

Central
Bedfordshire

great
people

Welcome to Central Bedfordshire Council

Induction Pack

for Community Assessment Services

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Table of contents

A welcome message from Head of Community Assessment Services, Laura Oxley.....	3
About Central Bedfordshire	4
Working together to find your greatness.....	5
What is Community Assessment Services?	6
Who is Community Assessment Services?	7
Our vision for Adult Social Care.....	8
Community Assessment Services values and principles	8
How we work.....	9
Induction and mandatory training.	9
Being valued and ASC&H staff awards	10
Supervision	11
Continuing Personal Development (CPD) and research	11
Probationary period	11
Adult Social Care (ASC) operational policies, procedures, and best practice guidance	12
Directorate and local networking.....	14
Other support arrangements	16
Induction timetable	16
Useful contacts	18

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**A welcome message from
Head of Community Assessment Services,
Laura Oxley**

**Find your
greatness**
- work at Central
Bedfordshire Council



The Vision for Community Assessment Services and our commitment to the people we support is:

‘To enable you and your potential, our passion is to make a difference. We aim to achieve this by supporting you in your journey to achieve what matters to you. Achieving our vision means always staying true to our values and working together as a team with you, your family, your carers, your community and our partners.’

Welcome to Central Bedfordshire Council’s Community Assessment Services, we are pleased that you have decided to join our team 😊

As part of our commitment to supporting you into your role, we take our responsibilities of providing you with a really good induction seriously. You will see from the content of this document that we encourage you to be creative and to take the opportunity to really get to know the diversity of our service and our commitment to the people we support.

It is a privilege to be a guest in people’s lives and to work alongside people to support them to achieve their outcomes and goals, and we want to make sure you are supported to give your best.

We are strength-based, person- centred in our approach both with the people we support, but also to you, and want this to be a supportive and rewarding place to work.

I hope you find your induction helpful, informative, and supportive and that your career with Central Bedfordshire is a rewarding one.

I look forward to meeting you in your role, but should you have any questions please do not hesitate to contact me or one of my managers.

Welcome to Central Beds and the Community Assessment Service 😊

Laura Oxley

Head of Community Assessment Services

About Central Bedfordshire

Central Bedfordshire's population is 294,300, according to the 2021 Census. This was published by the Office for National Statistics in June 2022. The area is diverse with picturesque villages, hamlets, and historic market towns and is a highly desirable place to both live and work.

For the most up to date social and demographic information about Central Bedfordshire visit the ["Key Facts and Figures"](#) document available on the statistics and census information page on our website at www.centralbedfordshire.gov.uk.



Working together to find your greatness

Welcome to your new role within Adult Social Care in Central Bedfordshire Council.

We are pleased that you have decided to join our service and hope that your employment with us will be rewarding and fulfilling.

This document is designed to be read and completed in conjunction with the CBC Corporate Induction located on the HR and learning and development portal on SuccessFactors.

This document aims to provide you with a localised induction plan, highlight what you should expect to achieve and provide important information and links which you should ensure you read and familiarise yourself with.

Your induction and development programme will be tailored to your individual situation and previous experience. This means that new starters who are newly qualified (starting [ASYE programme](#)), workers joining CBC for student placements and locum workers may have variations in both the length and content of their induction programme.

Adult Social Care

[Adult Social Care](#) Service is responsible for ensuring that those who are most vulnerable receive the right level of support they require to meet their needs and that they are safeguarded. Support is provided to people predominantly aged 18 and over to enable them to maintain their independence and dignity.

Adult social care is a broad term which includes preventive services, assessment and care management, nursing and residential homes, community services (home care, day care, meals), [reablement](#) to prevent hospital admission or enable continued independence, [intermediate care](#) (after a spell in hospital), supported and other accommodation, personal budgets and [direct payments](#) to people who use services, safeguarding, and the provision of equipment.

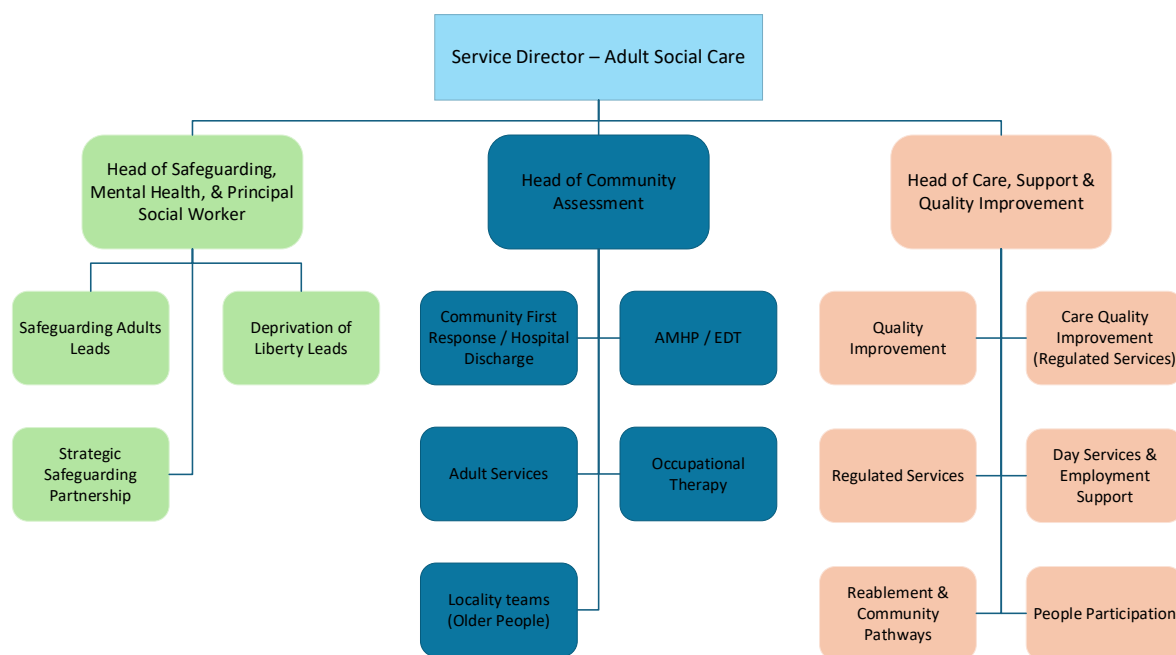


Diagram of Central Bedfordshire Adult Social Care.

You can view the council's organisational chart on success factors so you can see where your role and Community Assessment services are positioned within the wider council.

What is Community Assessment Services?

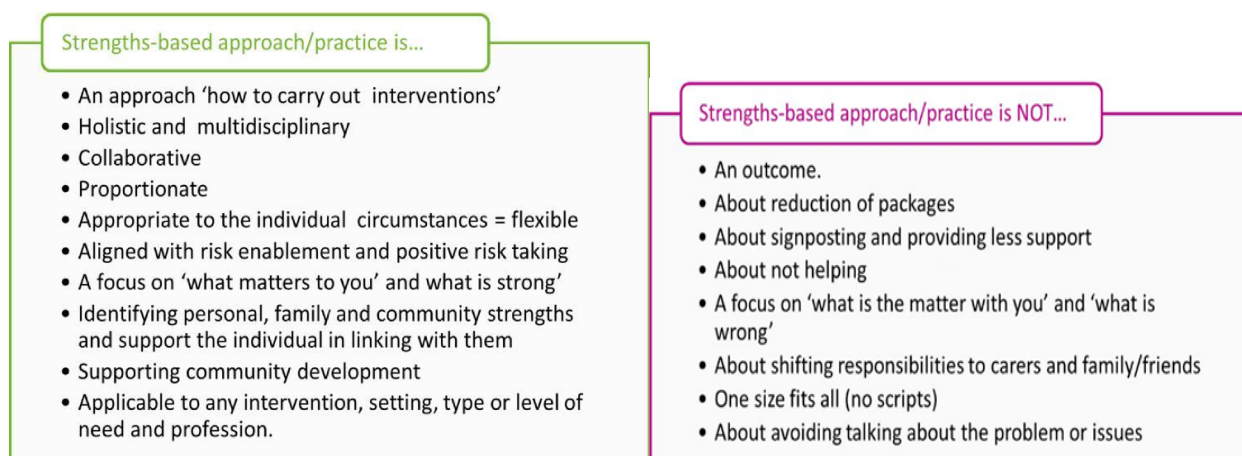
Under Section 9 of the Care Act 2014, Central Bedfordshire Council has a statutory duty to assess the needs of any adult or carer who appears to have needs for care and support and to determine whether those needs are eligible for support or services from the council.

The council also has duties to provide advice and information about what can be done to meet or reduce any needs identified, whether or not they are eligible for support from the council.

The Care Act 2014 puts a strengths-based approach at the centre of someone's assessment, care and support, this approach focuses on what is strong, not just what is wrong (Baron et al., 2019)

Strengths-based (or asset-based) approaches focus on individuals' strengths (including personal strengths and social and community networks) and not on their weaknesses. Strengths-based practice is holistic and multidisciplinary and works with the person to promote their wellbeing.

Strengths-based approach, as defined by Strengths-based approach practice framework.



The purpose of an assessment is to identify what needs the person may have and what outcomes they are looking to achieve to improve or maintain their wellbeing.

The assessment process can be initiated by:

- An approach to the local authority by an individual or by a third party acting on their behalf
- A hospital discharge
- The local authority if it becomes aware that a person may need care and support

If it is apparent that the person requires urgent support to safeguard them, the council must make immediate provision for care before carrying out a full assessment of the person's needs.

Practitioners (depending on your role) have a professional duty to develop and maintain an understanding of current legislation applicable to health and social care and to take account of relevant policies and guidance in their practice.

Community Assessment Services adhere to and endorse the Anti-Racist Practice Standards developed by the Eastern Region PSW network. We encourage every practitioner to familiarise themselves with the standards.

The Anti-Racist Practice standards expect practitioners to:

- Acknowledge that we live in a society that has structural racism and know that within this context, it is not enough to be non-racist: In our practice we must demonstrate that we are actively anti-racist
- Educate themselves about anti-racist practice and Allyship self-directed learning
- Participate in opportunities to talk together and think about their own and each other's practice
- Recognise that in creating an anti-racist workplace, we will all experience moments of vulnerability, both for those speaking up about hurt personally experienced or witnessed, and for those needing to hear that, acknowledge it, and repair the harm

Other relevant Legislation and Policies which will underpin our practice may include:

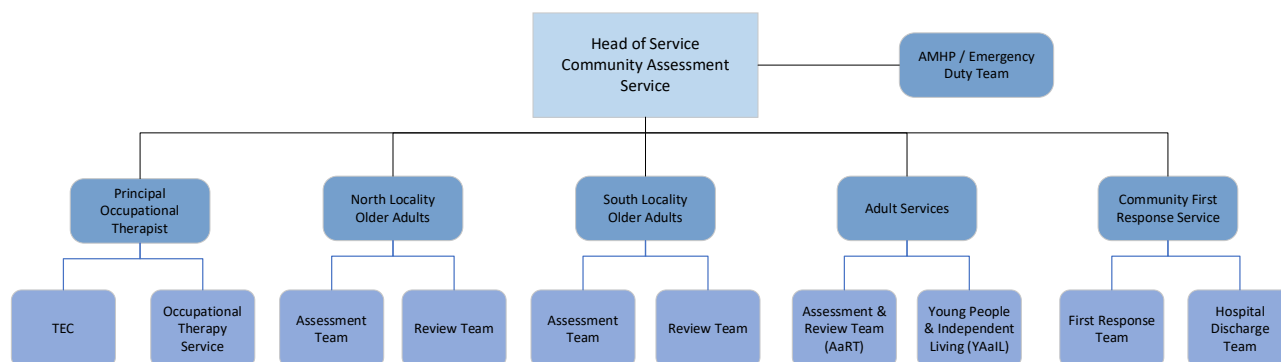
Mental Capacity Act 2005	Deprivation of Liberty Safeguards
Mental Health Act 1983 (as amended by the Act in 2007)	The national strategy for autistic children, young people and adults:2021 to 2026
Children and Families Act 2014	National Continuing Health Care Framework 2012
Autism Act 2009	Transforming Care Programme 2015
The Equality Act 2010	Human Rights Act 1998
Housing Grants, Construction and Regeneration Act 1996	Bedfordshire Safeguarding Adults Policy and Procedures
Strengths-based social work: practice framework and handbook - GOV.UK (www.gov.uk)	Anti Racist Practice Standards Eastern Region PSW Network

Who is Community Assessment Services?

Community Assessment Services are here to support the well-being of adults and communities across Central Bedfordshire.

Social care practitioners, act as assessors and enabler's signposting people to a wide range of advice, support and services designed to support people to maintain and improve their independence, enable them to engage in their local community, protect them in vulnerable situations and meet a variety of eligible assessed care and support needs.

Community Assessment Services currently incorporates the following teams:



The nature of Community Assessment Services is such that it is required to work in partnership with several private and voluntary organisations as well as health, education, and housing.

Mental Health and Specialist Learning Disability Services are provided by East London Foundation Trust (ELFT) on behalf of Central Bedfordshire Council. East London Foundation trust also community health services locally.

Bedfordshire, Luton Milton Keynes Clinical Commissioning Group (BMLK) are the local CCG organisation.



Our vision for Adult Social Care

Helping people to help themselves by making personalisation real.



Delivering care, support, and services involves practitioners working with people in a strengths-based, person-centred way across many partnerships, offering, encouraging, and engaging with people in making informed choices about their lives and how their care and support needs might be met.

Community Assessment Services values and principles

Community assessment services have created and adopted the following local 'I statements' based on the values of Think Local Act Personal (TLAP).

We are committed to ensuring a strength-based, person-centred approach is at the heart of working with vulnerable adults and their carers in Central Bedfordshire.

- I can live the life I want and do the things that are important to me as independently as possible.
- I am treated with respect and dignity.
- I feel safe and am supported to understand and manage any risks.
- I am supported to manage my health in a way that makes sense to me.
- I have people in my life who care about me- family, friends, and people in my community.
- I am valued for the contribution I make to my community.
- I have a place that I can call home, not just a bed or somewhere that provides me care.
- I live in a home which is accessible and designed so that I can be as independent as possible.

How we work

Since the global pandemic we have considered how we traditionally worked and adopted a new way of working model.

This means that we are flexible in our approach and operate a hybrid model which involves some time working from home and other days where there are opportunities to meet and collaborate in a designated space.

Regardless of base, support is always available to you, and we make good use of the technology available to us including Microsoft Teams for calls, meetings and team support, as well as Q&A chat streams.

Please feel free to reach out and speak to anyone in your team at any time if you have questions or just need a supportive catch up. During your induction you will also have a buddy and face-to-face time in an office space to help you to learn about the council and your role.

Induction and mandatory training.



The Council is committed to all new employees receiving a good quality induction. To achieve this, the Council delivers a range of induction activities that you will be involved in to give you a wider knowledge of the Council and greater understanding of how it works.

Your Induction is designed to be as interactive and participatory as possible.

The corporate Induction pack will be completed over the first few weeks of your employment. The pack can be completed electronically so you can save a copy and sign elements off as your manager or peers explain them.

There are key policies and procedures covered within the corporate induction that you will be asked to read during induction. Where relevant, check with your supervisor what the local arrangements are. An example would be lone working arrangements which may vary depending on your place of work/team.



In addition to the corporate induction, there are several mandatory e-learning modules that your manager will advise you to complete as part of your induction.

This induction document is intended to supplement the corporate process and provide additional localised knowledge, information, and a timetable to support your first few weeks.

Central Bedfordshire Council promotes and supports a culture of ongoing learning and reflection. As part of your probation/induction you will have the opportunity to shadow colleagues completing tasks relevant to your role and in turn reciprocal shadowing may take place.

Learning and development, mandatory and non-mandatory training specific to your role, will be discussed during the first days of induction and an individual action plan created. Further information on learning and development can be found on success factors portal.

Being valued and ASC&H staff awards

We recognise that valuing the workforce is vital to service delivery and service excellence for people we support.



Being valued outlines how senior management pledge to value, understand and have a regular presence and conversation within the directorate.

We adopt a culture of continuous improvement and learning, valuing the use of supervision and regular reflection. In addition, annually we hold the ASC&H staff awards ceremony. The ceremony recognises the achievements and successes of our workforce.



Supervision



You can expect to receive regular 1-1 supervision sessions with a qualified supervisor.

During supervision you can expect support, opportunities to reflect and discuss practice, ongoing discussion relating to professional development and lastly raise and address any issues which may arise.

You will meet with your line manager for 1-1 supervision sessions once a week during the first four weeks in your new role. After this, you and your line manager will agree who will supervise you and how often to meet for 1-1 supervision sessions in future. Usually, supervision sessions take place once every four or six weeks.

You will have regular meetings with your manager to make sure you fully understand what you need to achieve and by when so you can contribute effectively towards meeting the objectives and priorities for the organisation, your service area, your team, and your role.

Continuing Personal Development (CPD) and research

CPD programmes in the first instance are aimed at promoting, developing, and sharing best practice. We aim to encourage teams and practitioners to routinely share knowledge and successes and to have access to a range of resources to provide up to date best practice guidance and research.

Social Care, Health and Housing currently maintain subscriptions and links with the following organisations that can assist you to meet your ongoing CPD requirements:

- [Research in Practice For Adults \(RIPFA\)](#)
- [Making Research Count- \(University of Bedfordshire\)](#)

You can find links to these resources and websites on the councils [Adult Social Care policies, procedures and practice hub](#).

Probationary period

The Council has a probationary period policy which applies to all new employees.

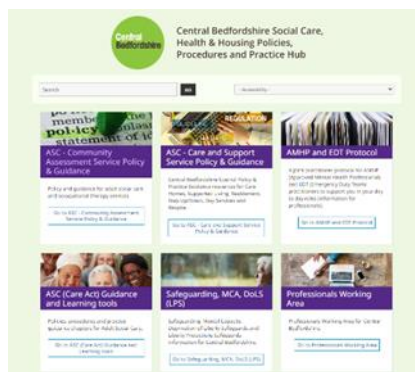
The probationary period does not apply to existing Council employees moving to a new role, though these employees remain subject to the standards of the policy.

Your manager will discuss the probationary period with you when your probationary review meetings take place and what you are expected to achieve during probation.

In line with promoting learning and reflection as part of your probation and induction you will have the opportunity to shadow colleagues completing tasks relevant to your role.

On completion of your probationary period, you will meet with your manager and discuss your experiences to date and future aspirations.

Adult Social Care (ASC) operational policies, procedures, and best practice guidance



ASC procedures, documents and practice guidance are located on our bespoke policy hub.

[Local Adult Social Care Policy & Practice Guidance – Central Bedfordshire APPP Resource \(centralbedsapp.co.uk\)](http://centralbedsapp.co.uk)

You will use the information contained on these pages throughout your work in adult social care, so it is good to begin familiarising yourself with them straightaway during induction.

Information on the Care Act and its implications on your practice can be found on the hub. You will also find information and

guidance on other areas of legislation relevant to your practice and links to useful and necessary documents to assist your daily practice.

The following chapters have e-practice quizzes at the end, which you can complete to test your understanding of the chapter and provide evidence for your CPD. Quick Reads and Audios are short versions of key chapters in this APPP. You can read the Quick Read or listen to the Audio (which also has subtitles).

Please click on the title/s below that you are interested in.

e-Practice Quiz	
Adult Safeguarding	Assessment
Care and Support Planning	Data Protection Act: Legislation and Practice
Deprivation of Liberty Safeguards	Direct Payments
Independent Advocacy (Mental Capacity)	Information Sharing and Confidentiality
Making Safeguarding Personal	Mental Capacity
Personalisation	Preventing, Reducing or Delaying Needs
Promoting Wellbeing	Review of Care and Support Plans
Transition to Adult Care and Support	
Quick Reads and Audios	
Adult Safeguarding	Assessment
Care and Support Planning	Charging and Financial Assessment
Data Protection	Deprivation of Liberty Safeguards
Direct Payments	Eligibility
Independent Advocacy	Information and Advice
Information Sharing	Mental Capacity
Ordinary Residence	Preventing, Reducing or Delaying Needs
Promoting Wellbeing	Review of Care and Support Plans
The Care Act 2014	Transition to Adult Care and Support
Relevant Chapters	
Person's Care and Support Pathway	Case Management
Reablement	Community Assessment Service
Occupational Therapy	Providing Culturally Appropriate Care

These pages are regularly updated in accordance with case law and legislation updates so make sure you register for alerts when new information and best practice advice from local and national sources is uploaded.

Electronic social care recording

Central Bedfordshire uses CareDirector to record the various interactions we have with people.

There are a range of guides and videos available to support you with the CareDirector system. Access them [here \(CareDirector Training Resources\)](#)

Ongoing advice and support are available, your manager will advise you which colleagues you can approach with any queries you have.

It is important that you advise your supervisor or manager of anything you are unsure of when using the system. Data quality is very important for us to ensure records are accurate, maintained, and useable for data capture/ performance reporting purposes.

Technology Enabled Care (TEC)

There are many types of TEC available to help support our community to remain living safely, comfortably, and independently in their home. Equipment can range from activity monitors and medication reminders to personal alarms and much more.

We aim for TEC to be an integrated part of the Community Assessment & Support Services as it:

- gives people more control over their health, safety and wellbeing
- supports them to be more independent or feel less isolated
- enhances the care providers offer
- link them to services which are important for them
- helps them communicate with families, professionals and staff.

The ASC Policy Hub TEC section can be accessed via the link [here](#).

This includes the following support documents:

- ITEC FAQ's
- TEC Leaflet
- TEC Community DoLS guidance



[AI TEC Training Programme](#) is suitable for anyone involved in the assessment and support of individuals who may benefit from the prescription of Technology Enabled Care (TEC). If your role requires you to prescribe TEC, please go to your Success Factors homepage and click on 'take courses.' The AITEC training will be available as a program on your learning plan, for you to complete online.

If you have any TEC questions, please contact IntegratingTEC@centralbedfordshire.gov.uk

Directorate and local networking



The [Adult Social Care and Housing](#) page provides an overview of the directorate, functions delivered and key values. You will become familiar with the different service areas as you settle into your role.

During induction you will have opportunities to meet and speak with relevant departments and teams that will be crucial to everyday practice. We actively encourage incorporating networking opportunities across Community Assessment services and the wider directorate into your induction programme.

An example of teams, partners, and their respective functions you should make yourself aware of during induction would be:

Adult Safeguarding

- The Council takes its safeguarding responsibilities seriously and is committed to dealing with all aspects of abuse.
- ASC has a safeguarding team who are the central point for safeguarding referrals. The team is responsible for decision making and coordinating appropriate and proportionate responses to information received.
- Practitioners working with adults and older people across Central Bedfordshire will need to familiarise themselves with the Council's Safeguarding Adults policy guidance and procedures created in line with local and national standards.



The safeguarding policy and can be located on the Bedfordshire Safeguarding Adults Policy and Procedures hub - [Welcome and Introduction \(trixononline.co.uk\)](https://www.trixonline.co.uk)

Contracts and Commissioning

Sourcing and governing contracting arrangements with providers of social care, the voluntary and community sector. Ask your colleagues to direct you to where up to date service information is accessible and how to liaise with the team to communicate and report any provider concerns.

Direct Payments and Brokerage

Co-coordinating direct payments and brokerage arrangements on behalf of people. Ask your colleagues about key policies and responsibilities, contacts, documentation, and requisition tools used as part of everyday practice.

Policy and Performance

Providing policy and practice guidance for the directorate. Performance colleagues assist with governance and reporting arrangements across the directorate to ensure compliance with national and local key performance indicators.

Policy and performance colleagues support continuous improvement agendas across the service. Ask your manager and colleagues about how performance impacts on your role and the importance of data quality and recording.

Learning and Development

Supporting frontline practice with development, continuous improvement, and a robust learning culture.

Our L&D Strategy outlines the scope of formal and informal learning opportunities available. Courses include BIA/AMHP, a range of safeguarding courses intended to enable supporting vulnerable people and best practice, dementia, end of life, autism and other relevant key drivers within health and social care.

We provide various opportunities for you to develop throughout your time in CBC. We have a range of Apprenticeships from Level 2 (GCSE standard) right through to Level 6 (Social Worker & Occupational Therapist Degrees) and Level 7 (Post Graduate programmes). We offer funding for post qualifying modules at University (PQ modules) as well as funding for BIA and AMHP programmes. We also offer various Leadership Programmes and support you getting into research work. We will work with you and your line managers to find the best opportunities for you and the service. Please get in contact with the Learning & Development team to find out more.

We also stress the importance of joint working and learning from partners and colleagues and encourage learning circles and case reflection to support practice improvement. Ask your colleagues to explain the Success Factors system to book training.

Housing

Housing work with a wide variety of partners across statutory services and the community and voluntary sector. Ask your colleagues about key developments within housing and useful contacts and sources of advice and support that can assist people and your daily practice.

ELFT MH and Health Partners

Providing both mental health and community health clinical support to people across the borough. You will work alongside health colleagues on a regular basis to ensure positive outcomes for people. Ask your colleagues about key contacts and local service delivery arrangements.

Other support arrangements

Your line manager is not your only means of support during induction, the table below includes details of other staff who can provide you with help and support when your line manager is not available.

Staff member	Position
	Team Manager
	Senior Practitioner
	Induction Buddy

Induction timetable

Your new team has planned some of your induction prior to your start as detailed below. Your line manager will keep your induction experience under review to ensure induction is appropriate and meets your individual needs.

WEEK ONE TIMETABLE		
WEEK 1	A/M	P/M
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Agenda for Week One

- Induction Meeting with Line Manager
- Arrange/complete in-house training you have agreed with your manager
- IT/Care Director Introduction
- Office Equipment Induction
- E-Learning (E-Induction)
- Attend pre booked appointments to meet colleagues and other parts of the service.
Arrange additional visits agreed with your line manager.

Reflective Account

First impressions are important. To continue our journey towards an excellent service we aim to capture employees' views and experiences within their probation period. This will support us to shape future inductions for employees and more importantly improve on our current service.

Your reflective accounts will be discussed in your supervisions and used as a supportive tool to highlight further learning development for you.

Tell us what you have learnt? And any additional support or information you may need?

Reader Confirmation:

Please click the link below to complete the reader confirmation form. This form is to verify that you have read and understood the contents of this document:

[ASC Policy Reader Confirmation Form](#)

Useful contacts

All phone numbers and email addresses can be located on the outlook email global directory.

Senior Management	
Director of Adult Social Care	Andy Sharp
Service Director – Adult Social Care	Stuart Mitchelmore
Community Assessment Services Head of Service	Laura Oxley
Head of Safeguarding, Mental Health & Principal Social Worker	Leire Agirre.
Head of Care, Support & Quality Improvement	Amy Thulbourne
Principal Occupational Therapist	Katherine Quail
Operational Manager Hospital Discharge and First Response	Tanya Unitt-Jones
Operational Managers: Older Persons North	Suzanne Blake
Operational Managers: Older Persons South	Raquel Vaughan
AART and YAIL (LD, ASD and PD)	Helen Hammond
Emergency Duty Team Service Manager	Natalie Oatham
Team Managers	
First Response Team Manager	Laura Peacock
Hospital Discharge Team Manager	Cristina Almeida
AART (LD, ASD and PD)	Kerry Morrison
YAIL (transitions)	Amanda Babbington
North Assessment and Review Team Managers	Kam Lall Katharine Murray
South Assessment and Review Team Manager	Robyn Barton Gazala Riaz
Occupational Therapy Team Manager	Wendy Hendricks
Safeguarding Team Lead Officers	Donna Dennis (MCA Lead) Mark Calder (Safeguarding) Laetitia Johnstone (Safeguarding) Natasha Ruffle (Safeguarding)

