

**Families Plus/YPS - Guidance to ensure families accepted for support by the teams receive a high quality and timely response.**

**Principles**

- Once a family has been accepted for support by the Families Plus/YPS Team it is the responsibility of the team to ensure the family have the best possible experience. We want the family to feel that they are important, acknowledged and at the heart of our work.
- A worker will be allocated as soon as possible in order that families receive the right help at the right time. No family will wait more than 20 working days to be allocated a named worker.
- If a worker cannot be allocated immediately, the family will be contacted by phone by a manager to ensure they know what to expect from the service, any urgent help or risks identified, and the family will know how and who to contact if they need to.
- The team will maintain contact with the family every 5 working days until the family is allocated. This contact will include an updated risk assessment of the family's circumstances to check that risk and need have not increased.
- Managers will closely monitor and risk manage families waiting for a service – the family will either be pending allocation within the agreed 20-day timescale or, if over 20 days, they will move to the waiting list and prioritised for allocation.
- The Weekly Infoburst report is used to monitor families waiting for a service and to allow for prioritisation of allocation.

**Pathway**

**i. Allocated to a named worker within 0-20 working days**

- When a family is accepted for support by the Families Plus/YPS team the family will be contacted by either the allocated worker or (if not possible to allocate) by a Practice manager or Senior **within 5 working days of accepting the referral**; in the first instance this will be by phone in order to have a conversation. Practice Managers will take responsibility for this in 5-18/YPS whereas in 0-5 it may be Practice Manager or Seniors.
- If the family cannot be immediately allocated, the manager or Senior contacting them will **share information about the team, ensure they know what to expect, identify any immediate risk/need, provide them with any advice or support required and will leave them with a name and number to call if they need to make contact pending having an allocated worker. This information will also be sent to the family by email or letter. This conversation and information will be recorded on a case note in Mosaic.**
- The family will be contacted by a Manager or Senior **every 5 working days until the point of allocation** – this is to ensure continual risk management and prioritisation of the families that are awaiting allocation. **This conversation and information will be recorded on a case note in Mosaic.**
- If a family no longer require support and they were previously open to social care (step down) the family should be told that we will need to talk to the social worker to inform them of this. The Practice Manager will raise this with social care.

- If a family no longer require and do not consent to our support and they were not open to social care the referrer will be informed either by email/letter or phone call – this to be recorded on a mosaic case note. The Practice Manager will need to complete the agreed procedure on Mosaic to close the EHAP/Contribution.
  
- ii. Unallocated to a named worker after 20 working days**
  
- In the unusual event that the family haven't been allocated a worker after 20 days, they will join the waiting list. This list will be regularly discussed between the Service manager and relevant Team Manger and options explored.
- The Practice Manager or Senior who has been in contact with the family should continue to **contact the family every 5 working days** in the way that best suits the family (e.g., phone, letter, email, etc). to update and check if things have changed for family. If appropriate, the Practice manager will visit the family to provide any advice or guidance necessary.
- Performance regarding the waiting list will be discussed between HOS/Service Manager/Team manager to look at capacity issues and/or other barriers to explore solutions/options.

### **Practice pointers**

- When gathering information before calling parents, only read the referral/step-down/assessment that referral is linked to, rather than reading the whole case notes. You don't require a lot of information before calling.
- Information **recorded on mosaic as a case note every 5 working days:**
  - **Title 'Management Oversight: Referral Discussion' (within 20 days); or**
  - **Title 'Management Oversight: Waiting List Update' (after 20 days)**
  - **Type of note "Manager's Oversight"**

**You should record that you have shared information about the team and the purpose of the work; ensure they know what to expect; identify any immediate risk/need; provide them with any advice, signposting or support required; and leave them with a name and number to call if they need to make contact pending having an allocated worker. This information will also be sent to the family by email or letter following the initial contact only.**

- Update the contact details on the 'front page' of the young person/parents on mosaic to ensure phone numbers are correct.

### **Things to consider when calling families:**

- Hi, we are calling to confirm you have been accepted for support from the teams and we want to discuss what you can expect and if you have any immediate concerns or worries....
- Signpost – use the 'resource document' for info.
- Tell them that we aim to allocate a worker within 20 working days or sooner and we will keep in contact with them every 5 working days...
- Give advice about what the family can do to manage the situation.
- If a family's situation has improved and they no longer require support, confirm that we close down the referral - Record this and inform the referrer.

- Consider a parenting group if this has not been considered at referral and there are needs around parenting.

**Where Families Plus/YPS are unable to contact family following referral:**

- If a Senior Worker or Practice Manager has been unable to contact the family after three attempted calls over a 48 hour period, then they should send a letter to the family - Unable to Contact Letter; and
- They should also contact the referrer to ask them to support making successful contact;
- If, after these attempts, contact is not successfully made with the family the request should be cancelled in Mosaic and a case note recorded confirming the Manager's decision to close down the referral. A letter will be sent to the family to indicate that we have closed as we have not been able to make contact with them, we are a voluntary service and provide the details of the Compass team for the future.

Nick Lowe

Service manager

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**Footnote:**

Investment funding has been allocated to fund two new 2 year LTC Hay 9 Family support worker posts in the Families plus teams, starting April 2024 – this is as a result of the number of referrals to Families plus teams increasing, caseloads also increasing and an intention to reduce waiting times for families being allocated. Following recruitment, the plan is to incrementally reduce the time between referral and allocation for families; with the intention that as long as Families plus teams are fully staffed and with these 2 additional workers, families will wait no longer than a few days for a worker to be allocated.