



Centre for Professional Practice

Family Solutions Practice Framework

Aim of the Practice Framework

The aim of the Practice Framework is to provide:

- A basis of expected standards of practice
- To ensure consistency of practice across Family Solutions

These standards will apply to both part time and full time staff. If you have concerns regarding the standards or your ability to implement them, then please discuss these with your Supervisor to identify whether this can be resolved through supervision or training.

Throughout this framework you will see the majority of timescales are set at calendar days or calendar weeks. For clarity; a calendar week is seven consecutive days, calendar days includes weekends and Bank Holidays and working days are days are classed as Monday to Friday.

1. Initial Contact/Requests for Support

- 1.1 From the point of receiving a contact in the Family Centre group mailbox, the maximum timescale for a case to be presented to a Multi Agency Action Meeting is 15 calendar days.
- 1.2 An acknowledgement email must be sent from the Family Centre group mailbox to the Professional who has referred the case in the first instance (*For MASH contacts this will not be the Early Help Desk but the referrer who submitted the case into MASH*) within a maximum of 3 calendar days of receipt, however there is an expectation this task will be completed within 1 working day. (*This will include all contacts except DART's*). The email must confirm receipt of the request at the centre and provide timescales as to when the referrer will be notified of the outcome following screening.
- 1.3 A contact event form within EIS must be completed for all requests for support received at the Family Centre, including:
 - Early Help Assessments
 - MARF's
 - DART's

- All other MASH contacts
- Walk-in enquiries to the Family Centre that require further action

2. Screening

- 2.1 Screening must be held on a daily basis to review requests for support and determine outcomes.
- 2.2 The Professional who has submit the initial request for support must receive confirmation of the outcome of the screening within a maximum of 3 calendar days of screening taking place, however there is an expectation this task will be completed within 1 working day. *(Apart from DART Contacts). If the case goes to MAAM then than an email must be sent to the original referrer.*
- 2.3 Where a case is stepped down to Early Help the expectation is that allocation to a worker will take place within 24 hours of being screened.

3. Multi Agency Action Meeting

- 3.1 The Professional who has submit the initial request must receive confirmation of the outcome of the Multi Agency Action Meeting within a maximum of 3 calendar days of receipt, however there is an expectation this task will be completed within 1 working day.
- 3.2 If the outcome of the Multi Agency Action Meeting is to allocate a case to a Family Solutions Practitioner, cases must be allocated within 5 calendar days with an expectation of this taking place within 2 working days of the Multi Agency Action Meeting taking place.
- 3.3 At a minimum Duty workers must make weekly contact with each family on the Pre-Allocation List and record on a case note within EIS.

4. Early Help Assessments

- 4.1 A Family Centre staff member must make initial contact with the family within 2 calendar days of the case being allocated to them. The first visit to the family must be completed within 5 working days of making that initial contact. This must include the child being seen and spoken to.
- 4.2 Practitioners should be mindful of the lone working policy when scheduling visits to families at the end of the day where there is the potential for contentious or high risk situations or where management/colleague support might be needed. **Revised Out of Hours process will be linked to this*

- 4.3 The Early Help Assessment must be completed and created on EIS, and the Support Plan commenced and created on EIS within 4 calendar weeks from the date of allocation to the Lead Professional.
- 4.4 Early Help Assessment audits will be completed by the Early Help Enablers for all EHA's entered onto the system. The focus of the audit will be: - **Completed within timescale/ family history & details of previous interventions/childs developmental needs have been identified/recording is clear and succinct/partner agencies involvement is evident/voice of the child/clear recommendation of next steps.**
- 4.5 An Early Help Assessment is not required for those cases stepped down to Early Help from Social Care, where a CYPA has been completed within three calendar months. It is expected that an EHA will be completed where there is a CYPA that is over 3 months old.

5. **Early Help Support Plan/Review**

- 5.1 The Early Help Support Plan must be completed within 42 calendar days (6 weeks) of allocation to the Lead Professional. Where there is a CYPA that it less than 3 months old and Early Help Support Plan must be completed. Subsequent review meetings must take place at least every 42 calendar days (6 weeks) thereafter. All plans should be **SMART (Specific, Measurable, Achievable, Relevant & Time bound)**.
- 5.2 Management oversight must be recorded on EIS at each plan and review-see 11.1. The plan should set out:- **The outcomes to be achieved, what needs to be done to achieve them, how progress will be evaluated, who will be responsible for what, what the timeframes are for change, what will happen if the plan isn't working.**

6. **Cases Stepped down from Social Care**

- 6.1 Cases stepped down to Early Help from Social Care should be allocated to a worker within 48 hours of the case being received from Social Care.

7. **Cases Escalated to Social Care & Requests for Wrap Around Support**

- 7.1 All requests for wraparound support should be screened and allocated within 5 calendar days of the request being received Social Care, with an expectation of this taking place within 2 working days.
- 7.2 Decisions to escalate a case to Social Care must be recorded in a Case Note on EIS along with a copy of the MARF. Once Social Care have confirmed the case meets Level 4 threshold, Practitioners should clarify whether wraparound support is required and record the decision using the 'EH Stepped Up to Social Care' form in EIS.

7.3 If wrap around support is required, the Manager must deallocate the Practitioner from the 'Key' worker role in EIS and reallocate the case as 'Wraparound'.

7.4 If the allocated Social worker confirms that no further support is required from Early Help, then the case should be closed.

8. Case Closure Process

8.1 All Managers must sign off cases by completing the case closure process within 3 calendar days of receipt of a case closure request. This includes recording an end date for involvement and deallocating the case in the managers desktop.

8.2 Prior to case closure it is up to the member of staff to ensure the case is closure ready. This includes: - **Ensuring all records are up to date on EIS, relevant documents are uploaded, outstanding actions from the plan are completed, any further tasks as directed by the Supervisor and a case closure summary is provided.**

9. Voice of the child

9.1 As a minimum standard Voice of the child/direct work must be evident during the assessment, plan, case work and case closure.

9.2 Practitioners must record direct work and voice of child within case note entitled 'Direct work/Voice of the child' in EIS.

10. Case Recording

10.1 All case recording must be completed on the system by the end of the next working day.

10.2 As a minimum standard all visits should highlight: - **Purpose, who was there, details of visit, actions, analysis of visit and views of the child/young person.**

11. Management Oversight

11.1 Management oversight must be recorded on EIS as a 'Managers Decision' case note for each assessment, support plan, review and closure within 3 calendar days. There should be evidence of management oversight on all case records as a minimum of once per month.

11.2 Case discussions and actions must be recorded on the system as a 'Managers Decision' case note by the Supervisor by the end of the next working day from the discussion with the staff member taking place.

11.3 The recommended caseload for a full time practitioner is 20 families. For a part time member of staff the caseload will be 10 families (** There is some flexibility within this figure*)

for those larger families and intensive working, but this will be based on a case loading discussion with your supervisor)

- 11.4 Supervisors should prioritise oversight for those cases open over 3, 6, 9 and 12 months via reporting.
- 11.5 Leads should be aware of the most intensive/high risk cases that their team are holding. This is to ensure high level oversight for our most vulnerable children and young people.
- 11.6 Supervision should take place every 4 calendar weeks and recorded within the Supervision Case Note on EIS immediately.
- 11.7 Management oversight will also be provided to Early Help Enablers for cases they are supporting and should be record as 'Managers Decision' case note.

August 2018

Version	Review Date	Distribution
2.1	28/07/17	HOS/SM/FS Staff
2.2	22/03/18	HOS/SM/FS Staff
2.3	24/04/18	HOS/SM/FS Staff
2.4	08/08/18	HOS/SM/FS Staff
2.5	17/08/18	HOS/SM/FS Staff