcomes set out in their Personal Education Plans (PEPs). This is called Pupil Premium Plus and is administered by the Head teacher of the Virtual School.

### Children Looked After Team – Clarence House

The Children in Care team hold all of the looked after children who have a long term plan to be looked after under the age of 16. This entails permanency and ensuring that all of their needs are met by liaising with their network. The social workers within this team work closely with the IRO's (Independent Reviewing Officers), foster parents and schools, including with the Virtual Schools.

### Family Time Team, Saltway Centre

The team provide support and supervision of family time between children in care and their families in collaboration with their children's social worker.

### Children Looked After Health Team-Saltway Centre

The team consist of specialists, nurses and mental health outreach workers who provide flexible support for the physical and emotional health needs of children in care from 0-18 years. It also provides signposting support to young people around accessing the appropriate health services and provides training to foster carers in helping to build on relationships and supports pathways for children and young people.

All children under 18 years under our care, wherever they are living are automatically eligible for this service.

This includes the provision of health assessments and health care plans that help identify health needs and provide support to achieve the best health outcomes possible.

## Meet the Teams

### The Commissioning Team – Based at Clarence House

The Commissioning Team is made up of commissioners and members of the home finding team. Commissioners are responsible for the strategic activity of identifying what is needed within a specific area of the council, such as Childrens Services. This can include large scale contracts for services like advocacy or Independent Fostering Services which the commissioning team develop and then monitor throughout the life of the contract.

The home finding team are responsible for commissioning individual services to meet the needs of a specific children, this can be a home for the child or a therapeutic service to support their needs.

Councils cannot always provide services to their residents themselves, so it the role of the commissioning team to allocate resources and where necessary procure a provider to best meet that need, within the available budget.

As with all teams within the council, it is our job to do the best for our children, to make sure they have a safe and secure home and services that meet their needs to enable them to grow and develop. The commissioning team and the home finding team do this by carrying out quality checks and ongoing monitoring of all the services used by our children.

Any questions contact a team member on:  
ChildrensPlacements@swindon.gov.uk

### Fostering Team – Clarence House

The Fostering Service provides fostering services for our looked after children and carers. The Team have oversight of Fostering, Private Fostering and the assessment of Special Guardians. The service

has two Assistant Team Managers who manage day to day practice, and each has lead responsibility for an area of service development. These are currently permanence, duty, foster carer recruitment along with retention, training and supervision and support.

### Home Finding Team – Clarence House

The Children's Resource and Home Finding Team is an integral part of the Fostering, Adoption and Home Finding Service of Swindon Borough Council's Children's, Families and Community Health Department.

The work of the team is based around four core activities, Home Finding & Brokerage, Contracting, Monitoring and Review and Supplier Relationship Management. As well as searching for new homes for children who become looked after or where a change is requested (due to their care plan, carers giving notice, moves to independence etc.) they also broker additional services including domiciliary care, day respite services and overnight short breaks.

### Adoption Service

Adoption support services are provided by Adopt Thames Valley which is a regional Adoption Agency. The Service Manager, Children Looked After is the Operational Link with Adopt Thames Valley.

#### Teams

One panel is based at Nash Court, and one in Woodley, near to the ATV office,

There is a Permanence Support Team across the whole region

There is a Recruitment Team for the whole region

Website: [Adopt Thames Valley | Adopt and be the someone in a child's life](#)

## Meet the Teams

### Edge of Care

The Edge of Care team work intensively with families where there is a risk of the child or young person entering care or custody. The service will also support children currently in care and their families, where there is an identified plan for the child to return home. The specialist team are dedicated to supporting families to stay together when it is safe and appropriate to do so. The Edge of Care service work with children and young people aged 10-18 years and their families. The service is voluntary, children, young people and their parents do not have to engage with the support even if this is recommended.

The Edge of Care Family Intervention workers hold a small caseload of children, young people and families alongside their allocated Social Worker.

### Opal Team – Clarence House

Opal provide specialist support to children at risk of child exploitation and work closely with key partners such as police and Education. They focus on risk outside of the home and provide specialist consultations, co-work with colleagues and therefore support children and young people who require targeted interventions. The team also are involved with:

Training regarding child exploitation across the Swindon Safeguarding Partnership

Complex strategy meetings

Mapping meetings

Weekly missing meetings and Return Home Interviews

Child Exploitation strategic meetings

### Quality Assurance and review Service – Wat Tyler West, 3rd floor

The Quality Assurance and Review Service is comprised of the QA and Review Team; the QA Team; the Participation Team and SIAS (SEND Information and Advocacy Service).

The QA and Review Team is made up of IRO/CP Chairs, the Allegations Management Service (LADO), and the CIN Reviewing Officer. There is also a Foster Carer IRO who completes the annual reviews of foster carers. The Participation Team lead on the Child in Care Council (Raise Your Voice) and the VIP (Voice and Influence Panel) for Care Experienced and the Family Advisory Board who are advocates and experts by experience. We also lead on the Swindon Youth Council.

This service is managed by the Service Manager for Safeguarding and QA Service who is also the single point of contact for the (SPOC) Swindon Safeguarding Partnership. The Service Manager leads on the QA Framework across Children's Social Care.



## YJS (Youth Justice Service) – Clarence House

The Swindon Youth Justice Service aims to prevent children and young people from breaking the law and to help them from re-offending. Its purpose is to help children and young people who have offended to get the help and support they need to become valued and productive members of society and to repair harm that they might have caused. The service is multi-disciplined in that it works together with a range of organisations, including:

Children, Young People and Families (Local Authority Social Care)

Wiltshire Police

Wiltshire Probation Service

The Health Service

Schools and Education Service

The Courts

Criminal justice agencies

Other organisations and groups that support children and young people

It works with the young offenders themselves, their parents/guardians/carers as well as the courts, criminal justice agencies and other organisations that provide support to young people. It also manages the public perceptions about the level of youth crime within the Borough of Swindon.

## Pre-arrival expectations of Managers

**Prior to arrival your manager should complete the following checklist/forms:**

- ✓ New Starter Form
- ✓ Parking Permit Form
- ✓ Access to CareDirector/ ICS
- ✓ New Starter Checklist Form
- ✓ Pre-starter Checklist Form

**Other documents that will be used are listed below:**

- ✓ 3 Month Probation Review Document
- ✓ \* 6 Month Probation Document
- ✓ \* Template letters List & Forms - Probation

**Employees should also be provided along with the Staff induction pack, with a copy of:**

- ✓ The Swindon Code of Conduct
- ✓ Probationary Policy HROD (last reviewed 2019)



# New Starter Induction – Manager Checklist

Use this checklist as a reference tool to support your new starter’s induction.

If you require further guidance, please review the HR intranet pages and if you are unable to find the answer, complete a Contact HR Form which can be found on the HR Intranet.

New starter name	
Job title	
Start date	

## Complete before start date

Order IT equipment (if applicable) by completing a New Starter Form which can be found on the Recruitment and Resourcing pages. <b>You will need to agree a suitable time and date for your new starter to collect their IT equipment. If this isn’t possible, arrange for it to be sent to their home address.</b>	<input type="checkbox"/>
Request I.D. badge, this can also be done via the New Starter Form. You will also need a picture of your new starter to request this. <b>Please note – the I.D. badge should be posted to your new starters home address.</b>	<input type="checkbox"/>
Use the New Starter Form to request a parking permit (if applicable). To do this you will need your new starters vehicle registration number.	<input type="checkbox"/>
Create an induction plan for your new starter to follow in their first weeks including introductory meetings and key sessions (including “Meet our CEO and Welcome Workshop”).	<input type="checkbox"/>
Assign a mentor or buddy.	<input type="checkbox"/>



## Complete with your new starter

Run through the Health and Safety procedures.	<input type="checkbox"/>
Within 2 days of your new starter joining, complete a DSE and discuss any reasonable adjustments that may be required regardless of whether any requirements were highlighted on their application.  For further information on reasonable adjustments, please review the reasonable adjustments policy on the intranet.	<input type="checkbox"/>
Provide guidance on where to find HR policies and information on the HR intranet, highlighting absence processes.	<input type="checkbox"/>
Signpost your new starter to the IT portal and let them know how any IT related issues should be raised.	<input type="checkbox"/>
Ensure your new starter is aware of the mandatory e-learning and when it needs to be completed.	<input type="checkbox"/>
Schedule in regular one to one's and begin to discuss potential objectives.	<input type="checkbox"/>
Schedule in a probation review at 3 months.	<input type="checkbox"/>
Complete final probation review at 6 months and complete a Probationary Review Form (forms and information can be found on the probationary process page within Manager Resources).	<input type="checkbox"/>



## You may wish to use this space to add actions more specific to your area or team

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>



# Permanent Staff Induction Timeline

## Day 1:

Your manager will come to meet you at the agreed time and office building and will provide you with your welcome pack and relevant documents. You will also be shown around the office and introduced to your team members and your allocated buddy/mentor.

## Week 1

Housekeeping information

Collect ID and collect phones and computer

Complete your e-learning which includes corporate mandatory training and CareDirector training (see link)

Visit service areas

Meet with your manager for the 1st supervision to complete Initial PDP and review of your first 5 days and to complete/ sign your Supervision Agreement.

Familiarise yourself with and access the key procedures (Swindon practice standard documents)

Join the Induction orientation meetings on Wednesday morning led by Practice Development Team

## Week 2

Continue with visits to service areas. Important that Non-MASH and ACP staff members are required to visit MASH and ACP.

Introduction to Key HR policies

Shadowing an experienced colleague/ your mentor where appropriate i.e. visits, meetings, child protection conferences, duty day/ tasks, etc.

Read "good example" work / documents to familiarise yourself with standards of practice and recording.

Meet with your manager for your second Supervision - to include discussion around case allocations.

Join and attend the weekly Service KIT (keep in touch) meeting.

## Week 2 / 3

Continue with shadowing other social work colleagues in the teams.

Meet for your 3rd Supervision with your manager – discuss / finalise case allocations and your work priorities and set up your 3 Month probationary review meeting (where appropriate).

## Week 4 / 8

Meeting with the Corporate Director

Attend regular supervision as agreed/including group supervision where appropriate/ required.

## Week 9 / 12

Attend your 3 month Probation Review meeting with your line manager. This includes reviewing your initial learning objectives set in line with your role expectations and responsibilities (PDP).

## Week 20

Final (6 month) Probation Meeting with your line manager.

Completion of the Reclaiming practice programme which are 5 weekly sessions delivered by the Principal Social Worker.

Please see below link for the Corporate Induction details:

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Your-First-Day-at-Swindon-Borough-Council.aspx>

# NQSW (newly qualified social worker) Staff Induction

## Pre-employment Day 0:

Following successful recruitment and clearance of employment, you will be invited to attend the office for a visit to meet the team and managers, prior to your formal start date in your new role as a NQSW with Swindon Borough Council.

All Newly Qualified Social Workers joining Swindon Borough Council, Children Social Care are required to complete the **ASYE (Assessed and Supported Year in Employment) programme.**

## Week 1

- Meet with your manager for the 1st supervision to complete Initial PDP and review of your first 5 days.
- Meet with your ASYE assessor/ TM ASYE Practice and Development and your line manager for the "Initial ASYE meeting" to learn about the ASYE programme structure and expectations, including agreeing the weekly supervision sessions and the date for your formal start of the ASYE programme.
- Familiarise yourself with and access the key procedures (Swindon practice standards documents) and the ASYE handbook.
- Housekeeping information
- Collect ID and collect phones and computer
- Complete your e-learning which includes corporate mandatory training and CareDirector training, SEND e-learning.
- Visit service areas
- Your line manager will organise for you to have a buddy / mentor and therefore you will be introduced to them as well.

## Week 2

- Continue with visits to service areas
- Introduction to Key HR policies
- Shadowing an experienced colleague/ your mentor where appropriate i.e. visits, meetings, child protection conferences, duty tasks etc.
- Read "good example" work / documents to familiarise yourself with standards of practice and recording.
- Meet with your manager for your second Supervision - to include discussion around case allocations (including week when to allocate work), which is to be in line with the ASYE workload guidance.
- Start work on your ASYE portfolio evidence and book in your ASYE protected time. Join and attend the weekly Service KIT (keep in touch) meeting.
- Join the Induction orientation meeting on Wednesday's led by Practice Development Team

## Week 2/ 4

- Continue with shadowing other social work colleagues in the teams.
- Meet for your 3rd Supervision with your manager – discuss / finalise case allocations and your work priorities and set up your 3 Month probationary review meeting.
- Attend regular supervision as agreed/ including group supervision and reflective supervision. Continue with shadowing opportunities and ensure ASYE portfolio evidence of Part 1 is completed and submitted as agreed.
- Attend the ASYE Assessment and Agreement Meeting with your ASYE assessor, line manager to formally start the ASYE programme.



## Week 5/8

- Meeting with the Corporate Director
- Attend ASYE group monthly supervision sessions

## Week 9-12

- Attend your 3 month Swindon Probation Review meeting with your line manager as agreed.
- Continue to attend essential and relevant training sessions. necessary work on your ASYE
- Continue to complete portfolio evidence for Part 2 as agreed at the Assessment and Agreement meeting.

## By Week 20

- Attend regular supervision with your managers as agreed.
- Completion of the Reclaiming practice programme delivered by the Principal Social Worker.
- Attend and prepare for the 3 Months ASYE review meeting, as agreed.
- Attend your 6 Month Swindon probationary meeting.
- Continue to attend training as identified and take ASYE protected development time for ASYE work to be completed as agreed at week 2.



# Agency Staff Induction

## Day 1

Your line manager will meet you at the office building agreed to welcome you to Swindon and to the team. Housekeeping, health and safety guidance and tour of the office will be provided on this day. Your manager will also introduce you to your new team members. On this day you will also have the opportunity to collect your phone/ID/ Laptop. Your induction to the team processes and e-learning training will also commence.

## Day 2

- Complete all mandatory e-learning training to include access to the recording systems CareDirector as well as training on the Family Safeguarding Model (workbook) and the Corporate Induction and SEND e-learning.
- Ensure you have access or are registered with Research in Practice and Community Care Inform, Tri.x for further learning and research to inform good practice.
- Familiarise yourself with and access to key procedures, including access to “good examples” of work completed, as well as to the Swindon practice framework, including familiarising yourself with the Duty rota/ system and with other teams and resources available in Swindon for children and families.

## Day 3

- Following completion of all training sessions, meet with your manager for supervision to complete Supervision Agreement and discuss Case allocations.
- Discuss with your manager your Initial PDP (clear expectations of your role within the service/ team, setting learning objectives to be reviewed at the 3 Months point in post.)
- Join the Induction orientation meeting on Wednesday's led by Practice Development Team

## Week 4 to 8

- Meeting with Corporate Director
- Attend supervision with your manager as agreed

## Week 9 to 12

- Attend a 3 month Review meeting with your line manager, to review your PDP set at your Day 3 meeting, and as per Swindon Probation processes.
- Completion of the Reclaiming practice programme which are 5 weekly sessions, delivered by the Principal Social Worker.





# International Staff Induction Timeline

As part of recruitment and on-boarding 5 (weekly) pre-arrival sessions will be offered via the Practice and Development Service. Life in the UK/Swindon guide will also be shared.

## Arrival to the UK/ Swindon Day 1 -5:

- Your employment commences from the next day of your arrival to Swindon; however with the initial 5 days being the “settling in to Swindon” period.
- You will be invited by your line manager to come for an office visit during this settling period to meet the team members.

## Week 1

- Housekeeping/ health and safety information provided by line manager.
- Collect ID, phones and computer.
- Complete your e-learning which includes corporate mandatory training and CareDirector training as well as SEND e-learning.
- Meet your buddy/ mentor identified to you by your line manager.
- Start attending shadowing opportunities and visit service areas as identified by your line manager.
- Meet with your line manager for the 1st supervision to complete Supervision Agreement and to complete your Initial PDP and review of your first 5 days.
- Familiarise yourself with and access the key procedures (Swindon practice standards documents)

## Week 2

- Continue with visits to service areas
- Introduction to Key HR policies (via line manager)
- Continue with the shadowing of social work colleagues/ your mentor where appropriate i.e. visits, meetings, child protection conferences, duty days and tasks, etc.
- Read “good example” work / documents to familiarise yourself with standards of practice and recording.
- Meet with your manager for your second Supervision; to include discussion around when and how cases will be allocated.
- Meet the Practice and Development Team
- Join and attend the weekly Service KIT (keep in touch) meeting.
- Join the Induction orientation meeting on Wednesday’s led by Practice Development Team

## Week 2/ 3

- Continue with shadowing other social work colleagues in the teams.
- Meet for your 3rd Supervision with your manager – discuss / finalise case allocations and your work priorities and set up your 3 Month probationary review meeting.
- Attend your monthly and 1st 1 2 1 Supervision with TM Practice and Development Team.
- Attend the Reclaiming Practice sessions which are 5 weekly sessions delivered by the Principal Social Worker



## Week 4/8

- Meeting with the Corporate Director.
- Attend regular supervision as agreed/ including group supervision.
- Continue with the shadowing and training opportunities (including the reclaiming practice sessions).
- Gradual case allocations to your workload management as agreed with your line manager.
- Completion of Family Safeguarding Training.
- Completion of Thresholds, Duties and Rights Training.
- Completion of Outcome based Plans training.

## Week 9-12

- Attend your 3 month Probation Review meeting as agreed as part of the setting of the Initial PDP meeting (week 1).
- Attend your 2nd and 3rd monthly 1 2 1 Supervision with TM Practice and Development.
- Completion Motivational Interviewing Training.
- Completion of Permanency Training.

## Week 20

- Attend your Final (6 Month) Probation meeting with your line manager.
- Attend the International/overseas Bi-monthly group sessions facilitated by the TM Practice and Development.
- Continue with shadowing and training opportunities and attend regular supervision/ group supervision facilitated by your line manager.



# All new staff checklist

All staff must complete the following expectations within the time frames set below

## Attendance at Children's Services Induction Session

A departmental induction session takes place every six weeks and all new members of staff are required to attend the next available session. This is an opportunity to meet different Service Areas and Managers.. It is bookable via the 'Learn for You' system

### Visits to Other Teams: To be booked within the first 5 days

MASH	<input type="checkbox"/>	Virtual School Head Teacher	<input type="checkbox"/>
Children Looked After Team	<input type="checkbox"/>	Youth Justice Service	<input type="checkbox"/>
Positive Futures Care Experienced Service	<input type="checkbox"/>	Fostering Team	<input type="checkbox"/>
Edge of Care	<input type="checkbox"/>	DCT (Disabled Children's Team)	<input type="checkbox"/>
Conference and Review Team	<input type="checkbox"/>	Early Intervention Services	<input type="checkbox"/>
Integrated Adolescent Service	<input type="checkbox"/>		

### Day One Actions/Check list

#### Activity:

<b>Meet at office location</b>	<input type="checkbox"/>
<b>Introduction to facilities and points of contact for induction</b>	<input type="checkbox"/>
<b>Collect and set up Telephones/PC/Passes etc.</b>	<input type="checkbox"/>
<b>Complete Access to CareDirector/recording systems</b>	<input type="checkbox"/>
<b>Tour of office site</b>	<input type="checkbox"/>
<b>Meet your Manager and Team</b>	<input type="checkbox"/>
<b>Introduction to Procedures</b>	<input type="checkbox"/>
<b>Introduction and Set up of Research in Practice Learning Account</b>	<input type="checkbox"/>
<b>Manager Day One Review</b>	<input type="checkbox"/>

# First 4 weeks

## Mandatory Training – E-Learnings

Information Security	<input type="checkbox"/>	Equality, Diversity & Inclusion	<input type="checkbox"/>
Data Protection	<input type="checkbox"/>	Fraud Awareness	<input type="checkbox"/>
Freedom of Information	<input type="checkbox"/>	Child Exploitation	<input type="checkbox"/>

## Core Training Requirement

Care Director Training (which is the social care recording system used)	<input type="checkbox"/>	Family Safeguarding Training	<input type="checkbox"/>
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## Outcome Based Planning Training

Motivational Interviewing Training	<input type="checkbox"/>	Thresholds, Duties and Rights Training	<input type="checkbox"/>
Family Safeguarding Training	<input type="checkbox"/>	Permanency Training	<input type="checkbox"/>

## Buddy Training

MySite setup (SBC only)	<input type="checkbox"/>	Artemis set up (SBC only)	<input type="checkbox"/>
ESS Login (SBC only)	<input type="checkbox"/>	Booking Holiday (SBC only)	<input type="checkbox"/>
IT Portal (SBC only)	<input type="checkbox"/>	E-Learning	<input type="checkbox"/>
Using Phones	<input type="checkbox"/>	Booking training (ESS)	<input type="checkbox"/>
Tea Fund	<input type="checkbox"/>	Relevant meetings forwarded	<input type="checkbox"/>

## Other Training needs:



## Reflections post 1st supervision

*Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting. As part of your first supervision it is also expected to complete the Supervision Agreement with your Line manager to discuss and agree expectations as per the Swindon Policy for Supervisions.*

**What Went Well** – what things are you really pleased with? What has gone well for you?

**Things To Think About** – what do you feel you need to do differently? What isn't going so well that you feel you need support with?



## Weeks 5-8

*Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting.*

### List of training attended and booked

### Use this area to make a note of anything you need to bring up in 1:1s



## 3 Month Probation Personal Reflection

*Your 3 month probation will require some preparation. Using the 3 month probation review document make notes regarding you progress with your objectives set earlier, as part of your Initial PDP set during your induction. Also use the space provided to make notes for personal reflection.*

**What Went Well** – what things are you really pleased with? What has gone well for you?

**Things To Think About** – what do you feel you need to do differently? What isn't going so well that you feel you need support with?



## Weeks 9-20

*Your Manager will arrange a meeting and complete an agency specific form. Please use this space to make your own notes in advance of the meeting*

### List of training attended and booked

### Use this area to make a note of anything you need to bring up in 1:1s





## 6 Month Probation Personal Reflection

*Your 6 month probation will require some preparation. Using the 6 month probation review document make notes regarding you progress with your objectives set earlier as part of your induction . Also use the space provided to make notes for personal reflection.*

**What Went Well** – what things are you really pleased with? What has gone well for you?

**Things To Think About** – what do you feel you need to do differently? What isn't going so well that you feel you need support with?

# Key Policy template documents

## 1. Swindon Borough Council Probationary Review Form (template view)

This form can be located on the Swintranet under HR, Manager resources – Probationary process [Probationary process \(sharepoint.com\)](#)

**Swindon Borough Council  
Human Resources & Organisational Development**

**Probationary Review Form**


The Council's Probationary Policy (HROD 015) and relevant guidance will support you to complete this form to record your employee's probationary period discussions.

If you have any concerns during your employee's probationary period, please contact your Assistant HR Business Partner.

Employee Name:	
Employee Job Title:	
Service Area:	
Date of 3-month discussion:	
Date of 6-month discussion:	

Employee's Key Responsibilities:

Sept '23: v4 1

 **SWINDON**  
BOROUGH COUNCIL

### Performance Objectives (0 – 3 months)

Objectives are to be set as soon as your new employee joins the Council and are assessed at the formal 3-month probationary review meeting.

Performance Objective	Measure	Progress

Performance Objective	Measure	Progress

Performance Objective	Measure	Progress

<b>Manager Comments</b>	
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<b>Employee Comments</b>	
--------------------------	--

**My Behaviours (0 – 3 months)**

**Delivering Performance & Results**

Exemplary

Good

Acceptable

**Collaborating & Innovating**

Exemplary

Good

Acceptable

**Leading Self & Others**

Exemplary

Good

Acceptable

**Manager  
Comments**

**Employee  
Comments**

The employee is to select that they agree with the content of the 3-month probationary review period and that it reflects the outcome of the conversation and has agreed to the work objectives for the next 3 – 6 months.

**Agree**

**Disagree**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



### Performance Objectives (3 – 6 months)

Objectives are to be set at the 3-month probationary review meeting and are assessed at the formal 6-month probationary review meeting.

Performance Objective	Measure	Progress

Performance Objective	Measure	Progress

Performance Objective	Measure	Progress

<b>Manager Comments</b>	
-----------------------------	--

<b>Employee Comments</b>	
------------------------------	--

**My Behaviours (3 - 6 months)**

**Delivering Performance & Results**

Exemplary

Good

Acceptable

**Collaborating & Innovating**

Exemplary

Good

Acceptable

**Leading Self & Others**

Exemplary

Good

Acceptable

**Manager  
Comments**

**Employee  
Comments**

Please ask your employee to select whether they agree with the content of the 6-month probationary review period and whether it reflects the outcome of the conversation.

**Agree**

**Disagree**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## Recommendation

This section is to be completed at the end of the formal 6-month probationary review meeting.

Following the probationary review period, I confirm the following (please tick one option):

Appointment to be confirmed:

\*Probationary period to be extended:

\*Appointment not confirmed:

Please provide your reasons for your decision:

\*To discuss with your line manager and your Assistant HR Business Partner on the reasons why and produce evidence to substantiate this.

Line Manager Name: .....

Line Manager Signature: .....

Date: .....

You must confirm the outcome of the probationary review period to your employee. Template letters for this are available on the [intranet](#). Please email a copy of all documentation to [HRAdviceandAdmin@swindon.gov.uk](mailto:HRAdviceandAdmin@swindon.gov.uk) so a copy can be uploaded onto the employee's personal file.

# Templates online

Following successful completion of the probationary reviews all staff are required to complete as part of At our Best – My Performance Conversations (at a minimum of twice a year) as part of the continuous professional and performance development reviews.

More details on this process can be found through this link:

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/My%20Performance.aspx>

The template document also attached here (double click to access the document)

2. Development Review Plan. Part of the formal performance and capabilities framework or where probationary extension period is required.

Probationary Policy: Development Review Plan						
This form should be used during the extension period of an employee's probationary period to record any actions / development that are required during this time period. A copy must be uploaded onto the employee's file on People Manager (MSS) under the probationary tab.						
Name of employee:						
Employee start date:						
Name of line manager:						
Date	Issue (performance, conduct, attendance, behavioural)	Objective to be achieved	Any personal development / training requirements	Action by manager	Deadline	Review Date

January 2019 – v2



### 3. Annual Leave calculator (template view)

Link to access the annual leave policy page which includes the annual leave calculator can be found on:  
<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Annual-leave.aspx>

All annual leave is booked directly through the People Live system and can be accessed via the front page of the intranet or the link above.

[PeopleLIVE \(Self-service\) processes \(sharepoint.com\)](#)

**ANNUAL LEAVE CALCULATOR 2023 LEAVE YEAR ONWARDS**  
**Part Time / Condensed Hours**



**Terms & Conditions**

Swindon Borough Council

- 26 days leave for under 5 years service
- 30 days leave for more than 5 years service
- 32 days leave for more than 10 years service

**Calculation**

Start Date: 01/04/2023

End Date: 31/03/2024

No. of years Service: Less than 5

Contractual Hours: [ ]

Working Weeks: 52.143

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No. Bank Holidays in annual leave period (automatically populates): 10

No. Bank Holidays falling on a scheduled working day: [ ]

Total no. hrs for working days falling on a Bank Holiday (Decimal): [ ]

---

No. of Hours Purchased: 0:00

Carry Over Leave (Hours): 0:00

**Entitlement in Hours**

Annual Leave prior to Bank Holiday adjustments (Decimal): 0.0

Annual Leave with Bank Holiday adjustments (Decimal): 0.00

**Total Annual Leave (hrs): 0:00**    Decimal    0.00

Purchase of Annual Leave: 0:00

Carry Over Leave: 0:00

**Total Leave Entitlement (hrs): 0:00**    Decimal    0.00

Bank Holiday Calculations

FTE: 0.0000

Prorated rated hours for Bank Holidays in the annual leave period  
*Total hours for Bank Holidays \* FTE*: 0.00

Difference between Bank Holiday hours accrued and hours scheduled to be worked: 0.00

**0:00**    Hours    0:00

# Swindon employment absence monitoring service

## Sickness Absence & Time Off for Medical Appointments

Swindon Borough Council values the contribution of its staff in the delivery and maintenance of quality services to the community of the town. Whilst recognising that employees may be prevented from attending work through ill health, the Council has a duty to maintain service delivery and minimise disruption. The Council is therefore committed to managing employee health and sickness absence and believes it is the responsibility of managers, trade union representatives and employees to work together to promote the management of sickness absence and ill health.

### The Council will achieve this through:

- \* Promoting the health, safety and wellbeing of all employees, including use of risk assessments to identify and manage hazards impacting on health in the workplace
- \* Monitoring levels of sickness absence for individuals, teams and the Council as a whole
- \* Implementing procedures to support and manage staff absences, whilst dealing with high levels of sickness absence.

## Sickness Absence Management

Sickness absence must be managed fairly, appropriately and effectively. To meet its legal obligation the Council has developed a Sickness Absence Management process to manage sickness absence, with three stages.

### Absence management process for COVID-19 related sickness

If you have any COVID-19 related absence and are unable to work from home, any sickness absence with effect from the 1st April 2022 will count towards our sickness absence triggers as per the Managing Employee Health, Wellbeing and Attendance Policy.

### From 1 April 2023:

You'll need to book annual and other leave through **PeopleLIVE**

You'll need to contact your line manager directly to report sickness absence. Guidance is available on the dedicated page of the Swintranet for employees and managers and is also attached to this induction pack.

# Health and wellbeing

Care First is our Employee Assistance Programme. They are available to you 24/7. They can be contacted on the telephone, Freephone: 0800 174 319, and also online via the Care First website [www.care-first.co.uk](http://www.care-first.co.uk)

Care first

Confidential support for all staff

**0800 174 319**

Available 24/7

General information

Gaining control of your finances

Family issues

Noisy neighbours

Wills and inheritance

Dependent care

Power of attorney

Landlord/tenant issues

Faulty goods

Bullying & Harassment

Debt

Relationships

Divorce/separation

Credit cards

General financial planning

Bereavement

Maternity leave

Consumer issues

Budgeting

Alcohol & Drugs

Stress & Anxiety

Housing

Benefits

Conflict

Motoring offences

Management Support

Loans and overdrafts

Are you having a difficult time and feel you need some advice on any of these issues and more?

Our counselling and information service is free and confidential.

## Further health and wellbeing support includes:

### \* Wellbeing Champions (mental health champions)

Wellbeing Champions are staff within the organisation who play a key role in encouraging colleagues to look after their general wellbeing and in particular their mental health; signposting them to take the necessary steps if they are struggling. In order to give you the best possible support, our Wellbeing Champions are trained in Mental Health First Aid.

### How to access this support ?:

You can self-refer to a Wellbeing Champion or you, or a line manager (with the individual's consent), can contact [health&wellbeing@swindon.gov.uk](mailto:health&wellbeing@swindon.gov.uk)

### \* Domestic Abuse – Supporting information

There are two legal considerations for employers when an employee discloses that they are either experiencing abuse at home or have escaped from their perpetrator.

- As an employer, we have legal obligations to our staff
- If the survivor wishes to report the abuse to the police, they will be involved in a legal process through which they will need support.

- health and safety Violence, Aggression & Anti-Social Behaviour Guidance
- Domestic Abuse Toolkit for Employers
- Additionally you may also contact your Domestic Abuse Champions whom have all undertaken training with the Swindon Domestic Abuse Support Service (SDASS) to enable them to support colleagues who need help. Each champion can be contacted directly; either by phone or email, or you can make contact via the Health and Wellbeing mailbox ([health&wellbeing@swindon.gov.uk](mailto:health&wellbeing@swindon.gov.uk))

## Key Policy links to template Documents which can be located on the Swintranet:

### **Annual Leave Policy -**

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Annual-leave.aspx>

### **Probationary Policy -**

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Probationary-Process.aspx>

**At Our Best –** <https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/My%20Performance.aspx>

### **Capability Procedure -**

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Capability-Policy-%26-Procedure.aspx>

### **Health and Wellbeing -**

[https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Health-and-Wellbeing\(1\).aspx](https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Health-and-Wellbeing(1).aspx)

### **Sickness and Absence –**

<https://sbcintra.sharepoint.com/sites/HumanResources/SitePages/Sickness-Management.aspx>

### **Supervision policy –**

### **Grievance**

<https://sbcintra.sharepoint.com/sites/HumanResources/Files/Forms/AllItems.aspx?id=%2Fsites%2FHHumanResources%2FFiles%2FGrievance%2FPolicy%2FGrievancePolicy%2Epdf&parent=%2Fsites%2FHHumanResources%2FFiles%2FGrievance%2FPolicy>

### **Whistleblowing -**

Whistleblowing Policy.doc (sharepoint.com)

## Additional key resources and contact details:

**Swindon Social Work procedures and Practice Guidance (this is also known as Tri.x the online resource portal for procedures and policy)**

[Swindon Children, Families and Community Health Procedure Manual \(proceduresonline.com\)](http://proceduresonline.com)

**Right help at the right time (threshold document)** [https://safeguardingpartnership.swindon.gov.uk/info/15/for\\_professionals/77/the\\_right\\_help\\_at\\_the\\_right\\_time\\_-\\_swindon\\_s\\_multi-agency\\_threshold\\_guidance](https://safeguardingpartnership.swindon.gov.uk/info/15/for_professionals/77/the_right_help_at_the_right_time_-_swindon_s_multi-agency_threshold_guidance)

**Research in Practice (additional learning and development resources (podcast, reading, workshops))**

[Enabling participation in child and family social work | Research in Practice](#)

**Community Care Inform**

[Community Care Inform \(sharepoint.com\)](#)

**Swindon Social Work and Leadership Academy**

[Social Work & Leadership Academy \(sharepoint.com\)](#)

**Care First and emotional wellbeing**

[Emotional Wellbeing \(sharepoint.com\)](#) and [Care First \(sharepoint.com\)](#)

**Swindon Safeguarding Partnership**

[Swindon Safeguarding Partnership](#)

**Care Director** the children's service case management and recording system. For further details please see: <https://sbcintra.sharepoint.com/sites/SBCITcomms/SitePages/Childrens-CareDirector.aspx>

## Health and Safety

[Health and safety \(sharepoint.com\)](#)

[Lone working – Lone working \(sharepoint.com\)](#)

**First Aider Information - [First Aid \(sharepoint.com\)](#)**

**Fire Safety - [firesafety@swindon.gov.uk](mailto:firesafety@swindon.gov.uk)**

[Accident and incident reporting \(sharepoint.com\)](#)

**Swindon Code of Conduct:**

[HR - Code of Conduct.pdf - All Documents \(sharepoint.com\)](#)



## Useful Contacts:

**SBC IT – (46) 4900**

**SBC HR – (46) 4343**

**Care First - 0800 174 319**

**In case of Emergency call 999**

**[HRAdviceandAdmin@swindon.gov.uk](mailto:HRAdviceandAdmin@swindon.gov.uk)**

**[learninganddevelopment@swindon.gov.uk](mailto:learninganddevelopment@swindon.gov.uk)**

**[PracticeandDevelopment@swindon.gov.uk](mailto:PracticeandDevelopment@swindon.gov.uk)**



