



In support of

FAME

Workstream 1

2.1.1

The Identity of likely Regional Contexts

Purpose: To inform the development of the FAME products particularly the regional demonstrator by establishing a baseline of activity in the region and selecting two areas in which to focus the generation of demonstrator/content material.

This report gives the rationale for the selection of the Single Non Emergency Number and Children's Services as the two contexts.

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FAME Phase 3: a practical framework for working in Multi-agency environments.

1 Introduction

There is ever increasing pressure on Local Authorities to play the major transformation leadership role in the effective and efficient delivery of steadily improving public services to children, young people and adults. Performance management regimes e.g. CPA, Joint Area Review (JAR), Local Area Agreements reinforce this drive. At the same time it is anticipated that citizens will have both greater choice and a greater say in the shape of services.

‘Joined up services’ remain the aspiration for citizen experience. Citizens are ‘mobile’ – they may live in one local authority, work in another, children may go to school in a third and older parents and their carers in a fourth. This places demands on the accessibility of information about services and service users for front line workers and service users themselves.

Legislation and policy initiatives such as ‘Every Child Matters’ encourage multi agency partnership development and entail information sharing. The ‘Framework for Multi agency Environments’ (FAME) national project is developing an architecture for underpinning partnerships and their networking, including:

- The needs of practice and partnership development, and information sharing to improve services
- ICT infrastructure (rather than just application systems) to support information sharing across a wide range of agencies and locations
- The need for governance of partnerships, information sharing, the multi agency services and the technology to be deployed

It is clear that in addition to local authorities taking the lead there is also a requirement for a strong regional dimension, in order to take account of:

- The geographical distribution of agencies and the lack of co-terminosity of their boundaries. There is no simple locality hierarchy of service delivery.
- The information and communications needs within local authority partnerships (e.g. involving agencies such as health, police, voluntary sector, other statutory agencies), and
- The need to transfer information between partnerships

In developing the architecture of this infrastructure the FAME project must take account of the realities both of practice and governance. In other words it must be rooted in the real world requirements of public, voluntary and private sector agencies delivering public services. The project therefore enables two specific contexts to be studied to ensure that the architecture development can demonstrably satisfy their requirements.

The criteria for selecting contexts are that they should be:

- Multi agency, multi authority and multi service recognising developments in practice and governance
- ‘Live’, supported by a government national initiative and therefore important to agencies across the region
- Intrinsically demand regional networking.

2 Children's Services – Every Child Matters

The Children Act 2004 and ensuing guidance has provided a major drive for information sharing about children, between agencies to ensure early intervention as well as seamless child protection. DfES has launched plans for a national child index as well as demands on local children's services authorities to implement 'information sharing and assessment' processes. Another part of guidance relates to the duty on Directors of Children's Services to ensure co-operation between relevant statutory partners and a duty on those partners to co-operate. Non-statutory partners such as voluntary sector agencies are encouraged to collaborate in these co-operative arrangements. Governance is to be developed through new children's trust arrangements.

The Common Assessment Framework (CAF) simultaneously being rolled out is expected to be operated electronically. Key workers in contact with a service user are expected to be able to determine from the Child Index both whether a CAF has been completed and also whether other practitioners are involved with the child/young person. Such practitioners may or may not be in the Children's Services Authority area requiring access throughout the region and nationally. There is a need for great security in these information systems as well as ensuring service user consent to share information where this is appropriate.

This context satisfies the above criteria and has been selected.

3 Single Non Emergency number

The Single Non Emergency Number (SNEN) is a new service, being launched by the Home Office and Office of the Deputy prime Minister. It will provide the public with direct access, through a new 3 digit number currently envisaged as '101', to community safety advice, information and action, while freeing the 999 emergency service to handle emergency incidents. It is intended to be a multi-channel contact handling service which deals with issues of non-emergency crime, policing and anti-social behaviour. SNEN operations are partnerships between local authorities and a police force, each covering a specified area of the country.

It is anticipated that SNEN will grow over time by extending the scope of services delivered and by increasing the geographic coverage of the whole of England and Wales. SNEN will also grow in terms of its architecture and supporting infrastructure. At inception the majority of the technical infrastructure will be provided by the 'wave 1' partnerships themselves. Over time, the SNEN programme will deliver central services and additional infrastructure to handle multiple access channels and meet the evolving needs of a national service. Over time, it may also be appropriate for SNEN to involve other partners, such as transpport providers, fire and rescue services and ambulance trusts, voluntary sector organisations and charities e.g. CrimeStoppers and Victim support. The SNEN governance structure includes these stakeholder groups to ensure that they are fully engaged in the future direction of the services. It is anticipated that there will be a high level of active co-operation between participating agencies during the development and delivery of the SNEN service

This context satisfies the above criteria and has been selected.

FAME Phase 3: Partnership

Partnership working in the North East under North East Connects includes:



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Newcastle City Council: Ray Ward & Carol Wade



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