

# One Children's Workforce Assessment

## Results update

### About the One Children's Workforce Assessment

At the beginning of the year, we embarked on an assessment across the Children and Young People's Trust in East Sussex to evaluate where we are on our journey towards an integrated workforce.

The assessment focused on the One Children's Workforce framework – a rainbow representing 8 different elements of integrated working:



We used an online questionnaire and focus groups to judge the progress we have made on each element of the framework.

### Who took part?

We invited active users of the Children's Index and their managers, and other workforce groups, to complete the questionnaire. 245 people took part and responses were received from a good range of sectors. We also held focus groups for members of the workforce in

Eastbourne and Hastings and one for parents at Hailsham East Community Centre. A total of 57 people participated.

### Analysing the results

The results from the questionnaire and focus groups were analysed by members of the Joint Workforce Strategy Group (JWSG) for East Sussex. The results showed that we are making good progress on some elements of integrated working but some areas are stronger than others. The JWSG decided that the arcs of the rainbow should be positioned at the following levels:



**Fragmented**

**Integrated**

This rainbow is the benchmark we will judge ourselves against in future assessments.

## What did you tell us in the focus groups and questionnaires?

Many of you told us how much you value multi-agency training and meeting with colleagues from other sectors on a more informal basis. You felt that holding more networking events would help to foster a shared understanding and build trust.

**We would like more multi-agency training and opportunities to network**

**There is confusion over some integrated working practices**

Although progress has been made in defining and developing integrated working practices, some of you are not clear about the Common Assessment Framework (CAF) and the role of the Lead Professional. You also had some concerns about the amount of time these processes take.

Good information sharing and clear communication is not happening consistently. There is a tendency to revert to jargon or agency-specific language. Not all information is accessible or user-friendly.

**There needs to be better information sharing and clearer communication**

**We need greater understanding of roles**

Some of you feel that certain roles are misunderstood by the wider children's workforce and this can lead to some roles and workforce groups not being respected.

Many of you felt unsure about where to access up-to-date information about services and expressed frustration about the amount of time it can take to locate this information. There were repeated requests for a directory of services.

**We would like better access to information about services**

**Capacity and resource issues need addressing if integrated working is going to be successful**

Capacity and resource issues impact on the amount of time you have available for the professional liaison and networking required for effective integrated working. It was also felt that Managers have an important part to play in managing resources to allow this to happen.

Many of you believed that the children's workforce has a clear and unified purpose and it would be a good idea to develop and publish a shared set of values/principles for the Children and Young People's Trust, with integrated working at the core.

**We are firmly committed to achieving positive outcomes for children and young people**

## What are we going to do next?

The assessment has shown us the areas we now need to focus on. To address some of the issues flagged up by the assessment, we are going to carry out the following actions:

- Look into how we can develop more multi-agency training opportunities across the Children and Young People's Trust.
- Commission an evaluation of all the service directories in existence across the Trust to see how they are being used and explore the issues affecting access to information about services.
- Develop an e-introduction to integrated working and the Children and Young People's Trust, to be used by all sectors as part of their induction programmes.
- Develop and roll-out a multi-agency job shadowing scheme to foster a shared understanding of roles and services.
- Look into developing a shared set of values/principles to be used across the Children and Young People's Trust.
- Develop a common glossary to be used across the Trust, to discourage the use of jargon and encourage the use of plain English.
- Review the accessibility of all information, tools and processes related to integrated working and promote the resources available on CZone.



## Thank you!

Last but definitely not least, we would like to extend a huge thank you to everyone who took the time to participate in the assessment, whether by completing a questionnaire, attending a focus group, or both!

## Contact details

If you would like any further information about the assessment or action plan, please contact:

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