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Description automatically generated**Processes – Resource Services**

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| **Parenting** | |
| **Referral** | Referral received by Families Together- to be sent to Team Manager and Business Support (BS). BS to add to the tracker unless the request is for anything other than PoP – If so, Team Manager will confirm whether this has been picked up |
| **Allocation** | Team Manager to contact social worker to confirm receipt of referral and informing the dates / times /venues of programme (if known). Ask social worker to confirm with parent they will be attending and then if so assign to worker for planning meeting. BS to be copied into emails which will inform if a place is / is not still required. Once confirmation received from social worker, Team Manager will send a copy of the appropriate course content to social worker for them to consider which sessions are needed. *If no response is received to this within 1 weeks, follow up email to be sent, if after a further week no response is received further email to be sent and referral to be closed.* |
| Referral will be passed to parenting worker and planning meeting will be arranged within 5 working days by a parenting worker (this to be joint with other services where needed). |
| Manager oversight to be added to case note to reflect allocation and direction. |
| Once confirmed details to be added to ‘parent details’ on register spreadsheet. |
| **Planning** | Assigned worker to carry out planning meeting, get any updates from social worker. Date to be planned for home visit. |
| Add yourself to ‘INVOLVEMENTS’ on protocol & check if any other services involved. i.e., family time, edge of care, etc. |
| Introduction phone call to be made to family, and date to be confirmed for introduction visit. Home visit form to be completed. Ensure parent scaling is added to the plan along with any additional sessions (to those social worker has requested) they have asked to complete. |
| Schedule for parenting sessions to be created by BS, copy of this to be sent on to social worker to forward to parent. When completing planning meeting staff to add to ‘parents details’ which sessions are required so BS is aware. |
| Plan to be uploaded to protocol, along with case note to say this is done once home visit is completed. |
| Family to be moved onto the register page of the spreadsheet |
| **Attending** | Parent to start the course. If parents miss a session a text will be sent to the parent to inform they have missed the session and remind them of date and time of next session. Case note to be added to say reminder text has been sent, and include response if one is received. |
| If 2 sessions are missed, then worker is to email SW to ask them to discuss with parent and review to try to prevent them being withdrawn. This will be reviewed along with any new referrals every Tuesday and relevant actions determined by Team Manager. If third session is missed referral is to be closed and social worker to be notified.  Case notes to be added each week after the session confirming parent has attended / has not attended. Those attended to include any specific positives or concerns. If not attended include any reasons why, if given. *Weekly case notes will not contain session content or detailed analysis as a summery will be completed at the end.* |
| Any parents who have missed 2 (or less) sessions are to be offered a place on the next group to complete these. Catch up sessions will not be provided. |
| Following Tuesday meeting Team Manager will move any parents closed onto the withdrawn / closed section on the register spreadsheet. |
| **Closure** | Closure form to be completed (including withdrawn places) detailing if objectives have been met and it not, why. BS to update register once confirmed in Tuesday meeting. Closure uploaded to protocol and case note added to inform this is done and involvements ended. |
| Closure summary to be added to protocol following closure of referral. |
| **Admin Tasks** | * Registers to be prepared ready for sessions * Schedules to be created for all families and sent to social workers prior to start date of course. * Update the workload tracker * Check register weekly for with drawn places (also face to face catch up with team) * Print of assessments ready for the following week. * Prepare certificates ready for those who have completed the course. * Upload assessments / feedback forms to protocol after sessions. |

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| **Edge of Care** | |
| **Referral** | Referral received and reviewed by manager. |
| **Allocation** | Families Together Manager allocates referral via email to Families Together Officer/s |
| Manager case note to be added to protocol with allocation and direction |
| Business Support to add details to EoC Tracker |
| Allocated Families Together Officer to do the following: - Within 3 days of receiving the referral |
| **Protocol case notes** | ‘Families Together Referral received on \_/\_/\_\_’ |
| Worker to email SW to arrange a planning meeting |
| Add protocol case note to record date and note of email sent to SW |
| Add yourself to ‘INVOLVEMENTS’ on protocol & check if any other services involved. i.e., parenting, FGC, etc. |
| **Planning** | Contact other professionals who are currently open. Check does it need a joint planning meeting with parenting etc. |
| Complete ALL boxes on the Planning & Review form. date/staff present, etc. |
| Complete All boxes in ‘what needs to happen’. Each objective should be scored by the social worker and scored by the young person/family on the first home visit. |
| Complete last part of form & put in a Review Date & signatures of Families Together Officer & Social Worker. |
| **Protocol case notes** | ‘Families Together Planning Meeting held. Objectives agreed. Home visit to be arranged. Plan to be uploaded to Documents’ |
| **Initial visit** | At the Initial home visit / First meeting with family / Young Person: (An initial visit should be arranged within a week of receiving the referral – or as soon as the family are available) |
| Explain the reason for the plan and the aims and objectives. Do they agree? |
| Ask them to score each of the objectives |
| **Protocol case notes** | Reason for contact: ‘Purpose: Families Together first visit / initial introductions etc’. |
| Detailed Notes: ‘Discussion & Observations / Voice of the child’ |
| Part 2 – Write Up: ‘What’s Working Well?’  ‘What Are We Worried About?’  ‘What Needs To Happen?’  Actions: ‘Date of next planned visit / any outstanding actions’ Upload Plan to Documents |
| **Intervention and Review** | Complete Visits / Write up all notes, emails, phone calls, meetings, etc. |
| Complete Reviews / Update Plan & Review Paperwork / Upload each time to protocol & add a case note each time that review has taken place or reason it hasn’t. |
| **Closure** | When support has ended, complete the final Plan & Review form & upload to documents. |
| Complete a Closure Form & write a case note on Protocol to say why you have closed e.g. all objectives completed or why objectives have not been met and reason for closing. |
| Email Families Together Business Support & Families Together Manager the name & date of closure & whether support was completed or reason it wasn’t. |

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| **Family Time** | |
| **Prior to Referral** | Social worker to contact the Family Time Service to discuss their requirements and availability of resources within Family Time Service, (this should be done prior to supervised contact being requested from court). |
| **Referral** | If any other relevant documents are available please also attach any additional documents e.g Genogram, Words and Pictures. |
| Brochure to be sent to Social Worker and Carer by Family time with a section for children’s views to be completed by the Social Worker prior to the planning meeting. |
| **Introduction and Planning Meeting (within 5 working days from referral)** | Introduction Meetings to be held between Family Time Officer and Social Worker then with parent(s) to agree expectations for family time sessions, tour of the Beach House etc. |
| Children visit the venue with carer to familiarise themselves with the venue and staff before sessions begin. |
| The purpose of the meeting is to look at the following;   * To establish ground rules/family time agreement booklet * Tour of the building including health and safety/fire escape etc * Identify any red flags/non negotiables * Discuss any concerns/areas of support, eg parenting, baby massage/type of contact, fully supervised, community based. * Complete any extra risk assessments eg PEEP/Covid 19 |
| **Arrange Family Time Sessions** | Family Time sessions to be added to the planner (usually within 10 working days of receipt of referral). |
| Schedule and start date to be forwarded to social worker to share with family and carers if not already completed during meeting. |
| Individual case notes to be uploaded onto Protocol by Family Time Officers overseeing sessions. |
| **Review Family Time Sessions** | Family Time Service to be invited to CIOC reviews and other relevant meetings to review the progress of family time sessions. Any updates or changes will be reflected in the arrangements form and added to protocol if required (e.g. risk assessment or significant incidents). Any changes will be reflected in an updated schedule which would be uploaded to Documents on Protocol. |
| If unable to attend, a report to be provided to social worker prior to meeting. |
| **Closure** | Arrangements form updated to reflect closure and added to documents. |
| Protocol updated and tracker updated by business support. |

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| **Family Therapy** | |
| **Referral** | Social worker makes referral to Resource Panel which takes place every Tuesday afternoon. |
| Resource Panel accepts in-house therapy referral |
| Resource panel business support adds referral to child’s record on Protocol |
| Becca updates business support to add to tracker on waiting list |
| Waiting list is reviewed in every team meeting (social worker is provided with an update by Becca and any timescale) |
| **Allocation** | Case is allocated to a therapist (social worker is informed by Becca and BS copied in to update tracker) to complete initial assessment only or full case allocation. (For full case allocation, BS will add therapist to involvements on Protocol) |
| Business support add therapist to involvements section (if allocated as therapist, not if only completing initial assessment). |
| Case note added to reflect therapy allocation (if allocated as therapist, not if only completing initial assessment). |
| **Initial Assessment** | Therapist arranges initial assessment. |
| Outcome and feedback provided to social worker, family and manager to update tracker. |
| **Intervention and reviews** | If already allocated at initial assessment stage then work will have commenced. |
| If new allocation after initial assessment/waiting list stage, Becca to inform business support who will add therapist to involvements and update tracker. |
| Planning meeting to take place and goals agreed. |
| Sessions take place with updates added to case notes by therapist. |
| Therapist is involved in relevant review meetings (with SW, SSW, family, young person as appropriate) as well as case supervision (recorded in personal supervision document). SW and therapist will update system with relevant information discussed in review meetings. |
| Review in each team meeting and supervision. |
| **Closure** | Agreed closure (Becca requests BS update tracker and move to closed tab). BS will end on involvements page on Protocol. |
| Therapist provides social worker/family (as relevant) with summary of work and outcome and updates Protocol with information and any other recommendations/outcomes. |

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| **Internal Referrals Across Teams** | |
| **Need identified** | Worker within parenting/family time/edge of care identifies a family may benefit from accessing one of the groups (ie. POP, Freedom). |
| Worker discusses with parent whether they would like them to discuss attendance at this group with the Social Worker.  *\*\*If the worker who identified the need is based in Family Time, they will liaise with the relevant leads for the group ie. for Freedom liaise with domestic abuse champion Lead Officer, for Parenting liaise with parenting champion Lead Officer\*\** |
| Parents consents. |
| **Discussion** | Worker discusses with Social Worker for the family and establish whether Social Worker agrees parent should be referred to the group. |
| Social Worker agrees. |
| Worker emails Families Together the referral form that their service already hold (**a new referral form is not required**) and which group they have agreed to attend. |
| **Allocation** | Manager allocates to worker in their team (as above process). |
| Business support save the referral form to the relevant folder and add to tracker (as above process). |
| Planning meeting and above steps are undertaken (refer to above process for relevant teams for next steps).  \*\* Worker who identified need to be included in planning meeting\*\* |