

Supporting Leicestershire's Families

Design Authority

Children and Families – Request for Service

28th February 2013

Purpose

The purpose of this report is to:

- Present the proposed 'request for service' process for children and families in Leicestershire.
- Seek agreement from the Design Authority to proceed with the implementation of this process for Supporting Leicestershire's Families.

Process Description

The following text provides an overview of the process from point of contact through to allocation within the locality, this is pictorially represented below:

- Contact received by e-form into the First Response team. Only emergency Child Protection issues are telephoned through to the First Response team.
- Triage determines which Priority level the request for service relates to, this then determines the workflow the request will follow.
- Priority 1 and 2 will proceed into a social care workflow.
- Priority 4 requests will be signposted to universal services.
- Priority 3B requests which are not related to SLF, and present a single agency referral e.g. a clear referral to Children's Centres will be logged on Frameworki and the referral will be generated for the appropriate service.
- Priority 3A requests where there are multiple issues, will be referred to the 'locality referral hub'. These requests for service will incorporate all P3A requests, for a range of services not just SLF.
- In terms of how this is transferred to a locality, an alert will be sent to the relevant locality on Frameworki, there will be no paper transfer of details or email, it will all be contained within the system.
- The Locality Services Co-Ordinator (previously CAF Co-Ordinator) will provide the administrative support for the locality referral hub meetings. This support will need to be reviewed on an ongoing basis to ensure it meets the demand of the requests for service in each locality. This role will receive referrals, request MASH requests where necessary, arrange the locality referral panel meeting, circulate documentation and follow up actions after the meeting.
- If a family was identified locally (through the JAG meeting for example), that required support from a 3A service, they can be added to Frameworki locally, and will not need to go back through the First Response Team. The system will enable mapping and monitoring of information to evidence the number of requests for service by each locality and also track outcomes for each request.

- There is currently a pilot of the locality referral hub in Hinckley to inform the design and future development/shape and scope of this meeting including areas such as core membership, efficiency, process etc.
- The current services involved in this meeting are: SLF, District Council, Strengthening Families (or other Social Care representation), Children's Centres, Youth Service, Adult Social Care and Family Steps. Other services may be represented at the meeting on a needs led basis, we are currently exploring this in Hinckley.
- The locality referral hub will meet and review requests for service which have been received. This will include MASH family summaries where they have been requested.
- If the case is Supporting Leicestershire's Families, the Senior Family Support Worker will allocate this to a Family Support Worker to initiate the SLF process. This will then include:
 - Assessment
 - Engagement of the Team Around the Family
 - Plan
 - Review
 - Close
- If the case should be allocated to an alternative Early Help Service then it will be allocated accordingly and will initiate the specific service's workflow. This will also enable the tracking of progress and outcomes.
- The next phase of development to Frameworki will mean that multiple LCC services within a locality will be able to contribute to a families outcomes, for example if SLF was the lead service, but additional support was required for specific activities by the Youth Service, these will be able to be tasked via Frameworki and progress updated in a single family action plan.

Glossary:

Request for service: this is the name given to the form which agencies/services and families can use to identify a need for targeted support.

Locality Referral Hub: a meeting within the relevant locality where the family reside, to review the request for service and agree which team/s should take on the role of the lead service role (this means they are responsible for assessment, plan, review is completed but this may involve the input of additional services).

Contact: an e-form is completed and sent to the First Response team online. Only Priority 1 and 2 cases should be telephoned through to the First Response team.

First Response Team: the expanded Central Duty team based at County Hall, a team of Customer Service Agents, Social Workers and Managers who undertake a triage function and complete initial tasks.

Other Countywide Referral Processes: there are a range of other countywide referral points in which families are identified as requiring support. The next stage of development needs to review these points and agree how referrals are identified and integrate with this proposed process.

MASH: Multi Agency information Sharing Hub, providing family summaries to front line practitioners that provides a chronology of events, detailing services that have been involved and are still involved from key datasets across partners. The services currently engaged in this are: children's social care, education, CAF, adult social care, youth offending, LPT children's health, District Councils. The next phase is to grow the number of range of services involved.

Questions/lessons learnt from Hinckley:

- In terms of governance and overall responsibility for the locality panel meeting, who should this sit with? Recommended that the responsibility for the locality referral meeting sits with a Senior District Officer.
- Dispute resolution - If there is a dispute that can not be resolved at a locality referral meeting who should this be escalated to? This should be brought to the attention of the Senior District Officer, and if necessary the Head of Service. There will be a need to differentiate between capacity issues, professional issues and personality issues that need to be resolved.
- There is a core membership of this group which will be further defined as a result of the pilot in Hinckley.
- There will be a formal note of locality meetings and decisions to ensure there is a clear audit trail.
- The locality referral panel should be used as a forum to relook at cases where progress is not being achieved or maintained and provide a support and consultancy role, for example bringing Social Work expertise to support individual cases.
- How do we involve the VCS in these meetings? To be explored further.

NEXT DEVELOPMENT PHASE CHILDREN AND FAMILIES REQUEST FOR SERVICE

