**INW Transitions Toolkit**

***This toolkit accompanies the full LBN transition protocols – Pathways to the Community – which can be found on the Early Help Partnership page of Newham Connect:*** [***http://www.newhamconnect.uk/Page/2378***](http://www.newhamconnect.uk/Page/2378)***. At this link you can find other helpful resources to support your practice, including the Early Help Directory which gives details of organisations in the community which are able to offer support to families.***

**Contents**

1. **Why is the transition process important?**
2. **When should I consider transitioning a family to early help?**
3. **How to transition – seven key steps**
4. **The transition process**
5. **Where can I go for advice and guidance with transitions?**
6. **Templates to use in practice to support transitions**
7. **Why is the transition process important?**

**For the family** – to be clear about which professionals will continue to support them on their journey. To be a part of the transition plan so they are well informed of their part to play in continuing to make progress and sustaining the necessary changes. To reduce the chances of being re-referred to social care.

**For professionals** - to ensure a smooth transition to colleagues within targeted or Universal Services, when a family is making progress but there are some outstanding needs at level 2 remaining. A planned transition will maximise the opportunity for continued support to the family in order that the necessary changes can be sustained and re-referrals prevented.

**For Integrated Neighbourhood Working** - to promote a seamless transition through our integrated services system and to identify the right support, at the right time, from the right people. A planned, consented transition promotes joined up working, information sharing, and ultimately decreases the chances of re-referrals.

1. **When should I consider transitioning a family to early help?**

***There are three scenarios where you may, in discussion with your Practice Leader, wish to transition a family from your caseload to intervention at early help level…***

***Transition Pathway 1 – from Intervention Teams to Families First or Universal Services:***

Following intervention under a Child in Need Plan or Child Protection Plan, it is agreed that the family’s needs and levels of risk have now reduced sufficiently for them to be worked with safely under the Early Help Framework. They may benefit from the intensive early help offered by Families First, or a lower level approach from universal services may be more appropriate.

***Transition Pathway 2- from Assessment Teams to Families First or Universal Services:***

Following assessment, it is agreed that the family’s needs and levels of risk have now reduced sufficiently for them to be worked with safely under the Early Help Framework. They may benefit from the intensive early help offered by Families First, or a lower level approach from universal services may be more appropriate.

***Transition Pathway 3 –from Families First to Universal Services:***

Following assessment or intervention by Families First using the Early Help Record, it is agreed that the family’s needs and levels of risk will be best met through less intensive early help delivered by Universal Services.

***Not all families who close to the Assessment, Intervention and Families First teams will participate in the transition process.***

**Families may not consent to receive ongoing early help support.**

Where families do not consent to transition, the social worker or Families First coach may wish to review their recommendations and outcome as this may affect their decision to close the case. Where consent is not given to receive ongoing early help support, practitioners in Universal Services will continue to offer universal interventions to these families, however formal early help intervention and planning pathways will not be followed.

**Families where there are no further concerns.**

There may also be cases whereby the assessment concluded that the initial concerns were unsubstantiated and the family does not require ongoing intervention at either statutory or early help level. For these families, practitioners in Universal Services will continue to offer universal interventions, however formal early help intervention and planning pathways will not be followed.

1. **How to transition – seven key steps**

**Discuss transition with the family and seek their consent to receive early help interventions.**

**1**

**Discuss transition with the other professionals involved.**

**2**

**Agree the ongoing plan for early help intervention.**

**3**

**Identify a named Early Help Lead Practitioner to lead the ongoing plan.**

**4**

**Communicate the decision formally in writing, including sharing the assessment with the family and the professionals who will continue to be involved with early help intervention.**

**5**

**Send a notification to the locality NAM inbox.**

**6**

**Ensure each of the steps above is recorded clearly on Azeus.**

**7**

**Guidance:**

**1**

**Discuss transition with the family and seek their consent to receive early help interventions.**

As early help intervention is not statutory; the consent of the family is required to progress the transition. A discussion will be likely to include why early help is being suggested, what to expect from early help and the benefits of receiving ongoing support. The family will also be able to let you know if there is a trusted professional whom they would prefer to be their Early Help Lead Practitioner following transition. The Early Help Lead Practitioner is the named professional who will be responsible for co-ordinating the ongoing early help plan.

Parent/carer leaflets regarding early help will be available to download from: <http://www.newhamconnect.uk/Page/2378>

**If the family does not give consent for early help or does not understand what early help means, the transition will not be able to proceed.**

**Discuss transition with the other professionals involved.**

**2**

There will already be a range of other professionals involved with the family aside from the Social Worker or the Family Coach. These may include, for example, the Health Visitor, Designated Safeguarding Lead in schools or Children’s Centre Manager for children under 5. When you are considering a transition, a discussion will be held with these professionals, potentially as part of a Core Group meeting, final CIN meeting or TAF meeting. If you are closing at the assessment stage, the discussion may take place by telephone.

**A conversation must have taken place between the Social Worker or Family Coach and the identified Early Help Lead Practitioner as a minimum prior to transition. If there has been no handover conversation, the transition should not proceed.**

The discussion with other professionals will be likely to include:

1) The conclusion of your assessment for the family.

2) An explanation of why you are considering closing the case to Social Care or Families First and confirmation that the family has consented to receive ongoing support from the Early Help practitioner in the Universal setting.

3) An outline of what work has already been completed by Social Care or Families First and the outcome of this, and a discussion around what work might now be completed at early help level.

**Agree the ongoing plan for early help intervention.**

**3**

In discussion with the family and the other professionals involved, the ongoing plan for early help intervention will be agreed.

The plan will include SMART targets for the Team Around the Family and family members to deliver and also clear contingency guidance for the TAF to follow should the situation deteriorate – under which circumstances should they consider a re-referral?

The plan will be clearly documented on Azeus.

Have you used the Early Help Directory? The Early Help Partnership Team have produced a directory of community services which are able to work with families at early help level - there are services to support with every need so please do take a look on our site (under Resources section): <http://www.newhamconnect.uk/Services/3406>

**Identify a named Early Help Lead Practitioner to lead the ongoing plan.**

**4**

A discussion will be had with the family and the other professionals involved as to who is best placed to lead on the plan. This is likely to be based on which professional will to be able to best meet the family’s needs (e.g. if the majority of the plan is around educational outcomes, it would make sense for the school to lead) and/or the professional with which the family has the best relationship or most contact.

**5**

**Communicate the decision formally in writing, including sharing the assessment with the family and the professionals who will continue to be involved with early help intervention.**

The family and the other professionals involved will require in writing, before the case is signed off by Practice Leaders/Team Leaders:

* Formal communication that the case is closing
* A copy of the assessment
* The agreed onward SMART plan

Section 6 provides templates which Social Workers and Coaches can use to send to the family and other professionals.

**Send a notification to the locality NAM inbox for the Early Help Partnership Team.**

**6**

The role of the Early Help Partnership Team is to work with universal services to support them in managing the family’s plan, to ensure they make progress and are not re-referred to INW teams unnecessarily.

They can only do this if they are aware that a Social Worker or a Coach has transitioned a case to universal services.

Please notify your locality NAM inbox with an email attaching the case closure letter and the assessment. The Early Help Partnership Team will then be able to make contact with the new Lead Early Help Practitioner and provide support.

[eastNAM@newham.gov.uk](mailto:eastNAM@newham.gov.uk)

[westNAM@newham.gov.uk](mailto:westNAM@newham.gov.uk)

[southNAM@newham.gov.uk](mailto:southNAM@newham.gov.uk)

[centralNAM@newham.gov.uk](mailto:centralNAM@newham.gov.uk)

**Ensure each of the steps above is recorded clearly on Azeus.**

**7**

This should be checked by Practice Leaders and Team Leaders prior to signing off the case for closure. A copy of the closure letter should be uploaded to the Document Store and other evidence will be contained with the Case Notes, Assessments and Plans sections.

The outcome ‘de-escalate to non-statutory services’ must be selected.

**4) Transition Process**

**Transition from Intervention Team to Universal Services or Families First**

Case agreed within CSC as suitable for transition to Early Help

**Social worker:**

\*Transition discussed with family and consent obtained

\*Community Early Help Lead Practitioner identified and agreed

\*Transition meeting (final CIN meeting) held with Community Early Help Lead Practitioner, other practitioners involved & family

\*Ongoing SMART Early Help plan agreed at the meeting, including clear recommendations for non-engagement

\*Case Closure letter completed (appendix 2) and uploaded to EDMS

\*Copy of assessment and case closure letter sent to family and lead early help agency

\*Email letter, copy of the assessment to NAM inbox

**Practice Leader:**

\*Check undertaken for case closure letter uploaded to Document Store and evidence within Case Notes, including: evidence of consent, quality of forward plan and clearly identified Early Help Lead Practitioner

\*Outcome selected: De-escalate to non-statutory services

Community Early Help Lead Practitioner or Families First Coach leads reviewing of the Early Help Plan using the Early Help Record at regular TAFs. First TAF to be held within 6 weeks of transition.

Discussion at internal transfer meeting if transition is to Families First

Acute risk of significant harm – Lead agency to refer to Triage

Chronic risk– discuss with EHP Team or FF Team Leader who will guide.

Discussion at internal transfer meeting if transition is to Families First

Statutory Single Assessment undertaken -  **recommended outcome suitable for transition to Early Help**

**Social worker**:

\***Transition discussed with family and consent obtained**

\*Community Early Help Lead Practitioner identified and agreed

\*Ongoing SMART Early Help **plan** agreed with family, Community Early Help Lead Practitioner and other practitioners involved, including clear **recommendations** for non-engagement.

\*Evidence of consent, ongoing plan and named Community Early Help Lead Practitioner detailed in the Recommendations section.

\*Case Closure letter completed (appendix 2) and uploaded to EDMS

\*Copy of assessment and case closure **letter** sent to family and lead agency

\*Email letter, copy of the assessment to NAM inbox

**Practice Leader:**

\*Check undertaken for case closure letter uploaded to Document Store and evidence within Case Notes including: evidence of consent, quality of forward plan and clearly identified Community Early Help Lead Practitioner

\*Outcome selected: De-escalate to non-statutory services

Acute risk of significant harm – Lead agency to refer to Triage

Community Early Help Lead Practitioner or Families First Coach leads reviewing of the Early Help Plan using the Early Help Record at regular TAFs. First TAF to be held within 6 weeks of transition.

**Transition from Assessment Team a to Universal Services or Families First following assessment only**

Chronic risk– discuss with EHP Team or FF Team Leader who will guide.

Early Help Record assessment and/or plan undertaken -  **recommended outcome suitable for transition to Early Help from universal services**

**Families First Coach**:

\*Transition discussed with family and consent obtained

\*Community Early Help Lead Practitioner identified and agreed

\*TAF meeting held and ongoing SMART Early Help plan agreed with family, Community Early Help Lead Practitioner and other members of TAF, including clear recommendations for non-engagement.

\*Evidence of consent, ongoing plan and named Community Early Help Lead Practitioner detailed on the Early Help Record review.

\*Case Closure letter completed (appendix 2) and uploaded to Document Store

\*Copy of updated Early Help Record and case closure **letter** sent to family and lead agency

\*Email letter and updated Early Help Record to NAM inbox

**Families First Team Leader:**

\*Check undertaken for case closure letter uploaded to Document Store and evidence in Case Notes, including: evidence of consent, quality of forward plan and clearly identified Community Early Help Lead Practitioner

Acute risk of significant harm – Lead agency to refer to Triage

Community Early Help Lead Practitioner leads reviewing of the Early Help Plan using the Early Help Record at regular TAFs. TAF to be held within 6 weeks of transition.

**Transition from Families First to Universal Services**

Chronic risk– discuss with EHP Team who will guide.

1. **Where can I go for advice and guidance with transitions?**

* **Practice Leaders and Families First Team Leaders**
* **Fellow Social Workers and Family Coaches**
* **Link Early Help Partnership Co-ordinators and Practitioners:**

**Early Help Partnership Coordinators**

Kathy Dee (EAST) – [Kathy.dee@newham.gov.uk](mailto:Kathy.dee@newham.gov.uk), 020 3373 0673

Rehema Essop (CENTRAL) – Rehema.essop@newham.gov.uk, 020 3373 4672

VACANT (WEST) – Please contact Samantha Clarke, EH Practitioner, or Claire Bridge, Service Manager

Dawn Henry (SOUTH) – [Dawn.henry@newham.gov.uk](mailto:Dawn.henry@newham.gov.uk), 020 3373 7031

**Early Help Partnership Practitioners**

Amber Robinson (EAST) – [Amber.robinson@newham.gov.uk](mailto:Amber.robinson@newham.gov.uk), 020 3373 1225

Musarat Rashid (CENTRAL/SOUTH) – [Musarat.Rashid@newham.gov.uk](mailto:Musarat.Rashid@newham.gov.uk), 020 3373 1037

Samantha Clarke (WEST) – [Samantha.clarke@newham.gov.uk](mailto:Samantha.clarke@newham.gov.uk), 020 3373 2410

1. **Templates to use in practice to support transitions**
2. **Case closure letter for families who will receive ongoing early help**

Formal case closure letter to be sent to family, cc’ing in Community Early Help Lead Practitioner and other professionals, and including a copy of the assessment. A copy will be sent to the relevant locality NAM inbox.

Dear (family)

**Transition to Early Help: X Family, child DOB, child DOB, child DOB**

I am writing to confirm that we have discussed transition to early help support for you and your family and you have consented to receiving early help. This means that social care/Families First (delete as appropriate) involvement with you will now come to an end.

**Recommendations for Early Help support**

I have attached to this letter a copy of your assessment and our agreed plan for early help support.

If you have any queries or concerns regarding our agreed plan, please discuss these with me as soon as possible.

**Next Steps**

**Your identified Early Help Lead Practitioner is *Name/Title/Contact Details – as appropriate***.

Your Early Help Lead Practitioner is responsible for contacting you to arrange a time to meet to begin your early help support, and will be in touch shortly.

**The professionals who will be involved in your early help support –your Team Around the Family –are:** *Name/Title/Contact Details, Name/Title/Contact Details – as appropriate.*

These professionals are now responsible for actively participating in early help for your family.

You are now responsible for working together with these professionals and your early help plan to support the continued progress of your family.

With best wishes for the future

Name/Job Title

1. **Notification to Universal Services of case closure for families who do not require ongoing early help**

Dear Colleague

**Notification of Case Closure: X Family, child DOB, child DOB, child DOB**

I am writing to notify you of case closure for the above family to Children’s Social Care/Families First (delete as appropriate).

It is not considered at this time that the family requires early help to meet their needs. However, if universal services become aware of emerging need in the future they should work together to re-assess the family’s situation and deliver early help in line with the Early Help Framework.

Should universal services become aware in the future of a risk of significant harm at level 3 of Newham’s continuum of need, they should refer directly to LBN Triage.

If you have any questions regarding the family’s involvement with Children’s Social Care/Families First (delete as appropriate), please feel free to contact me.

Best Wishes

Name/Job Title