Early Help Remodelling Project - frequently asked questions

This FAQs document is provided to collate and share the questions raised about the Early Help Remodelling Project. The FAQs will be updated on a regular basis and posted on the intranet webpage for staff and on our webpages for members of the public and partners. See FAQ Ref C1 below for how to access these webpages.

Category	FAQ Ref	Question/Comment	Response	Date
Overview	O1	What is the Early Help Remodelling Project?	The Council's Education and Children's Service is in the process of developing a scoping paper, this is an early task that needs completing when looking to commission a review of spending. The scoping work involves undertaking a range of tasks to explore our services, their performance and impact, other options, assess the impact of any reduction and describe a reduced and remodelled Early Help service. Included in this will be options that include operating from significantly fewer buildings or sharing other neighbourhood buildings and deliver full year savings by the 1st April 2018.	March 2016
Overview	O2	Which staff in the Early Help Targeted Service may be affected by the Early Help Remodelling Project.	A list of staff in scope of the review is listed here: http://interface.lcc.local/earlyhelpremodelling	July 2016
Communication	C1	How do you plan to communicate with those affected by the Early Help Remodelling Project.	There is a comprehensive communications plan where regular progress updates will be provided via the following mechanisms: - Bespoke briefings within existing internal and external governance arrangements e.g.) staff team meetings, Early Help Strategy Partnership Board, LSCB etc. - Intranet webpage for staff: http://interface.lcc.local/earlyhelpremodelling - Webpages for members of the public and partners: http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/early-help-remodelling - Dedicated email to send queries to: earlyhelpremodelling@leicester.gov.uk - Early Help Newsletter - Emails/Letter - Public Consultation will include service user forums, consultation questionnaires and the use of social media	March 2016
Communication	C2	How can I get a copy of the Early Help Newsletter?	The Council's Education and Children's Service will publish an update on the remodelling project through the monthly Early Help Newsletter. If you do not yet receive a copy of this newsletter you can sign up to it by visiting Voluntary Action LeicesterShire's Children's Workforce Matters' website: http://www.childrensworkforcematters.org.uk/early-help/early-help-newsletter/	March 2016

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Category	FAQ Ref	Question/Comment	Response	Date
Communication	C3	Will promotional literature be available in different languages to notify families of the remodelling of the Early Help Targeted Service?	We will apply the council's corporate procedure to ensure that materials and public meetings are accessible.	August 2016
Contract Providers	CP1	How do I know if my service contract with the Council will be affected by the Early Help Remodelling Project?	If you have a contract with the Council that may be affected by the Early Help Remodelling Project, you will have received a letter dated 15 March 2016 to confirm this. If you have not received a letter and you think it is highly likely that your service contract may be affected by the Early Help Remodelling Project, please email us your query to earlyhelpremodelling@leicester.gov.uk.	March 2016
Process	P1	What is the timeline for the remodelling work?	We have published a timeline for the Early Help Remodelling Project. This can be found on the intranet webpages for staff and on our webpages for members of the public and partners. See FAQ Ref C1 for how to access these webpages.	March 2016
Process	P2	Will Early Help staff be involved in making decisions about the remodelling of Early Help?	Cluster Managers and Service Managers will be directly involved in remodelling the Early Help service. Early Help staff will be able to share their ideas in the following ways: 1) Talk to their Cluster Manager/Service Manager 2) Share their ideas at the April Cluster Team Meeting that their Service Manager, Cluster Manager and Head of Service will be attending. 3) Feedback any ideas to the dedicated email address set up for this work: earlyhelpremodelling@leicester.gov.uk 4) There will be a 12 weeks public consultation and a consultation with staff as part of the organisational review - where staff can provide feedback on the model. 5) Updated information will be posted here: http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/early-help-remodelling/	April 2016

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Category	FAQ Ref	Question/Comment	Response	Date
Process	P3	Will the Early Help remodelling project result in staff losing their jobs?	The Education and Children's Service cannot achieve the level of savings required without a reduction in both services and buildings, which will ultimately affect staff jobs. This is why the scoping work is so important as it will help to evidence the impact of our services and help to shape the model of early help going forwards.	April 2016
Process	P4	Children Centre Teachers	The Education and Children's Service has received a national notification that there will be changes to how the 'Dedicated Schools Grant' (DSG) will be allocated in the future. This grant currently pays for the role of Children Centre Teacher, therefore whilst this role will not be in scope of the Early Help Remodelling project, the role will be impacted by the changes to how the DSG is allocated to schools directly. Children Centre Teachers have been informed of this development and the work planned to look at developing a model that schools can purchase directly.	April 2016
Process	P5	Can staff be offered voluntary redundancy at an early stage of the remodelling work?	The senior management team plan to consider the option of voluntary redundancy as part of the remodelling of Early Help and information about this will become available as the remodelling work progresses. Children's Services are not able to offer voluntary redundancy at this time because the staffing needs of the Early Help service have not yet changed. We are at the very early stages of developing a scoping paper to inform the remodelling of Early Help. We have some way to go before this work is completed and furthermore a decision to remodel the service is not expected until December 2016. Please refer to http://interface.lcc.local/earlyhelpremodelling for updated information. You can also email any queries and comments to: earlyhelpremodelling@leicester.gov.uk	April 2016
Process	P6	Will there be an organisational review and, if so, when will the interviews take place.	Please see the organisational review timetable, which can be found here: http://interface.lcc.local/earlyhelpremodelling	August 2016
Governance	G1	Where are the terms of reference for the Early Help Remodelling Project Board?	The Terms of Reference for the Early Help Remodelling Project can be found here: http://interface.lcc.local/earlyhelpremodelling	March 2016

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Category	FAQ Ref	Question/Comment	Response	Date
Governance	G2	How will the remodelling process include the views children, young people and parents/carers?	Children, young people and parents/carers will have an opportunity to help organise and feedback their views via a public consultation. The public consultation will also actively seek the views of organisations and services that represent these groups. Children, young people and parents/carers will also have an opportunity to ensure that written material created for the remodelling project is accessible to them. Consultation took place between September and December 2016 and is now closed.	March 2016
Remodelling Proposals	RP1	How will the remodelling of the Early Help Targeted service affect the roles of Child Learning Facilitator and Family Support Facilitator?	As part of the planning work taking place we are exploring two options - retain the 2 stand-alone roles or create one multipurpose role. As of Aug 2016, this work is ongoing and a decision about which option or any other option to adopt will be taken post consultation.	August 2016
Remodelling Proposals	RP2	What training will be available in the remodelled service and how will line management be affected?	We are exploring the development of a qualification in Early Help and Family Support level 2 – 4, which we hope to offer frontline staff in the remodelled service. Sufficient line management arrangements will continue for staff in the remodelled service. Line management proposals are something that would be considered as part of an organisational review. See FAQ P6.	August 2016
Remodelling Proposals	RP3	Will the Early Help Targeted Service remain collocated with Health Visitors and Family Nurses?	It has been agreed that the Early Help Targeted Service will continue to be co-located with the Healthy Child Programme in the new early help models currently being developed for consideration by the Executive. The Healthy Child Programme includes Health Visitors, Family Nurses and the School Nursing service - a tender exercise will determine the provider of the Healthy Child Programme from 1 July 2017. Colocation arrangements following the 1 July 2017 will be agreed as part of the tender exercise. Current colocation arrangements are likely to continue unchanged until the 1 July 2017, although there is always the potential for some change to meet service needs.	August 2016

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Remodelling Proposals	RP3	What can staff in the Early Help Targeted Service share with families	Posters and leaflets have been distributed through the CYP&F Centres informing members of the public that there will be changes to how we deliver services in the future. Details of the proposed changes will be published as part of a 12 week public consultation, which is expected to start September 2016. During the consultation, children, young people and parents (as well as other interested groups) will have an opportunity to tell us their views about the proposals by completing an electronic or paper questionnaire. There will also be an opportunity for some young people and parents to tell us their views face to face in a one to one or group setting. Staff can share the above process with families and refer them to the media links on the posters and leaflets, so families can receive news updates.	August 2016
Process	P7	How will I know of any updates in the Early Help Targeted services organisational review if I am absent from work?	It is the responsibility of your line manager to keep you updated.	Sept 2016

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Category	FAQ Ref	Question/Comment	Response	Date
Process	P8	How does redundancy pay work ?	As per the governments website (https://www.gov.uk/redundant-your-rights/redundancy-pay), the provisions are as follows: 3. Redundancy pay You will normally be entitled to statutory redundancy pay if you are an employee and you have been working for your current employer for 2 years or more. You will get: • half a week's pay for each full year you were under 22 • one week's pay for each full year you were 22 or older, but under 41 • one and half week's pay for each full year you were 41 or older The only difference between statutory redundancy pay and our redundancy payment scheme is that Leicester City Council do not cap the weekly earnings at the current statutory maximum of £479. Additional information about redundancy pay can be found on interface here: http://interface.lcc.local/our-organisation/corporate-resources-and-support/hr-employment-and-organisational-development/hr/employee-policies-procedures-and-guidelines/redundancy-pay/	Sept 2016

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Remodelling Proposals	RP4	What is the council's charging policy for services that operate from the Children, Young People and Family Centre buildings?	Outside of the remodelling work, we have been developing a charging policy for any current and new external organisations/ partners who will be co-located within our Children, Young People and Family Centres. You can view the decision notice and find out more information (see report and charging matrix) here: http://www.cabinet.leicester.gov.uk/ieDecisionDetails.aspx?ID=740 It is not our intention to start charging until July 2017 and existing services/ partners co-located in the Children Young People and Families centres will be contacted in the near future to confirm this and discuss arrangements. Please note that if the current proposals are agreed, the numbers of Children, Young People and Families centres will reduce from 23 to12 centres. The council's proposals for the Children, Young People and Family Centres can be found here: https://consultations.leicester.gov.uk	Oct-16
Process	P9	How will the corporate voluntary redundancy (VR) trawl affect staff who will be in scope of the Early Help Remodelling Review?	Any member of staff who has submitted a VR application that has progressed through stage one will be considered by the Head of Service at the same time when VR applications are submitted as part of the staff organisational review for Targeted Early Help services . There will be no need to submit a further VR application if you have done so as part of the corporate process. The process and key dates for VR are outlined in the organisational review timetable which can be found here: http://interface.lcc.local/earlyhelpremodelling Please note that preschool staff who are subject to a separate process, therefore requests for VR will be reviewed separately taking into consideration the needs of the service.	Jan-17

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Category	FAQ Ref	Question/Comment	Response	Date
Process	P10	What does it mean if I am assimilated to a post?	Assimilation Where a post in the new structure is the same, or essentially the same, as a post in the existing structure, the post holder(s) will be assimilated to that post unless there are more existing post holders than posts in the new structure. Where there are more existing post holders than posts in the new structure an assessment process will be used to determine which employees are assimilated to the posts (competitive assimilation).	Apr-17
Process	P11	What does it mean if I am ring-fenced to apply for certain posts?	Ring-Fencing Posts in the new structure that are not filled by assimilation will be subject to a ring-fenced appointment process. This means that there is not a post in the new structure that is the same, or essentially the same, as a post in the existing structure, but there are similarities between a current role and a new role(s) in the new structure. The Lead Manager will draw up proposals regarding which post holders in scope of the review will be ring-fenced to which post(s), taking account of all relevant factors such as similarity of duties to an existing post and post grade. Ring-fenced employees will be provided with the job description and person specification for the post and will undergo an assessment process against the full person specification. Appointments will be made on merit, based on the assessment process.	Apr-17
Process	P12	What does it mean if I am displaced?	Displacement Any employee who is not assimilated or appointed to a post in the new structure following completion of the ring-fenced appointment process will be displaced in the review and, as a result, will be issued with notice of redundancy. If the employee has at least two years' continuous service with the Council an attempt will be made to find him/her suitable alternative employment through redeployment where feasible.	Apr-17