

A Candidates Guide to Coventry Children's Services



Coventry

A great place to live,
learn and work



Welcome to Children's Services



“ This handbook will guide you through the information on the city, the service areas, our rewards and benefits offer, and our roles which all play an important part in ensuring children and families are at the heart of everything we do. I want to thank you for your interest in opportunities within Coventry Children's Services. I hope you find the content of this guide helpful and informative to help you make the decision in joining Children's Services in Coventry.

The experience, skills and professionalism which you will bring to this service are vital to our continued improvement journey. You'll find a number of things. You will find Children's Services a welcoming and supportive environment where you will be offered opportunities for learning and development. You'll find a service full of social workers proud of the work they do every single day to get the very best outcomes for our most vulnerable children and families. You'll find a framework of training, challenge and professional support through our signs of safety and relationship based practice to make sure you have the tools you need to become the best you can be. And you'll find an environment that recognises and understands the unique job you do and supports you to make those difficult decisions.

We are a city with a proud history and an exciting future. Children's Services are on a journey of improvement and we want you to be a part of it.



A handwritten signature in black ink, appearing to read 'John Gregg'. The signature is fluid and cursive, with a large initial 'J' and 'G'.

John Gregg
Director of Children's Services



About Coventry

Coventry is a city of opportunities and its local plan sets out a clear vision for improving the quality of life for its citizens by promoting growth, sustainable economic prosperity, being locally committed and ensuring that its priorities are delivered.

Major businesses continue to invest and grow in the Coventry. Recent investment in the city has set out to create 15,000 jobs and build a new business district. Jaguar Land Rover is expanding the company's research and development facility and both Warwick and Coventry universities are continuing to build and improve on their excellent educational reputations and are an integrated part of City life. No-one could deny that Coventry has become an exciting place to be. We've got a rich history and are working towards a really bright future together.

UK City of Culture 2021

There's a huge buzz about the city- Coventry ranks as the 8th best city to live, work and do business in the UK, and is the UK City of Culture 2021 ! We believe this will help put Coventry on the map for all the right reasons. You can feel the sense of local pride throughout the city as we build towards this momentous year. It also offers a unique, once-in-a-lifetime opportunity to those joining us to play their part in it.

Coventry City Council is the primary supporter of The Coventry City of Culture Trust, committing £5m in funding as well as additional resource as part of its "City Readiness" programme. This will see the Council invest in improvements to the public realm as well as supporting cultural and heritage organisations with their capital improvements in advance of 2021. This funding will help us to deliver a programme that has a positive impact for Coventry – and the wider region – not just in 2021 but well into the future creating a legacy for the city.

Coventry children are achieving great things, we have record numbers of care leavers at University, as well as many more doing apprenticeships, further training or in employment. Coventry is part of the National Leaving Care Benchmarking Forum and we are keen to add to our dynamic and passionate team of social workers and personal advisers.



Coventry Godiva Festival

Coventry **Godiva Festival** is a huge family music festival. Based in the city's historic War Memorial Park, the three-day event offers great live music, family entertainment, international food and drink, craft village and children's funfair!

Eating and playing

There are so many things for you to see and do in Coventry. From music, theatre and festivals, to museums, Cathedrals and medieval history, the city has something for everyone. Home to rich history, ancient legends and an abundance of unique arts and culture, Coventry has an exciting future as the **European City of Sport 2019**, **UK City of Culture 2021** and a host city for the **Commonwealth Games 2022**



What to see and do

www.visitcoventry.co.uk/attractions



The best places to eat and drink

www.visitcoventry.co.uk/foodanddrink



Travelling to and from Coventry

Coventry is just one hour from London by train, with great transport to surrounding areas. Coventry's central location makes it easy to travel by train or car with convenient links to M6 and M1.



Geography

The city of Coventry covers a total surface area of approximately 98.6 square kilometres

Demographics

Coventry's 2021 population is now estimated at 432,386



Airport:

A Birmingham

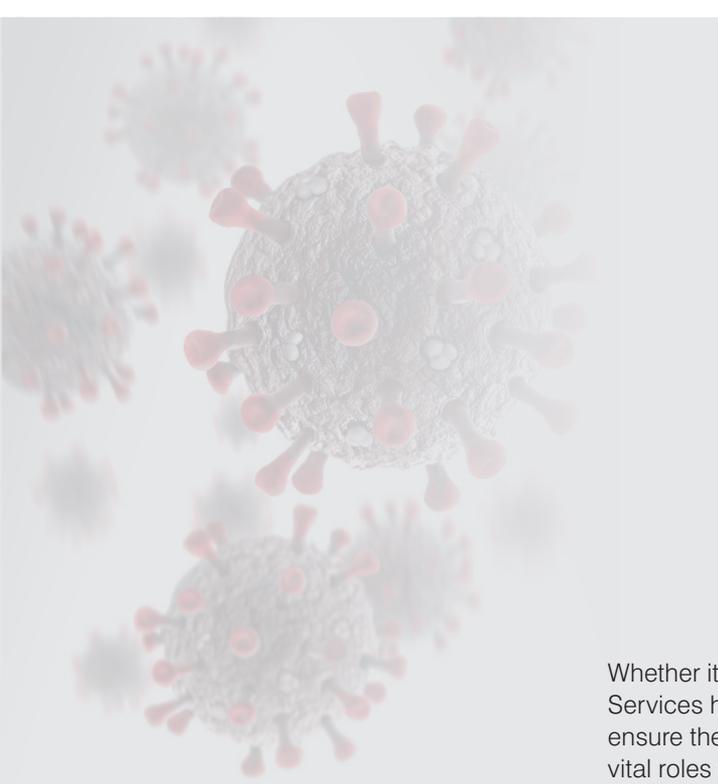


Railway stations:

- B Coventry
- C Leamington Spa
- D Rugby
- E Nuneaton
- F Warwick Parkway
- G Coleshill Parkway
- H Stratford Parkway
- I Kenilworth



This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of The Controller of Her Majesty's Stationery Office. Coventry City Council. LA1000026294. 2020



Children's Services Response to COVID-19

We know that transitioning into a new role comes with a pinch of anxiety, especially during uncertain times like this. That's why Coventry City Council has championed its approach to safe working by introducing a wealth of guidance, frameworks, updates and risk assessments to make this transition easier for current staff and people who are looking to join our team.

Whether its based from home or from locations across the city, Children's Services has taken extra precautions and introduced new measures to ensure the wellbeing of all colleagues, allowing them to safely continue their vital roles to achieve the best outcomes for children and families in Coventry.

Based from home

Even prior to the pandemic, colleagues were already flexibly working from home as part of a great work/life balance scheme. This scheme has now been adapted to cater to all employees regardless of their location across the city. Our based from home capability allows colleagues to safely continue their day to day responsibilities in accordance to government guidelines. We have adapted to the new digital way of working online using MS Teams for meetings, which has paved the way for positive change in the workforce.

Working from the office

We value the work our colleagues do across Coventry, recognising the need for best outcomes for children and families in our different locations. Therefore, it is crucial that we make sure that our locations are suitably protected from the current risks that the pandemic brings, for our staff to feel safe and out of harm's way. Our City locations have been cleaned, assessed, sanitised and redesigned to make it safe and secure to work in so you can be comfortable and focus on the invaluable work you do for the community.

As well as our safety measures, there are a number of wellbeing programs launched to help our colleagues to insure that we are doing everything we can to support them from the challenges that the pandemic brings.

- › Mental Health & Physical wellbeing programs
- › Working well from home & 10 top tips for working remotely
- › Bounce Back – Living Resilient Life training
- › Exercise Apps & online Yoga classes
- › Mindfulness and Meditation tools
- › Employee Assistance Programme – A 24/7 helpline to ensure that help is only a call away

For more information please visit www.coventry.gov.uk/coronavirus



Our Vision 2019-2022

Coventry: where children, young people and families matter

Right Help Right Time

Promoting children's welfare is most effective when they receive help early and at a level according to their needs. The aim is to provide early interventions for children, young people and families that require support in order to prevent them moving towards higher levels of need, and to reduce the levels of need once these have been identified.

1

Children are at the heart of everything we do



Children and young people are involved as key partners in planning and decision making and help us to shape services.

We will work with children, young people and their families with openness and honesty to ensure we hear their views.

Our approach allows children and young people to receive help and support that makes a difference to their lives and allows families to be empowered.

The outcomes we achieve for children and young people compare favourably with high performing local authorities.

2

Working with children and families and services around them



We aim to deliver top class early help services, to optimise prospects for the best start in life for all children and young people.

We provide excellent help and support to our families. We work with them to understand the skills they have and need to raise their children in a loving, happy, healthy and safe environment, which enables them to become confident and responsible adults.

We listen to what our children and families say and build our support around them to enable families to remain together whenever possible.

When children and young people cannot remain with their families, they are able to live in or near to Coventry in the most appropriate placement to meet their needs.

3

High quality child centred effective services that are reflective and responsive to change



We deliver high quality, child centred, effective help and support to children and young people, their parents/carers and family at the right time and in the right way.

Our services reflect and respond to the changing needs of Coventry's diverse population of children, young people and their families.

Our quality assurance and reflective learning provides evidence of continuous improvements.

4

Our One Coventry approach

**ONE
COVENTRY**

We are committed to One Coventry working with our partners and communities to ensure that our residents get the very best that the city can offer.

Our partnerships are mature, trusting and effective at both strategic and operational level. In our partnership work, the focus remains on the child or young person.

We have arrangements with our partners and communities that mean we can adapt and be dynamic in our response to emerging issues/ need at strategic and individual level.

We are fully engaged with partners who share our vision and actively contribute to enhance the local authority offer.

5

Committed sustainable workforce



Our workforce is stable, skilled, motivated and committed to delivering excellent services to children and young people in Coventry.

We have a confident leadership team, with staff having confidence in leaders and feeling trusted and empowered to make decisions and are confident and clear about their role and accountability.

Social work practice will flourish.

We are recognised as a centre for excellence.

Our Children's Services Teams

MASH

The Multi Agency Safeguarding Hub (MASH) brings key professionals together to facilitate quality information sharing, analysis and decision-making, to safeguard vulnerable children, young people more effectively. Staff from across health, social care, police, and education are based in the MASH at any one time at its based in Broadgate House in the city centre. Our MASH is the front door to statutory services, by applying consistent thresholds based on Right Help, Right Time.

EDT

The Emergency Duty Team provides an out of hours emergency service between 5pm and 8:30am throughout the week, including weekends. The team responds to safeguarding concerns relating to children, young people, their families and adults. They also provide an out of hours housing service.

Horizon Team

The Horizon team works with young people who are at risk of exploitation. Horizon is a statutory social work team that consists of Social Workers, Youth Workers, a Children and Families Worker, a Health Worker and Police Officers. The Horizon team support young people via the Child In Need or Child Protection frameworks. Young people are supported to understand healthy and unhealthy relationships, grooming, online safety and exploitation, from sexual exploitation to criminal exploitation.

Area Teams

There are 15 social work teams across four areas, each team consisting of a Team Manager, Senior Practitioners and a mixture of experienced and newly qualified social workers, and a child and family worker. The Social Work Teams work with all new referrals into the service, completing assessments and child protection enquires, as well as working with children and families who are supported via CIN and CP plans, those in PLO and all initial court work. The teams are fast paced, but there is high support and manageable caseloads.

Early Help

Our Early Help Service, is provided across 8 family hubs, 2 per area. Each Hub has a variety of skilled and experienced staff, there is Early Help Manager per area, and a Team Leader in each family hub, as well as Early Help Social Worker, Youth Workers, Family Hub workers. , Early Help is offered in a variety of way, from group work, 121 work, parenting support and needs are assessed through assessment and plans. The team will be a supportive network for you to practice creative interventions using the Signs of Safety Methodology.



Our Children's Services Teams

continued...

Youth Offending Service (YOS)

The Youth Offending Service is a multi-agency team, which partners with statutory and voluntary agencies, to coordinate and deliver local youth justice services. The team manages and delivers interventions to, children who are subject to court orders (including custodial sentences) and police imposed out of court disposals. The services also offers support , managing formal Parenting Contracts for parents of children open to the service. Coventry's Youth Offending Services have also been registered as a restorative Organisation, recognition of its work supporting victims of youth crime.

Looked After Children and Permanence Service

The Service works with children who are Looked After from birth to 12 years old. We take case responsibility from the child's first Looked After Child's Review or first court hearing from Social Work Teams. We work with children who are subject to care proceedings, long term Looked After, and those with an adoption plan, whilst also working closely with the Regional Adoption Agency, Adoption Central England (ACE).

Children's Disability Team

Coventry Children's Services has a specialist Children's Disability Team (CDT) which provides support to children and young people up to the age of 18 who have a lifelong learning/physical disability. The CDT is passionate about working with children, families and other professionals to achieve the best outcomes for vulnerable children. The team undertake children and family assessments and works with children in need, children subject to child protection plans and looked after children. A multi-disciplinary approach is modelled in the team in partnership with both universal and mainstream services to support children, young people and their families.

Placements

The Placements Team is responsible for sourcing quality residential, fostering and supported accommodation placements for children and young people who are in need of protection and are not able to live with their families. When a placement is required the team will contact and liaise with internal provisions and independent providers to identify a suitable placement match. The team collate the potential options and shares them with the Social Workers or Personal Advisor to identify the most appropriate placement for the child or young person.

Through Care

The Through Care Service works with looked after children and care leavers. The service is co-located with carers advisors, a housing liaison officer and a UASC liaison officer. Through Care is an innovative and dynamic service involved in national pilots of Lifelong Links, Leaving Well and New Belongings and were shortlisted for the 2019 social workers of the year awards. Coventry is part of the National Leaving Care Benchmarking Forum.



Our Children's Services Teams

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Edge Of Care

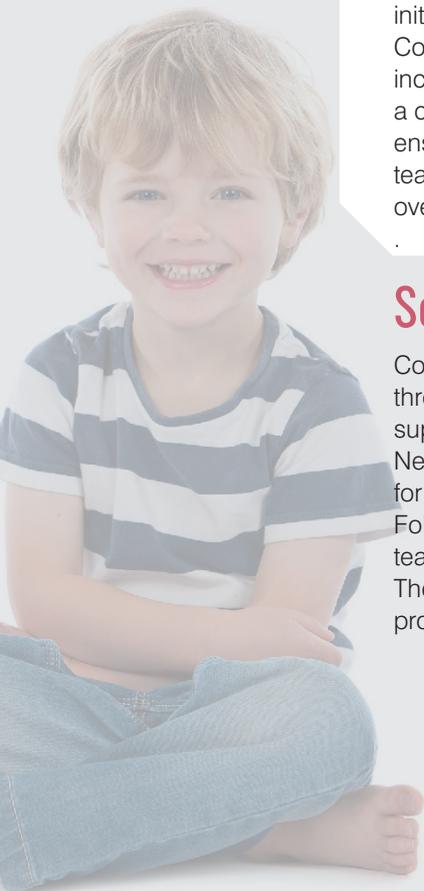
Edge of Care is a service that supports the families of young people at risk of entering the care system to remain as a family. The service uses evidence-based models of practice, which assists families to make significant and positive changes, whilst working intensively alongside the allocated social worker and other professionals involved with the family. Edge of Care is an innovative, dynamic and creative service, that has a clear aim to safely prevent and reduce the number of children and young people from entering the care system in Coventry. With a workforce that has commitment to safely keep families together as a unit by strengthening, improving and re-building relationships. The service is passionate about delivering ground-breaking solutions, to promote sustainable change for the families, and strongly encourages individuals to make informed choices about their own lives by involving them in all aspects of the work.

Fostering

The Recruitment and Assessment Team has responsibility for recruitment and assessment of a range of applicants to become Coventry Foster Carers. The Assessment Team has responsibility for the recruitment and assessment of a range of fostering applicants. The successful candidate will be responsible for undertaking a range of these assessments. They will also undertake initial visits of fostering applicants through participating in a recruitment hub rota. Coventry City Council is investing strongly in its fostering provision with a target to significantly increase the number of looked after children placed with in house foster carers. The service has a commitment to working closely with our foster carers and with children's social work teams to ensure that fostered children are well cared for and achieve best outcomes. The assessment team has been successful in increasing the number of newly approved foster carers significantly over recent years and is recognised for its market leading recruitment practice

Social Work Academy

Coventry's Social Work Academy offers children and family social work practitioners a pathway through their career with Coventry Children's Services, by creating an environment which supports stability and continuing professional development. The Social Work Academy supports Newly Qualified Social Workers through their first 12 months. NQSWs are based in the Academy for the first 6 months, spending a minimum of a day per week with their dedicated host teams. Following successful completion of the first 6 months, NQSWs then transition out to their host teams, receiving outreach support from the Academy Team. The Social Work Academy also supports social worker progression and development for professionals at every stage of their careers.



Our Children's Services Teams

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Quality Assurance

a. Family Group Conferencing

The Family Group Conferencing model seeks to place decision making processes for children, in the hands of families and communities. Coordinators support family groups to make informed and responsible decisions, recommendations and plans with regard to their children. This enables families to work in partnership with professional services to secure positive outcomes for children and young people.

b. Child Protection Conference Chairs

CP Conference Chairs independently chair multi agency child protection conferences for children who are considered at risk of significant harm. CP Conference Chairs focus on ensuring children are safeguarded first and foremost and their families receive the support they need in order to achieve the best possible outcomes to make a difference for the better in their lives.

c. Independent Reviewing Officers

The IROs independently oversee and track care planning for children in care in Coventry and are responsible for providing challenge where appropriate and protecting the interests of children. IROs develop positive working relationships with the children they are responsible for and support their wishes and feelings in decision making.

d. Risk Management Team

The team plays a key part in managing strategic and contextual safeguarding risks for vulnerable children and young people in Coventry by working closely with partners and key stakeholders. This includes;

- Management and oversight of responses to allegations regarding professionals who are deemed to have abused their position of trust working with children (LADO).
- Delivery of training and support for the early identification of children and young people at risk of harm through radicalisation and exploitation.

Commissioning and Partnerships

The Commissioning and Partnership Service is responsible for commissioning services for children, where the Council does not provide these services itself, or where it is helpful to have additional provision to meet need. These include fostering and residential placements, supported accommodation provision, mental health provision, family health and lifestyle services and children's advocacy and domestic violence services. A range of services are commissioned jointly with the Education Service, Coventry and Rugby Clinical Commissioning Group and Public Health. Commissioners are responsible for quality assuring commissioned services in partnership with operational colleagues. The Commissioning and Partnerships Service also has a Service Development Team, which delivers specific projects aimed at supporting service improvement and has recently taken on responsibility for managing The Professional Support Staff.



Our Children's Services Teams

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Joint Safeguarding Boards

The Coventry Safeguarding Children's Partnership replaces the Coventry Safeguarding Children's Board. This change took place as a result of the Children and Social Work Act 2017, which placed a duty on Local Authorities, Clinical Commissioning Groups and the Police to make local arrangements to safeguard and promote the welfare of children in their area. Coventry Safeguarding Adults Board (CSAB) is a formal body whose objective is to ensure that adults who have care and support needs and who are unable to protect themselves are safeguarded. It is a statutory requirement and operates under the Care Act 2014 to ensure that there is a robust multi-agency framework for safeguarding adults and the monitoring of all its work in protecting adults in the City.

Professional Support Service

The aim of The Professional Support Service is to support the delivery of a first-class service for children and young people. This is a newly created team which works with colleagues at all levels across Children's Services to contribute to positive outcomes for some of the most vulnerable Children and Families across the City. Supporting with performance management processes to ensure compliance with regulatory and statutory requirements, as well as a continuous development of information systems and processes to support and enhance best practice.



Locality Office Locations and Service Area Teams



Park Edge Family Hub
Bell Green Health Centre
Roseberry Avenue

The Moat Family Hub
Moathouse
Primary School
Deedmore Road

East Area Team
Moat House Leisure and
Neighbourhood Centre
1 Winston Avenue

**Central Area
Team Families
for All Hub**
454 Foleshill Road

West Area Team
Coundon Family Centre
82 Moseley Avenue

Pathways Family Hub
Radford Primary School
Lawrence Saunders
Road

Mosaic Family Hope
Tile Hill Children's Centre
Jardine Crescent

Harmony Hub
Hillfields Early
Years Centre
Clifton Street

Aspire Family Hub
Gosford Park
Primary School

Broadgate House
Looked After Children
and Permanency Service
Through Care and
Edge of Care
Fostering
Placements
Youth Offending Service
Adoption ACE
Quality Assurance
Service
CDT

South Area Team
Willenhall
Children's Centre
257 Stretton Avenue

Woodside Family Hub
Middle Ride
Children's Centre

Social Work Academy

Our Opportunities & Team

In Coventry, we are working hard to build something special. Children and families are at the heart of everything we do, and we believe they deserve the best outcomes. Children's Services provides a wide range of statutory and non-statutory duties, from Early Help Services, through to children who are looked after.

The service reflects and responds to the changing needs of children and their families. It works to enable a reflective and flexible approach, with a strong Early Help offer and a real focus on Relationship Based Practice and Signs of Safety, which focuses on intervention and keeping families together.

Children's Services is proud of its achievements to date and is continuing to ensure children and families remain at the heart of all it does. We will provide you with an environment where social work can flourish, with high support, high challenge and manageable case loads. Children's Services is proud of its workforce, who are committed, dedicated, and work to a high standard.



Children's Social Worker

As an experienced Children's Social Worker, you will be holding a manageable case load of complex cases, where children are held at the centre of all we do. Through Signs of Safety drawing out relationship based practice, your role will be to assess, support and guide to empower families and enable change to ensure the best outcomes for children and young people are achieved.

Advanced Social Worker

One of the most exciting new developments in our social work career pathway has been the creation of new Advanced Social Worker roles. The Advanced Social Worker will monitor and supervise a caseload of the most complex cases in children's services. They provide coaching, mentoring and support to Newly Qualified Social Workers (NQSs) as well as experienced Social Workers. Providing guidance, support and professional wisdom in situations of high complexity.

Senior Practitioner

In Coventry, the Senior Practitioner role is a management pathway. You will be an experienced practitioner able to deputise for the Team Manager, allocating work and convening and chairing strategy meetings; supporting social workers with child protection enquiries. You will also be working a complex but manageable (reduced) caseload whilst helping us deliver a strategy that puts children, young people and families at the beginning, middle and end of everything we do, with all the support and resources you need to do it.

Independent Reviewing Officer

IROs play a crucial role in promoting best outcomes for Coventry's vulnerable Children and ensure that care for all our children are of the highest standard and implemented appropriately without any drift or delay. Providing on-going oversight and scrutiny, the IRO communicates clear expectations and monitors/ tracks progress for children, with varying care plans, needs and timescales.

Team Manager

Our team managers lead and manage a team of social workers in the delivery of services to children, young people and families. They have oversight of the team activity, managing performance and making sure staff have the chance to develop. Managers make the decisions around the cases in the team, working closely with multi-agency partners and senior managers as appropriate.

Social Work progression pathway

Newly Qualified Social Worker

Return to Practice Social Worker

Children & Families' Social Worker

Advanced Social Worker

Senior Practitioner

Independent Reviewing Officer

Team Manager

Operational Lead

Strategic Lead



Our offer

We know how hard our people work, and what it means to have a manager who makes the time to say 'thank you'. So, with us, your work will always be appreciated and recognised.

We also know that, to recruit passionate, dedicated staff in a sector where there's simply more demand than the available resource, we must show our appreciation in other, more tangible ways, too - to make Coventry an attractive place to work in terms of the benefits.



#MYREWARDS



MY MONEY

MY CASH

- Competitive salary
- Pay progression through multiple increments
- A generous pension scheme of up to 12.50%
- Additional role-related allowances
- Up to £8,000 relocation package
- Refund for re-registration of Social Work England

MY DISCOUNTS

- Local and partner discounts for restaurants & shops
- Discounted gym membership
- Childcare subsidy scheme
- Go CV
- Lifestyle Savings
- FREE parking for social work practitioner *

MY AWARDS

- Long Service Awards
- #Unsung Heroes – employee recognition scheme



MY LIFESTYLE

MY TIME

- Generous annual leave allowance (27 days+)
- Flexible working arrangements supporting work-life balance
- Annual leave purchase scheme

MY WAY

- Salary sacrifice schemes
- Cycle to work
- Online Bike Shop
- Maternity, paternity and adoption leave
- Workplace parking scheme
- Interest free travel loans
- Payroll giving scheme

MY VOICE

- Recognised Trade Unions and active membership
- Employee Networks - BAME, LGBTQ, Disabled Employee Network, Generation CCC and Women's Employee Network
- 'Let's Talk' sessions



MY FUTURE

MY OPPORTUNITIES

- Learning & development
- Professional subscriptions and certified courses
- Extensive training with links to universities
- Regular supervision and manager support
- A clear career and progression structure

MY HEALTH & WELLBEING

- Award-winning occupational health team
- Employee Assistance Programme (EAP)
- In-house Counselling service

MY SAVINGS

- Generous local government pension scheme
- Coventry & District Credit Union
- Pre-retirement courses

Learning and development offer

Coventry Children's Services offers valuable opportunities to maintain your Social Work England registration and evidence your continuous professional development.

In addition, you will be supported in your work to support children and families to achieve great outcomes for children. Some of the highlights:

- › Access to expertise through trained social workers with skills in assessment and intervention where child sexual abuse is a feature; supported by the Centre of expertise on child sexual abuse.
- › Access to Immersive Virtual Reality headsets to support learning and development and access to this resource in your work with children and families
- › Training in Signs of Safety methodology alongside relationship and restorative approaches to support your work with children and families
- › Research in Practice and Care Knowledge to support your work, particularly around new and emerging area relevant to current social work practice
- › Access to webinars-bite sized, easily accessible approaches to learning and development
- › Access to champions groups across children's services that share expertise and the opportunity to drive an area of expertise that you bring to Coventry
- › Access to a comprehensive and varied training offer through an award winning Social Work Academy; recognised for an outstanding learning and development offer
- › Many opportunities and routes to progress through a clear career and progression framework
- › Opportunities to shape and share good practice at Practice Development Forums, with an appetite to address issues relating to diversity and inclusion in social work



The Staff App

The Staff App has been developed for employees at Coventry City Council and will mean all colleagues can access a range of information no matter where they are. The app gives people access to the latest and most useful information and enables all to stay connected and access information how and when they want to.

Our Values

- Our values define us as an organisation and influence everything we do and how we treat each other.
- We recognise the crucial role each and every one of us plays in helping to achieve our goals.
- We want Coventry City Council to be an inclusive workplace where people know they are valued and feel empowered in their roles to achieve excellence for our customers and communities.

To achieve this, we have committed to the following six values:



A Coronavirus tile has been added and includes latest government, HR and working from home guides and you'll also find Coronavirus wellbeing tips and updates included in the Wellbeing section.

The app also provides instant access to a range of other information including:

- **Real-time news updates**
- **Learning and development opportunities (including access to MeLearning)**
- **Recruitment opportunities**
- **Access to ResourceLink and other pay info**
- **Access to Wellbeing resources, including support and guidance.**

The app includes links to sites we think everyone will find useful, but going forwards, the team will be adding even more content as well as updating existing information.



Why Coventry?

Join us in Coventry and you'll be delivering on the ground support to families with all the support and resources you need to do it. You will build on the progress we've made in the last two years and work with colleagues who are passionate about the city, its people and its exciting prospects. For more information come and speak to our staff or visit www.coventry.gov.uk/socialworkjobs

