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**West Sussex County Council**

Children’s Social Care Induction

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West Sussex County Council

Children’s Social Care Induction

Welcome to West Sussex County Council. Children’s Social Care 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 Social Care.

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 Social Care induction must be completed alongside the corporate induction. You should begin working through your Children’s Social Care 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 Social Care induction.

There are two corporate induction programmes:

* [Staff Induction](https://www.westsussexcpd.co.uk/courses/bookings/pathways.asp?pid=51&pathway_search=1&ds=1&frompage=pathways.asp)
* [Manager Induction](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=799#sthash.TgCp53Gu.dpbs)

The corporate induction sits on the [Learning and Development Gateway](http://www.westsussexcpd.co.uk/cpd/), 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 Social Care 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 Social Care 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 Social Care induction document and indicating when tasks on induction checklists have been met.

The purpose of induction is to help new starters:

* Settle into the organisation.
* 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 35 – 39 of this induction handbook where learning requirements are listed.

**Induction Resource**

The following [documents and resources](http://teamspace.westsussex.gov.uk/teams/CLD/LDS/Induction%20Resources/Forms/AllItems.aspx) are available to help managers through the induction process with their new starter.

**Induction Completed**

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| --- | --- | --- | --- |
| 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.

**Contents**

|  |  |
| --- | --- |
| Getting Started – Essential WSCC Information | 4 - 15 |
| Getting Started – Essential Service Information | 16 - 25 |
| Structure Chart | 26 |
| Contacts | 27 |
| Day 1 and Week 1 Checklist (ALL) | 28 |
| Week 2 Checklist (ALL) | 29 |
| Week 3 Checklist (ALL) | 30 |
| Week 4 Checklist (ALL) | 32 |
| Within 4 weeks – New Managers’ Checklist | 32 |
| Role and Service Specific Checklist (ALL) | 33 |
| Learning | 34 - 37 |
| Governance and Sign-off | 38 |

Getting Started – Essential WSCC Information

**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](mailto: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](http://theintranet.westsussex.gov.uk/Library/Documents/sickness_absence_policy.pdf).

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](http://theintranet.westsussex.gov.uk/Library/Documents/county_hall_building_and_office_guide_int.pdf)

**Horsham**

[County Hall North Building Guide](http://theintranet.westsussex.gov.uk/Library/Documents/county_hall_north_horsham_buildings_and_office_guide.pdf)

**Durrington Bridge House**

No building guide available at time of induction update.

**Bognor**

[Durban House Building Guide](http://theintranet.westsussex.gov.uk/Library/Documents/durban_house_guidance_int.pdf)

**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](http://theintranet.westsussex.gov.uk/Library/Documents/car_parking_policy.pdf) 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)](https://www.chichester.gov.uk/carparks)

[Map and information on car parks close to Parkside, Horsham (RH12 1XH)](https://www.horsham.gov.uk/parking/town-centre-parking)

[Map and information on park and ride, Horsham (RH13 0AR)](https://www.metrobus.co.uk/horsham-park-ride/)

**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](http://theintranet.westsussex.gov.uk/Library/Pages/Conduct-discipline-grievance-and-whistleblowing-policies.aspx). 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](http://theintranet.westsussex.gov.uk/Library/Pages/A-Z-of-policies.aspx)

**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](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&entryID=standard-email-signatures) 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](http://theintranet.westsussex.gov.uk/Library/Documents/using_email_how_to_guide.pdf) 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.](http://theintranet.westsussex.gov.uk/Library/Pages/how-we-work.aspx)

We recommend that you save this link as a favourite.

**IT**

**Contact details**

[IT.Service.Desk@westsussex.gov.uk](mailto: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](http://theintranet.westsussex.gov.uk/Library/Documents/service_desk_online_user_guide.pdf) for more information.

**Guidance for using your laptop and our systems**

We have collated all guidance in one place for you to find information about using your laptop and a guide of where to go for support for different needs. To go to the site you click on the Children First tile on the point and you will then see a new tile titled ‘Laptop, Systems and Technology Guidance’. You can also access the page directly by clicking [here](http://teamspace.westsussex.gov.uk/teams/CSC/Laptops_Systems_and_Tech_Guide/Laptops%20Systems%20and%20Tech%20Guide/Home.aspx), you may wish to save this as a favourite for future reference.

The site does not replace existing resources such as the Windows 10 site or Mosaic guidance on Tri.x and so it will direct you there if this is what you are looking for. Here are some examples of guides that you may find useful:

* Using Mobile Hotspot
* Where do I go for support
* Top Tips for getting the most from your laptop
* Privacy Handbook – following the law and avoiding data breaches
* Internet Safety for children – links to resources
* Useful Apps

**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](https://www.westsussexcpd.co.uk/cpd/content_detail.asp?contentid=638#sthash.qwyeB49f.dpbs). 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](https://www.westsussexcpd.co.uk/cpd/default.asp).

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](http://theintranet.westsussex.gov.uk/Pages/default.aspx) 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](mailto: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](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=online-systems/the-point&k=How%20do%20I%20keep%20my%20contact%20details%20up%20to%20date?&entryid=edit-people-directory).

**Performance and Development/Personal Supervision**

One of the key pillars in our People Framework is Performance and Development. People performance and business performance go hand in hand to ensure we deliver the outcomes and objectives within our Council Reset Plan and in particular, our **Children First Plan.**

Individuals should have clarity about what is expected of them, to see how their work fits into the bigger picture, to learn and develop, and feel confident that they have the skills, support and resources needed to make a positive difference.

Our performance management and development framework is based on a 12:4:2 model, an ongoing regular cycle of **personal supervision conversations** where there are 12 monthly conversations, four of which are focused on individual development, while an additional two sessions are held as a team to discuss team performance.

Both the individual and manager should take an active role in conversations to:

* discuss wellbeing and how best to be supported
* use reflection to learn and improve
* follow the strengths-based practice
* resolve concerns and challenges in a timely manner
* agree solutions for service improvements
* invite constructive feedback from each other
* acknowledge each other’s good works and give recognition
* regularly evaluate agreed objectives

To prevent duplication, personal supervision requirements and the Councils’ performance management and development framework are being merged. This means that you can record performance and development conversations in the personal supervision template. The 2020 supervision policy is currently being updated to reflect this. Please refer to the supervision policy.

**Probation Policy**

You are expected to 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. If you are on AYSE and a longer probation period, continue to contribute to discussion about probation and progress until this requirement has been completed. Please refer to the [Probation Policy](http://theintranet.westsussex.gov.uk/Library/Documents/probation_policy.pdf).

**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](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=Office-services&k=How%20do%20I%20book%20a%20meeting%20room?%20&entryid=book-meeting-room).

**SharePoint**

Please refer to [SharePoint an Introduction](http://teamspace.westsussex.gov.uk/teams/SPT/spus/Team/SharePoint_Intro.pdf).

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](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?ds=1&town=0&ismodule=0&keyarea=3&sdate=today&curpage=1) 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](mailto: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](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=Office-services&k=How%20do%20I%20order%20stationery?&entryid=how-do-i-order-stationery).

**Travel Expenses**

[How do I claim back my travel expenses?](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=human-resources/staff-travel&k=How%20do%20I%20claim%20back%20my%20travel%20expenses?&entryid=claim-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](http://teamspace.westsussex.gov.uk/teams/FI/cf/cm/SitePages/Travel%20Hub.aspx).

Travel by train should be booked through the travel hub.

Click [here](http://teamspace.westsussex.gov.uk/teams/FI/cf/cm/SitePages/Travel%20Hub%201st%20Registration.aspx) for instructions on how to register, or watch [this video](http://teamspace.westsussex.gov.uk/teams/FI/cf/cm/Shared%20Documents/Travel%20Hub%20Public%20Docs/Travel%20Planner.mp4) which also includes a walkthrough of how to book your travel. Please also take a moment to view the [Frequently Asked Questions (FAQs) page](http://teamspace.westsussex.gov.uk/teams/FI/cf/cm/SitePages/Travel%20Hub%20FAQs.aspx) and [travel hub user guide](http://teamspace.westsussex.gov.uk/teams/FI/cf/cm/Shared%20Documents/Travel%20Hub%20Public%20Docs/Travel%20Hub%20User%20Guide.pdf).

**Voicemail and Responding to Calls**

Voicemail 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 voicemail the days that you work so that the caller is aware that there may be a delay to your response.

[Guidance on Lync Voicemail and Call Forwarding](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=online-systems/the-point&k=How%20do%20I%20record%20a%20voicemail%20message?&entryid=record-voicemail)

**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](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=human-resources&k=What%20is%20the%20%27Living%20Our%20Values%20Every%20Day%27%20recognition%20scheme?&entryid=living-our-values-every-day)

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.

The 'Living Our Values Every Day' recognition scheme is available to all staff employed by West Sussex County Council (WSCC) and enables us to recognise and celebrate the great work that our employees do, especially those who role model our [**West Sussex Values**](http://theintranet.westsussex.gov.uk/Library/Pages/West-Sussex-Values.aspx) every day.

[West Sussex Choices](http://theintranet.westsussex.gov.uk/Library/Pages/West-Sussex-Choices.aspx)

**Working from Home**

*During Covid restrictions please discuss requirements for your role with your line manager.*

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](http://teamspace.westsussex.gov.uk/teams/OD/Team/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fteams%2FOD%2FTeam%2FShared%20Documents%2FInduction%5FChildrens%5FServices&FolderCTID=0x012000F634434441066241B3BA251C908FF22D&View=%7b9A6AF5AD-FB8B-42DA-A565-7FD499AB465F%7d&InitialTabId=Syntergy%2ECutAndPaste%2ERibbon%2ECustomTab&VisibilityContext=WSSTabPersistence) 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](https://www.proceduresonline.com/westsussex/cs/values.html?zoom_highlight=corporate#cor_par) can be found in our West Sussex Children's Services Procedures Manual.

**Family Safeguarding Model**

Children’s Services have adopted Family Safeguarding as their practice model.

Family Safeguarding is a strengths-based approach that was developed in Hertfordshire in 2015. This is a new way of working that focuses on supporting parents and carers with the aim of keeping children safely within their families.

This is achieved through a more collaborative way of working that encourages parents and carers to identify the changes needed within their own families. This approach will help us achieve better outcomes for children in West Sussex by reducing the need for children to come into care.

Family Safeguarding provides a whole family approach to child protection. Adult specialist practitioners are co-located into social work teams, making it easy to access the right help and support for adults and children. Combining the knowledge and expertise of all these specialist workers to assess and address the needs of the whole family enables more children to remain safely together with their families, reducing the need for children to come into care.

**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.](http://teamspace.westsussex.gov.uk/teams/OD/Team/Shared%20Documents/Induction_Childrens_Services/Health%20Assessment%20Guidance%20(V2)%20(3).docx)

**Local Offer**

[The West Sussex Local Offer](https://local-offer.org/) 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](http://theintranet.westsussex.gov.uk/Library/Documents/mind_own_signup.pdf).

You may also wish to refer to [frequently asked questions and guidance for staff using Mind of My Own](http://theintranet.westsussex.gov.uk/Library/Documents/mind_own_faqs.pdf).

**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](mailto:WSVS@westsussex.gov.uk) or alternatively contact the allocated Assistant Head for your child.

**Private Fostering Arrangements**

All West Sussex County Council professionals including Social Workers and Children Family Workers have a legal duty (Section 70, The Children Act 1989) to notify West Sussex MASH regarding a child or children that may be in a private fostering arrangement as soon as we have identified or become aware of this.

A private fostering arrangement is when a child or young person under 16 years (under 18 if the child is disabled), is living away from home for 28 days or more and is being cared for by an adult who is not their:

• Parent

• Grandparent

• Person with parental responsibility

• Stepparent (by marriage or civil partnership)

• Aunt

• Uncle

• Sister

• Brother

If you become aware of private fostering arrangements or if you want further information, please contact:

West Sussex County Council Multi Agency Safeguarding Team (MASH); Tel: 01403 229900; Email: [mash@westsussex.gcsx.gov.uk](mailto:mash@westsussex.gcsx.gov.uk)

**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](mailto:send.ias@westsussex.gov.uk)

**Supervision**

WSCC Children’s Social Care 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 Social Care.

Click [here](https://proceduresonline.com/trixcms1/media/5133/supervision-policy.pdf) to read the supervision policy. Please note the Supervision policy is due to be updated in May 2021 and will be replaced on tri.x.

**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](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/683556/Promoting_the_education_of_looked-after_children_and_previously_looked-after_children.pdf) 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](mailto: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](https://www.proceduresonline.com/westsussex/cs/using_this_manual.html) for full details about the way this manual works.

**West Sussex Safeguarding Children Board (WSSCB)**

The [WSSCB website](https://www.westsussexscb.org.uk/) 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](https://www.westsussexscb.org.uk/professionals/neglect-and-abuse/?preview=1), [child sexual abuse](https://www.childline.org.uk/info-advice/bullying-abuse-safety/abuse-safety/sexual-abuse/) as well as [Threshold Guidance](https://www.westsussexscb.org.uk/professionals/working-together/west-sussex-continuum-of-need-threshold-guidance/?preview=1), support around the [MASH referral process](https://www.westsussexscp.org.uk/professionals/working-together/making-a-referral), [multi-agency training](https://www.westsussexscb.org.uk/professionals/training/) and [Pan Sussex Safeguarding Procedures](https://sussexchildprotection.procedures.org.uk/).

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](https://www.westsussexscp.org.uk/reviews/) can be found. It is also a central point for [professionals](https://www.westsussexscp.org.uk/professionals) to access tools and resources to support their safeguarding practice.

Click here to find explore [which training is right for you.](https://www.westsussexscp.org.uk/wp-content/uploads/Which-Training-is-Right-for-You-Document-Updated-27-2-2018-V2-PDF.pdf)

You can also click [here](https://www.westsussexscp.org.uk/information-resources/newsletters-bulletins) 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](http://theintranet.westsussex.gov.uk/Library/Documents/confidential_reporting_policy_whistleblowing.pdf) 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 Social Care**

**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.

**Advanced Social Worker (ASW)** – The Advanced 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.

**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.

**Conference and Reviewing Officer (CRO**) – Responsible for children we care for reviews and chairing child protection conferences. Every child we care for must have a named CRO. CRO’s chair the statutory reviews for children we care for, ensuring that children are fully consulted and participate in their meetings. The CRO 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. CRO’s also 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 developing and reviewing outcome focused plans and ensuring that they are being progressed effectively. They will also provide advice and guidance to social workers and partner agencies. The CRO is also responsible for monitoring the child’s case on an ongoing basis and invoking the practice alert process when needed.

**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.

**Head of Service (HoS)** – The Head of Service 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.

**Exploitation Practitioner –** Undertake direct work with children and families. Work specifically with children who are at risk or are experiencing exploitation.

**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.

**Occupational Therapy Team** - The Life-Long Services Occupational Therapy Team is a county wide team covering West Sussex. The remit of the team is to assess, provide information and advice, equipment, recommendations for housing adaptations and rehousing needs for the home environment. The therapist may sign post to other services where the individual’s requirements are beyond the scope and remit of the Life-Long Services Occupational Therapy Team.

The children’s occupational therapists work with children and young people who have long term disabilities, their families and carers, to support to address individual needs. The therapist will work with the child, parents and carers to identify and plan appropriate intervention and support, to meet the child’s postural and environmental needs within their own home or residential home placement.

Therapists work collaboratively with other professionals across health, education and social care, to ensure service continuity, to maximise the quality of service provision, and avoid duplication of services.

**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.

**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 Manager (SM)** – Each group of Social Workers is managed by a Service Manager who reports to the Head of Service. Service 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.

**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 (TM)** – The role of the Team 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.

**Structure Chart**

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

|  |  |
| --- | --- |
| Chief Executive |  |
| Executive Director, Children, Young People and Learning |  |

|  |  |
| --- | --- |
| Director of Education and Skills |  |
| Assistant Director for Children’s Social Care & Early Help |  |
| Assistant Director for Safeguarding, Quality and Practice |  |
| Assistant Director for Corporate Parenting |  |
| Assistant Director of Children’s Commissioning |  |
| Children First Transformation Director |  |
| Senior Improvement Lead |  |

|  |  |
| --- | --- |
| Specialist Adolescent Services – Head of Service |  |
| MASH and EDT – Head of Service |  |
| Assessment and Intervention – Head of Service |  |
| Disability – Head of Service |  |
| Family Support Protection – Head of Service(s) |  |
| Resilience & Permanence – Head of Service(s) |  |
| Fostering and Adoption – Head of Service |  |
| Residential – Head of Service |  |
| Early Help – Head of Service |  |

Contacts

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

|  |  |  |
| --- | --- | --- |
| Contact | Email | Telephone |
|  |  |  |
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**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 |  |
|  | New starter to provide emergency contact details. Manager to record. | Line Manager |  |
|  | Share buddy name (Advanced Practitioner or Senior Social Worker) selected to support new starter. | Line Manager |  |
|  | Explain how the service fits into the wider service. | Line Manager |  |

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 |  |
|  | Explain the duty process. | Line Manager |  |
|  | Explain how to get added to relevant distribution lists. | Line Manager |  |
|  | Forward relevant meeting requests. | Line Manager |  |
|  | Discuss arrangements for booking annual leave and sickness procedure. | Line Manager/The Point |  |
|  | New starter to [access trix](https://www.proceduresonline.com/westsussex/cs/) and be shown where to find practice guidance and standards. | Line Manager |  |
|  | Manager to identify and discuss relevant Mosaic modules for new starter to complete (refer to **Learning** section in this handbook).[What Mosaic training do I need to complete?](http://theintranet.westsussex.gov.uk/HelpMe/Pages/helpmecontent.aspx?module=wscc&topic=online-systems/mosaic&k=What%20Mosaic%20training%20do%20I%20need%20to%20complete?&entryid=training-for-mosaic) | Line Manager |  |
|  | Identify opportunities to shadow teams and/or individuals. Discuss meetings to attend. | Line Manager/New Starter |  |

**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 |  |
|  | Manager to signpost new starter to relevant [practice standards and guidance](https://proceduresonline.com/trixcms1/media/9529/mosaic-standards.pdf) for new starter to read. | Line Manager/New Starter |  |
|  | Discuss supervision arrangements for new starter (new starter to complete supervision agreement). | Line Manager/New Starter |  |
|  | Discuss Performance Conversation Reviews / 1:1s (objectives and review). | Line Manager/New Starter |  |
|  | Identify additional opportunities to shadow teams and/or individuals. Discuss additional meetings to attend. | Line Manager/New Starter |  |
|  | Discuss service specific Mosaic episodes and check new starter understanding. | Line Manager/New Starter |  |
|  | New starter to be made aware of process for Initial/Review Health Assessments. | Line Manager |  |
|  | Manager to discuss improvement workshops with new starter. New starter to book workshops on the gateway. | Line Manager/New Starter |  |
|  | Examples of good practice relevant to role and where to find them. | Line Manager/New Starter |  |
|  | New starter to register for a Research in Practice account using their WSCC email address. | New Starter |  |
|  | New starter to email the Professional Practice team to request access to Community Care Inform. | New Starter |  |
|  | Discuss legal requirements where Private Fostering is identified and check new starter understanding. | Line Manager/New Starter |  |

**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 |  |
|  | Review relevant practice standards and guidance signposted to in Week 2. | Line Manager/New Starter |  |
|  | 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 |  |
|  | New starter to review [Threshold Guidance](https://proceduresonline.com/trixcms/media/3641/ws1953_threshold_guidance_2018-v3.pdf). | New Starter |  |
|  | Discuss [Child Exploitation Risk Assessment.](https://www.westsussexscp.org.uk/wp-content/uploads/WSSCB-Child-Exploitation-Risk-Assessment-Tool-parts-A-and-B-July-2018-5.docx) New starter to review. | Line Manager/New Starter |  |
|  | New starter to be signposted to [Neglect Strategy](https://proceduresonline.com/trixcms2/media/3062/neglect-strategy-populated-final-pdf.pdf) and [Toolkit.](https://proceduresonline.com/trixcms2/media/3164/neglect-tool-kit-tick-list-mosaic-guidance-200820.pdf) Manager to outline expectations and procedures. | Line Manager/New Starter |  |
|  | New starter to be made aware of the Neglect Champion role and contact details. | Line Manager/New Starter |  |
|  | New Starter to be signposted to Family and Friends Network Meeting [Practice Guidance](https://proceduresonline.com/trixcms1/media/11267/family-and-friends-practice-guidance-final-16321.pdf) and [Checklist](https://proceduresonline.com/trixcms1/media/11266/family-and-friends-network-meeting-checklist-final-16321.pdf).  Manager to support worker to arrange shadowing opportunities if required. | Line Manager/New Starter |  |
|  | Review Protocol on Children Missing and  [Timeline Guide](https://proceduresonline.com/trixcms/media/3361/timeline-guide-missing-feb19.docx) for when children go missing. | Line Manager/New Starter |  |
|  | Discuss TOIL and flexible working arrangements | Line Manager/New Starter |  |

**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 |  |
|  | Confirm that mandatory corporate induction online modules have completed. | New Starter |  |
|  | 4 week progress review.  [Induction Policy](http://theintranet.westsussex.gov.uk/Library/Documents/induction_policy.pdf) | Line Manager/New Starter |  |
|  | Probation review booked.  [Probation Policy](http://theintranet.westsussex.gov.uk/Library/Documents/probation_policy.pdf) | Line Manager/New Starter |  |
|  | Ensure that new starter has access to SharePoint Team Space. | Line Manager/New Starter |  |
|  | Discuss audit process and quality assurance. | Line Manager/New Starter |  |
|  | Discuss wider learning needs and agree training priorities for new starter. Refer to L&D Gateway and WSSCB pathways. | Line Manager/New Starter |  |
|  | Book place for ‘Meet the Leader’.  (Optional) | New Starter  L&D Gateway |  |

**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 |  |
|  | Monthly weekly performance CARR Performance Report, Annex A data and local reporting systems | Line Manager/New Starter |  |
|  | Discuss Practice Manager Development Programme and signpost to pathway on the L&D Gateway | Line Manager/New Starter |  |
|  | 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 |  |
|  | Discuss manager functions specific to service | Line Manager |  |
|  | Management Oversight specific to service (PM, GM, SL) | Line Manager |  |
|  | Discuss supervision policy and manager responsibilities | Line Manager/New Starter |  |
|  | Discuss appraisal framework and manager responsibilities | Line manager/New Starter |  |
|  | Check that new starter can locate HR Policy Zone (policies and procedures) | New Starter/The Point |  |
|  | Meeting framework and expectations | Line Manager |  |

**Role and Service Specific Checklist**

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 | | |
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**Learning**

**Corporate Induction Modules:** [Use this link to access the Corporate Induction Modules](https://www.westsussexcpd.co.uk/courses/bookings/pathways.asp?pid=51&pathway_search=1&ds=1&frompage=pathways.asp%20-%20sthash.tn9wKrr3.dpbs#sthash.96f1cOBw.dpbs)

| Course/Module | Who should complete? | When? | Delivery method | Met |
| --- | --- | --- | --- | --- |
| Welcome module: [Induction for new – Staff](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=817) | ALL | Within first week | eLearning |  |
| [Being an Employee](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=554&iscancelled=0&curpage=&keyword=being%20an%20employee&ds=1&unconfirmed=&cs=&subid=&sdate=24/January/2022&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.jSgjbnKK.dpbs) | ALL | Within four weeks | eLearning |  |
| [Health and Safety Induction Training](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=786) | ALL | Within four weeks | eLearning |  |
| [The Role of the Hub Fire Warden](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=527&iscancelled=0&curpage=&keyword=fire%20warden&ds=1&unconfirmed=&cs=&subid=&sdate=24/January/2022&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.QVH3Mvor.dpbs) |  | Within four weeks | eLearning |  |
| Information Security:  [Protecting Information](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=23) | ALL | Within four weeks | eLearning |  |
| Information Security:  [Cyber Security and GDPR Matters](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=759) | ALL | Within four weeks | eLearning |  |
| Information Security: [Data Protection](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=792) | ALL | Within four weeks | eLearning |  |
| [Introduction to Risk Management](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=741) | ALL | Within four weeks | eLearning |  |
| [Safeguarding refresher](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=740) | ALL | Within four weeks | eLearning |  |
| [Diversity and Inclusion](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=529) | ALL | Within four weeks | eLearning |  |
| [Unconscious Bias](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=559) | ALL | Within four weeks | eLearning |  |
| [Fraud Awareness for Local Government](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=95) | ALL | Within four weeks | eLearning |  |
| [Financial Regulations and Procedures](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=535) | ALL | Within four weeks | eLearning |  |
| [How to Use & Navigate the Point](https://www.westsussexcpd.co.uk/courses/bookings/c_detail.asp?cid=24764&iscancelled=0&curpage=&keyword=how%20to%20use%20and%20navigate%20the%20point&ds=1&unconfirmed=&cs=&subid=&keystages=&locationid=&sdate=24/January/2022&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.xsZ7Sfrs.dpbs) | ALL | Book a place within four weeks of starting. | Webinar |  |
| [Health and Safety for Managers – Managing People (Part 1)](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=health%20and%20safety%20for%20managers&ds=1&sdate=today&isModule=0&town=0) | MANAGERS | Book a place within four weeks of starting. Complete within your first three months in post. | Training |  |
| [Performance Management Webinar for Leaders](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?curpage=&keyword=performance%20management&ds=1&unconfirmed=&cs=&subid=&locationid=&sdate=27/April/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=) | MANAGERS | Book a place within four weeks of starting. Complete within your first three months in post. | Training |  |
| [Recruitment and Interview Training](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=recruitment%20and%20interview&ds=1&sdate=today&isModule=0&town=0) | MANAGERS | Book a place within four weeks of starting. Complete within your first three months in post. | Training |  |
| [Safer Recruitment](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?curpage=&keyword=safer%20recruitment&ds=1&unconfirmed=&cs=&subid=&keystages=&locationid=&sdate=27/April/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=) | MANAGERS | Book a place within four weeks of starting. Complete within your first three months in post. | Training |  |
| [Unconscious Bias Workshop for Managers](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?curpage=&keyword=unconscious%20&ds=1&unconfirmed=&cs=&subid=&keystages=&locationid=&sdate=27/April/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&s_leaid=&keyarea=&etid=&mtid=&isModule=0&pid=) | MANAGERS | Book a place within four weeks of starting. Complete within your first three months in post. | Training |  |
| [SAP Finance for Managers](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=finance%20for%20managers&ds=1&sdate=today&isModule=0&town=0) | MANAGERS IF RELEVANT TO ROLE | Within four weeks | Training |  |
| MSS: [Amending Sickness](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=536) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Approve Annual Leave](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=537) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Approve Pay Claim](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=538) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Approve Travel Expense Claim](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=539) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Recording Sickness](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=540) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Set Up Substitute Manager](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=541) | MANAGERS | Within four weeks | eLearning |  |
| MSS: [Six Standard Reports](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=542) | MANAGERS - OPTIONAL | Within four weeks | eLearning |  |
| [MSS (Manager's Self Service) Workshop](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=mss%20managers&ds=1&sdate=today&isModule=0&town=0) | MANAGERS – OPTIONAL | Within four weeks | Face to Face (Book your place) |  |

**Service Induction Modules**

| Course/Module | Who should complete? | When? | Delivery method | Met |
| --- | --- | --- | --- | --- |
| [Mosaic Module 1: Navigating Mosaic](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=485) | ALL | Within first week | eLearning |  |
| [Mosaic Module 2: Searching for Records](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=487) | ALL | Within first week | eLearning |  |
| [Mosaic Module 3: Case Notes](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=488) | ALL | Within first week | eLearning |  |
| [Mosaic Module 4: Documents](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=489) | ALL | Within first week | eLearning |  |
| [Mosaic Module 5: Creating a Person’s Record](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=490) | ALL | Within first week | eLearning |  |
| [Mosaic Module 6: Amending a Person’s Record](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=491) | ALL | Within first week | eLearning |  |
| [Mosaic Module 7: Create Personal Relationships](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=492) | ALL | Within first week | eLearning |  |
| [Mosaic Module 8: Workflow](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=493) | ALL | Within first week | eLearning |  |
| [Mosaic Module 9: Work Steps](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=494) | ALL | Within first week | eLearning |  |
| [Mosaic Module 10: A Step With A Request](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=495&course_name_search=mosaic&course_category_search=&startdate=" \l "sthash.oIapXlf2.dpbs) | ALL | Within first week | eLearning |  |
| [Mosaic Module 11: Receiving and Actioning Requests](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=496) | ALL | Within first week | eLearning |  |
| [Mosaic Module 12: Workflow Map](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=497) | ALL | Within first week | eLearning |  |
| [Mosaic Module 13: Copy From Function](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=486) | ALL | Within first week | eLearning |  |
| [Using Groups in Mosaic](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?ds=1&setstatus=1&cid=849&course_category_search=&startdate=&course_name_search=&iscancelled=0&curpage=&keyword=using%20groups%20in%20mosaic&ds=1&unconfirmed=&cs=&subid=&sdate=26/October/2020&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=) | ALL | Within first week | eLearning |  |
| [Mosaic Module 14: Team Workview and Assigning Work](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=498) | MANAGERS | Within first week | eLearning |  |
| [Introduction to Mosaic](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=introduction%20to%20mosaic&ds=1&sdate=today&isModule=99&town=0) – Follow Up Workshop *(must complete online learning modules first and have login for Mosaic)* | MANAGERS – OPTIONAL | Within four weeks | Webinar (Book your place) |  |
| [Stress Management for Employees](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=51) | ALL | Within four weeks | eLearning |  |
| [Stress Management Interactive – For Managers](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=48&iscancelled=0&curpage=&keyword=stress%20management&ds=1&unconfirmed=&cs=&subid=&sdate=17/March/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.0H0ESqU9.dpbs) | MANAGERS | Within four weeks | eLearning |  |
| [Manual Handling Interactive](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?ds=1&setstatus=1&cid=52) | IF RELEVANT TO ROLE | Within four weeks | eLearning |  |
| [Manual Handling Video – featuring Glenn Ross](https://www.westsussexcpd.co.uk/elearning/join_learning_journey.asp?continue=1&ds=1&setstatus=1&cid=64) | IF RELEVANT TO ROLE | Within four weeks | eLearning |  |
| [Neglect Online Briefing](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=818&iscancelled=0&curpage=&keyword=neglect&ds=1&unconfirmed=&cs=&subid=&sdate=6/May/2020&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.4VQdTxri.dpbs) | ALL | Within four weeks | eLearning |  |
| [PREVENT](https://www.elearning.prevent.homeoffice.gov.uk/edu/screen2.html) | ALL | Within four weeks | eLearning (hosted on an external website – please save certificate) |  |
| [Permanence Planning for Children Looked After in West Sussex](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=822&iscancelled=0&curpage=&keyword=planning&ds=1&unconfirmed=&cs=&subid=&sdate=30/March/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.kJBZ0sXV.dpbs) | ALL | Within four weeks | eLearning |  |
| [Missing children](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=874&iscancelled=0&curpage=&keyword=missing%20children&ds=1&unconfirmed=&cs=&subid=&sdate=29/March/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.6bfE3Ea3.dpbs) | ALL | Within four weeks | eLearning |  |
| [FGM](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=452&iscancelled=0&curpage=&keyword=FGM&ds=1&unconfirmed=&cs=&subid=&sdate=30/May/2019&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.C8E9M6ya.dpbs) | ALL | Within four weeks | eLearning |  |
| [Return Home Interviews](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=886&iscancelled=0&curpage=&keyword=return%20home%20interviews&ds=1&unconfirmed=&cs=&subid=&sdate=7/September/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=" \l "sthash.OlvfQ4EI.dpbs) | ALL | Within four weeks | eLearning |  |
| [Safeguarding Adults - Basic Awareness](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=482&iscancelled=0&curpage=&keyword=safeguarding&ds=1&unconfirmed=&cs=&subid=&sdate=30/May/2019&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=2&pid=" \l "sthash.2vc7VhfL.dpbs) | ALL | Within four weeks | eLearning |  |
| [Managing Meetings](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=254&iscancelled=0&curpage=&keyword=meetings&ds=1&unconfirmed=&cs=&subid=&sdate=30/May/2019&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=2&pid=" \l "sthash.aEfFlSz4.dpbs) | MANAGERS | Within four weeks | eLearning |  |
| [SAP Finance for Managers](https://www.westsussexcpd.co.uk/courses/bookings/default.asp?keyword=SAP%20finance%20for%20managers&ds=1&sdate=today&isModule=99&town=0) | BUDGET HOLDING MANAGERS - OPTIONAL | Within four weeks | Face to Face  (Book your place) |  |
| [Tackling Child Modern Slavery](https://www.westsussexcpd.co.uk/courses/bookings/c_detail_elearning.asp?cid=890&iscancelled=0&curpage=&keyword=tackling%20child%20modern%20slavery&ds=1&unconfirmed=&cs=&subid=&sdate=7/September/2021&searchcode=&asearch=&tutid=&estid=&sday=&smonth=&syear=&targetid=&cal=&calday=&calmonth=&calyear=&caldate=&submonth=&subyear=&list=&palist=&frompage=&a=&b=&c=&d=&s_leaid=&keyarea=&etid=&mtid=&isModule=99&pid=#sthash.pxOg0i7G.dpbs) | ALL | Within four weeks | eLearning |  |

Written by: Service Group Managers, HR and Organisational Development

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| --- | --- | --- | --- |
| Version Control | | | |
| Version | Author | Date | Changes/Notes |
| 1.0 | Katie Bradbury | 12/9/2019 | Working draft approved. |
| 1.1 | Katie Bradbury | 14/10/2019 | Removed SoS One Minute Guide. |
| 1.2 | Katie Bradbury | 31/1/2020 | Neglect champions and link to toolkit added to checklist. |
| 1.3 | Katie Bradbury | 30/04/2020 | Neglect eLearning added.  Private Fostering added.  CCI and RiP added.  Practice Framework wording amended.  Corporate induction amended. |
| 1.4 | Connie Leatherland | 27/04/21 | Performance Management replaced Appraisal framework  Building Guides amended  Guidance for using laptop added  Children First amended  Supervision amended  Updated relevant courses / module links  \*Domestic Abuse link out of date and removed. When new module is complete will update and add back in.  \*Update supervision policy May 2021 |
| 1.5 | Connie Leatherland | 24/01/22 | Structure Chart updated  \*Check the point for Durrington Bridge House details. No information currently available at time of induction update. |
| 1.6 | Katie Bradbury | 06/05/22 | Young Carer eLearning added  Family Safeguarding Model info added  CRO description updated  Exploitation Practitioner description added |

|  |  |
| --- | --- |
| Sign off | Date |
| Senior Leadership Team | 17/06/2020 |

**To add to or amend the induction handbook, please contact the Learning and Development Co-ordinator (cs.events@westsussex.gov.uk).**