

Where are we now?

With YOU, For YOU went live on the 5th April 2010. Since then all agencies providing support services to adults have been using the new process. As in any new process and transformational organisational change there have been issues that have cropped up and further work that needs progressed. This is being taken forward through the With YOU, For YOU Partnership which has begun to meet every 4-6 weeks. This partnership is multiagency. The work that is being taken

forward is in the following areas,

- Updating WYFY procedures and Guidance,
- WYFY Training programme,
- SWIFT and ICT,
- Quality Assurance and Eligibility Criteria
- Publicity materials, and
- GIRFEC and Links to WYFY

Members of the WYFY partnership have been nominated to take the lead on the various strands of work and to

ensure actions for these happen.

Nominated people are as follows;

- Procedures and Guidance - Laura Saunders
- Training - Gail Bray, Andy Glen and Rosemary Blain
- SWIFT and ICT— Jane Cluness
- Quality Assurance and Eligibility Criteria - Anne Williamson
- Publicity- Laura Saunders and Christine Ferguson
- GIRFEC-Rob Lamey

WYFY Training

Gail Brae, SIC training manager and Andy Glen, NHS training manager were tasked with the development of a training program for staff, based on the feedback from the initial WYFY training sessions and based on staffs

indicated need within personal development plans.

Rosemary Blain was tasked with developing a training program on taking a person centered approach to assessing.

Jane has a program for

rolling out SWIFT training. It will be coming to you shortly.

All updated information is displayed on the With YOU, For YOU website so do keep checking.

With Y😊U, For Y😊U Champions



There are now 18 WYFY champions throughout the SIC and NHS. The champions role is to;

1. Be positive and supporting of the WYFY process
2. Support colleagues, within the local area, during the implementation of With Y😊U, For Y😊U

3. Work through any issues with colleagues and aid colleague to fully understand process, and

4. Disseminate WYFY information to colleagues.

You should be able to go to your champion for support and/or to gain help with a WYFY issue

To find your local champion you can access the With Y😊U, For Y😊U Website following,

<http://www.shetland.gov.uk/socialwork-health/4u.asp>

**“High
number of
applications
for Customer
Relations
Officer Post”**

Independent Customer Relations Function

Shetland Citizens Advice Bureau have begun the search for the Customer Relations Officer. Applications for the post were very high in number. The short listing process is now complete and the interviews will be held on the 29th of July 2010.

This is an exciting new development which will be up and running in the next 6-8 weeks. Combined with the new post there will be a public launch of With Y😊U, For Y😊U.

Line Management and Supervision

For those that have line management responsibility or are responsible for supervising staff, it is critical that the WYFY process is being consistently monitored and that the Quality Assurance framework is being observed. There are line management quality drivers laid out in page 3 of QA framework. This should help with ease of reference, support you as managers and ensure consistency.,

If there are any issues, please bring to the attention of a member of the WYFY partnership.

For support or if you have any concerns please don't hesitate to contact Laura Saunders on 01595 74 4355