**Contacts (Re-referrals) and Unborn Babies: Front Door to Children and Families Teams**

**Guidance for Team Managers**

1. **Introduction**

This guide sets out the process for managing Contacts received via Front Door for Children and Young People who have closed to a Social Work Team within the last 3 months.

1. **Process**

**Step 1:** Front Door will not progress the Contacts instead they will be reassigned to the service they were previously known to.

Referrals for Unborn Babies that need to go straight out for assessment will bypass the Assessment & Intervention Teams and go straight to the Children and Families Service for allocation.

**Step 2**: Team Managers in the service are responsible for completing the Contact and deciding on the outcome depending on threshold decision making.

1. **Guidance**

This guidance sets out how to locate the Contact in Eclipse once it has been re/assigned.

* [*Children and Families Team Manager Eclipse Guidance - re-referrals and unborn assessments from MASH*](https://devoncc.sharepoint.com/%3Ab%3A/r/sites/reSOURCEforChildrensSocialCare/Eclipse/Shared%20Documents/Children%20and%20Families%20Team%20Manager%20Eclipse%20Guidance%20-%20re-referrals%20and%20unborn%20assessments%20from%20MASH.pdf?csf=1&web=1&e=IEjmpI&xsdata=MDV8MDJ8UmFjaGVsLk5hbGxAZGV2b24uZ292LnVrfDcxNzI3N2ViMjRkMDQ4MjNiNTQzMDhkZDA4YWNlZWUxfDhkYTEzNzgzY2I2ODQ0M2ZiYjRiOTk3Zjc3ZmQ1YmZifDB8MHw2Mzg2NzYyNjEwMDQ3Nzk4MjJ8VW5rbm93bnxUV0ZwYkdac2IzZDhleUpGYlhCMGVVMWhjR2tpT25SeWRXVXNJbFlpT2lJd0xqQXVNREF3TUNJc0lsQWlPaUpYYVc0ek1pSXNJa0ZPSWpvaVRXRnBiQ0lzSWxkVUlqb3lmUT09fDB8fHw%3d&sdata=aCtoRExQODhLbU1leGx4YzlzNE1IYUlpM2FLZjIvQU5MTnNVV3VDNHdxTT0%3d)

There is a full list of team IDs that will be used*:*

* [*Team names and Organisation numbers*](https://devoncc.sharepoint.com/%3Ab%3A/r/sites/reSOURCEforChildrensSocialCare/Eclipse/Shared%20Documents/Team%20names%20and%20Organisation%20numbers.pdf?csf=1&web=1&e=56hKE3&xsdata=MDV8MDJ8UmFjaGVsLk5hbGxAZGV2b24uZ292LnVrfDcxNzI3N2ViMjRkMDQ4MjNiNTQzMDhkZDA4YWNlZWUxfDhkYTEzNzgzY2I2ODQ0M2ZiYjRiOTk3Zjc3ZmQ1YmZifDB8MHw2Mzg2NzYyNjEwMDQ4MDkwNjB8VW5rbm93bnxUV0ZwYkdac2IzZDhleUpGYlhCMGVVMWhjR2tpT25SeWRXVXNJbFlpT2lJd0xqQXVNREF3TUNJc0lsQWlPaUpYYVc0ek1pSXNJa0ZPSWpvaVRXRnBiQ0lzSWxkVUlqb3lmUT09fDB8fHw%3d&sdata=amlzUlEzb3NFcEVpdjF6YlhRdmhEYWl5NVBYSEtWS3JXVGVxKzFjUXY1QT0%3d)
1. **Practice Points**
2. **Contacts are a means to evidence how we have made a threshold decision** based on the presenting information and calls made within the Contact response period (24hrs or 1 working day).
3. Duty trays need to be **checked every day** to ensure Contacts are responded to and do not become overdue. This needs to be built into a daily schedule of activity.
4. Contacts are to **be allocated as soon as we see them** to avoid drift and delay. If a duty system is used, there needs to be a clear agreed approach for all involved regarding expectations in allocating or alerting the relevant teams and practitioners to these cases.
5. It is **recommended Duty trays are checked periodically throughout the day** as Contacts can come in at any time, this reduces the risk of them being missed.
6. We need to **consider the capacity of the Social Worker (SW) being allocated the work** from the Contact. Do not allocate the Contact to the previous SW if they are off sick, on leave or in Court and therefore unable to pick this work up and complete it within timeframes. Instead **build this work into the duty worker’s tasks and balance this with other competing needs**.
7. Contacts **should not be held open while we complete a body of work** which includes any direct work being completed with families beyond phone calls to notify them of the Contact, to explore and clarify the Contact details, follow up with the referrer and partner agency checks. Any work in addition to this, including visits means we, or a partner agency are working with the family and the Contact should have an outcome recorded reflecting this and our work activity recorded accordingly.
8. **Contacts should not be held open while we await work from another source**, for example if Family Intervention Team are visiting and completing some work, then you have made the decision the outcome is Early Help (EH) and you conclude the Contact by recording this. If EH then need to escalate back to Social Work Team, we **use the step up or step down processes**.

1. **Document Information**

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1. **Sign Off**

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