

# Front Door Service

## Overview



# Development of the Front Door Service



**A single integrated team** - responsible for dealing with all Requests for Support at an intensive level and above (level 3 and above)

**A single 'Request for Support'** form which has replaced the IAR (Interagency Referral Form), EHN (Early Help Notification)

**Kent Support levels Guidance** has replaced the Kent and Medway Threshold Document

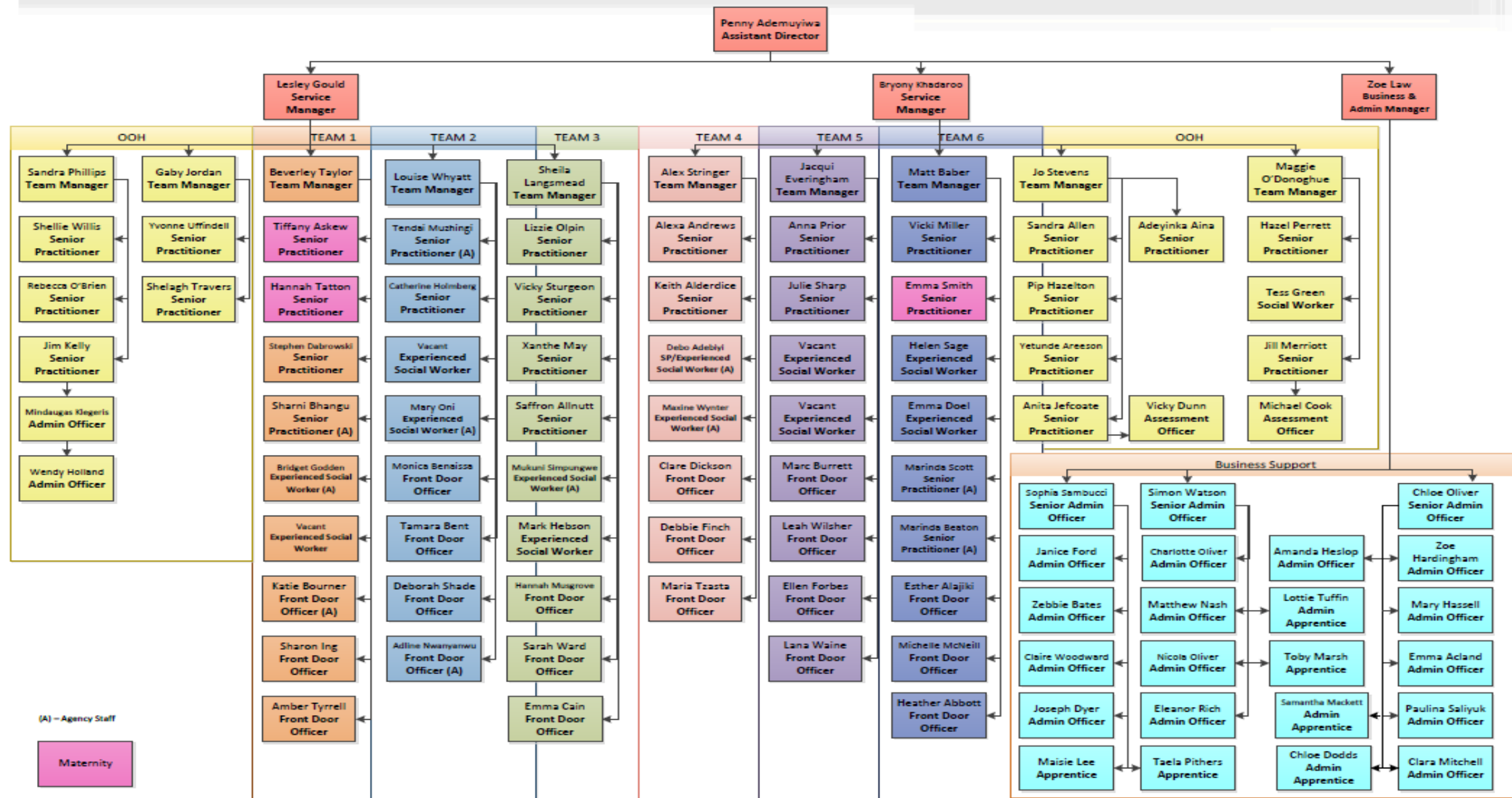
**Re- design of internal processes**

1<sup>st</sup> OCTOBER 2018



# Front Door Structure Chart

December 2018



# Senior Managers



- Assistant Director for the Front Door Service – Penny Ademuyiwa
- Service Managers x 3:
  - Bryony Khadaroo & Lesley Gould: FDS day team and Out of Hours
  - Alex Stringer : Service for Unaccompanied Asylum Seeking Children
- Bryony: North/West
- Lesley: South/East

# Teams



- Day Teams x 6 (+ SUASC duty team)
- Day teams:
  - Team Manager x 1
  - Senior Practitioners x 2
  - Experienced Social Workers x 2
  - Front Door Officers x 3
- Out of Hours – 5 pm – 7 am, Weekends, Bank Holidays (includes adult safeguarding and Medway)
  - Team Managers x 3 FTE (4)
  - Substantive Senior Practitioners and SW staff x 12 FTE
  - Contact Assessment Officers x 2 FTE
  - Admin x 2 FTE
  - Sessional Staff

# Business Support (day team)



- Business and Administration Manager x 1
- Senior Admin Officers x 3
- Admin Officers x 14 (12 FTE)
- Apprentices (currently 4)

# Central Referral Unit:



- Co located with:
- Police
- Probation (National Probation Service/Community Rehabilitation Company)
- Health
- LADO
- Adult Protection
- SEN
- Careline

# Role of Police in CRU



- ❖ Made up of;
- ❖ 10 Detective Sgts
- ❖ 10 PVP Supervisors
- ❖ 20 Administrators
- ❖ Working in teams 7 days a week alongside Front Door day and Out of Hours Services



# Work undertaken;



- ❖ DA Scanning: Identify vulnerable children and adults within high and medium risk reports and refer on as necessary
- ❖ DA Pod calls: Take calls from officers at scene to support with assessing risk and giving advice about necessary action such as safety planning
- ❖ Adult Protection Triage and refer on as necessary
- ❖ DVDS/CSODS: Domestic Violence Disclosure Scheme (often referred to as Claire's law) and Child Sex Offender Disclosure Scheme (often referred to as Sarah's law). Panels: based on a right to ask basis and disclosure made on a right to know basis where justified and appropriate



- ❖ Strategy meetings for new cases (Kent and Medway)
- ❖ Police record checks for the Front Door Service and other CRU partners
- ❖ Op' Encompass – sharing information with schools regarding DA incidents. Has been developing since February 2011 initially in the East of the County with plans to roll out
- ❖ Op' Signature - related to fraud involving vulnerable adults

# SUPPORT LEVELS

**KSCSB**

**REQUEST FOR SUPPORT**  
Intensive/Specialist only  
<http://www.kscsb.org.uk/guidance/kent-threshold-criteria>

1. Referrer details (person and agency requesting support)

Full name: [ ]	Job title: [ ]	Email: [ ]
Telephone: [ ]	Agency/organisation: Click to select [ ]	Name of agency/organisation: [ ]

Has the designated person or safeguarding lead been consulted? ☐ Click to select [ ]

Name and position of the person you consulted with: [ ]

If the designated person has not been consulted why is this? [ ]

Is this an immediate safeguarding concern? ☐ Yes

If you are requesting an Occupational Therapy Assessment, please check this box ☐ Click to select [ ] for advice please call the local Disabled Children's OT Team.

2. Family agreement to engage with services

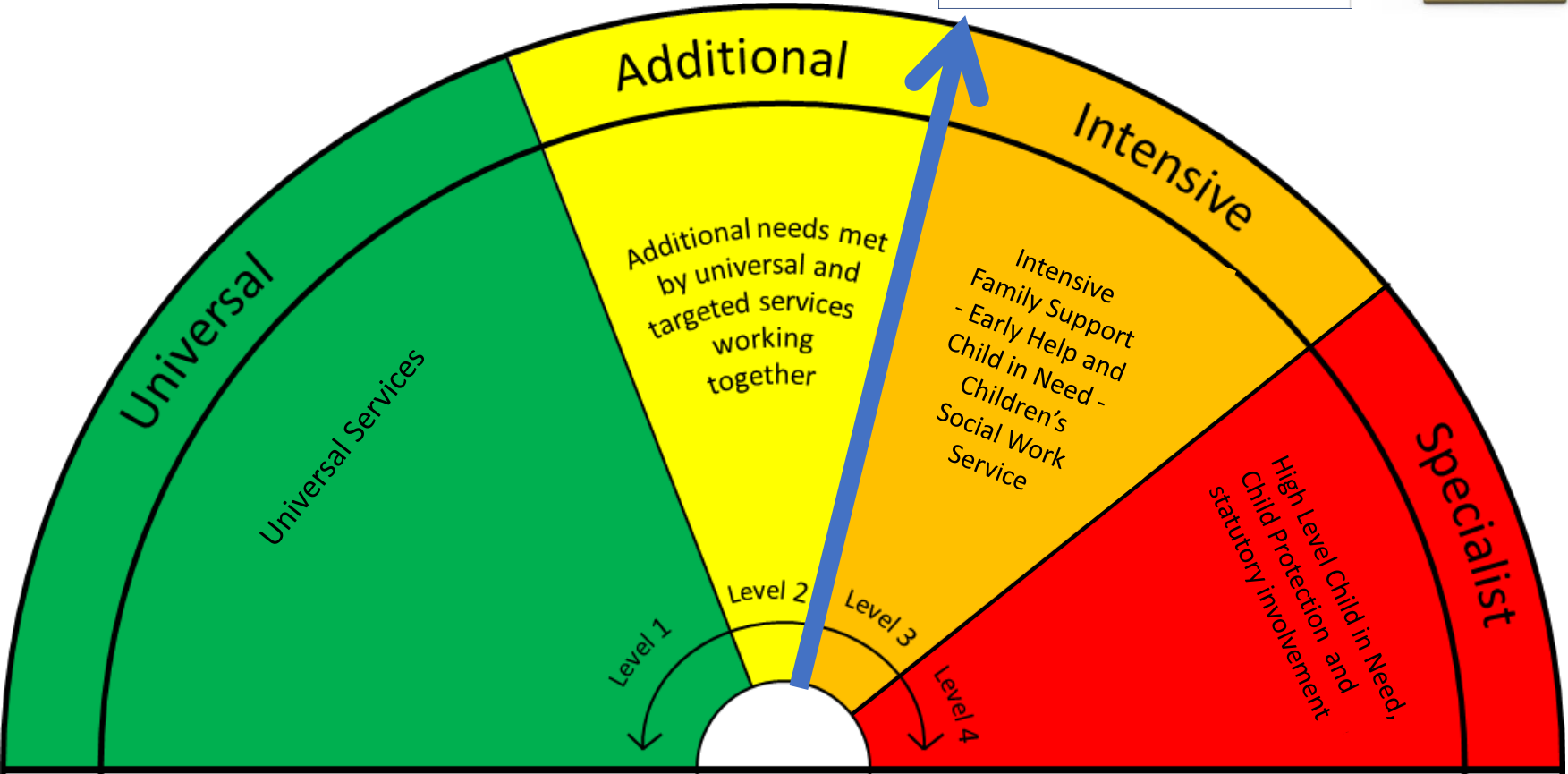
This parent or guardian's agreement to engage with Kent's children's services teams should be sought before discussing a 'request for support' about them with other agencies, unless this may place a child at risk or significant harm. A completed copy of this form should be shared with the family and the family should be aware that this request for support form will be used to determine the most appropriate advice and support for that family, and for the planning and evaluation of this support.

Name of person who gave this agreement: [ ] Date agreement given: Click to select [ ]

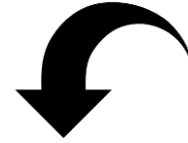
Confirmation of consent to register for open access children's centre/truth hubs

☐ The parent/carer agrees that this form will be used to register the family at their local Open Access Children's Centre/Truth Hub, so that additional Early Help support can be accessed early.

☐ The parent/carer agrees to be sent information about activities and services offered at their local Open Access Children's Centre/Truth Hub that might be of interest to them.



## Incoming work (includes Out of Hours):



- Request for Support Forms
- S.47 – all strategy discussions where the family are not already open to a district team are undertaken by the FDS
- SECAMB, NSPCC, Police
- Domestic Abuse Notifications
- Public calls/emails
- EYOTs (Youth Justice)
- Missing Person Notifications
- Information requests (from SEN, CAFCASS, Police)
- Subject Access Requests (SARs)
- Certificates of Juvenile detention (OOH – between 10pm – 6am)
- Adult Protection and Mental Health (OOH)
- Unaccompanied Asylum seeking children (SUASC and OOH)

## Where does it all go?



- Children's Social Work Teams
- Wider Children's Social Work Services – LADO, Disabled Children's Services, Occupational Therapy, SUASC
- District Early Help Units – intensive support level 3
- Youth Justice Units
- CAFCASS/SEN (information requests)
- Fostering, Adoption – post adoption
- Adult safeguarding (OOH)
- Information, advice and guidance

## How does it get there?



- Day team:
- New information/referrals for cases already open to CSWS are passed directly across to them
- All other work remains within the Front Door service
- 6 teams operate within a duty system – 3 teams per day are on duty and take all of the work that comes in during their time slots
- All work is subject to ‘initial triage’ by a Team Manager or Senior practitioner and direction is given as to the actions required



- Following initial triage, the case is passed to the most appropriate member of the team to undertake the work required that will lead to a decision being made: this work includes analysis of the family history and (where appropriate) speaking with the referrer, with family members, other involved professionals and undertaking agency checks (some cases require a Strategy meeting)
- When all of the necessary information has been gathered this is drawn together into a rationale which supports the decision made regarding the next steps – Early Help Unit, Children's Social work Services or closure (with advice as to where to get support at L.2)

# Agreement to engage



The parent or guardian's agreement to engage with Kent Children's Social Work and Early Help teams should be sought before discussing a 'Request for Support' about them with other agencies, unless this may itself place a child at risk of significant harm.

A completed copy of the form should be shared with the family and the family should be aware that the Request for Support form will be used to determine the most appropriate advice and support for the them, and for the planning and evaluation of this support.

Should a parent or guardian refuse their agreement to a Request for Support being made, consideration should be given to the impact this may have on the level of concern for the child's welfare and the parent or guardian's ability to meet the child's needs. It should not influence the decision to make a referral where the level of concern warrants this – however it should be noted that agreement to engage is necessary for requests where Early Help is the likely most appropriate service for the family.



# Consultations



- Requests for Support should be sent to the Front Door without prior telephone discussion, unless a professional consultation is considered necessary. Reference should be made to the support levels guidance to support decision making as to whether a request for support needs to be raised
- If it is felt that a consultation *is* necessary, an initial consultation should take place with the referrer's own agency Designated Safeguarding Lead prior to any consultation with a Social Worker from the Front Door Service
- If it is then still necessary to have a consultation with the Front Door Service, this will be undertaken by a qualified SW or SP. It is the referrer's responsibility to make any record of the conversation and they will be given a reference number

# Aims/Practices



- All work in by 5 pm is triaged by a Team Manager
- All Work identified as being urgent is prioritised
- Aim to have made a decision within 48 hours where possible
- Duty Rota implemented in July 2018 along with revised processes has improved oversight and throughput
- Morning meetings (day team): held to monitor numbers of cases in teams, date of oldest case, staffing numbers and issues. Call data is also analysed and addressed
- Dashboard in process of being implemented to further assist
- Appropriate level of feedback to be given to referrers
- Audit process – part of Integrated Children's Services auditing cycle which includes auditing with practitioners, Peer auditing, appreciative enquiry and shared learning opportunities

# Activity



- Data from W/C: 7<sup>th</sup> January to W/C 12<sup>th</sup> August.
- Number of FD requests for support (Children):
- Average over whole period – 1604 **per week**
- Minimum - 1100 (W/C: 07/01/19)
- Maximum – 1942 (W/C: 15/07/19)

Highest Referrers: Police > Education > Health

# What makes a good request for support?



- Answering all of the questions!
- Giving as much relevant detail as possible – whilst ensuring that the reason for the request is clear
- Providing accurate information (DOBs, contact numbers etc)
- Ensuring that there is agreement to engage (consent) and that the family are aware of the request (unless CP)
- Referring to the Support Levels Guidance to ensure that it meets level 3
- Only selecting 'urgent' where there is a need for immediate safeguarding action to be taken – doing so when this is not the case prevents attention being given to those that really are urgent
- There is Guidance available on the Kent Safeguarding Children Multi-agency Partnership (KSCMP, formerly KSCB) and KELSI websites

# Questions?

