



Sutton

Youth Justice Service

Induction Pack



EQUALITY & DIVERSITY POLICY STATEMENT

The aim of this policy is to improve service delivery to young people and their parents/ carers, the agencies we work with and the community at large. It is therefore important that the team is committed to it and is actively involved in its delivery.

Our aim is to deliver an effective and fair service where staff members work with and identify the needs of young people and their families regardless of their race, gender, disability, social class, sexual orientation and religion or belief. We will treat people with dignity and respect, valuing the diversity of all.

We will seek to do this by:

- Ensuring that young people and their families have equal access to resources according to their need
- Provide adequate training for staff in relation to issues around equality and diversity which will enable them to build on existing skills and develop new ones. Also acknowledge value and utilize the skills and diversity practitioners bring to the team. In addition, provide adequate supervision for all staff
- Work with internal and external partners and our community to provide accessible and relevant services that respond to our service users' needs
- Monitor and evaluate our policies, procedures and practice.

We will promote social inclusion and equality through our policies, procedures and practice and challenge discrimination and disadvantage both within and outside our organisation.

DIVERSITY & BARRIERS TO ENGAGEMENT

When completing assessments, making report recommendations and setting Intervention Plans/RO Contracts, workers need to be mindful of diversity issues or barriers to engagement. Where these issues are identified, the worker should make it explicit in assessments and plans what the YJS will do to overcome the barriers (i.e. provide the young person with additional support, flexible contact arrangements, etc).

Diversity issues or barriers to engagement which may impact on our work with young people could include:

- | | |
|--------------|------------------------------|
| - Age | - Family history |
| - Education | - Accommodation status |
| - Religion | - CIN/CP/LAC status |
| - Race | - Mental health difficulties |
| - Class | - Physical health issues |
| - Gender | - Substance misuse |
| - Sexuality | - Young carer |
| - Culture | - Young parent |
| - Ethnicity | - Learning difficulties |
| - Identity | - Learning style |
| - Disability | - Values |

HEALTH AND SAFETY

Sutton has a **Corporate Warning System**- a database that you can search to find out whether there are risk alerts/concerns for the young people you are working with, their parents/carers or concerns about an address that you might be visiting. This is a Sutton-wide database which the YJS and other services can add to, i.e. if someone presents as aggressive at the Civic Offices this can be logged on the database so other agencies working with that person can be made aware.

It is a Health & Safety expectation that prior to doing any home visits you should check the database in case there are any alerts on the home you are visiting.

You can log in using your usual log on: full name (no space between first and surname) and usual password.

It's not a failsafe measure but should be used in conjunction with checking the risk banner on C-Vision, speaking to the YJ Police Officer and your line manager if you have any risk/safety concerns.

ALLOCATION POLICY

Sutton Youth Justice Service is a generic team and prepares a variety of reports, supervises a range of court orders, out of court disposals and undertakes prevention work with young people who have not yet entered the formal criminal justice system.

Court reports (namely Pre-Sentence Reports) and Panel reports (for Referral Orders) are prepared by social workers or the Probation Officer within the team. Specialist workers within the team contribute to the assessments which inform all reports.

Social work/Probation trained staff are the primary case holders for post court work within the team. The YJ Prevention Workers and some Social Work trained staff hold prevention cases.

Allocation takes place within one day of notification and staff are informed via email.

When allocating work (e.g. cases, reports or tasks) to a case manager, the Team Managers will take into consideration the following factors:

- Skills
- Experience
- Knowledge
- Ability
- Race
- Culture
- Ethnicity
- Gender
- Age
- Workload
- Professional interests (in relation to specific areas of work)
- Professional expertise

Cases that are sensitive by nature of the offence/s, (e.g. sexual offences, racially aggravated offences) will be discussed with workers beforehand, or shortly after allocation. The purpose of this would be to ascertain what issues a case may raise for workers. Also, to establish how the worker can be supported to complete a piece of work (including exploring if expertise/ specialist input is needed) or if the case needs to be reallocated where issues raised are of such that the worker feels unable to undertake the work at that particular time. The outcome of the discussion may also be that training needs are identified.

Case allocation and matters arising from it can be further discussed in one to one supervision with staff.

CASE RECORDING POLICY

The importance of case recording

Case recording is equally important as practical work with young people as it aids and assists the work undertaken. Sutton YJ is a paperless office so all documents must be attached or completed on the YJ database, C-Vision. It is crucial in reviewing, monitoring, planning and evaluating work with young people. Inadequate case recording has been cited as a factor in cases with tragic outcomes.

The purpose of recording is to have:

- A documented account of individual service users cases
- To focus the work undertaken
- Consistency in practice
- Accountability (chronology of actions taken)
- Monitoring (by managers)

Things to be mindful of when recording

- Language used (it should be jargon free and comply with anti-discriminatory practice)
- Users can have access to their records (so evidence what you write)
- Accuracy – this aids the right decisions and plans being made
- Distinguish fact from opinion and say what opinions are based on (evidence it)
- Sensitive information may need to be recorded as an attachment rather than recording all details in the main text (seek advice from a manager)

RECORDING ON C-Vision

Personal details

- Ensure that Client's ethnicity and contact details are completed correctly- do not put parent's contact details on YP's page.
- Ensure PNC number is recorded under Other box on Personal Details page.
- Danger/Risk box is ticked and details recorded for any high risk young people.
- All tabs under client details are completed and updated if situation changes
- Relationships tab should have the details of all family members, especially parents and those that the young person lives with.
- Health tab contains the GP's details.
- Legal Status records any LAC, CP involvement.
- When completing the Education tab, ensure the record displays the correct number of hours that the young person is engaging in education.

Contacts

- Ensure the correct drop-down selections are used for entries (i.e. Mode, Meeting Type).
- Ensure the correct time and date are recorded.
- Ensure that all statutory appointments are recorded as such and linked to the CORRECT programme.
- The Notes Pen is expanded and all sections completed where there has been a session or meeting with young people and other professionals

- All entries have a heading in the text (eg Session on Victim Empathy, Liaison with Children's Services, Referral to SWITCH, Incident, etc) and the content corresponds to it. If it does not, give reason/s but not excuses- i.e. Young person presented in crisis and living arrangements had to be prioritised over victim empathy work.
- ACORDS is used to prompt the content of the case note (Aim, Content, Outcome, Risk, Diversity needs, Safeguarding)
- When recording a supervision session, when looking at Content outline what has been covered, how the session went (i.e. did the young person understand/ take on board the concepts addressed), is further work needed? Include your evaluation of how the session went and the young person's views.
- At the start of a new Order/Intervention, a contact should be made to indicate the sequencing of interventions.
- Home visits should be recorded as such so it is clear that monthly visits are taking place.
- The reason for making telephones calls or sending letters are clear.
- All court appearances are recorded as a contact and when there has been a change of order that this is reflected in the record.
- If a decision has been made to reduce/increase reporting frequency this should be evidenced in contacts.
- Any changes to assessments in relation to levels of risk should be noted as a contact, as well as on the relevant risk document.
- A contact should be added for any MOSAIC checks that are made throughout a young person's order- not just at the time of assessment!
- All information received is recorded (calls, letters, emails, reports, etc)
- All meetings held in relation to young people are recorded and key points are noted, i.e. purpose, outcome, who attended.
- Discussions with members of staff, including managers should be recorded.
- If you are on duty, ensure that any contacts you add reflect that you are the duty worker.

Assessments & Documents

- Ensure all documents that have been received are scanned and/or attached (e.g. letters or minutes of meetings) with a contact to indicate when they were received.
- Ensure Assetplus assessments are correctly selected (i.e. PSR All Options, Review, Case Closure) to reflect stage of assessment.
- Ensure completed Assetplus assessments have been countersigned and completed in a timely manner following receipt of QA feedback.

Enforcement

- Missed appointments are deemed either acceptable or unacceptable and reasons are given in the contact relating to the missed appointment to evidence decision making.
- The contacts record should also evidence that any missed appointments are followed up within 24 hours by a phone call (and a warning letter if necessary sent out within 2 working days).
- FTA to be placed in all contact entries where young people have failed to attend (if they are 'already in breach' these words should appear after FTA which will evidence why no further action has been taken (e.g. sending out warning letters etc)
- The enforcement screen is completed for any non-attendances at statutory sessions.

Programmes

- Programme screen to be completed with whether or not accommodation is satisfactory.
- Interventions tab to be completed to reflect work being offered.
- For any Referral Orders, that the Agreed date reflects the date the RO Contract was signed.
- At the end of the Order, the Order is either selected as Successfully Completed or Concluded (where there was breach, re-offending, etc).

All the above points should be checked to ensure they have been completed and updated as relevant prior to closing a programme off and sending a closure request to your line manager.

REMEMBER.....

Recording should always demonstrate:

- **A clear trail of defensible decision making for actions taken**
- **Clear evidence of interagency work**
- **Clear liaison/consultation with parents/ carers/young person**

Record on a systematic basis and shortly after any contact or communication is received.

Remember if it is not on the record, it has not happened!

CHECKLIST FOR COURT DUTY INDUCTION

The role of the Court Duty Officer is to:

- Represent the local authority in Court (arrive no later than 9.30 AM).
- Assisting the Court and all its service users by providing advice and information.
- Promoting the welfare of young people.
- Reducing remands and unsuitable requests for reports by offering bail support packages (see below) and being proactive in entering into a dialogue with the bench regarding sentencing or report options.
- Advise on available resources including bail support and accommodation. The standard YJ bail package includes reporting 3 to the YJS times a week and the court can include a curfew and/or reporting to a police station. Also if the court is considering remanding a young person into Local Authority Accommodation (RILAA) the court duty officer should advocate that the Court consider where appropriate a remand to the home address instead with conditions. The LA's view is that children and young people are best placed at home with support from social services. Behaviour which is difficult to manage in the home will be difficult to be managed in most social services settings.
- Presenting reports to the Court (i.e. PSRs, breach reports).
- Presenting breaches and revocations of orders

Skills needed for the role include:

Organisational skills, ability to prioritise, negotiation, diplomacy, advocacy, communication (both verbal and written), interviewing skills and the ability to liaise with court personnel and service users.

Knowledge is required of a range of Criminal and Civil Legislation as it affects young people.

An important aspect is establishing and maintaining the confidence of the Court and its users in the role.

Dress Code

It is an expectation that the court duty officer is dressed appropriately for a professional role in a formal setting.

Tools Needed for Court Duty

- The Guide to Court Practice (to be read by all officers undertaking court duty)
- Court files
- Laptop & Authenticator code
- Access to a mobile phone, photocopier and stationary
- If driving, money to pay for parking or NCP carpark pass
- Suitable Sutton/photo identification

COURT INDUCTION CHECKLIST

	Yes	No
Introduced to:		
Court clerk	<input type="checkbox"/>	<input type="checkbox"/>
List Caller	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>
Cell staff	<input type="checkbox"/>	<input type="checkbox"/>
Croydon YOS staff	<input type="checkbox"/>	<input type="checkbox"/>

PRE-COURT

Check court list the day before court and cross-reference with C-Vision. Ensure Sutton cases offence history is known and discuss likely recommendations.	<input type="checkbox"/>	<input type="checkbox"/>
Liaise with Croydon re. any OOB young people who are on list	<input type="checkbox"/>	<input type="checkbox"/>
Upon arrival check with the list caller at Court to see if there are any errors.	<input type="checkbox"/>	<input type="checkbox"/>
Inform cell staff of any possible custody cases resulting from reports.	<input type="checkbox"/>	<input type="checkbox"/>
Check cells for any remands into custody overnight.	<input type="checkbox"/>	<input type="checkbox"/>
Provide PSRs to legal representatives.	<input type="checkbox"/>	<input type="checkbox"/>
Provide copy of PSRs to parents/ carers and check to ensure they understand the contents. Check if there are any literacy, language or any other barriers to communication. Read through the report if necessary.	<input type="checkbox"/>	<input type="checkbox"/>
Check if there are any unaccompanied young people in the waiting area and bring this to the attention of the list caller.	<input type="checkbox"/>	<input type="checkbox"/>
Check if any young person is unrepresented and inform duty solicitor of this.	<input type="checkbox"/>	<input type="checkbox"/>

DURING COURT

Be proactive!

Address the Court in relation to giving information about young people and/or clarity around YJ work/processes. If the YJS has information, e.g. there is a recent report on the court file (NOT MORE THAN 3 MTHS OLD) offer it to the Court to prevent a PSR request and this will also aid in speeding up sentencing. Give verbal updates about responses to orders where a young person is known to the YJS.

Record court results on court list and on court file.	<input type="checkbox"/>	<input type="checkbox"/>
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- | | | |
|---|--------------------------|--------------------------|
| Keep a list of convictions updated on Court file and record outcome on Court green sheet. Also every time a young person appears in court for new offences complete the relevant green sheet. | <input type="checkbox"/> | <input type="checkbox"/> |
| Present reports to the Court | <input type="checkbox"/> | <input type="checkbox"/> |
| Advise Court of report request timescales (i.e. 3 weeks for PSRs) | <input type="checkbox"/> | <input type="checkbox"/> |
| Complete Report Request forms | <input type="checkbox"/> | <input type="checkbox"/> |
| Advise/compile bail support packages. | <input type="checkbox"/> | <input type="checkbox"/> |
| Respond to court queries. | <input type="checkbox"/> | <input type="checkbox"/> |
| Respond to requests to remands into local authority accommodation (CLA) or live as directed by the LA. | <input type="checkbox"/> | <input type="checkbox"/> |
| Respond to remands into youth detention accommodation | <input type="checkbox"/> | <input type="checkbox"/> |
| Present breaches and revocations of orders to the court. | <input type="checkbox"/> | <input type="checkbox"/> |
| Obtain copies of CPS papers | <input type="checkbox"/> | <input type="checkbox"/> |

Call the office at lunch (1pm) and update the Team Manager in relation to the progress of court. This should also be done late afternoon if Court is still in progress.

POST COURT

- | | | |
|--|--------------------------|--------------------------|
| Interact with young people and parent/carers where required to explain the process to them. | <input type="checkbox"/> | <input type="checkbox"/> |
| Interview young people made subject to community penalties and explain the process to them. | <input type="checkbox"/> | <input type="checkbox"/> |
| Book young people into the YJS Assessment Clinic following the imposition of orders/report request. | <input type="checkbox"/> | <input type="checkbox"/> |
| Interview young people and their parent/carers and ensure they understand conditions of bail. | <input type="checkbox"/> | <input type="checkbox"/> |
| Contact YOT manager as well as social services to seek advice in relation to remands to youth detention accommodation. | <input type="checkbox"/> | <input type="checkbox"/> |
| Complete all court paperwork and return to admin. | <input type="checkbox"/> | <input type="checkbox"/> |
| If Business Support not present, send off results/report requests information to OOB YOTs for OOB young people | <input type="checkbox"/> | <input type="checkbox"/> |

Court paperwork needs to be returned to the office at the end of each court day

CASE MANAGER FLOWCHART

The following document is intended to help statutory caseworkers ensure they have completed all tasks re: the management of cases.

It is hoped it will help us develop consistency in case management, maximise the use of C-Vision, meet National Standards and alleviate the need for staff to be reminded to update C-Vision.



Referral

- Case is allocated to a worker by a Team Manager following court appearance within 24 hours
- Business Support will check if the young person is on C-Vision – if not, the referral and allocation will be added by Business Support.
- Check name, DOB, address, Ethnicity, language and offence are all correct.
- Referral/Allocation added to MOSAIC (social services database) by Business Support
- Email sent to specialist workers, RJ Coordinator, Reparation & Victim worker, administrators and allocated case manager.



Assessment Process

- Young people are booked into Assessment Clinic following their appearance at court by the Court Duty Officer on the day or by the Allocated Case Worker. The YP should attend Clinic where possible with their parents/carers.
- Young people are seen by the following professionals: School Nurse, Speech and Language Therapist (SALT) and Education Worker (the latter will undertake the learning styles assessment) who will undertake screening assessments to contribute to the Assetplus.
- Education Worker will check Tribal database and liaise with ETE provisions for updated info.
- Case Worker will Co-Assign specialist workers to sections of Assetplus for them to input relevant info.
- Education details to be added to C-Vision by the Education Worker, including number of hours offered/engaged and current provision start date.
- Case Worker will liaise with Police regarding intelligence and Victim Worker as appropriate and include information in Assetplus and report where relevant

- Case Worker will complete MOSAIC check and liaise with other social services teams as applicable and include information in Assetplus
- Case Worker will interview the young person and parent/carer (best practice: 2 interviews, including one home visit and one interview with the YP alone) - record dates of assessment/report interviews on C-Vision.
- Case Worker will complete appropriate self-assessments with young person and parent/carer, as well as Diversity Screening Questionnaire, AUDIT and Mental Health Screening.
- Complete relevant Assetplus and submit for QA at least 3 days prior to due date to allow sufficient time for QA feedback process.
- Follow separate Assetplus Guidance for details on which Assetplus should be completed when.



Report Process

- All reports, besides breach, should only be completed following completion and QA by a manager of relevant Assetplus.
- When a report (PSR, Panel, Breach) is completed, pass to an Team Manager 2 days in advance of the due date. An entry on C-Vision will be made to evidence feedback of QA process and whether any amendments are required.
- Team Manager will advise whether a second QA is required.



Potential Custody Cases

- When a young person is at risk of custody, the case manager shall ensure the countersigned Assetplus (either PSR All Options, Placement Notification or Bail Recommendation) is sent to the YJB via Connectivity or secure email if Connectivity is not working 24 hours in advance of court appearance.
- Add contact on C-Vision noting that these were sent.



Post Sentence

- Where a young person received a custodial sentence:
 - Ensure Post Court Report Assetplus is completed immediately post sentence and sent off to YJB via Connectivity or secure email.

- o Make sure the Initial DTO planning meeting is set within National Standards (10 WD) and subsequent meetings and visits are carried out as per National Standards.
- Administrator will ensure the Programme is added with dates on C-Vision.
- Arrange appointments using letters and attach to C-Vision.
- For YROs, arrange initial planning meeting within 15 days or within 10 days for those on DTO licence. This meeting will be chaired by a Team Manager and attended by all who will be involved in a young person's plan.
- Agree SMART intervention plan based on previous Assetplus assessment. Ensure YP and parent/carer sign a hard copy of plan.
- Ensure the following has been discussed and if applicable signed during first appointment(s) with young person and then record and reflect this on C-Vision:
 - Behaviour Contract (signature required)
 - Complaints procedure
 - Discuss sequencing of interventions (for Referral Orders)
- Complete referrals for reparation, SWITCH or Youthink if the young person has younger siblings.



Ongoing

- Check Corporate Warning System for any risk issues prior to undertaking any home visits
- Ensure Google Calendar is updated with any visits to young people/homes/schools.
- If the visit takes place after 5 PM then you will need to give these details to a manager and contact a manager by phone once when your visit has concluded
- As soon as you have done a home visit, update the accommodation drop down in C-Vision Programme Screen (case manager)
- Home visits to be completed at least as a minimum monthly, contact with parents to be made at a minimum monthly.



Enforcement

When a young person fails to attend, make sure you:

- Phone and enquire into absence within 24hrs AND record on C-Vision in contacts that you have done this.
- Un - tick 'attended' box on contacts, include whether absence is acceptable or not and the reason for absence
- Complete enforcement screen
- Send relevant Warning Letter (within 48hrs) and ensure this has future appointments listed.
- If warning letter is withdrawn note this as an entry on C-Vision on date withdrawn, in capitals



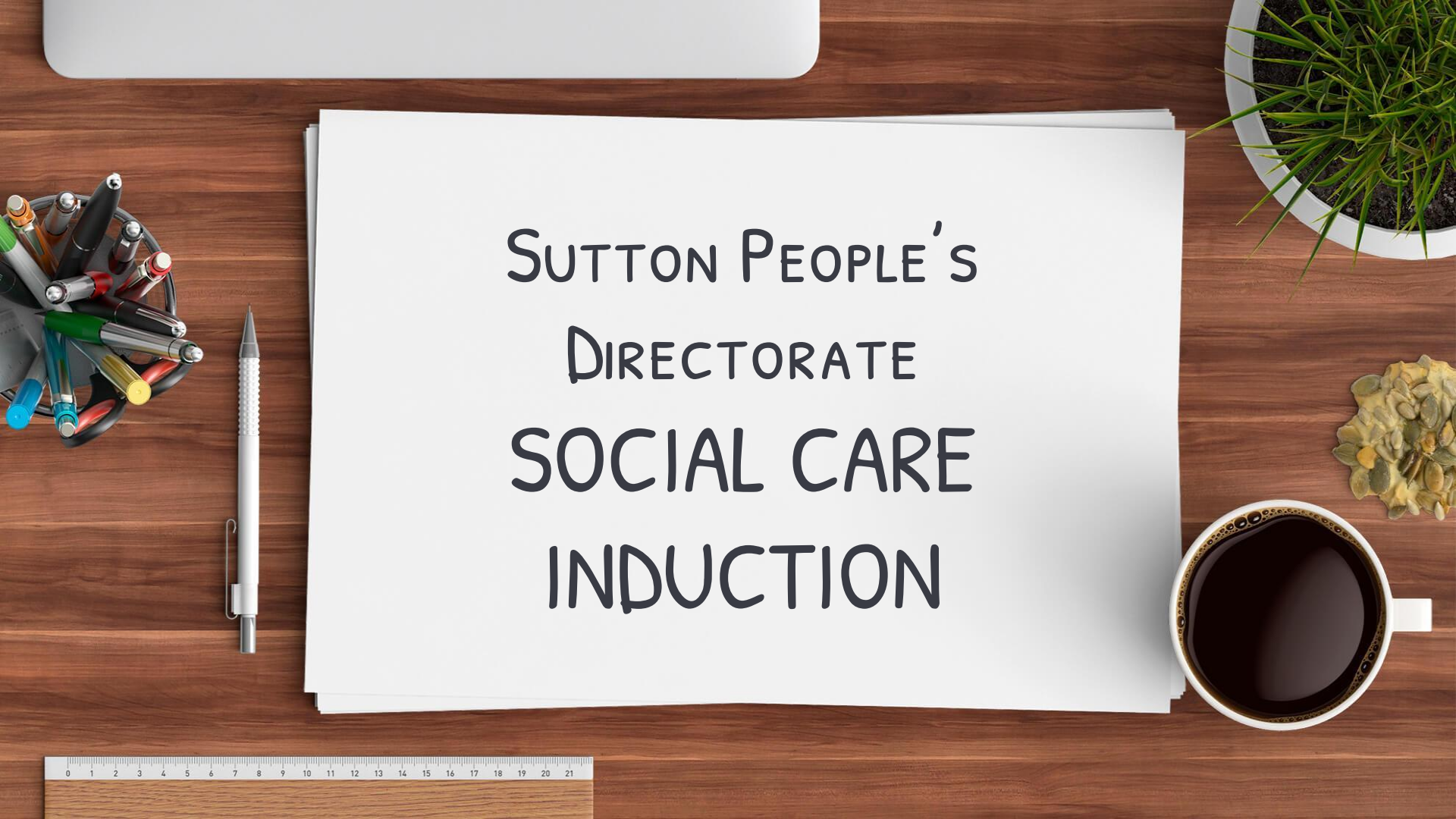
Review

- All Assetplus assessments are reviewed every 3 months or if there is a significant change in circumstances for the young person (i.e. move placement).
- Complete Review Self Assessments with the Young person.
- Assetplus should be reviewed prior to the Review Panel meeting or Intervention Planning Review meetings take place.



Case Closure

- Inform professional network that YJS involvement is ending
- Complete Case Closure Self-Assessment with young person.
- Assetplus to be reviewed in the final 2 weeks of Order as Case Closure Assetplus.
- Team Manager QA's Assetplus.
- Programme screen to be completed with an indication of whether Programme was successfully completed or concluded and accommodation status at order end noted.
- Closure Summary entry to be made on C-Vision (outlining where young people are at in relation to: ETE, Accommodation, Breaches, Completion of Order, Attitude to Order, future support and reoffending by the end of their Order (eg ETE: Bob is attending Stanford College full-time)
- Case worker requests closure for the referral to their line manager via C-Vision.
- Team Manager approves closure request on C-Vision and adds case note re. closure.
- Business Support checks all is complete on C-Vision
- Business Support close referral and file on MOSAIC



SUTTON PEOPLE'S
DIRECTORATE
SOCIAL CARE
INDUCTION

PROGRAMME OUTLINE

- | | |
|-------------|---|
| 9.30-9.50 | Welcome and Introductions |
| 9.50-10.10 | Council and Social Care Structure |
| 10.10-10.30 | Sutton Facts and Figures |
| 10.30-10.50 | Useful Resources + Learning & Development |
| 10.50-11.00 | Break |
| 11.00-11.20 | Children's Services- Jonathan Williams (AD) |
| 11.20-11.40 | Adult's Services- Luke Addams (AD) |
| 11.40-12.00 | Q&A and Close |



WELCOME TO SUTTON!

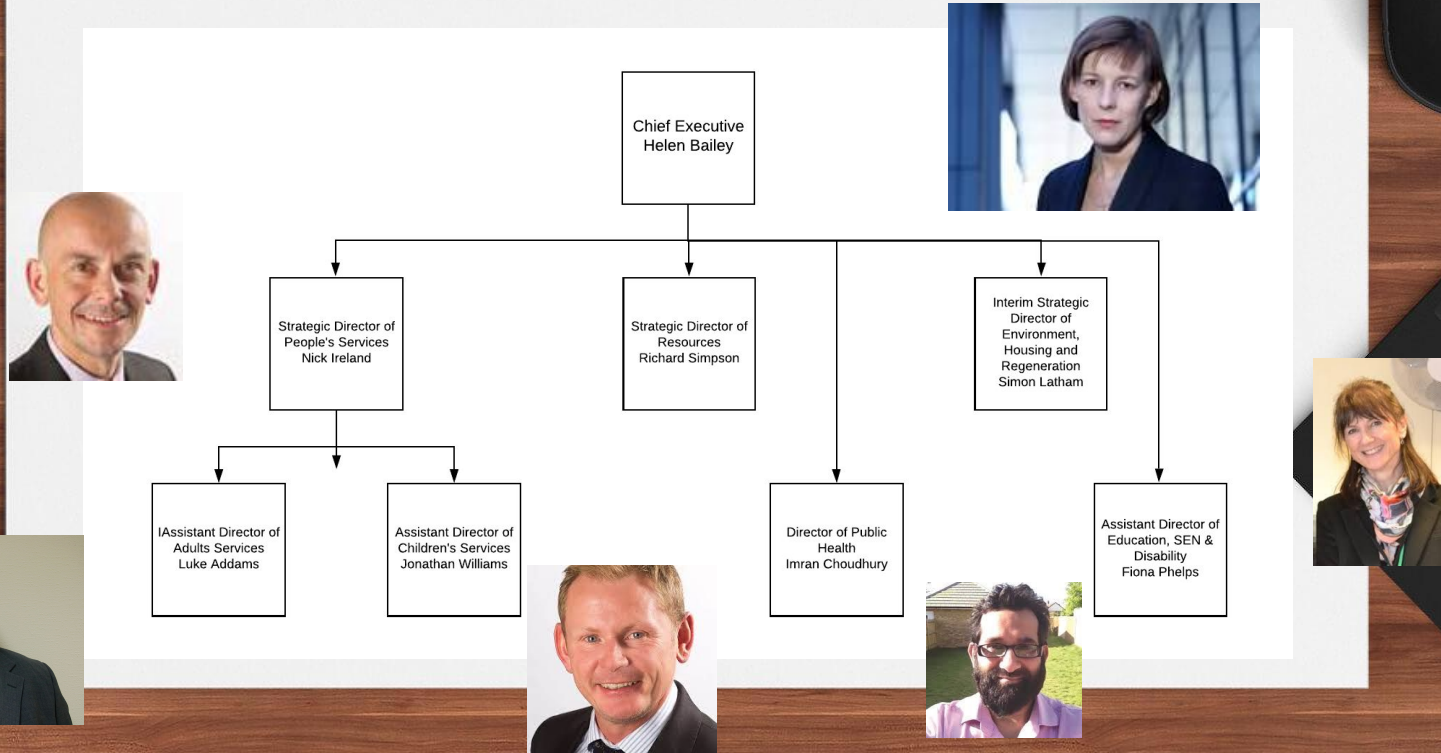
Please allow us to introduce ourselves...

Debbie Brough- Adults PSW

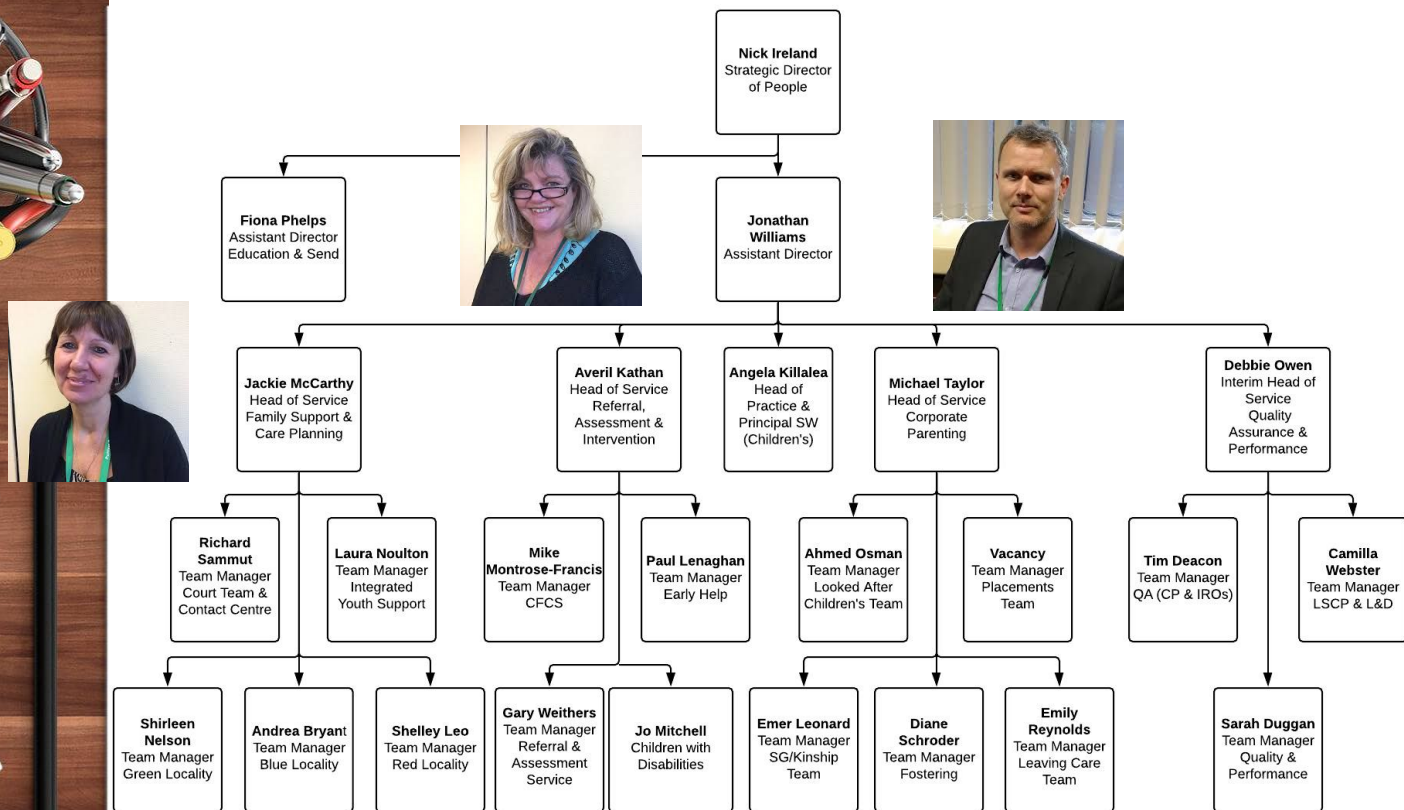
Angela Killalea- Children's PSW

Now let's find out who you are and what brings
you to Sutton!

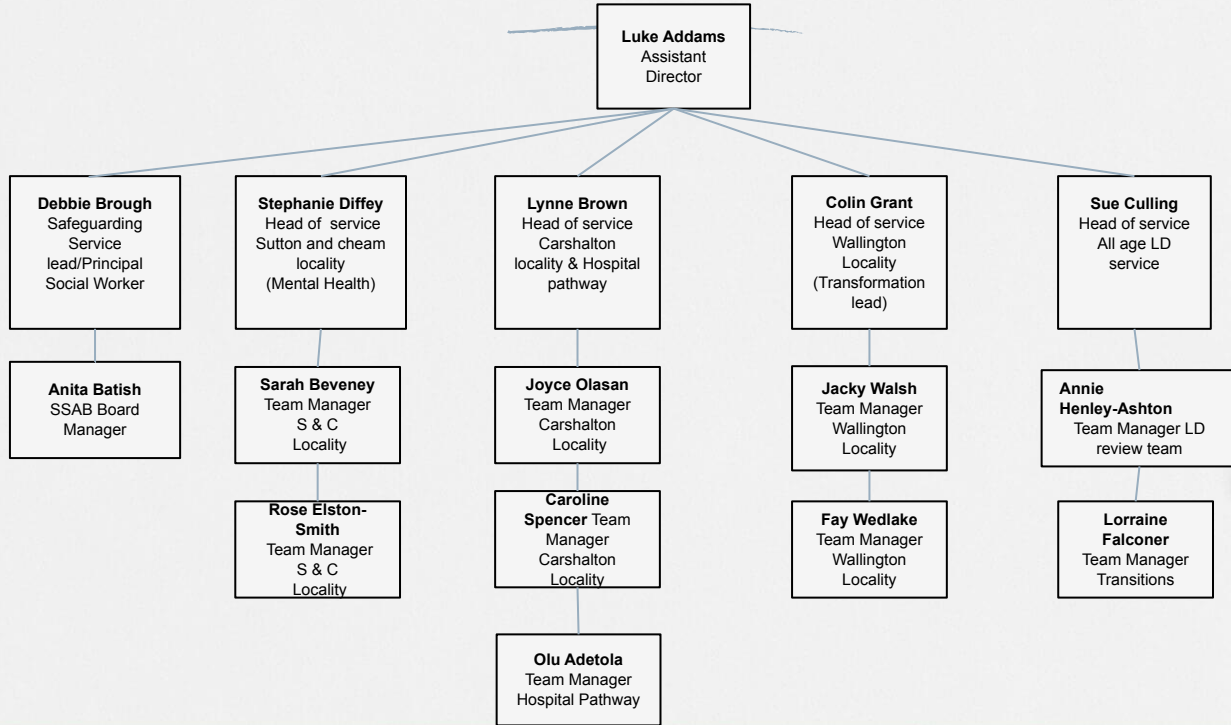
SUTTON COUNCIL CORPORATE MANAGEMENT TEAM



Sutton Children's Services Structure Chart



Sutton Adults services organisation chart



PRIDE VALUES

PEOPLE FOCUSED



RESPONSIBLE



INNOVATIVE



DIVERSE



ENTERPRISING



Did you know???

1. The Rolling Stones were first spotted at the Red Lion Pub on Sutton High St
2. Sutton is recorded in the 1086 Domesday Book as Sudtone- meaning "the south farm"
3. Sutton Railway Station opened in 1847 and this saw the population double within a decade
4. Famous Sutton residents have included Sir John Major (PM), James Cracknell (rower) and Harry Secombe (comedian)
5. Sutton will be home to the world's 2nd biggest cancer research hub

QUIZ TIME

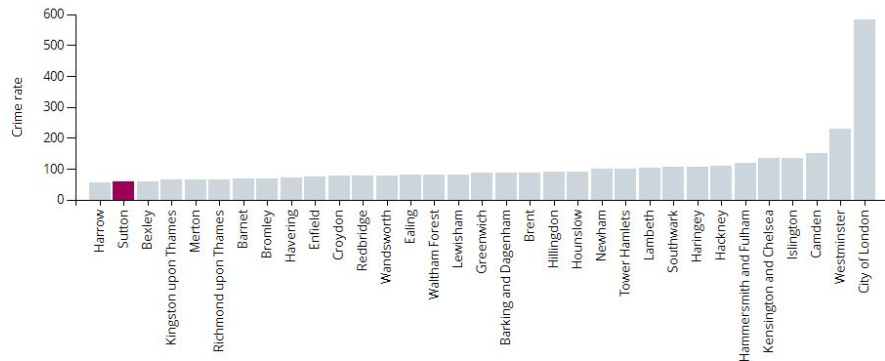
1. Which 4 local authorities does Sutton border?
2. Which political party has the most seats on the local council?
3. Who is the Leader of Sutton Council?
4. How many grammar schools are there in Sutton?
5. What % of pupils achieved A*-C grades in maths & english?
6. What's the name of the river that runs through Sutton?
7. What was Sutton's population as of 2018?
8. What is the % of the population who are BAME?
9. As of 2011 census what were the top 3 migrant populations residing in Sutton
10. What is the % of the population who are:
 - a. Under 15
 - b. Over 65

Age group breakdown projections for Sutton (2018)



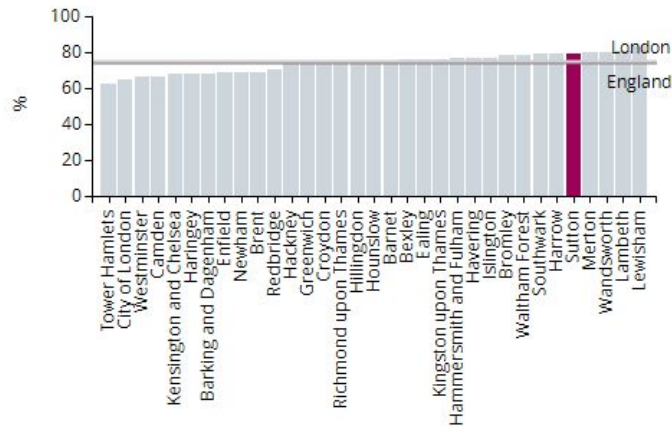
Source: GLA*

Total crime rate (per 1000 population) over 12 months across London (Apr-17 - Mar-18)



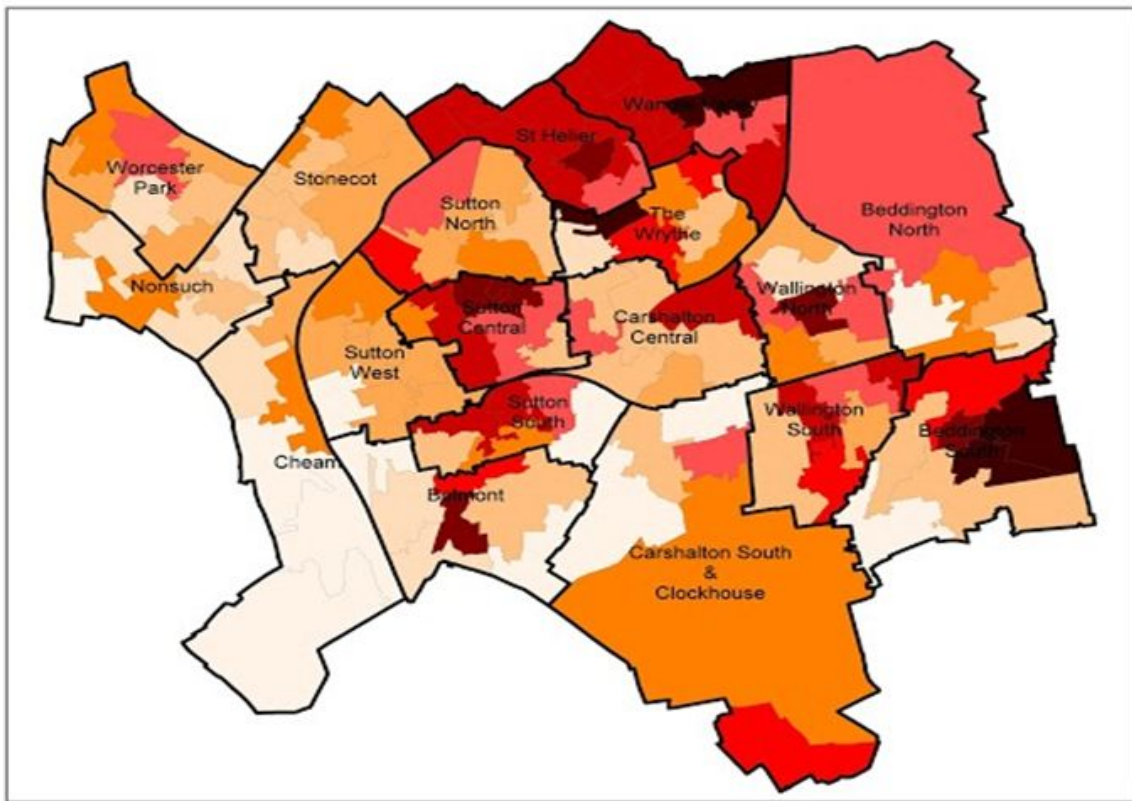
Source: data.po

Employment rate - aged 16-64 (2017-12)



Source: ONS APS, 2017-12

Income Deprivation Affecting Children Index Indices of Multiple Deprivation 2015, Lower Super Output Areas (LSOAs) by Nationally Ranked Deciles



Lower Level Super Output Areas Ranked Nationally According to IMD 2015 Score

- 0% to 10%
(Most deprived LSOAs in England)
- 10% to 20%
- 20% to 30%
- 30% to 40%
- 40% to 50%
- 50% to 60%
- 60% to 70%
- 70% to 80%
- 80% to 90%
- 90% to 100%
(Least deprived LSOAs in England)
- Ward Boundary

Source: Indices of Deprivation 2015 (DCLG)



This map was created by Philip Giraud on 01/10/2015

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USEFUL RESOURCES

Trix- Children's Procedures

- <http://suttoncs.proceduresonline.com/index.htm>

Adults Procedures

- > <https://www.proceduresonline.com/sutton/adults/index.html>

<https://trello.com/b/jPli6M5F/housing-advice-options-and-support-services>

LEARNING & DEVELOPMENT

Corporate

- > Corporate Induction
- > [Itrent](#)
- > [Learning Pool](#)

Research & Practice

- > [Research & Practice Microsite](#)
- > Performance & Practice (Children's)
- > Adults Social Care Forum (Adults)
- > People Conference
- > [Developing Together SW Teaching Partnership](#)

Training Programmes

- > [People's L&D Programme](#)
- > LSCP/SSAB L&D Programme
- > External Training Opportunities

[Home](#) > [Events & Courses](#)

To use this booking system, you will first need to create a user account and once you have done this, you will be able to manage your own bookings, access course evaluations, certificates and access your training history.

Please note: individuals must create their own account. There is no facility for one person to create an account in their name and book places for numerous members of staff.

Events & Courses



Moving and Handling People - Practical Induction (full day)

MONDAY 4 MARCH 2019 (9.30 - 16.30)

Venue: Sutton Inclusion Centre - Sutton Inclusion Centre Northspur Road Sutton

Places Available: 0

[Notify me of future occurrences of this event](#)

[More Information & Booking](#)

Domestic Abuse-Assessment of the Perpetrator in Safeguarding

MONDAY 4 MARCH 2019 (11:00 - 12:00)

Venue: Sutton Civic Offices, G5 - St Nicholas Way, Sutton, SM1 1EA

Places Available: 39

[Notify me of future occurrences of this event](#)

[More Information & Booking](#)

By Venue:

-- Select Venue --

By Category:

-- Select Category --

March 2019						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



SUPPORT WITH YOUR PRACTICE

- > Regular, good quality supervision
- Supervision Policy
- > Practice Learning Conversations
- > Practice Learning Week

BREAK 



CHILDREN'S SERVICES JOURNEY OF IMPROVEMENT

Recent history and current position of the service

- Ofsted inspection in 2012 = Inadequate, Re-inspection in 2013 = Adequate, Inspection in 2016 = Good
- Ofsted SEND inspection 2017 - statement of action needed to address 3 key areas
- Ofsted focused visit on the theme of safeguarding adolescents 2018
- Inspection due!

Current Business Plan priorities

- Workforce Development
- Diversity, Inclusion & Participation
- Quality Practice
- Resource Management
- Seamless service and transitions

TRANSFORMATION

- > Pressure on Children's Services has been increasing in recent years: Increased referrals and reducing budgets. Need to do more for less!
- > New service model implemented in May 2018 following 6 month pilot.
- > Developing the capacity of the workforce and redesign of the service operating model - introduction of locality model (Red East, Blue Central, Green West).
- > Investing to save has increased the early help offer, including access to restorative support (eg. FGCs) for families at the front door.
- > Effective commissioning and resourcing- MST, CAMHS Alliance, Cognus.
- > Implementation of new practice models- Restorative practice and trauma-informed practice.




RESTORATIVE PRACTICE

- Sutton Children's Services vision is to use restorative practice (RP) to **strengthen relationships with children, families and our partners so we can strengthen outcomes.**
- RP is a "way of being" and not just a tool or process.
- 3 year plan (2018-21) to support the embedding of a restorative culture and practice.
- Training programme for all practitioners and partners since Nov 2017 to support the workforce understand the theory, principles and skills required to practice restoratively.
- Access to monthly restorative supervision groups available for most teams- restorative and trauma informed..
- Expanded Early Help service, IYS projects, All About Me review process- all focused on "working with" and building meaningful relationships with young people rather than "doing to".
- Future opportunities for increased use of restorative processes in schools at an early help level to reduce exclusion and improve attendance to support the contextual safeguarding agenda.



THRESHOLDS & REFERRING TO CHILDREN'S SERVICES

- Working Together to Safeguard Children (2018) sets out clear expectations that local agencies will work together and collaborate to identify children with additional needs and provide support as soon as a problem emerges.
- The Sutton LSCP Multi-Agency Threshold for Referral and Assessment document informs agencies in Sutton how to assess and identify a child's level of need and how to access the right level support. The threshold guidance is divided into four levels: Threshold Guidance
 - Tier 1 - No Additional Needs
 - Tier 2 - Early Help
 - Tier 3 - Children with Complex Multiple Needs
 - Tier 4 - Children in Acute Need



If any person is worried or unsure about a child's welfare, they should contact Children's First Contact Service (CFCS) on 020 8770 6001 or

childrensfirstcontactservice@sutton.gov.uk

LOCAL SAFEGUARDING CHILDREN PARTNERSHIP

Strategic Partnership function set out in
Working Together 2018

LA, CCG and Police have equal
responsibility for local safeguarding
arrangements

Priorities

1. Early Help & Protection
2. Contextual Safeguarding
3. QA
4. Learning from Child Safeguarding
Practice Reviews
5. C&YP Engagement & Participation

<https://www.suttonlscp.org.uk/>



ADULT'S SERVICES JOURNEY OF IMPROVEMENT

Recent history and current position of the service

- Pressure on Adult Services is increasing: rising demands- reduced budgets.
- Transformation of Adult services in Oct 2018 embedding strengths-based/asset-based approach to Adult Services.

Current Business Plan priorities

- Workforce Development
- Diversity, Inclusion & Participation
- Quality Practice
- Resource Management
- Seamless service and transitions

TRANSFORMATION

- > Pressure on adult's Services has been increasing in recent years: Increased referrals and reducing budgets. Need to do more for less!
- > New service model implemented in October 2018.
- > Developing the capacity of the workforce and redesign of the service operating model - introduction of locality model which incorporates all disabilities except Learning disability (Sutton & Cheam, Wallington and Carshalton), All age learning disability service and hospital pathway/START team.
- > Principles ; Solve at source (tell your story once) by reducing hand off between teams. Timelier interventions and positive outcomes.
- > Model - Strength based approach and positive risk taking model.

STRENGTH BASED PRACTICE

- Focus upon positive characteristics , abilities, resources and experience of person.
- Build upon persons strengths when addressing current issues.
- Practitioner role is to facilitate finding the person's strengths.
- Focus on positive instead of negatives and empower person to believe change is possible and they can make it happen.

STRENGTH BASED APPROACH

<https://www.youtube.com/watch?v=BALni0nEmGM&feature=youtu.be>

THRESHOLDS & REFERRING TO ADULT SERVICES

- The Care Act 2014 sets out that where it appears to a local authority that an adult may have needs for care and support the LA must undertake a needs assessment.
- A duty to promote wellbeing of, and provide services to, persons who are 18 and over whose needs arise from or are related to a physical, mental impairment or illness and they are unable to achieve two or more outcomes which have (or likely to have) a significant impact upon their wellbeing.
- Eligibility Criteria - After completing the assessment the LA will then consider whether any of the needs identified are eligible needs - 10 domains.

Care Act Domains

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of the adult's home safely
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationships
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

THRESHOLDS & REFERRING TO ADULT SERVICES

● *Safeguarding Adults*

- S42 of the Care Act 2014 defines the eligibility thresholds for Adult Safeguarding . The S42 duty requires consideration of the following criteria under S 42(1) and S42 (2) : -
 - S42 (1) - Whether there is reasonable cause to suspect that an adult has needs for care and support, is experiencing , or is at risk of abuse or neglect, and as a result of their needs is unable to protect themselves.
 - S42(2) - Making (or causing to be made) whatever enquiries are necessary and deciding whether action is necessary and if so what and by whom.

PRINCIPLES OF SAFEGUARDING

- *Empowerment*
- *Prevention*
- *Proportionate*
- *Protection*
- *Partnership*
- *Accountable*



if any person is worried or unsure about an Adult's welfare, they should contact Sutton referral point on 0208 770 6770 or email referralpoint@sutton.gov.uk



SUTTON SAFEGUARDING ADULTS BOARD

Strategic Partnership function set out in
Care Act 2014.

LA, CCG and Police have equal
responsibility for local safeguarding
arrangements

Priorities

1. Community engagement and awareness raising.
2. Focus on financial abuse.
3. Learning from Safeguarding Adult Reviews.
4. Improved outcomes.

<https://www.suttonsab.org.uk/index.php>



HAVE YOUR SAY...



Annual Workforce
Survey



Arrange a time to
speak to your AD

ascbulletin@sutton.gov.uk



THANKS!
Any questions?

Stay in touch



[@sutton_sw](#)

or

[@suttonlscp](#)



Welcome to the London Borough of Sutton



Welcome

Dear <Name>

The information in this pack is designed to provide you with some insight into what you can expect during your first few weeks at the London Borough of Sutton. We are very much looking forward to welcoming you into our community.

We view our staff as our most valuable asset, and ensuring our new starters feel supported and equipped for success from their first day is a priority for me and the leadership team. This booklet details arrangements around the safe delivery of any IT equipment you may require prior to your start date with us so you have the option to set this up should you wish to do so. There is no expectation to do this; you may have chosen to have a break between roles or maybe working in your current role right up until your start date but it is important that we do all we can to ensure your start with us is as smooth as possible.

We have much to celebrate here in Sutton and we are looking forward to celebrating your achievements and contributions as part of that. I do hope you will take some time to review the information below. It is designed to give you a flavour of working at LBS. More detail will be available for you on your first day.

This is a really exciting time, welcome to the start of your Sutton journey!

With best wishes for your future with us

<Director>





Welcome from Emily Nice, Assistant Director of HR & Organisational Development

Welcome to Sutton! I joined the council at the end of June, during lockdown, so I understand how overwhelming it may feel for you to join and be experiencing our new, 'virtual induction'. I very quickly felt welcomed and part of the council and the colleagues I met were very generous in sharing their knowledge and experience to help me settle in. I know that you will find the same.

Sutton is a council where we are all pulling together in the same direction to support our residents, and working in partnership to do this in the most effective and efficient way. A number of our services are shared with other boroughs which means that we can learn from each other's experience as we work together. Our most recent staff 'pulse survey' told us that staff feel trusted and able to carry out their roles and are able to stay connected with the council and their manager.

My tips for you, as someone who has just been through the experience that you are about to embark on, is to ask your manager for a list of people to meet - even if just for a short 'virtual cup of tea or coffee'. There is a lot of detailed guidance and support around working during this time of Covid-19, which we hope will make your working life easier. Take time to read any information that you have been sent - Sutton has a very clear 'Ambitious for Sutton plan', which helps all of us to understand what we are here to deliver.

If you aren't familiar with using Google as the office IT system, take the opportunities to learn more - after a couple of weeks, it will feel as familiar as other systems you may have used. Look at our learning programmes and our staff network pages on the intranet.

Welcome again and enjoy your time at Sutton!

Emily

Where you fit

We have approximately 1200 staff working across 7 Directorates:

- Chief Executives
- Development, Growth and Regeneration
- Environment, Housing and neighbourhoods
- Environment, Housing and Regeneration
- People Services
- Public Health and Wellbeing
- People

**CHIEF
EXECUTIVES**

RESOURCES

E, H & R

People

You will be working as a <Role> within the <Team> team, within the <Directorate>

Your support

You will be sent an email on your first day with access to your mandatory corporate orientation and integration programme. Further details of everything covered in this introductory pack will be available online as part of your programme and this will enable you to orientate yourself during your first few days with us.

Your Manager <insert name> has invited you to an introductory virtual meeting at <<Insert Time>> on <<Insert date>> to welcome you and explain what will be covered as part of your local integration programme.

<<Amend or remove the following>>:

You will be brought up to speed on key priority projects and provide details of your key contacts who you may wish to connect within your first week. If you are working closely with some of our external partners, I will provide all details and background to help you establish key relationships as soon as you start.

You will meet your team virtually on <<Insert date/ time>> for your first team meeting.

Your buddy and how he/she will support you

There will be many things you want to familiarise yourself with when you join and an informal buddy is a really good person to help you settle in and signpost you to colleagues who will be able to assist you. Your buddy will be someone who works in your team and therefore has an excellent understanding of the team, it's priorities and the systems you will use. They are available to answer any questions you may have, whether big or small and help you build your virtual connections which are so important at this time.

Your buddy is <<Insert Buddy name>> and is part of the <<Insert team name>> team, with an introductory meeting arranged for <<Insert Date/ time>>

Essential Information

Working location

LBS promotes a smarter working approach for all staff. We equip our staff with modern, google enabled mobile technology to allow colleagues to choose where, when and how they work – with maximum flexibility and minimum constraints – to optimise their performance and do their best work.

All staff are encouraged to work from home if they can for the foreseeable future unless it is essential for them to be working in the office or in the community because of their role. By now, you should be aware of where and how you report on your first day, if you are still unsure, please ask me.

Government COVID advice

Anyone with **COVID-19 symptoms** must self-isolate if they have a high temperature until the temperature returns to normal. They must not return to work during this time. Find out more at www.gov.uk/coronavirus.

Anyone **living with someone who has symptoms** from when their symptoms first started and must not come to work during this time. Find out more at www.gov.uk/coronavirus.

Anyone contacted through the **Test and Trace programme** must self-isolate depending on the last contact with the person who has tested positive. Find out more at www.gov.uk/guidance/nhs-test-andtrace-how-it-works. Staff are required to let their manager know.



Your equipment and access

As part of your role, you may be issued with a Chromebook or Mobile Phone, if applicable. Arrangements are in place by colleagues in the Digital & IT service to send your equipment to your home by courier. We aim to get this sent out to you the week before you join us. Digital & IT will be in touch regarding delivery - please note a signature will be required. Should you have any queries regarding the delivery of your equipment you will be given a contact to liaise with.

The Chromebook will arrive with a printed guide detailing how to set it up - if you'd like to see what the Chromebook is like and get some information ahead of time you can do by clicking [here](#).

You will need your LBS email address and password before setting up your Chromebook but this will be sent to your personal email address separately so you are ready to go. Guidance to help you set up your mobile phone is available by a video [here](#).

Responsibility for returning your equipment

Should you leave the employment of the Council you will need to return any IT equipment to Digital & IT or you may be charged. You can arrange a return through the [Support Hub](#).

G Suite

At LBS we have partnered with Google for Cloud computing and have enjoyed the many benefits this offers from collaborative and interactive working through shared documents enabling real-time working in a fast-paced environment. GSuite allows you to collaborate and amend documents instantly whilst also retaining control of who you choose to give access to.



Meetings are held virtually and options exist to restrict duration to 25 minutes and 50 minutes to allow breaks between meetings. More information on this (along with other Calendar tips) can be accessed [here](#).

[Click here for a guide to get you started with GSuite](#)

If you've been more used to Microsoft don't worry Google is very intuitive and there is guidance to help you [here](#).

Your building access and ID

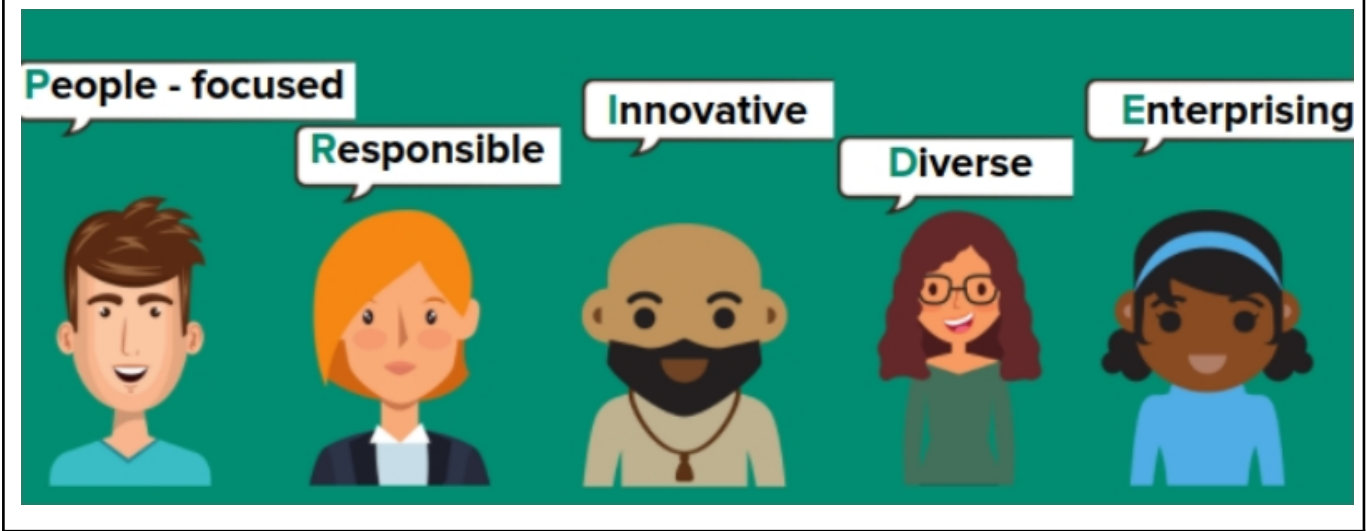
In order to enable you to gain access to our council buildings when required, please send a digital passport-style photograph of yourself to your manager ahead of your start date. We can then ensure that on your first visit to the main LBS civic offices, your access pass will be ready for you to collect from the security desk, situated on the Ground Floor in the reception area.

If you work in one of our shared services departments, you may collect a pass for Kingston access from the "tfpm helpdesk" located on the ground floor of the Guildhall building. This will allow you access to the Council buildings on site.

Our Values

The work we do helps make the London Borough of Sutton better for everyone who lives and works here. You will play a vital part in that work and we are committed to doing all we can to make sure you are happy and supported in your role. We believe our staff are our biggest asset and have values to reflect this.

Our **PRIDE** values are at the heart of everything we do and we hope you will join other colleagues in "living" the values. Our values are:



What to expect during your induction period

On your first day, you will receive a welcome email with a link to our interactive induction programme which will support you during your first few weeks at LBS. The programme will guide you through all you need to know to enable you to start working effectively with partners and colleagues, including dates for live virtual welcomes with the Chief Executive, your Director, staff network groups and many more as you start to build your network and feel part of the team.

During your induction period, you will review the following:

- Our Corporate Plan (Ambitious for Sutton)
- Our PRIDE values
- Your development opportunities include access to workshops, e-learning modules, apprenticeships and more.
- Our Structure and Directorates
- Information about the borough's such as its geography, history and achievements
- HR policies and key guidance documents
- Our Wellbeing offer that includes access to an Employee Assistance Programme, Mental Health Champions and Staff Networks

**AMBITIOUS FOR
SUTTON**

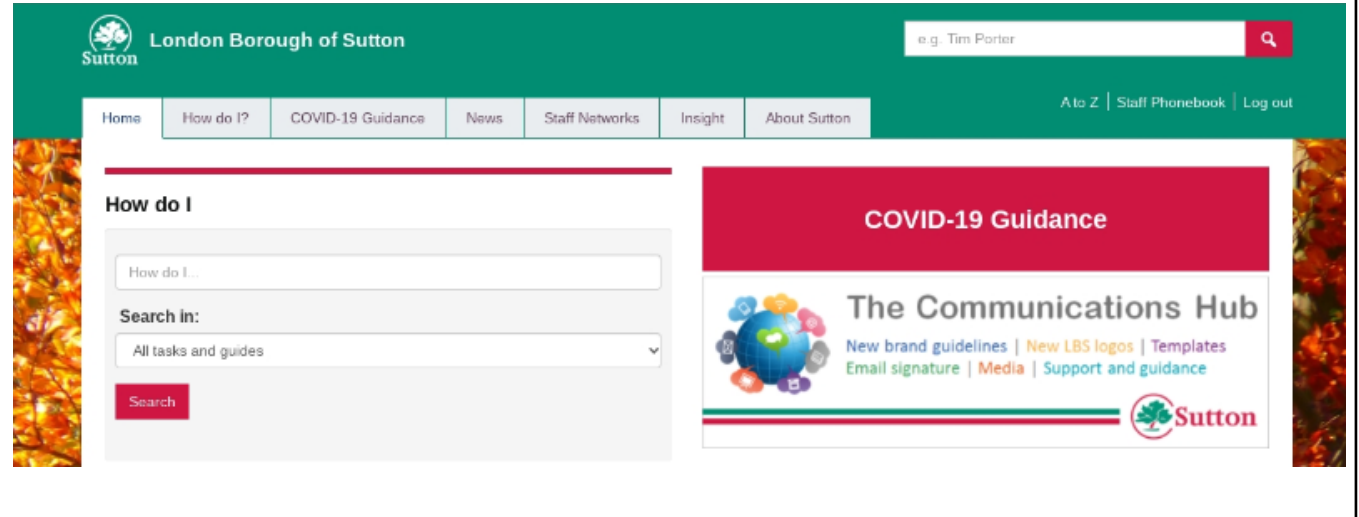
PRIDE

**YOUR
DEVELOPMENT**

**THE
*Borough***

WELLBEING

The induction section on the intranet can be found here on the homepage, under the “About Sutton” tab.



What we expect from you

Our aim is to enable you to be successful and happy whilst working for the London Borough of Sutton. Part of this involves setting out what we expect from you, and all our staff, to help us achieve our aims and priorities. We expect:

- You to be a role model and demonstrate our PRIDE values in all that you do
- Familiarise yourself with our staff policies and be aware of our key processes
- Complete all mandatory training.
- Challenge the organisation constructively to ensure we are doing the right thing for our residents and staff.

We are looking forward to joining us and becoming part of the LBS community

Keep up to date - Follow Us on Social Media



[Twitter](#)



[LinkedIn](#)



[Facebook](#)

and

[Sutton Scene](#) (local newsletter)