

One Point Service

Briefing note April 2021

The purpose of this briefing note is to clarify where non lead work with families primarily delivered by the Family Centre (FC) and in some cases the Intensive Family Support (IFS) team is recorded. We will then be able to capture the non-lead work of the Family Centre but also the Intensive Family Support Team, so that this is reported alongside our case work in the performance report.

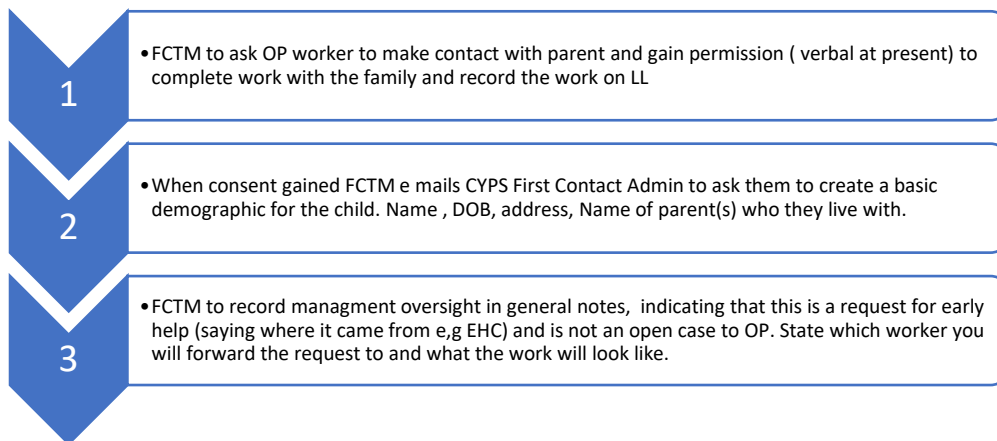
Liquid Logic

1. The following types of work delivered to families who are not open to One Point or where the worker is not the lead, are recorded below:
 - **Healthy Child Programme** -Health visitor or School Nurse referral re behaviour, toileting etc
 - **Locality Early Help Conversation Family Centre Support**- Anything we agree to deliver to a family from an Early Help Conversation
 - **Enhanced Parenting Support Pathway** (VPP on drop down list-this will be changed)
 - **Pre-Birth Intervention** – record on LCS
 - **Family Centre Programme** -Any referrals from IFS, FF, school etc. Record the first and last session only, unless you feel there is a need for other recording e.g. if a parent talks to you about a concern. If the family is open to One Point (FC and IFS) then record every session.
 - **2 Year Placements**-any contact to support a family access a 2-year placement.
 - **Domestic Abuse Empowerment programme** e.g. Inspire. Record the first and last session only unless you feel there is a need for other recording e.g. if a parent talks to you about a concern. If the family is open to One Point (FC and IFS) then record every session.

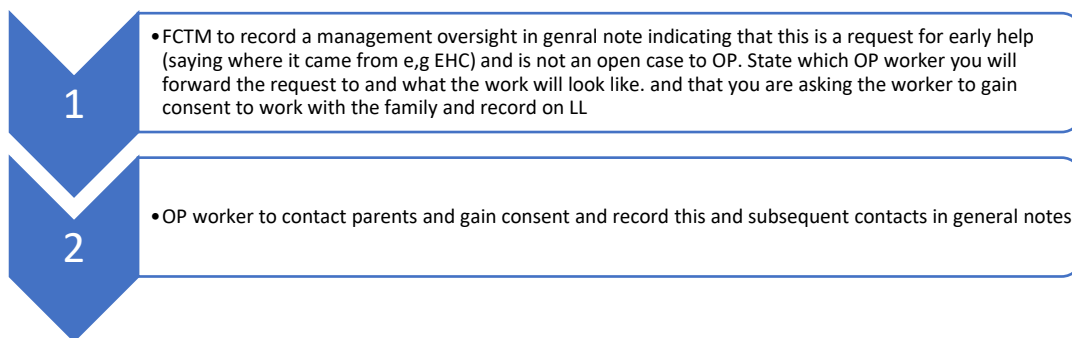
2. The exception to recording Family Centre work on LL are the Baby and Toddler groups, holiday activities which are not programmes but rather play and learning and families can ask for a place on these groups.

3. Where families are not open to the One Point Service the work detailed above can be recorded in general notes on Liquid Logic unless it needs to be recorded in the case notes or LCS-see below.

4. If the child has **no** record on LL the following applies:



5. If the family are not open to OP or Families First (FF) and there is a record on LL the following applies:



How to record the contacts

6. To capture the work we deliver with these families we need to use the case note 'contact type' drop down which is the contact type you select when you add a general note or case note in LL. Regardless of your method of contact for the work e.g. home visit or a telephone call you need to record it as the reason for your involvement e.g. Healthy Child Programme. If for example you use telephone call, we will not be able to report on this data and link it to the Healthy Child Programme. In the notes please write in the method of the contact e.g. if it was a home visit or a telephone call etc.

Families open to IFS teams

7. If a family is open to the IFS team any work delivered from a FC team can be recorded in the **case notes** (not general notes) to ensure all the notes on an open episode are together.

Families open to Families First

8. Pre Birth Interventions work should be recorded on LCS

9. Where a family is being worked with by Families First and the OP manager has agreed OP will deliver some interventions, the notes can be recorded in LCS.
10. Where we had been delivering one to one or a programme to a family who are then subsequently supported by Families First due to a step up, this work will then be recorded on LCS.
11. Where One Point is delivering the Inspire programme or other programme to a family open to Families First this will be recorded on LCS.

EIS

12. All group work in the centres will be recorded by the parent signing into the centre using the books that are in the reception. Business Support will input this information on EIS. Further codes have been added to reflect the work we do with over 5-year-old children and young people and will be used when the upgraded system is in place in April/May 2021. The codes have also been updated and in some cases removed to reflect the work that we are currently engaged in.
13. Very little non group work will be recorded on EIS apart from any conversations in the centres/outreach, telephone calls, home visits, text messages to record a significant conversation with a parent for **non-open families**. For example, we could record on EIS that we had spoken to a parent and encouraged her to attend the Toddler group as she had not attended for three weeks and she had been really worried about something on that occasion. Occasionally we may have a conversation with a parent and some advice is given or we agree to do something on their behalf. A record of the contact can be recorded on EIS e.g. spoke to dad about concerns re babies' weight and agreed to ring the Health Visitor for him. It is intended that only a very brief record will be written saying what was said and if any advice was given or actions agreed. The worker can record this on Appendix 2.8-8 which has been changed to reflect this. This sheet will be filled in by the EHP for individual families and given to Business Support when completed. Business Support will input this into EIS.

We do not need to record routine contact with parents to invite them to activities or if the arrangements have changed, only significant conversations, advice or actions.

Reporting on the work of the Family Centre

14. Group work recording in EIS. Work is being undertaken on producing reports that will demonstrate the work of the Family Centre in this area e.g. how many programmes have been delivered and how many parents took part. It will not produce information on the impact of the work. This will be captured via other means e.g. Outcome Stars.
15. One to one delivery in LL. Information is being produced in the monthly performance reports on the amount of delivery that is being completed mainly by the FC on families that are not open to them.