



# Integrated working

Term	Definition
Integrated working	Integrated working is where everyone supporting children, young people and families works together effectively to put them at the centre, meet their needs and improve their lives

## Who are we?

Term	Definition
Integrated workforce	An integrated workforce is one that works effectively together with a diverse range of skills to improve the lives of children, young people, families and carers. This is explained through CWDC's One Children's Workforce Framework, which sets out the vision for an integrated workforce
Children and young people's workforce	The children and young people's workforce is the approximately 2.7 million people working with children and young people in England. This includes volunteers and people who work with children and young people all the time, or who do so as part of jobs which also involve working with adults
One children and young people's workforce	When we talk about one children and young people's workforce we mean that all people working or volunteering to work with children and young people should feel part of one workforce focused on making children and young people's lives better

# Where do we need to focus?

Term	Definition
Safeguarding	Safeguarding is about keeping children and young people safe from harm and abuse. This means keeping children and young people safe from accidents, crime and bullying and actively promoting their well-being in a healthy, safe and supportive environment
Children and young people with additional needs	Children and young people who are at risk of poor outcomes and who would benefit from additional tailored support to that offered by universal services, for example, to address additional educational, health, social welfare or behavioural needs
Children and young people with complex needs	Children and young people with additional needs which are complex and meet the threshold for statutory involvement or specialist intervention, for example, social care or youth justice intervention

# What approach should we take?

Term	Definition
Assessment	Gathering information on the various strengths and needs of a child or young person and their family, through conversations with them and any practitioners already working with them
Common Assessment Framework (CAF)	The CAF is a shared assessment and planning framework for use across all children's services and all local areas in England. It aims to help the early identification of children and young people's additional needs and promote co-ordinated service provision to meet them

Term	Definition
CAF form	The standard form for recording information collected from a common assessment of a child or young person
Delivery plan and review	This section on the CAF form allows practitioners to record an agreed set of actions against the desired outcomes, and record progress against these actions and outcomes
CAF process	The process a children's services practitioner will follow when completing a common assessment of a child or young person. The CAF follows a four step process: identify needs early; assess those needs; deliver integrated services; and review progress
Episode	This is a central concept within the National e-CAF system. It corresponds to one complete journey through the CAF process – from identifying needs early until all identified needs are met (or the episode is closed for another reason). It describes the assessment of a child or young person's strengths and additional needs and the actions taken to meet those needs. A child or young person can have more than one episode at different points in their development but never more than one at any given time
National e-CAF	A secure IT system for storing and accessing information captured through a CAF. The system is not limited for use within single local authority areas, unlike local eCAF systems. National e-CAF will help practitioners to share information across borders and agencies, improving the service experience and continuity of care for children, young people and families who move locations or use multiple services in different areas
Contact Point	ContactPoint is a quick way to find out who else is working with the same child or young person, making it easier to deliver more coordinated support. This online directory holds basic information on every child and young person in England up to the age of 18 and is available to authorised staff who need it to do their jobs

Term	Definition
Information sharing	Information sharing is the term used to describe the situation where practitioners use their professional judgement and experience on a case-by-case basis to decide whether and what personal information to share with other practitioners in order to meet the needs of a child or young person
Information sharing protocols	Information sharing protocols (ISPs) are formal, signed agreements between organisations that relate to a specific information sharing activity. An ISP explains the terms under which the organisations have agreed to share information and the practical steps that need to be taken to ensure compliance with those terms. Information sharing protocols may be useful in data sharing situations but are not appropriate for situations where front-line practitioners have to make case-by-case decisions about whether and what to share
Data sharing	Data sharing is the term used to describe bulk and / or pre-planned sharing of personal information between organisations or systems where the information to be shared and who it will be shared with can be fully predicted in advance
Privacy notice also called 'fair processing notice'	A privacy notice is the statement that tells you who is collecting information about you and what it will be used for. Privacy notices take a number of forms, for example a notice on a website or a script read out over the telephone. A privacy notice should be in clear language and must be truthful. A privacy notice should say who is collecting information about you; what it's going to be used for; and whether it's going to be shared with other organisations. This is the legal minimum. However, privacy notices can be used to tell you about other things, such as the right of access to your information; how to get inaccurate information corrected; and the organisation's security arrangements

Term	Definition
Consent	Consent is agreement freely given to an action, based on knowledge and understanding of what is involved and its likely consequences
Explicit consent	Explicit consent is consent detailing exactly what the consent is for and in what circumstances it will apply. Explicit consent can be given orally or in writing
Informed consent	Informed consent means that the person giving the consent must understand what is being proposed and what the implications of giving or not giving their consent may be
Implicit consent	This is where the person has been informed about an action, the purpose for the action and that they have the right to object. Their agreement to the action has been signalled by behaviour rather than orally or in writing. Implicit consent can also be inferred from earlier explicit consent providing there is no change in the relationship with the organisation and the purpose of the action
Common Core of Skills and Knowledge	This is the skills and knowledge that everyone in the children and young people's workforce needs in order to contribute to one or more of the five Every Child Matters outcomes. It applies to everyone in the children and young people's workforce, even though the detailed application may be different for individual workers and for those working with different groups and ages of children and young people
Integrated Qualifications Framework	<p>The Integrated Qualifications Framework (IQF) is a framework for making sure that qualifications for the children and young people's workforce reflect an integrated working culture. When a qualification is on the IQF you can be sure that it is fit for purpose, meets regulatory requirements and reflects the Common Core of Skills and Knowledge.</p> <p>The IQF will be a practical guide to new and revised sector approved qualifications and will help you to see how qualifications link to each other and improve your ability to move from one job to another.</p>

# How shall we organise ourselves?

Term	Definition
Multi-agency working	Multi-agency working brings together practitioners from different sectors and professions within the workforce to provide integrated support to children, young people and families, for example a 'team around the child'
Multi-agency services	Multi-agency services are provided by agencies acting together, drawing on pooled resources or a pooled budget and a joint plan, for example, youth offending teams
Integrated services	An integrated service acts as a service hub for the community by bringing together a range of services, usually under one roof, whose practitioners then work in a multi-agency way to deliver integrated support to children, young people and families, for example, extended services or sure start centres
Multi-agency teams	A multi-agency team is when practitioners are seconded or recruited into a team, share a team identity and are generally managed by the team leader, though they may maintain links with their home agencies through supervision and training
Multi-agency panels	A multi-agency panel is a group of people from different agencies that meet regularly for short periods of time to discuss children and young people with additional needs who may require multi-agency support. Panels are often used to allocate resources to new cases and to review progress across a range of cases. Members of multi-agency panels remain employed by their home agencies
Multi-disciplinary teams	A set of people working to a common aim drawing on a range of professional disciplines, within a single agency or across a number of agencies
Integrated teams	Operational teams of practitioners from different sectors and professions, working together on a day to day basis, usually under one roof

Term	Definition
Team around the child (TAC)	A multi-disciplinary team of practitioners established on a case by case basis to support a child, young person or family. The TAC model is also referred to as TAYP (team around the young person)
Lead professional	The person within the team around the child responsible for coordinating the actions identified in the assessment, delivery and review process and who acts as a single point of contact for the child, young person or family
Episode coordinator	A National e-CAF user responsible for ensuring information on National e-CAF about a specific child or young person's episode is accurate and up-to-date for the duration of the episode. They are the first point of contact for information held on the system for that child or young person. The episode coordinator has full access rights to that episode and controls who else is provided access
Episode initiator	A practitioner who initiates and may then undertake a common assessment with a child, young person or family. They could be from any children's service, but must have access to ContactPoint so they can search to see whether a CAF already exists for that child or young person. The episode initiator may start the episode then transfer responsibility to the episode coordinator to undertake the common assessment

# What is our philosophy?

Term	Definition
Early intervention	This describes the process or act of providing support or services when a child or young person, of whatever age, shows signs of having difficulties. Early intervention aims to ensure that individuals receive the help they need as soon as possible, thereby preventing a problem escalating and becoming more difficult to deal with. It is often used when referring to action in relation to a child in their early years but is not exclusively confined to that age group. It can refer to prompt action at any point designed to address emerging difficulties
Prevention	Services or strategies put in place to stop something happening or to stop someone from doing something that might affect the life of a child or young person
Intervention	When someone steps in and does something, with the intention of making the child or young person's future better

# What are we seeking to achieve?

Term	Definition
Embedded	This is where processes or practices that were once considered new are now an on-going part of what everyone does during their daily job
Outcome	What has changed (and ideally improved) for children and young people as the result of taking action