

## REPORT TO SAFEGUARDING SUB COMMITTEE

<b>TITLE:</b>	<b>ICT provision for Children's Social Care</b>
<b>DATE OF MEETING:</b>	<b>9<sup>th</sup> July 2019</b>
<b>REPORT FROM:</b>	<b>Stephen Denton and Councillor Jane Black (Portfolio holder for Corporate Affairs)</b>
<b>CONTACT OFFICER:</b>	<b>Stephen Denton, Head of ICT, Bury Council</b>

### **1. INTRODUCTION**

- 1.1 This report is to provide the committee with an update with regards to work which has taken place to improve ICT provision for social workers given that it was highlighted by the committee as a priority area for consideration.

### **2. FOCUS TO DATE**

- 2.1 Social Care Teams are at the forefront of the delivery of services to some of our most vulnerable children and young people. Their work often takes place out in the community and includes close collaboration with partner agencies. Mobile equipment increases the ability of teams to engage with children, young people and their families and will increase the quality of case recordings and assessments of the teams, providing a more effective and efficient service whilst helping deliver better outcomes for our residents.
- 2.2 Agile working is a key concept of our future place based operating model. All front line Children's Social Care staff are now equipped with a smart phone. This enables access 'on the go' to emails and calendars, improving the ease at which information can be collected and appointments made.
- 2.3 Peripatetic Social care staff need lightweight devices that can be connected to council systems using a network cable, a Wifi service or via a mobile phone network in order to fulfil their functions effectively. The recognised the need for substantial capital investment in IT hardware to equip our best assets, our staff, with the most appropriate tools to provide good quality services. As such a plan has been developed to roll out new tablets and/or laptops (dependent on which is most appropriate

for user needs) which enable greater agile working through more responsive systems which operate quicker, are more portable and support the necessary requirements for Public Services Network (PSN) Compliance.

2.4 There is resource required to ensure devices are set up appropriately for use by staff and so the roll out of new devices has to be staggered. Given the importance of the role of social care staff, peripatetic nature of much of their work and acknowledging the view of this committee, the roll out to social care staff has been prioritised.

2.5 The table below outlines the current status of this roll out, including where devices are now in place, and timetable for the

<b>Childrens Social Care team</b>	<b>Type of Workers</b>	<b>No of Staff</b>	<b>Installation / software paperwork submitted</b>	<b>Received new Tablet/ laptop</b>	<b>Schedule/Arrangements, other information</b>
Children and Young People In Care Team	Social workers/Family support workers	11	11	11	Completed
Through Care team	Personal advisors/managers/support staff	18	18	18	Completed
Safeguarding Teams	Social workers/Family support workers/Admin	50	50	0	To be rolled out from 15/7/2019
Fostering team	Social Workers/Recruitment officers/Communications manager	23	23	0	To be rolled out from 15/7/2019
Safeguarding Unit	Reviewing officers/Support staff	24	To be completed by 12/7/19	0	To be rolled out by Autumn 2019.
Initial Response team	Social workers/support staff	28	To be completed 12/7/19	0	To be rolled out by Autumn 2019
Childrens disability team	Social workers/support staff	8	To be completed 12/7/19	0	To be rolled out by Autumn 2019
MASH & Complex safeguarding teams	Social workers/support staff	24	To be completed 26/7/19	0	To be rolled out by Autumn 2019

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Oasis team	Social Workers/CAF consultants/Family support workers/Youth Offending workers/Admin	22	To be completed 26/7/19	0	To be rolled out by Autumn 2019
Victoria Children and Family Centre	Family Support Workers/Admin	16	To be completed 26/7/19	0	To be rolled out by Autumn 2019
	<b>TOTALS</b>	<b>224</b>	<b>102</b>	<b>29</b>	

### **3. FUTURE PLANS AND PRIORITIES**

- 3.1 Linked to the above table there are 40 devices being prepared within HR and Finance functions which support social care staff, based on a prioritisation of the most-in-need of updated devices so not to put an extra demand pressure on IT services to address any ongoing issues.
- 3.2 In addition a further 190 devices will be rolled out across wider Children's Services service areas, namely in education welfare, Connexions, Youth Services, Sensory Needs Team and SEN team. These will be completed by January 2020 in order to mitigate risk of operating systems becoming end-of-life (ie without support) by this date.

### **4. RECOMMENDATIONS**

- 4.1 For the Committee to note the progress made as outlined in the report
- 4.2 For the Committee to indicate whether they would like further updates as the roll out continues.

#### **List of Background Papers:-**

#### **Contact Details:-**

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