

Early Help Requests into the Family Centre

Requests from First Contact

Request for support received from First Contact and sent to Family Centre team by IFS Team Manager. FCTM allocates cases.

Initial Home Visit completed following the guidance.
(Refer to OPS Procedures for timescales)

HEAT Tool completed. Record of contact recorded in General Notes on Liquid Logic

Decision that Family Centre programme to be offered and case closed using code 'Referred to a Family Centre programme'.
Record as Management oversight on Liquid Logic

Open Early Help Proportionate Assessment and Early Help Plan.
(Refer to OPS Procedures)

Complete request for a FC programme and send to FCTM

If the programme requested is Strengthening Families, please follow the flow chart for that programme

Non-First Contact Requests to the FC

Non-First Contact request (e.g. HV, School) for a FC programme received via request for a Family Centre Programme Form. Form sent to FC team email where it will be sent to appropriate FCTM. (If not on LL email Business Support to ask for a person demographic record to be added).

FC TM discusses with referrer and agrees to accept and then allocates request for support and records as Management Oversight on Liquid Logic

Worker contacts referrer to agree if a home visit is required or further information on the programme is needed and agree who will contact the family to invite them to the programme. Record in General Notes

Record in General Notes after first and last session on Liquid Logic following case recording guidelines

Worker leading programme gives feedback to referrer if they do not attend after the first session and records this in General Notes on LL.