

Family and Adolescent Support Team and Child Sexual Exploitation and Prevention Team Procedures

(to be read in conjunction with the FAST and CSEP operating protocol and Enfield's Multi-Agency protocol for preventing 16/17 year olds becoming homeless)

1. Referral process

SPOE - screen and initially assess every contact or referral made to the department to determine which agency or agencies is best placed to meet the child / young person's needs. If the SPOE determine that the case should come to the FAST or CSEP teams they will put the referral in the Liquid Logic FASH triage tray.

The Triage officer will review the contact and add any relevant notes before either putting into the FASH managers' tray for a decision and outcome an action by the Duty manager or passing to a specific manager of a social worker if the case is a contact of an existing allocated case for the named manager to make a decision and outcome the contact.

All contacts from the SPOE must be actioned and have an outcome within 24 hours.

Youth Offending Unit (YOU) - If a young person has an allocated key worker from the Youth Offending Unit (YOU), the key worker, wherever possible, will access mediation services to prevent homelessness as soon as the risk of homelessness is identified.

If a YOU client is homeless, the YOU officer, will make a referral to the FASH service using the internal referral form, (see attached link); <R:\Education\Innovation\Misc\Children's Services Internal Referral Form.docx> and send this to the FASH email inbox: fash@enfield.gov.uk.

The referral will be loaded as a contact on Liquid Logic by the Duty Triage Officer and passed to the Duty Manager for review and decision making.

The Duty Manager will make a decision and outcome the contact within 3 working days.

2. Internal Transfer process

For the key principles and Departmental transfer policy see attached link.

[R:\Education\Innovation\Misc\Case transfer policy OMG FINAL 30 6 14 \(2\).doc](R:\Education\Innovation\Misc\Case transfer policy OMG FINAL 30 6 14 (2).doc)

Recommended points of transfer:

If the child requires 'child in need' services, at the first 'Child in Need' meeting after the completion of the Child and Family Assessment or if the child is subject to a 'Child in Need' plan, via the next 'Child in Need' review meeting.

If the child is subject to a child protection plan but the intention is to exit the child protection plan at the next conference and start a 'Child in Need plan', the case transfer should take place at the child protection conference.

If the child is Looked After and the plan for the child/young person is rehabilitation home the case transfer should take place at the final looked after review for the child/young person whilst they are still looked after.

A weekly list is circulated by the Referral and Assessment Team, which identifies cases within this team for transfer and the destination team, to assist in this process.

Any cases requiring transfer will be put in the Liquid Logic FASH Triage tray by the transferring team.

The case will be reviewed by the Duty Triage officer to ensure that:

- There is evidence that the young person/family are aware of the case transfer and that this information has been given to them in writing?
- There is evidence that other professionals are aware of the case transfer and that this information has been given to them in writing?
- case notes up to date
- demographic details are up-to-date including contact details for the child/young person, their family, their carers and any other involved professionals?
- the chronology, genogram and case summary are up-to-date

The Triage officer will re-assign the transfer task to the FASH Managers Liquid Logic tray. If any of the above is missing the Triage officer will make a note of this for the FASH Duty manager's attention.

The Duty Manager will review the transfer and make a decision to accept or reject the transfer. No cases will be rejected without a telephone conversation to the transferring manager of the case to discuss the issues identified by the Duty Manager.

The Duty Manager will make a decision to accept or reject a case transfer within 5 working days of receipt and outcome the transfer.

3. Case Allocations

Cases will be allocated by the manager immediately after the contact has been progressed to a referral or the case has been accepted for transfer.

All cases allocated to social workers will have an allocation note to the social worker from the manager so they are clear what work is expected of them.

The manager will use the case allocation template (see link), to give instruction to the social worker regarding the work to be completed and the timescale for the work to be completed within.

[R:\Education\Innovation\Misc\Allocation note \(2\).doc](R:\Education\Innovation\Misc\Allocation note (2).doc). The manager will amend the allocation note as required for the individual case.

4. Assessments

All referrals of young people accepted into the service will be offered a child and family assessment if a current one (within the last 6 months) does not exist. Where an assessment has been completed and a current plan exists the social worker will implement this whilst keeping it under review.

Young people at risk of child sexual exploitation will be assessed where their level of need will be determined and support offered by a social worker or youth worker once a plan has been agreed.

Where young people present as homeless to the FAST team; unless they are street homeless, they will not be offered supported accommodation until the outcome of the assessment. It is expected that during this period of assessment, mediation will be undertaken with the young person and their family, whilst they remain in the family home if safe or with friends/family.

Within a maximum of 35 days, the allocated social worker will complete a child and family assessment to identify the needs of the young person and their family and make a plan for the young person and their family to support an eventual return home where this is safe and achieve the other identified outcomes

If the assessment determines that it is not safe for the young person to return home or other reasons identified why the young person cannot return home, the plan must identify whether there is a need for s.17 supported accommodation, or s.20 Looked After status. The plan will identify the outcomes to be achieved and which agencies will be part of the support plan and their role in achieving these outcomes.

If the young person is placed in s.17 supported accommodation, the keyworker will be part of the professional network and the support plan. The plan will identify the frequency with which reports are to be submitted to the allocated worker.

The plan will be reviewed by the social worker and professional network, young person and any significant adult within agreed timescales but no less than every 6 weeks. *(add hyperlink for assessment protocol)*

5. Case recording

Case recording will be maintained to the standard identified in the recording policy. All cases that are in the section 47 process or subject of the CP process must be written up within 24 hours of the event. All other case recordings must be written up within 5 working days of the event. (See children's procedure).

6. Finance

All Finance arrangements made for the young person and their family must comply with financial regulations and be agreed and authorised by the appropriate manager in line with the scheme of delegation. RFF's must be completed for all transactions and uploaded to the young person's file in Wisdom. <R:\Education\Innovation\Finance\RFF flowchart.docx>

7. Supervision

Supervision will take place in line with the frequency and standards identified within the Department Supervision policy and using the template. <R:\Social\R&A Team Managers\Templates\Personal Supervision Record.docx>

8. Timescales for social work involvement

The time limit for involvement of the social worker will be dependent on the plan developed following the assessment of identified need. To keep plans on course to ensure that they are progressing as planned and achieving the outcomes identified, they must be reviewed regularly and with a frequency of no less than every 6 weeks. The review should include the young person, any significant family members and the professionals involved. Frequently plans need to change to take into account new circumstances; however these can only be identified through the use of regular reviews.

Where finance is being provided to support the young person in a supported accommodation placement, the case cannot be closed. The social worker will work with the accommodation provider to ensure that the young person has made an application for benefits to pay for the rent on their accommodation and any support costs where possible.

If it appears that benefits will not be in place by the time the young person reaches their 18th birthday, this must be discussed as soon as possible with the responsible team manager.

Once a young person becomes 18 years old, they will no longer have statutory social work support unless they have a disability. However as part of the plan they may still receive support from other services, e.g. youth support services and Change and Challenge.

Other young people may receive support from other services in Children's Social Care if they are made subject of a child protection plan or become Looked After with a long term plan to remain in the care of the Local Authority or have a disability. In these circumstances the young person's case will be transferred to the appropriate team, using the usual internal transfer criteria and procedures

9. Duty

The role of the duty service is to respond to any unplanned issues that arise where there is no allocated social worker or youth worker; or else where a social worker/youth worker response is not required.

A duty rota exists that identifies the named duty social worker, back-up duty social worker, duty manager, back-up manager and duty triage officer.

Role of the Duty Social Worker

- The duty social worker will be on duty from 9:00 - 17:00 or later if requested by the Duty Manager in an emergency.
- The duty social worker will be office based on their day of duty and will log their phone onto the FASH and CSEP duty telephone numbers of 2300 and 2200 respectively to be able to answer duty calls.
- The duty social worker will not book any appointments in relation to their allocated caseload on the day of their duty. The exception to this is if they are due in court or have a child protection conference or LAC review.

- If the duty social worker has to attend one of the meetings named above, it is the duty social worker responsibility to alert the back-up duty social worker so that they are aware that they will be the main duty SW during this period. The duty SW should advise the back-up SW whether they will be returning to the office to resume their duty responsibilities, following the end of the meeting. The Duty SW should also advise the duty manager of their intended absence from duty for the specified period.
- It is the Duty SW's role to answer the duty telephones when for any reason the Triage Officer is unable to do so and should have their telephone logged into the duty telephone number
- A Contact is made where Children's Services is contacted about a young person, who may be a Child in Need, and where there is a request for general advice, information or a service. At any time, a contact may become a Referral if it appears that services may be required. At the point when a contact is made, the duty worker will establish whether the enquiry can be dealt with by the provision of information and advice, in which case an Information and Enquiry Letter will be sent to the enquirer, or re-direction to other agencies or services, in agreement with the duty manager.
- Where the contact appears to be a request for services for a young person who presents as homeless, the duty worker should take basic information from the young person making the enquiry. [R:\Education\Innovation\Administration\FASH forms\FASH duty housing checklist \(2\).doc](#) (These details are to be given to the duty Triage Officer who will load as a contact to Liquid Logic and send to the duty manager to outcome). The child's name must be checked against the ICS records to establish whether the young person and/or their family is previously known. The duty social worker will be responsible for seeing any young person who turns up to the office unannounced.
- If the young person says they are homeless and after exploring all family and friends options with the young person and making any telephone calls to their network, **and** it is the duty SW's assessment that the young person requires s.17 accommodation for that night, this is to be discussed and agreed with the duty manager.
- If the young person is homeless and after exploring all family and friends options with the young person and making any telephone calls to their network, **and** it is the duty SW's assessment that the young person requires s.20 accommodation (LAC) for that night, due to additional safeguarding vulnerabilities e.g. age, sexual or physical assault, self-harm, learning disability or a mental health condition, this is to be agreed with the Service Manager for FASH, an alternate Service Manager or Assistant Director.
- In all circumstances the young person is to be asked to return to the office the following working day with documents that evidence their age and nationality/citizenship. (Birth certificate, passport, ID card, Home Office documentation). The role of the FAST service will be explained to the young person - that the primary aim is to mediate between young people and their estranged families to find a solution to assist them to remain at home or with alternate family or friends where it is safe for them to do so. The young person should be given the charter to sign that they have understood what has been explained to them and that they can take away to remind them of what was discussed. (A copy of the signed charter should be taken and uploaded to Wisdom). A case note should be made that this was completed and reference made in the case note where to find the signed document in Wisdom.
- Following this meeting with the young person, the Duty SW must seek advice from the Duty Manager regarding the next steps.
- If the Duty social worker takes a telephone call from a young person who is not allocated in the service: the Duty social worker will be responsible for taking the details of the caller and their circumstance and loading these to Liquid Logic as a contact and assigning to the duty manager to outcome.

- The duty social worker will be responsible for responses to emergency situations on allocated cases where the allocated social worker is out of the office on leave or is on sickness absence.
- In the circumstances identified above the Duty social worker will seek advice from the Duty Manager.
- The Duty social worker will also be responsible to support other workers in specific situations; which include the requirement of a second person to escort a young person to a placement, or support another social worker to make placement arrangements in an emergency on their allocated caseload.

If the case is subsequently allocated for a C&F assessment, the FAST Housing assessment form questions are to be included as part of the assessment. The C&F assessment is to be used for all assessments. Some domains of the assessment may be more relevant than other domains; however it is a holistic family assessment to ascertain the difficulties within the family and to determine how the young person can best be supported to return to the family home/environment, where it is safe to do so.

Role of the Back-up duty social worker

- The Back-up duty social worker will be responsible to support the social worker on duty and will be available from 9:00 - 17:00 or unless requested to work later by the Duty Manager as a result of an emergency.
- The Back-up duty social worker will be based in the office during their day as back-up social worker. However attending a CP conference, LAC review or court hearing will take precedence.
- It is the back-up Duty SW's role to answer the duty telephones when for any reason the Triage Officer is unable to do so and should have their telephone logged into the duty telephone number of 2300 and 2200.
- If the Back-up duty social worker does have to leave the office they will be expected to be contactable by phone and if requested by the Duty Manager to return to the office to support the Duty social worker.
- The Back-up duty social worker will do any tasks requested of them by the Duty Manager.

Role of the Duty Triage officer

- The Duty Triage officer will be on duty from 9:00 - 17:00
- The role of the Duty Triage officer is to support the social workers and managers on duty.
- The Duty Triage officer will take all telephone calls into the FAST and CSEP service on the main telephone line into the team and will respond to these calls appropriately.
- Where the Duty social worker is unable to meet with any young person who presents to the office unannounced: the Duty Triage officer will meet with the young person.
 - A contact will be completed on Liquid Logic where Children's Services is contacted by or about a young person, who may be a Child in Need, and where there is a request for general advice, information or a service. At any time, a contact may become a Referral if it appears that services may be required. At the point when a contact is made, the Duty Triage officer will establish whether the enquiry can be dealt with by the provision of information and advice, in which case an Information and Enquiry Letter will be sent to the enquirer, or redirection to other agencies or services, **in agreement** with the Duty manager.
 - Where the Contact appears to be a request for services for a young person who presents as homeless, the Duty Triage officer should take basic information from the young person

making the enquiry. [R:\Education\Innovation\Administration\FASH forms\FASH duty housing checklist \(2\).doc](R:\Education\Innovation\Administration\FASH forms\FASH duty housing checklist (2).doc)

- (These details are to be loaded as a new contact on ICS Liquid Logic and sent to the duty manager to outcome). The young person's name must be checked against the ICS records to establish whether the young person and/or their family is previously known.
- The Duty Triage officer will support the duty social worker and duty manager to arrange emergency accommodation and transport if necessary for young people where it has been agreed that they will be placed into accommodation overnight.
- The Duty Triage officer can support social workers to issue food bank and other food vouchers to their young people if asked to present to the office. The Duty Triage officer will be responsible for overseeing the oyster card signing out sheet.
- For Health and Safety purposes if a second person is required to assist the duty social worker in placing the young person, the Duty Triage officer can be given consideration to support the Duty SW with this task.
- The Duty Triage officer will be responsible for monitoring the FASH Triage Liquid Logic tray for contacts from SPOE and transfer cases to FAST from other teams and alerting the Duty Manager to these cases for their review.
- The Duty Triage officer will be responsible for monitoring the FASH email in-box for messages from internal and external sources (including requests for checks from YOU) and responding to these where appropriate; or following advice from the Duty Manager.
- The Duty Triage officers will act as Liquid Logic Champions to support social work staff on duty (and SW staff not on duty).
- The Duty Triage officer will support Managers to collate requests for information from various sources (including FOI).

Role of Duty Manager

- The Duty Manager will be based in the office between 9:00 - 17:00
- If the Duty Manager is out of the office to attend meetings, they will be contactable at all times by telephone. The Duty Manager should return to the office following the end of their meeting where feasible.
- Before leaving for any meeting the Duty Manager should appraise themselves of any situation the Duty social worker is dealing with.
- The Duty Manager should advise the Duty social worker of their absence from the office and advise if and when they intent to return to the office.
- The Duty Manager will support the Duty social worker (and Back-up), to manage new cases that present to the Service and make a decision on the next course of action.
- Where a young person presents as homeless to the Service, it is the responsibility of the Duty Manager to satisfy themselves that the Duty social worker has made all relevant enquiries and contact with family and friends within the network of the young person, **before** and agreement is made to providing accommodation under s.17 of the CA 1989.
- The Duty Manager will be responsible for having management oversight of any cases dealt with on duty and responsible for recording on the case file if necessary.
- The Duty Manager is responsible for outcoming any contacts and referrals on ICS Liquid Logic within the required timescales.
- The Duty Manager may allocate cases to social workers in consultation with the line manager for the member of staff
- Where the social work assessment is that the young person who has presented to the service needs to be Looked After as an emergency measure, this is to be discussed and agreed with the Service Manager in the first instance (and thereafter with any other Service Manager or the Assistant Director depending on availability).

- The Duty Manager will give advice to the Duty social worker where an emergency/crisis occurs on an allocated case and the allocated social worker is not available to undertake the required tasks.

Role of Duty Back-up Manager

- The Duty Back-up Manager will be responsible to offer support to the Duty Manager in an emergency or crisis or if there is a need to accommodate a young person under s.20 CA 1989.
- The Back-up Duty Manager will be contactable by phone if the Duty Manager has advised them that they are likely to be unavailable during a certain period.
- The Back-up Duty Manager will not necessarily be based in the office.

10. Mediation and referral process

The purpose of mediation

Broadly, there should be the main aims/outcomes of successful mediation:

- the young person and their family resolve their difficulties, leading to the young person either returning home or remaining at home
- the young person and their family resolve their difficulties but decide that instead of the young person returning to the family home, an assessment has been made and it has been found to be appropriate for them to live with other family or friends
- the young person and their family resolve their difficulties, and the young person returns home with the aim of a planned move to alternative accommodation
- the young person and their family resolve their difficulties but decide that the young person cannot return home, even temporarily. The family agrees to support the young person in living independently.

The benefits of these outcomes are that even if the young person does not return home, bridges have been built and their experience of leaving home is a more positive one and they remain outside of the care system. They will be more likely to receive the sustained, informal support that families can offer, and which is often the key to gaining and keeping a successful tenancy. It may also mean that the young person will not need to rely on supported housing or resettlement services, or may only need to receive a minimal service.

Every young person, every family and every homelessness situation is unique, and should not be subjected to a 'one size fits all' package of intervention. For some young people and their families mediation may be helpful and enabling, for others it may be extremely inappropriate.

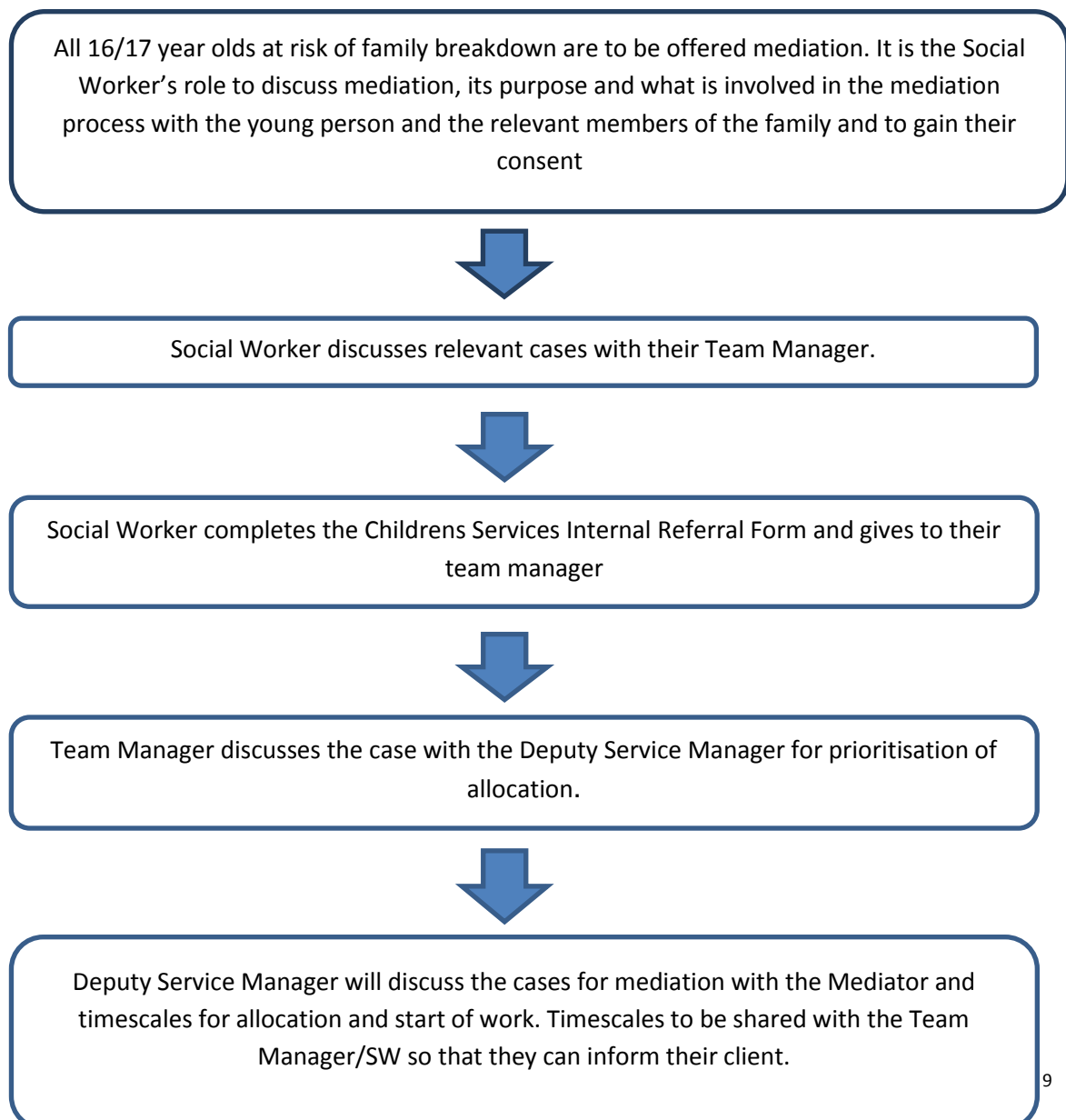
The mediation process must be clearly explained to participants, with the emphasis on confidentiality and impartiality.

Mediation is not appropriate if:

- the young person has stated that they are suffering from violence or abuse in the family home, or there is reason to suspect that this might be the case. Screening for this should be part of the assessment undertaken before any referral for mediation is made

- relationship problems are not the main cause of the housing difficulty. Clients experiencing housing need as a result of over-crowding, for example, should not be referred to mediation. Any such referral will be a waste of time and energy for both the client and the mediation service
- there is no support or future planning underpinning the mediation. Such an approach would be unlikely to provide a long-term solution. Families and individuals are likely to need support after mediation sessions are concluded, and 'resolved' cases need to be monitored in order to provide effective evaluation
- people are coerced or forced into it. Where this happens, the intervention is set up to fail. As with counselling, no one can be 'sent' for mediation. Active engagement is an essential part of the process. Clear information should be provided, including the possible benefits of the process. It should be emphasised that the situation and any solutions reached are under the control of the participants.

Mediation referral flow chart





Mediator will contact young person and family within the timescales agreed to set up the initial meeting (and any meetings thereafter).



The Mediator will keep the allocated S/W informed of any meetings that have taken place and whether or not an agreement has been reached within 2 working days of seeing the family



The Mediator will send the case recordings to the allocated S/W within 5 working days of seeing the young person/family; who will upload the records directly into case notes in Liquid Logic or into Wisdom with reference to their location written in case notes. Records will include any written agreement that has been agreed by the family

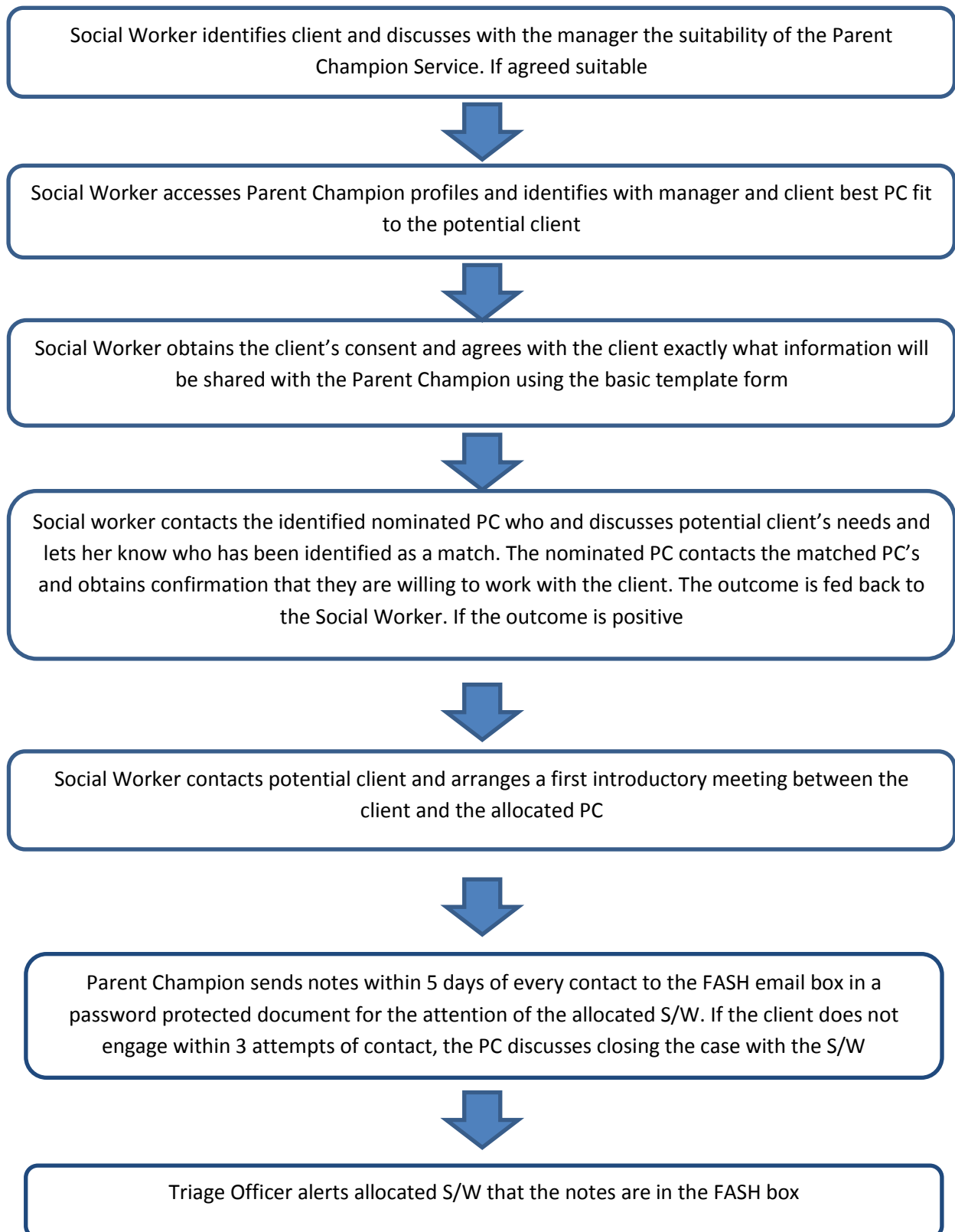
11. Parent Champion and referral process

Parent Engagement Panel, Parent Champion Service

The Parent Engagement Panel (Enfield) (PEP) brings a support service staffed entirely by volunteer Parent Champions. The Parent Champions are trained individuals who are able to draw on their own experiences as parents to provide emotional support, encouragement and reassurance to help parents cope with challenging overwhelming situations or resolve difficult episodes before they escalate. They are available for telephone and/or face to face support.

In order to find the best 'match' of parent champion for the family FASH staff have been provided with profiles which give individual information about the Parent Champions who are available to give support in this way. The PEP also run a weekly drop in service which is open to all Enfield Parents to provide advice and employment support.

Parent Champion referral flow chart





The S/W ensures any pertinent information is uploaded onto LL



Closing summary to be sent by PC when case is closed