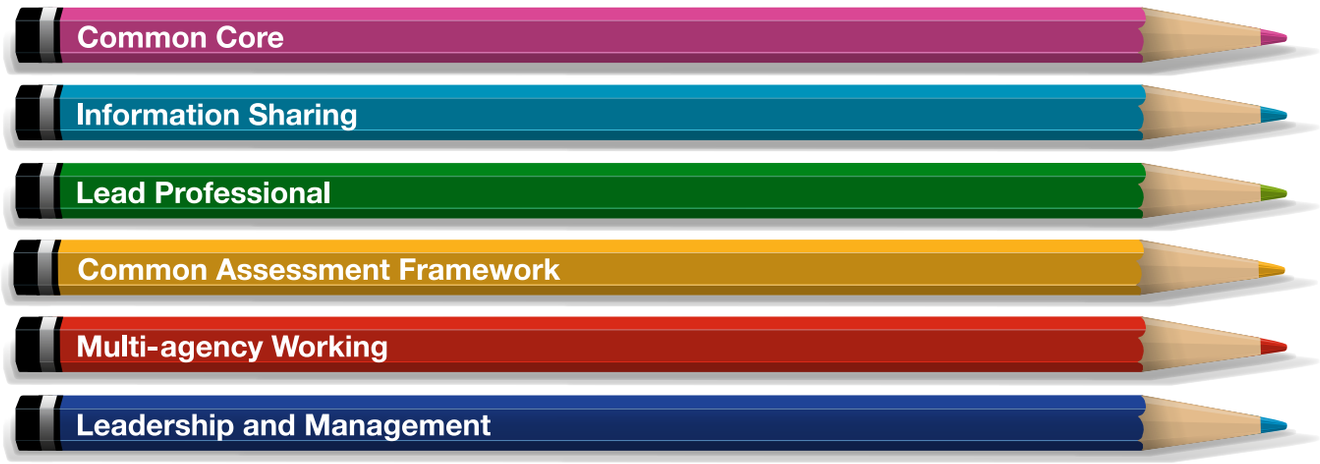
cwdc
Children's Workforce Development Council

integrated working explained

Ensuring a child only tells their story once

www.integratedworking.com

Integrated working is when everyone supporting children and young people works together effectively to put the child at the centre, meet their needs and improve their lives.



An introduction to integrated working

Integrated working involves everyone who works with children and young people, part or all of the time; whether employed, self-employed or in a voluntary capacity. If you are a nurse, teacher, youth worker, sports coach, social worker or any other member of the children's workforce, integrated working concerns you.

Integrated working is at the centre of making a real difference to the lives of children, young people, and their families. It is a central part of the *Every Child Matters* agenda and the One Children's Workforce Framework. This booklet has been designed to provide an overview of what is meant by integrated working, the different tools, advice and guidance available and how it can benefit you.

Visit **www.integratedworking.com** or **www.everychildmatters.gov.uk** to find out more.

Background

The Children's Plan: Building Brighter Futures (DCSF, December 2007) stated that all Children's Trusts should "have in place by 2010, high-quality arrangements to provide identification and early intervention for all children and young people who need additional help". The recently published *Building Brighter Futures: Next Steps for the Children's Workforce* (DCSF, April 2008) begins to set a vision of how this may happen.

The Children's Workforce Development Council (CWDC) is responsible for implementing integrated working by closely collaborating with the Department for Children, Schools and Families (DCSF), local and regional organisations across England and the children's private and third sector workforce. CWDC also works closely with other partners in the Children's Workforce Network (CWN).

When there are children involved it's everyone's business

Integrated working – making a difference?

Integrated working makes a real difference to the lives of children and young people. Launched in 2007-08, **CWDC Share!** has been developed to discover real-life integrated working stories which can be accessed by the children's workforce.

Each CWDC Share! project demonstrates how integrated working can really help improve the lives of children, young people and families. It also outlines the issues and barriers that organisations encounter and overcome in implementing integrated working. Practitioners who have tried and tested integrated working through CWDC Share! confirm what works for them.

It is what is best for the children that counts and we feel this new way forward is absolutely the best for our children

You can't be an expert in everything. We now have a tool to consult others – this saves huge amounts of time trying to become an expert in every subject

Everything is so exciting, but what is most exciting is that all our new pieces of work are now linked

If your team is strong enough people-wise then you can achieve anything

It was never a case of were we going to do it but how are we going to do it!

To read the latest stories from practitioners and download a copy of the CWDC Share! DVD, magazine and ebook, visit **www.cwdcouncil.org.uk/cwdc-share**

What's involved in integrated working?

There are a number of integrated working tools and guidance documents available which will help to ensure that a child or young person only has to tell their story once to get the support they need. The next section outlines these and tells you where to go to find out more.

Common Assessment Framework

The Common Assessment Framework (CAF) is a key part of delivering frontline services that are integrated and focused around the needs of children and young people. The CAF is a standardised approach to conducting an assessment of a child's additional needs and deciding how those needs should be met.

The CAF is used to identify, at the earliest opportunity, a child or young person's additional needs which are not being met by the universal services they are receiving. It aims to provide timely and co-ordinated support to meet these needs.

National eCAF will be a single IT system to support the CAF. It will enable practitioners to work together more effectively across geographic and organisational borders when helping a child or young person. It will enable authorised, trained practitioners from different sectors to create, store and facilitate effective sharing of CAF information to support the delivery of services to improve outcomes for children and young people.

For more information, please visit **www.cwdcouncil.org.uk/caf** or **www.ecm.gov.uk/caf**

Information Sharing

Sharing information is vital for early intervention to ensure that children and young people get the services they require. It is essential for safeguarding and protecting the welfare of individuals and for providing effective and efficient services that are co-ordinated around the needs of an individual or family.

It is important that practitioners understand when, why and how they should share information so that they can do so confidently and appropriately as part of their day-to-day practice.

HM Government information sharing guidance (2006) was the first cross-government guidance for practitioners across the whole of the children's workforce. This guidance has now been updated (2008) to extend its relevance to practitioners working with adults and families as well as children and young people.

For more information, please visit **www.cwdcouncil.org.uk/information-sharing** or **www.ecm.gov.uk/informationsharing**

Lead Professional

Lead professionals work with children and young people with additional (including complex) needs that require an integrated package of support from more than one practitioner. The lead professional takes the lead to co-ordinate provision and act as a single point of contact for a child and their family.

The lead professional role is a key element of effective frontline delivery of integrated children's services. It ensures that professional involvement is rationalised, co-ordinated and communicated effectively. More importantly, it provides a better experience for children, young people and their families involved with a range of agencies.

DCSF has been piloting a budget-holding lead professional role to test whether better service packages for core groups of children and families can be delivered by giving lead professionals a budget. A national evaluation of the programme will report in winter 2008.

For more information, please visit **www.cwdcouncil.org.uk/lead-professional** or **www.ecm.gov.uk/leadprofessional**

Multi-agency Working

Multi-agency working enables different services to join forces in order to prevent problems occurring in the first place. It is an effective way of supporting children, young people and families with additional needs and helping to secure improved outcomes.

There are a number of different models of multi-agency working, including fully integrated services, multi-agency teams, multi-agency panels, Teams Around the Child (TAC) and locality teams. A web-based resource is available to support managers and practitioners in developing multi-agency working models, providing working solutions and good practice examples.

For more information, please visit **www.cwdcouncil.org.uk/multi-agency** or **www.ecm.gov.uk/multiagencyworking**

Common Core

The Common Core of Skills and Knowledge for the children's workforce sets out the six basic skills and knowledge areas needed by all people (including volunteers), whose work brings them into regular contact with children, young people and families.

The six key areas of skills and knowledge in the Common Core are:

- effective communication and engagement with children, young people and families
- child and young person development
- safeguarding and promoting the welfare of the child
- supporting transitions
- multi-agency working
- sharing information

For more information, please visit **www.cwdcouncil.org.uk/common-core** or **www.ecm.gov.uk/commoncore**

Leadership and Management

The *Every Child Matters* agenda challenges leaders and managers to build integrated teams that put the child and family at the heart of all that they do, lead colleagues from other professional backgrounds and find common ground to unite team members who bring together different working practices and expectations.

Championing Children and *Leading and Managing Children's Services in England: A National Professional Development Framework* offer guidance and support for leaders and managers, including those working in integrated settings.

CWDC is currently undertaking a programme of work, with the support of CWN, to advise DCSF on a strategy for leadership and management for Children's Trust partners and the development of their middle managers.

Further information on all these programmes is available to download at **www.cwdcouncil.org.uk /integrated-working/leadership-and-management**

Integrated Qualifications Framework

The Integrated Qualifications Framework (IQF) will be a set of approved qualifications for the children's workforce. The framework will enable progression, continuing professional development and mobility across the children's workforce. It will be a comprehensive set of qualifications that are agreed to be appropriate for people who work with children, up to and including degrees and postgraduate qualifications. It will support shared values and learning approaches across the children's workforce.

The Children's Workforce Network is developing the IQF. This means that it will extend across and be supported by all the different sector bodies and occupational groups who work with children.

The IQF will apply to qualifications in England and will be implemented by 2010. For more information, please visit **www.iqf.org.uk**

Find out more

If you are interested in reading more about the policies and practices behind integrated working supported by real-life examples from frontline staff using the tools and processes, download a copy of the *Making It Happen* booklet from **www.ecm.gov.uk/deliveringservices**

For more information about integrated working visit the Children's Workforce Development Council website **www.cwdcouncil.org.uk/integrated-working** or the *Every Child Matters* website **www.ecm.gov.uk/integratedworking**

Part of the Sector Skills Council,
Skills for Care and Development

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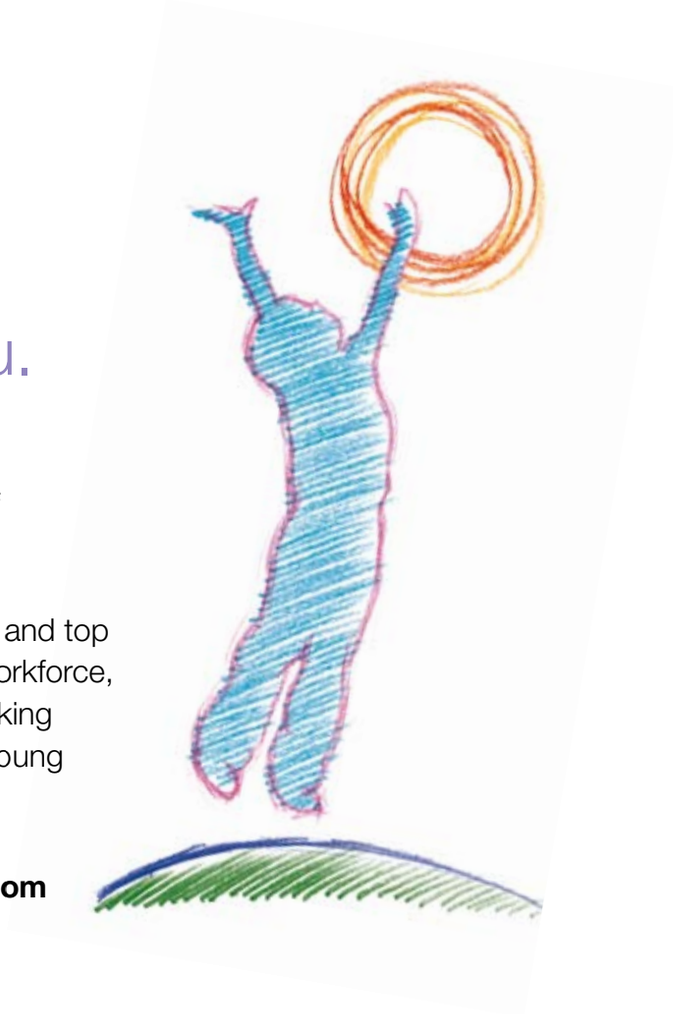
If your work involves helping children and young people, here's something to help you.



Sign up for email updates to help make it easier for you to put the child at the centre of everything you do.

You'll receive the latest news, policy updates and top tips on integrated working in the children's workforce, plus real-life examples of how integrated working is already improving outcomes for children, young people and families.

Sign up now at www.integratedworking.com

Contact us to receive this information in a different format or language, such as large print or audio tape.

For more information please call

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Visit www.cwdcouncil.org.uk

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