

West Sussex County Council Children's Services Induction

Welcome to West Sussex County Council. Children's Services recognise the importance of a well-planned induction. This document outlines key areas that should be covered as part of your induction to Children's Services.

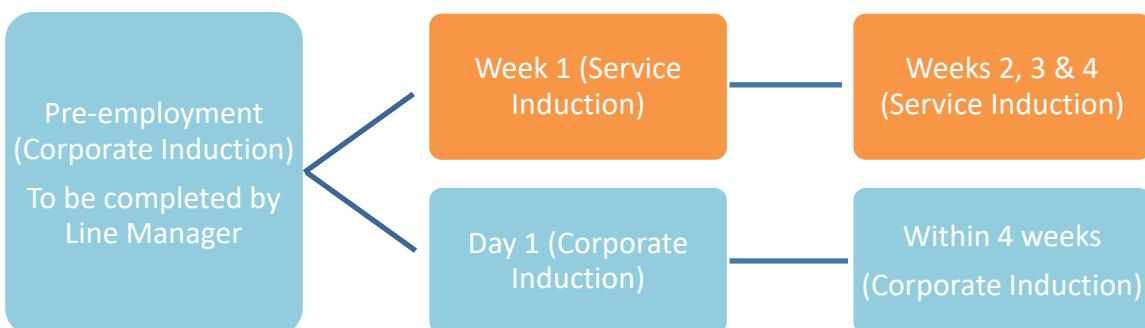
Key information and useful links are included in this handbook, we recommend that you take time to read the information and save links as shortcuts or favourites. You are encouraged to take a proactive approach to completing checklists and required learning. The checklists and required learning are applicable for all new employees (including agency staff) and staff changing roles within the organisation including employees moving into a managerial role or a more senior post.

Your Children's Services induction must be completed alongside the corporate induction. You should begin working through your Children's Services and corporate induction on your first day of employment. If you are a new Manager, you are required to do both the Staff and Manager corporate induction programmes alongside your Children's Services induction.

There are two corporate induction programmes:

- [Staff Induction](#)
- [Manager Induction](#)

The corporate induction sits on the [Learning and Development Gateway](#), where you can find a wide range of learning and development opportunities that help and support professional development and training needs.



Your line manager will meet with you to review your progress with your corporate and Children's Services induction. Your line manager will signpost you to support where necessary.

For the first four weeks you will meet with your manager on a weekly basis.

You will meet with your manager on your first day to go through your Day 1 corporate induction checklist. Your manager will also provide you with a copy of the Children's Services induction handbook on your first day so that you can start working through this. Your manager will meet with you within your first week to support you with your service induction.

You are responsible for updating your Children's Services induction document and indicating when tasks on induction checklists have been met.

The purpose of induction is to help new starters:

- Settle into the organization.
- Have a better understanding of the type of work WSCC gets involved in.
- Know where you can receive support.
- Understand the direction WSCC is travelling in.
- Understand where you fit within the organisation and how the work that you do affects the services that we deliver to our residents.

As a new starter you are expected to:

- Contribute to the design, participate in, and complete your induction objectives and programme.
- Identify any further areas for action and development.
- Complete all mandatory elements of your induction programme.
- Actively participate in your 3 and 5 months' probation reviews with your manager, taking responsibility for updating your manager on your progress at the 3 months meeting including completion of induction modules and achievement of objectives.

Learning – Induction Modules

A series of modules are available for you to complete during your induction. You are not expected to complete these in one go however all online modules must be completed within 4 weeks of your start date. Your induction will also indicate when you need to book places on face to face training. Please refer to pages 34 – 39 of this induction handbook where learning requirements are listed.

Induction Resource

The following [documents and resources](#) are available to help managers through the induction process with their new starter.

Induction Completed

Employee signature		Date	
Manager signature		Date	

On completion, this document should be retained by the employee with a copy added to the personal supervision file/folder.

Getting Started – Essential WSCC Information

Appraisals

The appraisal framework is an essential part of our performance management system. It ensures that all individuals are set clear objectives that support the delivery of the County Council's "West Sussex Plan." It also enables appraisers to recognise an individual's achievements, celebrate successes and provide regular feedback to help employees to be the best they can be at work.

The appraisal year 2019/20 will close in March 2020 and will link to incremental pay progression for those staff in scope ([see policy document for guidance](#)).

The appraisal data collection exercise starts 1 April of each year with a deadline date for all managers to return their appraisal data by 30 April.

[Appraisal Guidance](#)

Your appraisal objectives should be recorded on the [Appraisal Form](#).

Your line manager can opt to note on your appraisal form that regular check-in meetings will be recorded in personal supervision.

You should review appraisal objectives either in personal supervision or in a separate meeting at least 3 times over the year and more if appropriate.

At the end of year a meeting should take place and the end of year summary must be completed and submitted.

Apprenticeships

West Sussex County Council is committed to the continuing development of skills and talent in the organisation. Apprenticeships are available to both new and existing employees at all levels of the organisation and are funded corporately.

At the County Council, apprenticeships are split into three levels:

- Intermediate Apprenticeship: Level 2 (equivalent to five GCSEs, Grade A-C).
- Advanced Apprenticeship: Level 3 (equivalent to two A-Levels).
- Higher Apprenticeship: Level 4 to Level 7 (equivalent to a Foundation degree, a Graduate degree, or a Postgraduate degree)

To discuss opportunities, contact your manager, view the information on The Point or email apprenticeships@westsussex.gov.uk for guidance.

Booking Leave

Annual leave can be booked via The Point. Leave balances can also be viewed here.

Up to 3 days of annual leave can be carried forward at the end of the leave year. This is pro-rated for part time staff. It is an expectation that any additional annual leave should be used as near to this date as possible – this usually is the Easter holiday period.

Line managers must be made aware of any annual leave which needs to be carried over as **this needs to be done by them on your behalf**.

Other Leave

If you are unwell and not able to attend work you need to do the following:

- Notify your line manager by telephone. If your line manager is absent then please notify their manager or a covering manager. You must ensure that you speak to someone in person rather than leaving a message.
- Cancel any visits or appointments for that day. If you are unable to do this, you need to ensure that your line manager is aware that these need to be cancelled on your behalf.
- Notify your line manager when you are back at work. Absence will be entered onto SAP by your line manager. They will need to know the dates of absence and the nature of the absence.

You should familiarise yourself with the WSCC [sickness absence policy](#).

If you need to alter your working hours in order to attend an event, for example a family event then please let your line manager know. If you adjust your working day for an event such as this and are working the hours at an alternative time then this needs to be included and made clear in your calendar.

Building Guides

The following guides include helpful information about our buildings.

Chichester

[County Hall Building Guide](#)

Horsham

[County Hall North Building Guide](#)

Worthing

[Centenary House Building Guide](#)

Bognor

[Durban House Building Guide](#)

Calendar Updates

All staff have access to Outlook. Staff calendars can be viewed by any member of WSCC staff. Calendars must be kept up to date. This is a corporate requirement. Calendars should clearly show appointments and times when the staff will be in the office base (or alternative office base). If staff work extended or reduced hours, as part of an agreed flexible working arrangement, this must be indicated in the calendar. Non-working days should also be indicated.

Car Parking

This [document](#) sets out our rules relating to car parking at West Sussex buildings.

Please use the links below for information on public pay and display car parks in Chichester and Horsham, and the park and ride provision in Horsham.

[Map and information on car parks close to County Hall, Chichester \(PO19 1RG\)](#)

[Map and information on car parks close to Parkside, Horsham \(RH12 1XH\)](#)

[Map and information on park and ride, Horsham \(RH13 0AR\)](#)

Conduct Standards and Expectations

It is vital that our conduct standards and expectations are clearly defined and understood. Our behaviour reflects on the public's perception of us as individuals and the Council as a whole. Please review our [conduct, discipline, grievance and whistleblowing policies](#). This section sets out the expectations of all employees of how we conduct ourselves and 'rules' that apply to how we work. In this section you will find:

- Policies and guidance
- Procedures
- Tools and resources

Corporate Policies

WSCC policies are available via The Point - [A-Z Policy Finder](#)

Email

Access and checking emails

You will have remote access to email, either through laptop access or via an iphone/ipad. Emails should be checked every day, excluding non-working days.

When you are on annual leave an out of office message should be set stating the date of your return and a name and contact for any urgent enquiries.

For staff who work on a part time basis, it is helpful if your working days are added to your email signature.

Corporate standard for email signatures

We have a [corporate standard](#) for email signatures that we encourage staff to use, as it not only demonstrates to our internal and external customers the professional approach we take in the way we work, but it also ensures that it can be easily read. Please set up your signature using the corporate standard guidance.

Using email at West Sussex County Council

This is a guidance document for all staff that use email at work. It outlines the expectations within West Sussex County Council for how emails are written, sent, responded to and managed. New starters should review the [using email at West Sussex County Council](#) guidance as part of their induction.

Employee Self-Service

This will allow you to:

- Claim expenses, overtime and view and or/change personal details
- View your monthly online payslip
- Book annual leave
- Access other area where your role requires

For Managers, Self-Service will also be used to:

- Log staff absence

- Access workflow to approve overtime, expenses and leave requests logged by staff via Employee Self-Service
- Access HR forms and guidance
- Manage P card applications and approvals

How We Work

[Here you can find useful links and 'How to' guides.](#)

We recommend that you save this link as a favourite.

IT

Contact details

IT.Service.Desk@westsussex.gov.uk

IT Service Desk on 01243 7(77979)

Service Desk Online

You can access Service Desk Online via the task tile called 'Report IT Faults, requests and building issues' on the homepage of The Point. You can refer to the [Service Desk Online User Guide](#) for more information.

Learning and Development

Induction

A series of modules are available for you to complete during your induction. You are not expected to complete these in one go however all online modules must be completed within 4 weeks of your start date. Your induction will also indicate when you need to book places on face to face training.

During induction you are also expected to consider and discuss any additional specific learning and development needs you may have and agree relevant objectives with your line manager.

Funding for External Training

If you would like to attend an external training event that is not listed on the Learning & Development Gateway, or available through the Apprenticeship Levy, you may apply for funding through the External Event Application process. This includes applications for professional qualifications. Employees can apply for up to £500 per financial year. Further details and how to apply are available on the [Learning & Development Gateway](#). Select the 'Pathways, Funding and Information' tab.

Learning and Development Gateway Guides

If you need help using the West Sussex Learning and Development Gateway, you can refer to the user guides that can be found on the [home page](#).

The general user guide will help you with making a booking, managing your account and will show you how to access your training history.

For line managers we have a guide which amongst other things will give you a step by step guide to adding new users, requesting a place on a course for you or your team as well as authorising requests submitted by your team.

You can view the full user guides or go straight to the guide for the task you are trying to complete.

Training Venues, Travel and Expenses

Venues across West Sussex will be used to host internal training and development events. The majority of venues will be County Council buildings, but external venues may also be used. You will be expected to travel to any venue in West Sussex to attend training.

Reasonable travel expenses for parking and public transport can be claimed, and information on this can be found on [The Point](#) including what you can claim for, how to make a claim and the process for submission of receipts.

Learning and Development Administration Team

If you have any queries or require help accessing the West Sussex Learning and Development Gateway, please contact the administration team by emailing learninganddevelopment@westsussex.gov.uk.

If your enquiry is urgent, telephone:

- Learning and Development Helpdesk - 01243 756834

My Profile

To help us all to stay connected to our colleagues and customers, it's essential that new starters update their 'My Profile' page. You will need to fill in your job title, team, contact details and add a description of your role. You will also need to upload a recognisable photo of yourself. Please review the [how to update My Profile and add photo guidance](#).

Probation Policy

Your progress will be formally reviewed at 3 and 5 months, in line with the [Probation Policy](#). New starters should have completed the mandatory elements of their induction by the 3 months review point.

Publications (Accessibility) - Best Practice

WSCC is legally obliged under Section 20 of the Equality Act to ensure it does not discriminate against customers/residents by making our documents inaccessible to them.

Please review the [accessible publications - best practice](#) guidance including the accessibility checklist for publications. Please note that at West Sussex, the required 'sans serif' font is **Verdana**.

Room Bookings

Most meeting rooms across West Sussex County Council hubs can be booked online, using Outlook. In some instances there are different processes in place - details of these are outlined [here](#).

SharePoint

Please refer to [SharePoint an Introduction](#).

SharePoint is a Microsoft collaborative server environment. It enables the simple organisation and sharing of documents such as Word, PowerPoint and Excel worksheets across West Sussex County Council. It allows people to work together on projects or documents, with shared calendars and task-lists, a document store, lists of staff and a range of other tools.

SharePoint enables us to share documents with others by sending links. Sending links reduces the 'space' taken up in inboxes and allows for access to updated documents.

Anyone with a web browser, for example Internet Explorer (via laptop or Smart Phone) can access (within the protocols set) documents saved on SharePoint. This is not possible with network drives.

We are moving away from network drives so it is essential that we develop our understanding and use of SharePoint.

Team SharePoint sites are divided into three libraries:

1. Shared
2. Team
3. Protected

Your SharePoint site owner can set the security for the libraries.

[IT training](#) including a half day course called Introduction to SharePoint is available on our Learning and Development Gateway.

Corporate Learning and Development (CLD) are a team of Learning & Development officers who provide IT software support including SharePoint. You can contact them via email at cld@westsussex.gov.uk or by phone on 033 022 22003.

The Corporate Learning and Development team also provide on-site support at your desk (L&D Surgeries). They can also facilitate team visits.

CLD can support you with 'How do I ...?' queries on:

- Dragon
- ESS (Employee Self Service)
- iPad/iPhone/Android (set up and MobileIron registration only)
- L&D Gateway
- Lync telephone system
- MS Office 2010 (Word, Excel, PowerPoint, Outlook)
- MSS (Manager Self Service)
- SharePoint (Users)
- Windows 7

Stationery

'Business as usual' stationery items are located locally in cabinets across WSCC. Business Services ensures that a regular stock of core items is maintained in these areas. Refer to this [guidance for non-core stationery items](#).

Travel Expenses

[How do I claim back my travel expenses?](#)

Parking expenses

Parking costs can be claimed for WSCC business.

Mileage expenses

If you are submitting a claim for business mileage, you must submit a VAT fuel receipt dated before the journey takes place. If you don't claim business mileage regularly, ensure you keep your VAT fuel receipts from the previous fortnight before your journey is due to take place.

Travel Hub

From the 19th of August 2019 all employees are required to book their travel and accommodation via the [WSCC Travel Hub](#).

Travel by train should be booked through the travel hub.

Click [here](#) for instructions on how to register, or watch [this video](#) which also includes a walkthrough of how to book your travel. Please also take a moment to view the [Frequently Asked Questions \(FAQs\) page](#) and [travel hub user guide](#).

Voice-mail and Responding to Calls

Voice-mail should be set up on Lync telephones and mobile phones. For staff who work on a part time basis, it is helpful to indicate in your voice-mail the days that you work so that the caller is aware that there may be a delay to your response.

[Guidance on Lync Voice-mail and Call Forwarding](#)

West Sussex Values

Our values help shape how we engage with our employees, customers and partners on a day-to-day basis and play a crucial role in our ability to achieve our vision and corporate plan priorities.

[Living the Values Everyday Framework](#)

We have five core values:

- Proud to be customer-centred - we put the customer central to everything we do.

- Listen and act upon - we listen to each other and act on what we say.
- Honest and realistic - we are honest and realistic about what we can achieve.
- Trust and support - we trust and support each other to achieve our goals.
- Genuinely valued - we feel our contribution is valued and our achievements are recognised.

Working from Home

Improved technology has enabled working at home to be undertaken more easily. Working at home should be clearly denoted into outlook calendars and there is an expectation that at these times, staff will be easily contactable by email/Instant Message and/or Lync telephone. Before working from home you need to seek agreement from your line manager.

Getting Started – Essential Service Information

Acronyms

Here is a list of [acronyms](#) that you may find helpful to refer to as a new starter.

Adults' Services

Adults' Services provide support to residents of West Sussex who may have care and support needs resulting from a physical or mental impairment or illness. This includes advice and information, assessment of social care need, and safeguarding adults at risk or harm neglect or abuse. Where an adult (including family or friend carers) is assessed as having eligible needs within national eligibility criteria Adults' Services has a duty to ensure those needs are met, this may be through informal or community based resources or through funded care and/or support. The national eligibility criteria is set out within the Care Act 2014.

There are times when Children's and Adults' Services need to work closely together, and where each service will have legal duties and responsibilities. For example where concerns about a parents' ability to look after or safeguard their children wholly or partly results from their own physical or mental impairment or illness. In such circumstances a request for an assessment of their needs under the Care Act should be made. Other examples include where a child or young person is providing direct care and support to a parent with potential social care and support needs.

Phone Adults' CarePoint on 01243 642121.

Corporate Parenting Responsibilities

The role that councils play in looking after children is one of the most important things they do. Local authorities have a unique responsibility to the children they look after and their care leavers.

More information about [Corporate Parenting](#) can be found in our West Sussex Children's Services Procedures Manual.

Initial Health Assessments

Health assessments for Children looked after is a statutory requirement and Initial Health Assessments should take place within 20 working days of the child becoming CLA. Please read the following [health assessment guidance](#).

Local Offer

[The West Sussex Local Offer](#) helps you find information about local services, support and events for children and young people aged 0 - 25 years who have special educational needs or disabilities (SEND).

Mind of My Own One

Mind of My Own is an app that helps young people communicate their views in a way that suits them. Young people create their own account, which can be used on any device at any time. This means that young people can use the app to say how they are feeling, what support they need and tell their worker about things that are important to them.

Please review the [guide to Mind of My Own](#).

You may also wish to refer to [frequently asked questions and guidance for staff using Mind of My Own](#).

Personal Education Plans

A personal education plan (PEP) is a document which describes how a child looked after (guide) will be supported in their learning to make sure they achieve as well as their non-looked after peers. All children looked after aged from 3 to 18 must have a PEP, whether or not they are currently in education. PEPs have to be reviewed termly and more

frequently if there are significant changes e.g. moving to a new school or there are concerns about a young person's progress.

PEPs must include aspirational and SMART targets for the child's progress in their learning and identify what additional support the child or young person needs in order to achieve those targets. A good PEP ensures that teachers, social workers, carers, other practitioners and the young people themselves have a clear plan about what is needed to ensure that child is doing well in their learning and shows clearly if they are not.

The Virtual School can be contacted on WSVS@westsussex.gov.uk or alternatively contact the allocated Assistant Head for your child.

Services Available in West Sussex

The Child and Family Intervention Service have created a [mapping of services](#) to support practitioners. This mapping is now updated every six months by CFIS, sent to all staff and added to the West Sussex online procedures.

Signs of Safety (Practice Framework)

West Sussex has adopted a whole systems approach using Signs of Safety. All staff are expected to attend an initial 2 day training course and further ongoing training to support this approach being embedded in their practice.

Signs of Safety is an integrated framework for how to do child intervention work - the principles for practice; the disciplines for practitioners' application of the approach; a range of tools for assessment and planning, decision making and engaging children and families; and processes through which the work is undertaken with families and children, and including partner agencies.

Signs of Safety practice returns child intervention to being the catalyst that initiates behaviour change by families.

The views of the child(ren) and family are important within this framework and we have a range of tools to help professionals to identify, understand and respect their views.

[ONE MINUTE GUIDE: Signs of Safety No 34](#)

[Signs of Safety Website](#)

[Signs of Safety Toolkit](#)

Special Educational Needs and Disabilities Information Advice and Support Service (SENDIAS)

SENDIAS is a statutory service that supports parents of children and young people at 'SEN Support' stage as well as those with Education, Health and Care Plans (EHC Plans).

Helpline: 0330 222 8555

Email: send.ias@westsussex.gov.uk

Supervision

WSCC Children's Services recognises that staff supervision is integral to the effective delivery of high quality services to children and their families. These procedures set out the framework and minimum standards to implement an effective and consistent approach to supervision practice within Children's Services.

Click [here](#) to read the supervision policy.

The Pledge

Our aim is for all our children and young people in West Sussex to be safe, resilient and realising their potential and aspirations.

Please review [Our Pledge to Children who are Looked After and Care Leavers](#).

Virtual School

The Virtual School is responsible for ensuring that all children looked after (CLA) (guide) fulfil their educational potential. Whilst these children attend different schools across West Sussex and in other local authorities, the Virtual School monitors their attendance, attainment and achievement in the same way that a 'bricks and mortar' school would, and makes sure that their educational success is a top priority in care planning.

The role of Virtual School Head has been statutory for all local authorities since 2013. The statutory [guidance](#) issued February 2018 details the role of the Virtual School Head (VSH) in relation to Children Looked After (0-18) including those placed for adoption and in Early years' settings. Within West Sussex, the Care Leaver Service monitors those aged 18 – 25.

The Head of Virtual School is a 'champion' of our corporate parenting responsibilities regarding the education of children looked after, ensuring that the gap between the attainment of those children and their non-looked after peers is closing. She works closely with other local authorities in relation to West Sussex children educated out of the county, as well as those children from other local authorities who are placed and/ or educated in West Sussex.

If you are working with a child/ children looked after and would like to speak to someone about their educational attainment, either to raise concerns about their education or to request additional support, you can contact the Virtual School team on WSVS@westsussex.gov.uk or the Assistant Head attached to your child.

West Sussex Children Services Procedures Manual

The West Sussex Children Services Procedures Manual is produced and maintained in partnership with tri.x. This replaces all previous procedures manuals.

Please see [Using this Manual](#) for full details about the way this manual works.

West Sussex Safeguarding Children Board (WSSCB)

The [WSSCB website](#) is available to professionals, parents/carers and young people to access. It is a central and valuable resource which has a wide range of information on a variety of safeguarding topics including [neglect](#), [child sexual abuse](#) as well as [Threshold Guidance](#), support around the [MASH referral process](#), [multi-agency training](#) and [Pan Sussex Safeguarding Procedures](#).

It is important for practitioners to be aware of and familiar with the WSSCB website. This is also where information on national and local [Serious Case Reviews](#) can be found. It is also a central point for [professionals](#) to access tools and resources to support their safeguarding practice.

Click here to find explore [which training is right for you](#).

You can also click [here](#) to subscribe to monthly WSSCB email bulletins, which will provide you with updates and information about safeguarding children and young people.

Whistleblowing

[The Confidential Reporting \(Whistleblowing\) Policy](#) explains how the County Council enables its staff to express concerns about things happening at work and how such staff will be supported in doing so. It also explains how people who are not employed by the County Council may use this process to report concerns about any other area of activity related to the responsibilities of the County Council.

Roles in Children's Services

Advanced Practitioners (AP) – The Advanced Practitioner supports teams by being the recognised subject matter expert and exemplar of good social work practice. Their role is to model good practice, inspire staff and provide constructive and reflective challenge to enhance social work practice and promote innovation and new ways of working.

Child and Family Worker (CFW) – Child and Family Workers support the work of Social Workers by carrying out specific tasks with children and their families. They do not case hold.

Child Protection Advisor (CPA) – Child Protection Advisors chair multi-agency child protection conferences at which decisions are made about whether particular children need to be made subject to a child protection plan. They are also responsible for drawing up the initial plan with those present and then reviewing it, to ensure it is being progressed effectively. They will also provide advice and guidance to social workers and partner agencies.

Contact Supervisor (CS) - Contact Supervisors support Looked After children and young people to see their families, this can take place in the community, children and family centres or Social Services buildings depending on the associated risk. Supervisors make notes throughout the session which informs a report sent to the allocated Social Worker. The central Supervised Contact team are based in Chichester. All requests for contact are sent to this team for review, if approved they will arrange venues and match the family with contact supervisors. They support contact for children who are CLA, in proceedings or pre-proceedings.

Group Manager (GM) – Each group of Social Workers is managed by a Group Manager who reports to the Service Leader. Group Managers manage between 2 to 6 practice groups. The role carries operational responsibility and accountability for the development and delivery of the day to day social care service. They are also responsible for contributing to the creation of an effective working climate within which Social Workers can carry out good social work.

Independent Reviewing Officer (IRO) - Every child looked after must have a named Independent Reviewing Officer. IRO's chair the statutory

Reviews for looked after children, ensuring that children are fully consulted and participate in their meetings. The IRO must ensure that the care plan for the child fully reflects the child's current needs and that the actions set out in the plan are timely and consistent with the local authority's legal responsibilities towards the child. The IRO is also responsible for monitoring the child's case on an ongoing basis and invoking the dispute resolution process when needed.

Missing and Exploitation Coordinators (MEC) – Missing and Exploitation Coordinators are Advanced Practitioners that lead our practice with children who go missing or are exploited. The Missing and Exploitation coordinators lead our multi agency Missing and Exploited children Operation Group, (MEOG). They track the children who have gone missing each week and review all Child Exploitation Risk Assessments. MEOG monitors changing risks and needs of children through timely information-sharing and provides real-time responses to emerging concerns. The Missing and Exploitation Coordinators are key to ensure that Social Workers are in a position to make well informed judgements based on up to date evidence, and that MEOG results in clear action planning, coordination of work across agencies and close monitoring of plans so that children are protected and supported.

Newly Qualified Social Workers (NQSW) – Newly Qualified Social Workers work in one of the service academies which provide a supported learning environment in which to complete their Assessed and Supported Year in Employment (ASYE). As with their more experienced colleagues NQSW's are responsible for working with children, parents, extended family and other agencies to ensure that children are supported and protected from harm and are able to enjoy and achieve. They hold a reduced case load of children specific to their service area and complete additional training. NQSW's do not have case holding responsibility for Child Protection until after the six month point of their ASYE.

Practice Manager (PM) – The role of the Practice Manager is to lead, motivate, nurture and manage a team of Social Workers and unqualified staff to deliver a children's social care service on a day to day basis. They are accountable for the practice of Social Workers within the team they manage, and for providing supervision and performance appraisals.

Principal Social Worker (PSW) – The Principal Social Worker is responsible for supporting social workers to improve the quality of social

work practice. They work alongside social workers and other practitioners to identify opportunities to improve social work delivery and provide independent scrutiny of practice and standards. The Principal Social Worker relates the views of social workers to senior managers to ensure the views and experiences of children and families are fully considered in the planning and delivery of social care services.

Return Home Interview Practitioners (RHIP) - The Missing Children Team exists to provide an independent Return Home Interview (RHI) to any child returning to their home or care setting after they have been reported to the police as a missing child. Return Home Interview Practitioners aim to understand why the child ran away and uncover information that can be used to reduce the likelihood of the child going missing again. They address the risks or incidents that children may have been exposed to while missing and identify risk factors in their home and social life.

Senior Social Worker (SSW) – The Senior Social Worker role is that of an 'expert case holder'. They will hold the most complex and challenging cases and be able to work independently to make good risk management decisions. They will support in the coaching and mentoring of less experienced staff.

Service Development Lead (SDL) – The role of the Service Development Lead is to lead, with a particular focus, across the whole service in ensuring good practice. They are key to ensuring that Social Workers and Practice Managers are implementing good practice. The Service Development Leads work across all services and lead on transformational projects, quality assurance, practice improvement and practice development work across the system.

Service Development Manager (SDM) – The role of the Service Development Manager is to lead, inspire and motivate staff. They are key to ensuring that Social Workers are in a position to make well informed judgements based on up to date evidence. The Service Development Managers work across services and lead on transformational projects and practice development work.

Service Leader (SL) – The Service Leader role is a key high level strategic leadership role, and is responsible for the overall management and development of the service as well as being accountable for the case work and outcomes in their service areas.

Sessional Workers (SeW) – Sessional workers are casual staff that can provide support to the social work tasks. They are primarily a preventative resource, a service offered to families to prevent family situations reaching or staying at crisis point. They can provide one-to-one work with a child to help build self-esteem, establish appropriate relationships, integrate into education or the community etc. They can provide early intervention support for a family in crisis and support to children in care and children with disabilities. They provide support for Supervised Contact and can assist with transport for service users to attend appointments.

Social Worker (SW) – Social Workers are responsible for working with children, parents, extended family and other agencies to ensure that children are supported and protected from harm and are able to enjoy and achieve. They will hold a case load of children specific to their service area.

Team Manager/Team Leader (TM/TL) - The role of the Team Manager/Leader is to lead, motivate, nurture and manage a team of staff to deliver a children's social care service on a day to day basis. They are accountable for the practice within the team they manage, and for providing supervision and performance appraisals.

Structure Chart

Add the correct name for each role and complete the chart to familiarise yourself with our structure.

Chief Executive	
Executive Director for People Services	
Director of Children's Services	

Assistant Director for Early Help	
Assistant Director for Safeguarding, Quality and Practice	
Assistant Director for Corporate Parenting	
Deputy Director of Children's Services	
Head of Safeguarding	
Strategic Partnership Lead	

MASH Service Lead	
Assessment and Intervention Service Lead	
Family Support Protection & Disability Lead	
Family Support Protection Service Lead	
Children Looked After Service Lead	
Fostering and Adoption Service Lead	
Residential Service Lead	

Contacts

You can use this template to note some initial key contacts (WSCC and/or multi-agency)

Contact	Email	Telephone

Service Induction Checklist

To be completed alongside Corporate Induction Day 1

Day 1 - ALL

Task	Who/Method	Met
First Day		
Explain how the service fits into the wider service.	Line Manager	<input type="checkbox"/>
New starter to provide emergency contact details. Manager to record.	Line Manager	<input type="checkbox"/>
Share buddy name (Advanced Practitioner or Senior Social Worker) selected to support new starter.	Line Manager	<input type="checkbox"/>
Explain how the service fits into the wider service.	Line Manager	<input type="checkbox"/>

Week 1 - ALL

Task	Who/Method	Met
First week		
Set initial induction objectives (including online training requirements, policies and procedures etc).	Line Manager/New Starter	<input type="checkbox"/>
Explain the duty process.	Line Manager	<input type="checkbox"/>
Explain how to get added to relevant distribution lists.	Line Manager	<input type="checkbox"/>
Forward relevant meeting requests.	Line Manager	<input type="checkbox"/>
Discuss arrangements for booking annual leave and sickness procedure.	Line Manager/The Point	<input type="checkbox"/>
New starter to access tri.x and be shown where to find practice guidance and standards.	Line Manager	<input type="checkbox"/>
Manager to identify and discuss relevant Mosaic modules for new starter to complete (refer to Learning section in this handbook).	Line Manager	<input type="checkbox"/>
Identify opportunities to shadow teams and/or individuals. Discuss meetings to attend.	Line Manager/New Starter	<input type="checkbox"/>

Service Induction Checklist

Week 2 - ALL

Task	Who/Method	Met
Second week		
Review Week 1 induction objectives and discuss any queries.	Line Manager/New Starter	<input type="checkbox"/>
Manager to signpost new starter to relevant practice standards and guidance for new starter to read in Week 2.	Line Manager/New Starter	<input type="checkbox"/>
Discuss supervision arrangements for new starter (new starter to complete supervision agreement).	Line Manager/New Starter	<input type="checkbox"/>
Discuss appraisal process (objectives and review).	Line Manager/New Starter	<input type="checkbox"/>
Identify additional opportunities to shadow teams and/or individuals. Discuss additional meetings to attend.	Line Manager/New Starter	<input type="checkbox"/>
Discuss service specific Mosaic episodes and check new starter understanding.	Line Manager/new Starter	<input type="checkbox"/>
New starter to be made aware of process for Initial/Review Health Assessments.	Line Manager	<input type="checkbox"/>
Discuss Signs of Safety and team application/recording. New starter to be signposted to Signs of Safety Direct Work Tools.	Line Manager/New Starter	<input type="checkbox"/>
Examples of good practice relevant to role and where to find them.	Line Manager/New Starter	<input type="checkbox"/>

Service Induction Checklist

Week 3 - ALL

Task	Who/Method	Met
Third week		
Review Week 2 induction objectives and discuss any queries.	Line Manager/New Starter	<input type="checkbox"/>
Review relevant practice standards and guidance signposted to in Week 2.	Line Manager/New Starter	<input type="checkbox"/>
Discuss requirements for Personal Education Plans and signpost to Improving Education Outcomes for our Children Looked After training on the L&D Gateway.	Line Manager/New Starter	<input type="checkbox"/>
New starter to review Threshold Guidance .	New Starter	<input type="checkbox"/>
Discuss Child Exploitation Risk Assessment . New starter to review.	Line Manager/New Starter	<input type="checkbox"/>
New starter to be signposted to Neglect Toolkit . Manager to outline expectations and refer to procedures.	Line Manager/New Starter	<input type="checkbox"/>
Review Protocol on Children Missing and Timeline Guide for when children go missing.	Line Manager/New Starter	<input type="checkbox"/>
Discuss TOIL and flexible working arrangements	Line Manager/New Starter	<input type="checkbox"/>

Service Induction Checklist

Week 4 - ALL

Week 4		Who/Method	Met
First month			
	Review Week 3 induction objectives and discuss any queries.	Line Manager/New Starter	<input type="checkbox"/>
	Confirm that mandatory corporate induction online modules have completed.	New Starter	<input type="checkbox"/>
	4 week progress review. <u>Induction Policy</u>	Line Manager/New Starter	<input type="checkbox"/>
	Probation review booked. <u>Probation Policy</u>	Line Manager/New Starter	<input type="checkbox"/>
	Ensure that new starter has access to SharePoint Team Space.	Line Manager/New Starter	<input type="checkbox"/>
	Discuss audit process and quality assurance.	Line Manager/New Starter	<input type="checkbox"/>
	Discuss wider learning needs and agree training priorities for new starter. Refer to L&D Gateway and WSSCB pathways.	Line Manager/New Starter	<input type="checkbox"/>
	Book place for 'Meet the Leader'. (Optional)	New Starter L&D Gateway	<input type="checkbox"/>

Service Induction Checklist

Within 4 weeks – MANAGERS ONLY

Task	Who/Method	Met
First week – NEW MANAGERS ONLY		
Complete Service Induction Checklist Week 1 - ALL	New Starter	<input type="checkbox"/>
Monthly weekly performance CARR Performance Report, Annex A data and local reporting systems	Line Manager/New Starter	<input type="checkbox"/>
Discuss Practice Manager Development Programme and signpost to pathway on the L&D Gateway	Line Manager/New Starter	<input type="checkbox"/>
Discuss Value Centred Leadership Programme and signpost new starter to L&D Gateway – consider booking a place on Introduction to the Values Centred Leadership Programme (appropriate for people managers who have been working in a management and leadership role for over 6 months).	Line Manager/New Starter	<input type="checkbox"/>
Discuss manager functions specific to service	Line Manager	<input type="checkbox"/>
Management Oversight specific to service (PM, GM, SL)	Line Manager	<input type="checkbox"/>
Discuss supervision policy and manager responsibilities	Line Manager/New Starter	<input type="checkbox"/>
Discuss appraisal framework and manager responsibilities	Line manager/New Starter	<input type="checkbox"/>
Check that new starter can locate HR Policy Zone (policies and procedures)	New Starter/The Point	<input type="checkbox"/>
Meeting framework and expectations	Line Manager	<input type="checkbox"/>

Role and Service Specific Checklist

- ① Line Manager and New Starter to identify any additional tasks to be completed in the first month.

Within 4 weeks

Task	Timescale	Met
First Month		
		<input type="checkbox"/>

Learning

[Use this link to access the Corporate Induction Modules](#)

Course/Module	Who should complete?	When?	Delivery method	Met
Welcome Module	ALL	Within first week	eLearning	<input type="checkbox"/>
Induction Workshop for New Staff	ALL	Book a place within 4 weeks of starting?	Workshop (face to face)	<input type="checkbox"/>
Corporate Health and Safety Induction Training	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Being an Employee	ALL	Within four weeks	eLearning	<input type="checkbox"/>
The Role of the Fire Warden		Within four weeks	eLearning	<input type="checkbox"/>
Information Security – Protecting Information	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Information Security – Cyber Security	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Information Security – Data Protection	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Introduction to Risk Management	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Diversity and Inclusion – Unconscious Bias	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Reporting Fraud and Corruption – Fraud Awareness for Local Government	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Financial Regulations and Procedures	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Keeping Residents Safe	ALL	Within four weeks	eLearning	<input type="checkbox"/>

Course/Module	Who should complete?	When?	Delivery method	Met
Being a Manager and Leader at West Sussex County Council	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
Health and Safety and Manager Responsibilities	MANAGERS	Within four weeks	Presentation and links to information on Gateway	<input type="checkbox"/>
Communicating With Emotional Intelligence	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
Decision Making	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
Motivating and Feedback	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
Planning and Monitoring Team Performance	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
Delegating and Objective Setting	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>

Service Induction Modules

Course/Module	Who should complete?	When?	Delivery method	Met
Protecting Information <i>(required for those with access to Mosaic)</i>	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 1: Navigating Mosaic	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 2: Searching for Records	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 3: Case Notes	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 4: Documents	ALL	Within first week	eLearning	<input type="checkbox"/>

Course/Module	Who should complete?	When?	Delivery method	Met
Mosaic Module 5: Creating a Person's Record	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 6: Amending a Person's Record	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 7: Create Personal Relationships	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 8: Workflow	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 9: Work Steps	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 10: A Step With A Request	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 11: Receiving and Actioning Requests	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 12: Workflow Map	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 13: Copy From Function	ALL	Within first week	eLearning	<input type="checkbox"/>
Mosaic Module 14: Team Workview and Assigning Work	MANAGERS	Within first week	eLearning	<input type="checkbox"/>
Introduction to Mosaic – Follow Up Workshop <i>(must complete online learning modules first and have login for Mosaic)</i>	MANAGERS – OPTIONAL	Within four weeks	Face to Face (Book your place)	<input type="checkbox"/>
Stress Management for Employees	ALL	Within four weeks	eLearning	<input type="checkbox"/>
Stress Management Interactive – For Managers	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>

Course/Module	Who should complete?	When?	Delivery method	Met
Manual Handling Interactive	IF RELEVANT TO ROLE	Within four weeks	eLearning	<input type="checkbox"/>
Manual Handling Video – featuring Glenn Ross	IF RELEVANT TO ROLE	Within four weeks	eLearning	<input type="checkbox"/>
<u>PREVENT</u>	ALL	Within four weeks	eLearning (hosted on an external website – please save certificate)	<input type="checkbox"/>
<u>Seen and Heard - Child Sexual Abuse and Exploitation Awareness</u>	ALL	Within four weeks	eLearning (hosted on an external website – please save certificate)	<input type="checkbox"/>
<u>FGM</u>	ALL	Within four weeks	eLearning	<input type="checkbox"/>
<u>Domestic Abuse</u>	ALL	Within four weeks	eLearning	<input type="checkbox"/>
<u>Safeguarding Adults - Basic Awareness</u>	ALL	Within four weeks	eLearning	<input type="checkbox"/>
<u>Managing Meetings</u>	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Approve Annual Leave	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Approve Pay Claim	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Approve Travel Expense Claim	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Recording Sickness	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Set Up Substitute Manager	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS Six Standard Reports	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>

Course/Module	Who should complete?	When?	Delivery method	Met
MSS Amending Sickness	MANAGERS	Within four weeks	eLearning	<input type="checkbox"/>
MSS (Manager's Self Service) Workshop	MANAGERS – OPTIONAL	Within four weeks	Face to Face (Book your place)	<input type="checkbox"/>
SAP Finance for Managers	BUDGET HOLDING MANAGERS – OPTIONAL	Within 4 weeks	Face to Face (Book your place)	<input type="checkbox"/>

Written by: Service Group Managers and LDOD

Version Control			
Version	Author	Date	Changes
1.0	Katie Bradbury	12/9/2019	Approved