



To: Education and Children's Services Scrutiny Board (2) **Date:** 15 September 2016

Subject: Progress on Stepping Up and Stepping Down social care cases

1 Purpose of the Note

- 1.1 To inform the Education and Children's Services Scrutiny Board (2) of the progress with "Stepping Up and Stepping Down" processes for Social Care cases.

2 Recommendations

- 2.1 It is recommended that the Education and Children's Services Scrutiny Board:
- 1) Consider the content of the report and note the progress made to date
 - 2) Identify any recommendations for the appropriate Cabinet Member

3 Information/Background

- 3.1 A Quality Assurance audit was undertaken which identified that the lack of step up/down between Early Help and Children social care had a significant impact. On-going work has been undertaken to align more closely the work of Early Help and Children Social Care, as part of the step up/down model which was re-introduced in April 2016.

4 The Process

- 4.1 Where the needs of families change and risk escalates or reduces a process to step up or step down cases between early help and social care exists. This means that those families who require on-going involvement from specialist services but do not require a statutory intervention are able to have support via this service. The process includes a "warm handover" so the family are introduced to a new worker from the Children and families first team by the exiting the social worker.
- 4.2 The process supports a closer alignment between the early help service and the statutory service and supports a consistent approach to threshold for intervention based on needs of children and families.
- 4.3 Service Managers from both social care and Early Help have been heavily involved in mapping new processes – to ensure any changes aligns to operational management and performance reporting. A flow chart to support movement of work from the social care neighbourhoods is attached in Appendix 1.
- 4.4 As part of the emerging work on transforming children's services there will be further work undertaken to streamline this process and more closely align services to strengthen outcomes for children.

5 Performance

- 5.1 Overall it can be noted that step downs and conversions into Early Help and Prevention have increased. There are systematic processes and systems that are

understood by social care colleagues in particular Referral and Assessment, and MASH, for example from June 2016 there have been 807 diversions from contacts and 205 step downs – grand total 1012. A small proportion of the number have come from social cares Neighbourhoods, whilst the process/flow charts have recently been reviewed and updated (appendix 1), a quarterly review will ensure new practice is embedded with staff on the ground, ensuring that children who don't need a statutory intervention are fully supported in by Early Help and Prevention services.

6 The Policy

- 6.1 The policy was last updated in 2012, a new policy will be written in November 2016 to reflect the changes and updated in the electronic policy and procedures manual used by all staff. The updates will be completed during November. The current policy has been used to support further work at “the front door” and MASH, to redirect those families who do not need a statutory intervention to Early Help services.
- 6.2 The policy will be reviewed within 6 months in line with further work in early help to move to a “Family Help Hub” model and to align the statutory services more closely with targeted help.

7 Appendices:

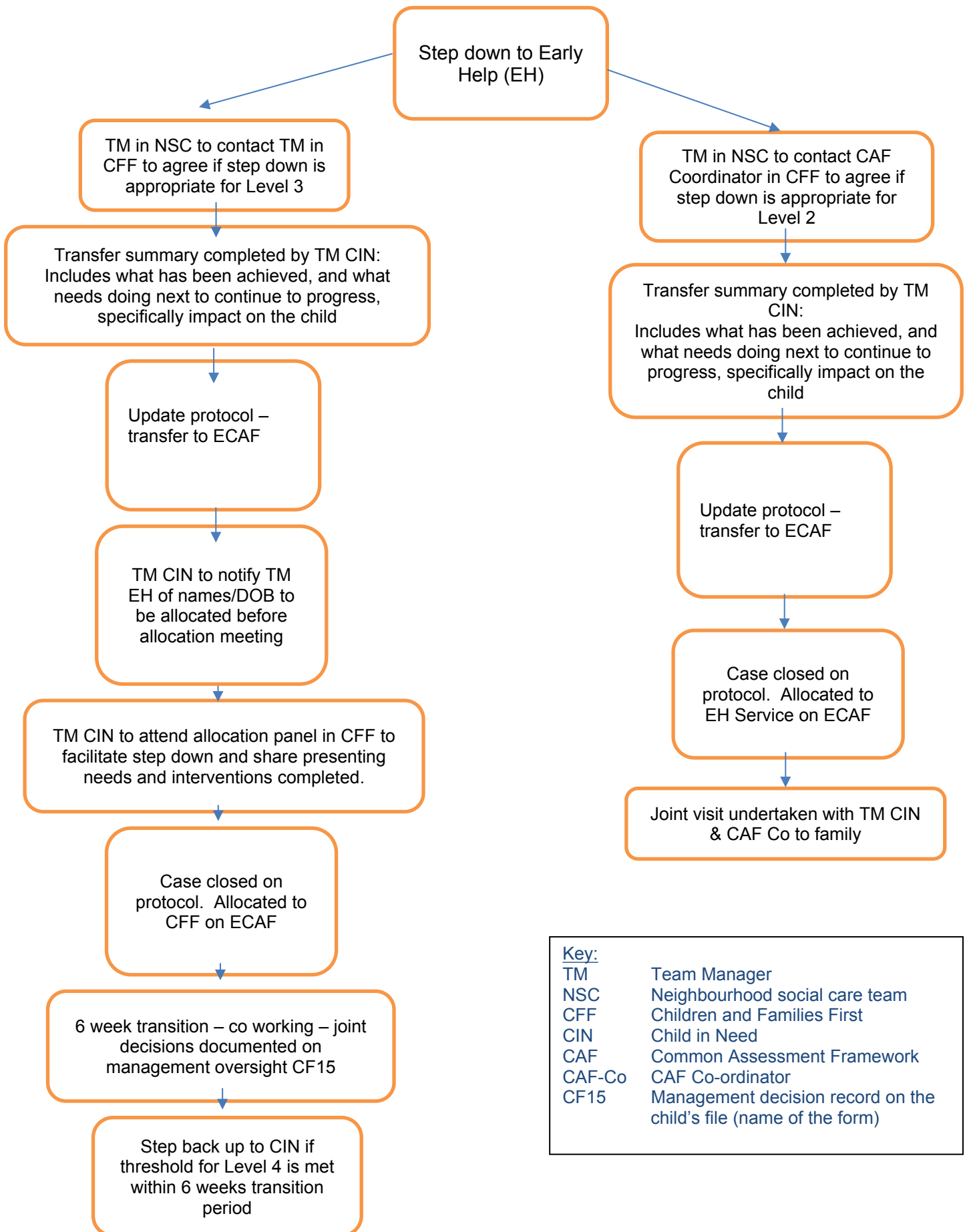
- 7.1 Appendix 1 Flow Chart

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Appendix 1 Flow Chart



Key:
 TM Team Manager
 NSC Neighbourhood social care team
 CFF Children and Families First
 CIN Child in Need
 CAF Common Assessment Framework
 CAF-Co CAF Co-ordinator
 CF15 Management decision record on the child's file (name of the form)