

**WELCOME TO LONDON BOROUGH OF HAVERING**

**SOCIAL WORKER INDUCTION**

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**FOREWORD FROM THE DEPUTY CHIEF EXECUTIVE FOR CHILDREN, ADULTS AND HOUSING**

Welcome to Havering – I am delighted that you have chosen to join the workforce that makes a real difference to the lives of Children in Havering.

Whatever your role, we are committed to introducing you to Havering as a great place to work and to share with you our expectations of all staff who join us to deliver the best possible services to Children and their Families.

In return we offer you a supportive working environment and excellent working terms and conditions.

I hope you enjoy taking part in the induction programme and that the learning gives you the confidence to succeed in your new post.

I look forward to receiving feedback on the programme as it develops. I am sure that this induction will ensure that we will continue to build a strong and confident workforce in Children’s Social Care well into the future.

**Our Vision**

**The vision for Havering as described in the Children and Young People’s Plan (CYPP) is to make Havering a place where:**

**“The overall aim of the Children & Young People’s Services (CYPS) is to ensure safe, secure and effective care that enables all children to fulfil their potential, maximise their health and educational opportunities, through the assessment, support and review of Havering’s CYPS.”**

**Our vision is to ensure that our service promotes positive outcomes and reduces risk of harm at all times. We achieve this by:**

**• Working together to make a difference: We will work with children, their birth families and wider networks of families and friends to support positive changes so that children and young people are safe and can reach their potential.**

**• Prevention/ Early intervention: We will focus our efforts on acting early to prevent harm and deteriorating family relationships for children and young people.**

**• Promote safeguarding/ Assess situations proactively: where children cannot live with their birth families for any reason, our focus will be on ensuring loving and permanent family placements at the earliest opportunity.**

**• Providing professional and emotional support: We will always consider the wishes and feelings of children and involve them fully in decisions about their lives, promoting their rights to family life education and good health.**

**Our Commitment to you**

**In order to complete our mission and make a difference in children’s lives, the London Borough of Havering offers an excellent programme of development. This involves a clear structure around career progression opportunities whether you are a NQSW or a more advanced practitioner. All training programmes are linked to the Professional Capabilities Framework furthering your professional development. Social workers are provided with a career structure that enables them to grow and develop their professional expertise throughout a continuous and professional route.**

# Induction Calendar

**This calendar is to be used in conjunction with the Corporate Induction Check list**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **Activity** | **Lead** | **Venue** | **Completed** |
|  |  | Before start datePreparations to be made as per induction check list link below and document attached (p. 11):<https://intranet.havering.gov.uk/CHttpHandler.ashx?id=29080&p=0>This checklist to be used in conjunction with the local induction | Team Admin |  |  |
| **Week 1**  | Day 1 | * Meet and greet manager/team buddy.
* Brief overview of the team. Introduction to working area, break out area and emergency evacuation points. General housekeeping
* Collect induction pack.
* Supervision with Manager. Supervision dates arranged for 3 months. Diarise dates for probation review
* Completion of 1st day induction checklist with Manager.
* Reading material to be provided relevant to the Team (e.g. Team Folder)
* Collect Security Pass from Havering Town Hall
* Tour of Mercury House teams e.g.Mash/Assessment, Under 12s, 12+, Fostering, Adoption Team
* Plan date to meet the Head of Service, Tim Aldirdge, the PSW , Kate Dempsey and Service Manager
* (there might need to be flexibility in arrangements depending on senior manager availability)
* CCM Training - Getting started with CCM
 | Team Admin to arrange Rodney Bailey | Work locationMercury House |  |
| Day 2 | * Discussion re: roles of the social work team
* Overview of ICT systems:
* Line of Business, Corporate, Lync, that are relevant for the user
* Introduction to the Intranet. New worker to familiarize themselves with these systems.
* Understanding LBH policies and procedures;
* Refer to page 16 of corporate induction checklist \* for all members of staff
* Introduction to Children’s Services on line procedures manual
* Case allocation – limited and dependent on experience of the social worker. **The purpose of allocation is for familiarization of the case in relation to CCM and the on-line procedures manual**
* Opportunities to shadow as they arise
 | Team Adminor buddy | Work location |  |
| Day 3 | * Continue familiarization with day 2 induction tasks.
* Understanding of local services and teams for signposting
* Further shadowing opportunities as they arise
 | Team Admin/Teambuddy  | Work location |  |
| Day 4 | Other Teams and site visits:* Shadowing opportunity in SW Teams, MASH/Assessment, Under 12s, 12+
* SSSU \_ Reviewing Officers, LSCB training manager
* Visit to a Children’s Centre (St Kilda’s, Elm Park or Collier Row)
* Familiarisation with other sites in Havering - Town Hall training rooms, Local Courts.
* Familiarisation with local area and bus routes.
 | Team Admin/Team Buddy | At locations as planned |  |
| Day 5 | * Meet with supervisor to consider cases designated for allocation
* Complete end of week 1 induction checklist tasks.
* IT - Overview of Oracle Self Service –expenses/L&D/Leave/Sickness
* Arrange further shadowing in the Teams for day 5 and into Week 2
 | SupervisorAdmin |  Work location |  |
|  |  |
| **Week 2** |  | * Detailed Overview of the CPD scheme Learning and Development opportunities - Social Care programme, post qualifying opportunities, Corporate Training, LSCB training.
* Discussion re: CPD Programme
* Discussion re: Career Grade Progression Framework

  | Colette HamSWTeam AdminSupervisor | Mercury HouseWork location |  |
| * Further understanding of CCM – start to work cases, following the child’s journey from cases allocated
* SW to start making initial contact with families and professionals in her caseload
 |
| * Shadowing arrangements, attendance at Panels, CP Conferences, Planning Meetings
* Meet with supervisor to complete week 2 induction checklist tasks.
 |
| **Weeks 3/4** |  | * Supervision – review of allocation of cases
* With supervisor, diarize training or briefings to support

PDP* Review CPD Prgoramme and Career Grade Progression Framework
 | SupervisorSWSupervisor  |  Work location |  |
|  | . |  |  |  |

**Local Induction Checklist for**

**All Members of Staff**

**Welcome to our Council**

We realise that a new job can be a significant step in your life and that staff can often feel anxious when starting a new role. So we have devised the induction process to help you settle into your role, department and our organisation as easily and quickly as possible.

We recognise that the most intensive period of induction is the first day. It is very important to us that you are made to feel welcome and that you understand the basics to help you to perform your role safely and effectively.

The rest of the first week is also a very important stage of induction and you will spend time getting to know where things are, who the key people are, how equipment works and gaining more knowledge about the organisation and your role.

However, it is important to get the right balance between explaining all the necessary information and not overwhelming you. We have therefore produced the following checklist to ensure that you and your line manager complete all the necessary steps in a gradual process over your first few months to meet the organisational requirements and to enable you to feel confident in your new role as soon as possible.

You will have the opportunity to discuss your current knowledge and skills with your line manager and in setting up your objectives for the first year, will be able to identify what learning you can do to help your personal and professional development.

During the later stages of your induction, your line manager will encourage you to reinforce and consolidate what you have learnt. They will check that you are still enjoying your job and that you understand the information you have been given and deal with any questions you might have.

**INDUCTION CHECKLIST FOR ALL MEMBERS OF STAFF**

As you go through this checklist, please initial each section when you have completed it and ask the person giving the information to do the same in the notes column. Once your induction has been completed, the form at the back (PAGE 11) must be signed and a copy sent to Shared Services to be placed on your electronic file.

***This checklist is guidance for managers and staff. Although its format and guidance is strongly recommended, managers can tailor it to the needs of a department/ward by adding those aspects relevant to their areas. This process should be applied on conjunction with the probationary procedure.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Job title:** |  |
| **Department:** |  | **Location:** |  |
| **Line manager’s name:** |  | **Start date:** |  |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| **BEFORE START DATE** |
| Arrange ICT access e.g.Self Service, Telephone (Lync), Access to systems, shared folder. If a Manager access to Oracle budget management etc.<https://intranet.havering.gov.uk/index.aspx?articleid=5647> |  |  |  |
| Arrange for security pass and car park pass <https://intranet.havering.gov.uk/index.aspx?articleid=7750> |  |  |  |
| Employee to return all new starter documentation  |  |  |  |
| Arrange home working access if required |  |  |  |
| **ON FIRST DAY** |
| **Welcome and Joining** |
| Send Joining forms completed with details of emergency contacts to Internal Shared Services. (if not already done) |  |  |  |
| P45 (if available) to be handed to line manager and submitted to Internal Shared Services  |  |  |  |
| Discuss job role and job profile |  |  |  |
| Start and finish times/ breaks/shift working |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| Departmental structure, services provided, reporting relationships and relationships with other services. |  |  |  |
| Explain probation procedure and diarise reviews at 4 weeks, 2 months and 4 months |  |  |  |
| How to report sickness and (if appropriate) record sickness |  |  |  |
| Flexi time recording (if appropriate) |  |  |  |
| **Introduction to working area** |
| Introduction to ‘buddy’/supervisor (if one appointed) |  |  |  |
| Introduction to other staff |  |  |  |
| Tour of department |  |  |  |
| Fire and bomb procedures  |  |  |  |
| Fire exits, evacuation procedure toilets, lockers, etc |  |  |  |
| **Health and Safety** |
| Local fire training including – fire exits, muster point, fire procedure for area. |  |  |  |
| E Learning on Fire Evacuation procedures, General Health & Safety and Display Screen Equipment.<https://intranet.havering.gov.uk/index.aspx?articleid=13406#Training%20anchor%201> |  |  | <https://intranet.havering.gov.uk/index.aspx?articleid=13406#Training%20anchor%201> |
| Reporting of accidents and incidents – including location of online accident and incident report forms |  |  |  |
| First Aiders, first aid training and facilities |  |  |  |
| Lone working (if appropriate) |  |  |  |
| Using the Occupational Health Department |  |  |  |
| Risk assessments, control measures and safe systems of work |  |  |  |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| **Reasonable Adjustments** |  |  |  |
| Discussion of reasonable adjustments needed by employee if appropriate <https://intranet.havering.gov.uk/CHttpHandler.ashx?id=27768&p=0> |  |  |  |
| **Equality Data**If employee has self serviceComplete self disclosure form.If employee not on self serviceobtain and complete WorkforceInformation Form from Shared Services |  |  |  |
| If employee has mobility impairment draw up Personal Emergency Evacuation Plan (PEEP) Contact corporate Health & Safety for further information. |  |  |  |
|  |
| **Security** |
| Personal property including use of lockers where appropriate |  |  |  |
| Discuss Confidentiality, information governance, data quality principles, records management and reporting of information security incidents. |  |  |  |
| **Other** |
| Uniforms/protective clothing |  |  |  |
| Telephone /use of mobile telephones/personal calls |  |  |  |
| All equipment needed with knowledge of how to use it correctly and safely including email, calendar Lync |  |  |  |
| Self Service and if a Manager – Manager’s dashboard information and guides<https://intranet.havering.gov.uk/index.aspx?articleid=19737> |  |  |  |
| **If a Manager** arrange PDR and iRecruitment training via Self ServiceArrange Adecco authorisation if required contact extension 1954/1955 |  |  |  |
| When and how salary is paid and how to access payslip (on line or hard copy) |  |  |  |
| **WITHIN THE FIRST WEEK** |
| Tour of the relevant buildings – location of other facilities, e.g. shops, bus stops etc |  |  |  |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| Council’s structure, key staff and democratic processes including Members role. |  |  |  |
| Council objectives, Living Ambition, Way Forward, Directorate/Departmental service plan. |  |  |  |
| Key meetings and dates |  |  |  |
| How to submit an expenses claim form (Self Service) |  |  |  |
| Risk Management/Fraud Reporting <https://intranet.havering.gov.uk/index.aspx?articleid=5866> |  |  |  |
| Handling complaints. If dealing with complaints or Members in relation to complaints CRM training should be arranged via Customer Services Training Officers |  |  |  |
| AIS training (Adult Social Care Staff only) |  |  |  |
| **Resources** |
| DSE self assessment<https://intranet.havering.gov.uk/CHttpHandler.ashx?id=26005&p=0>  |  |  |  |
| Where to get supplies/stock |  |  |  |
| Key policies and procedures including Code of Conduct, Health & Wellbeing, Disciplinary, Grievance & Bullying & Harassment, Business Systems Policy (includes use of the internet/intranet and email acceptable use), Declaration of Interests, Equality in Employment Policy and Equality in Service Provision Policy , Equality Scheme, Equality Act 2010 Staff Briefing Note, Gifts and Hospitality policy <https://intranet.havering.gov.uk/index.aspx?articleid=11622> |  |  |  |
| Photocopier/fax facilities |  |  |  |
| Use of Intranet/core brief/The News/notice boards etc |  |  |  |
| Information on trade unions<https://intranet.havering.gov.uk/index.aspx?articleid=5586> |  |  |  |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| Safeguarding Children <http://www.havering.gov.uk/Pages/Services/Safeguarding-children-board.aspx>Dignity in Care (Adult Social Care staff) |  |  |  |
| **Training and Development** |
| Introduce staff to the relevant Statutory and Mandatory courses they need to attend and ensure that they attend them |  |  |  |
| Book mandatory training on the Council’s Welcome Day via Self Service. Access via Self Service/learner homepage/Corporate/Corporate Welcome DayComplete e-learning on Protection Information (Level 1 for all staff, Level 1 & 2 for a Manager and Level 1,2, 3 for Senior Managers <https://intranet.havering.gov.uk/index.aspx?articleid=13712> |  |  |  |
| Book Equality & Diversity training (not mandatory but advised) or complete e-learning module on Self Service |  |  |  |
| Complete e-learning on fraud awareness can be accessed via link below.<https://intranet.havering.gov.uk/index.aspx?articleid=20714> |  |  |  |
| Booked on staff group specific induction course |  |  |  |
| Learning reviewed |  |  |  |
| Other training (including statutory and mandatory) booked (as applicable to role) |
| **WITHIN SECOND WEEK** |
| Visits to other departments (if applicable) |  |  |  |
| Individual meeting with line manger to assess current knowledge and skills against the Competencies framework and set out objectives for probation and first year |  |  |  |
| Book personal development review meeting for 6 months time |  |  |  |
| **Activity** | **Complete** | **Date** | **Notes/Comments on how completed** |
| Information given on opportunities for learning and development and where to get information |  |  |  |
| **WITHIN 2 – 3 MONTHS** |
| Review induction process |  |  |  |
| Individual’s feedback on personal and professional development |  |  |  |
| Individual’s own ideas for improvement of work area  |  |  |  |
| Employee Assistance Programme (Validium)<https://intranet.havering.gov.uk/index.aspx?articleid=15552> |  |  |  |
| **OTHER AREAS SPECIFIC TO ROLE OR AREA (EG - WITHIN 2 – 3 MONTHS)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

On completion of this checklist please sign the attached form below and return it to Internal Shared Services to be placed on the employee’s personal file.

|  |
| --- |
| **INDUCTION CHECKLIST FOR ALL MEMBERS OF STAFF** |
| **Name:** |  | **Job title:** |  |
| **Department:** |  | **Location:** |  |
| **Line manager’s name:** |  | **Start date:** |  |

We confirm that the induction programme has been satisfactorily completed, including the following elements:

|  |  |
| --- | --- |
| **Activity** | **Date completed** |
| Introduction to the Council (Welcome to LBH Day)  |  |
| Local induction with department  |  |
| Individual meeting with line manger to assess current knowledge and skills against the competencies framework and set out objectives for first year |  |
| Details of key council policies including Code of Conduct, Use of Intranet, Declaration of Interests, Gifts and Hospitality Policy, Financial Procedures, Equality in Employment and Equality in Service Provision Policies, Equality Scheme and Anti-Fraud Policy & Procedures and the following statutory and mandatory training: |  |

|  |  |
| --- | --- |
| **Title of Statutory/Mandatory Training Course** | **Date completed** |
|  |  |
|  |  |
|  |  |
|  |  |

We have jointly evaluated the programme and agreed any additional support/ information required.

Signature of staff member ……………………………………… Date: …………….

Signature of line manager ………………………………………. Date: …………….

**When completed please return a copy of this page only to Internal Shared Services to be placed on electronic file.**

**Induction Review Meeting**

A form has been designed to help structure the individual’s thoughts in preparation for their Induction Review meeting. On completion, a signed copy should be placed on the individual’s personal file together with a note of any further actions taken or recommendations made.

|  |
| --- |
| **INDUCTION REVIEW FORM** |
| *This form is designed to help structure your thoughts in preparation for your Induction Review meeting. Usually happens after 10-12 weeks after start date. Please complete and bring it with you to your meeting with manager.* |
| Name: |
| Role: |  | Department: |  |
| Start date: |  | Review date: |  |
| How well do you consider you have settled into your new role? |
| Are you clear about the main functions of your role? |
| What additional information/support would help you? |
| What have you enjoyed most and why? |
| What have you enjoyed least and why? |
| Are the Reasonable Adjustments we discussed before you joined or during your induction benefitting you or do we need to review them? |
| How well do you view your performance during the last 3 months? |
| Please state any problems you encountered in performing your role? |
| Have you recognised any training needs which may help you further in your role? |
| Are there any development needs/experience you would like to assist your progression? |
| Have you identified any objectives you would like to meet within the next 6/12 months? |
| Do you have any ideas on how we can improve the way we work as a team, the services we provide or our environment? |
| Are there any other points you wish to make? |
| Signed ………………………………. Date ………………………………Name (employee): …………………………………………………………… |
| Signed ………………………………. Date ………………………………Name: (line manager) ……………………………………………………… |