

HAMPSHIRE COUNTY COUNCIL**Report**

Committee/Panel:	Report for Children & Families Advisory Panel
Date:	2 February 2010
Title:	Hantsdirect and Children's Services
Reference:	1264
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1. Summary

1.1. The purpose of this paper is to brief the Children and Families Advisory panel on the role and functions of the of the Children's Reception Team

2. Contextual information

2.1. Following a review of functions, the Children and Families Management Team and the Hantsdirect Board confirmed the intention to establish a Social Work team within Hantsdirect. The new business processes went operational on 23/09/09.

The Children's Reception Team consists of a team manager, senior practitioner, 5 social workers and 4 children and family support workers. The team manage all professional calls through a dedicated number and ensure that calls where there may be a safeguarding concern, are managed by suitably experienced and qualified social workers and support staff using existing guidance and best practice in relation to risk assessments and response to safeguarding issues.

The primary objectives of the Children's Reception Team are:

- To ensure that safeguarding concerns are addressed by suitably qualified and experienced staff at the first point of contact
- To improve upon consistency of risk assessment and decision making at the first point of contact
- To better support professional contact within Children's Services
- To retain the efficiency and effectiveness of a single point of contact for families and professional referrers through modified processes within Hantsdirect

- To ensure greater consistency across Hampshire in the way safeguarding concerns are initially addressed within Hantsdirect and then passed to the relevant R&A team
- To support better performance management arrangements with fewer inconsistencies of practice. E.g. the number of referrals processed to initial assessments in local R&A teams and recording action to be taken within 24hrs following contact

On November 25, 2009 new business processes for handling calls from members of the public went live. Hantsdirect Social Care Agents and Advisors continue to take initial calls from members of the public and where possible deal with the call there and then by providing information. Where appropriate they pass the call to Key Workers or Key Teams (if allocated) or, to discuss a concern, transfer the call to the Children's Reception Team. The Children's Reception Team will then either deal with the call in full or pass on to the relevant Referral & Assessment team if required.

Feedback from professionals has been positive with the rapid resolution of queries and only having to deal with one person at Hantsdirect cited as the most significant improvements.

Children's Reception Team and Referral and Assessment Teams Safeguarding/Child Protection Referrals

Where it is clear that there is a Safeguarding Referral in respect of a child the case is phoned through to the relevant R&A Team immediately with an action via swift/ICS to the relevant R&A Team current duty work flow within 30 minutes. The referrer is informed of the action being taken and the relevant Referral and Assessment Team also notify the referrer in writing within 48 hrs of the referral being made to CRT.

Non Urgent Referrals

Where there are no safeguarding concerns raised but further work is required to validate the information received, or an Initial assessment is required the case is transferred within 2 hours of the referral being received via swift/ICS to the relevant R&A current duty work flow. The referrer is informed of the action being taken and the relevant Referral and Assessment Team also notify the referrer in writing within 48 hrs of the referral being made to CRT.

Each case that is transferred to R&A for further work has a Team Manager/Senior Practitioner recommendation from CRT which is clearly recorded in swift/ICS profile notes with a work plan.

3. Performance

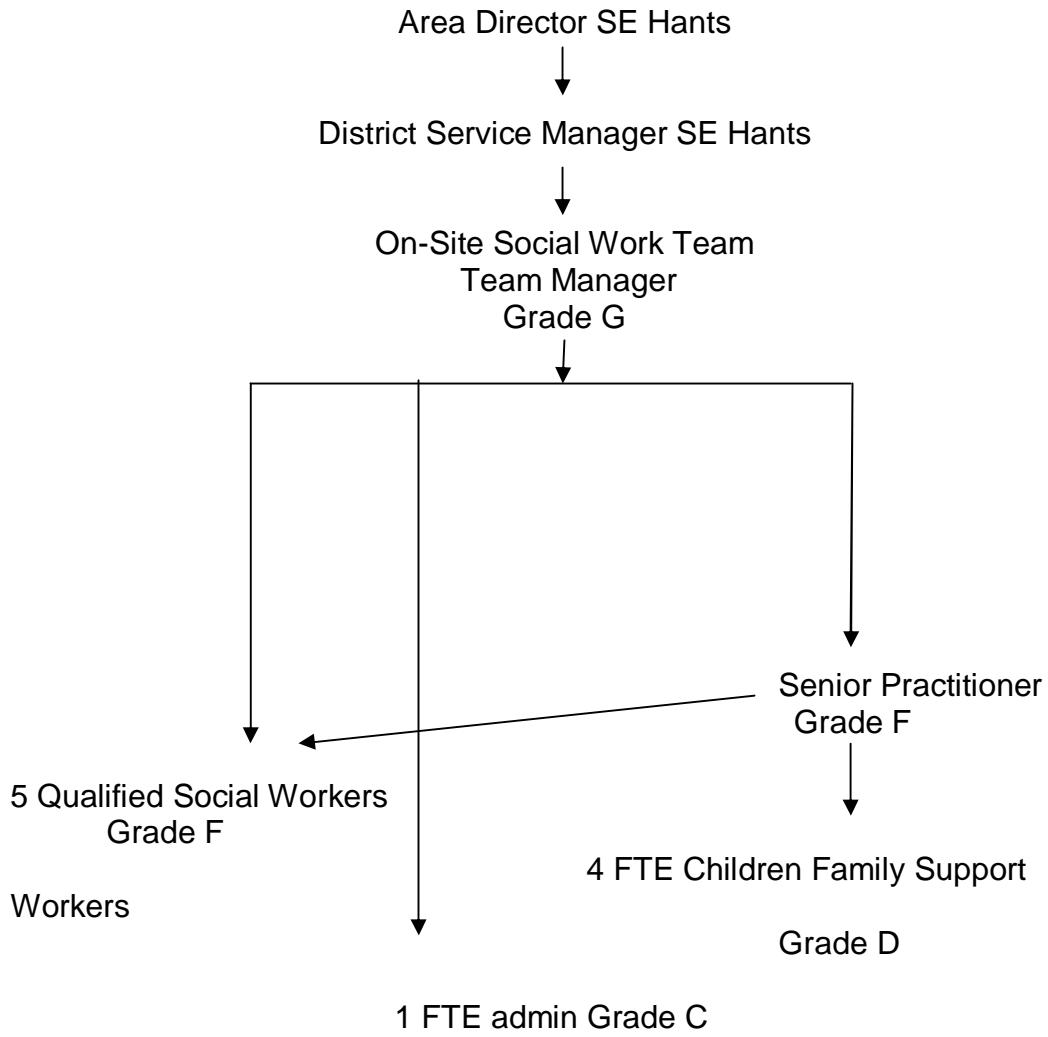
3.1.

Workflow, Call volumes of CRT

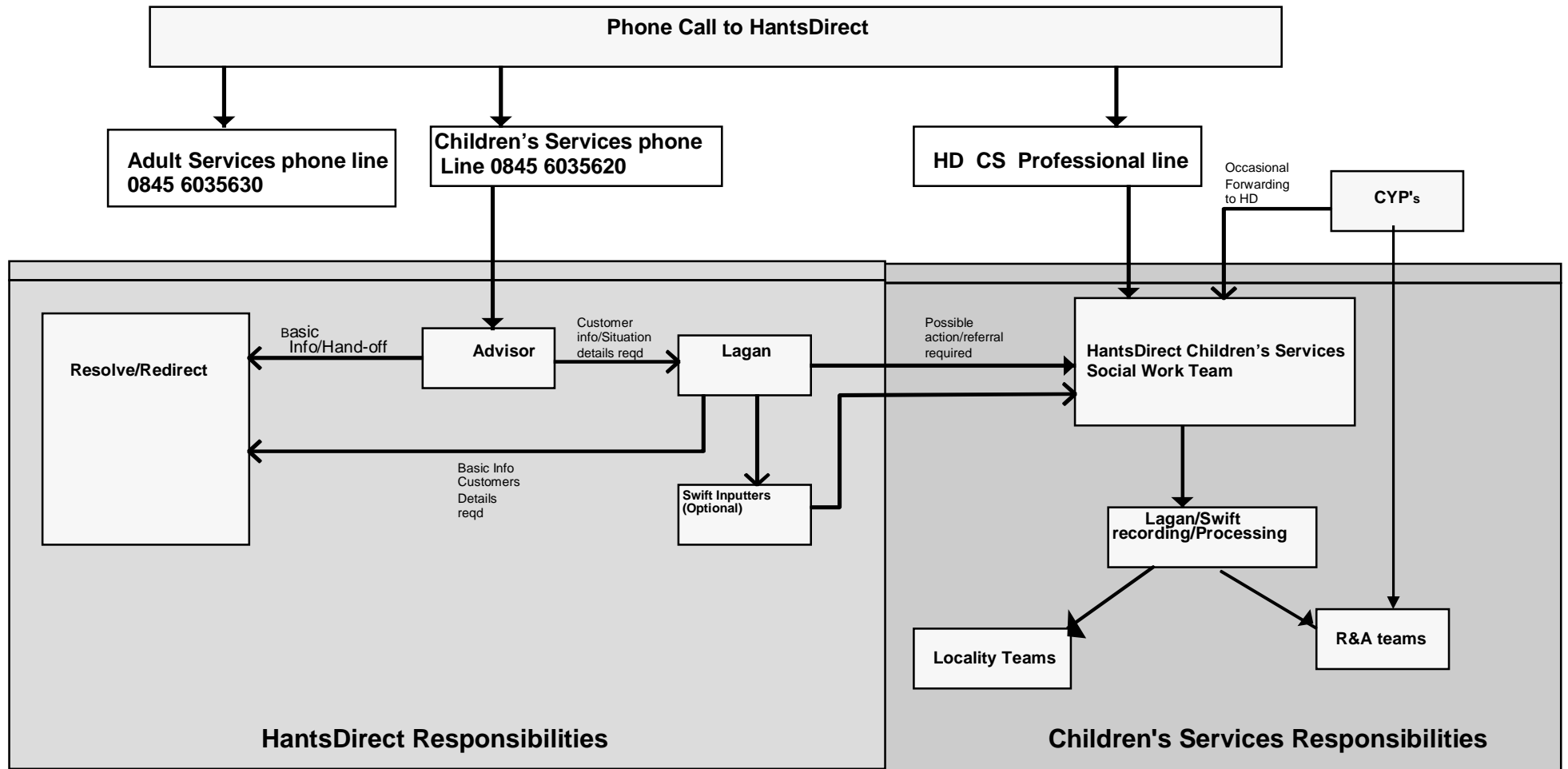
Contact Outcome CRT Hantsdirect	Contact Month				
	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10
Advice / information	966	857	906		
Dealt with at or near point of contact - other services	0	1	2		
Financial Assistance	1	0	0		
Kinship Carer	0	0	0		
No further action	178	200	164		
Private Foster Care Notification	0	0	0		
Progress to Assessment on open case	0	0	0		
Progress to Referral	380	737	737		
Signpost to Other Agency	30	78	16		
Total Number of contacts	1555	1873	1825		
% of contacts resolved by CRT	75.5%	60.7%	59.7%		

4. Hantsdirect Social Work Team

Staff Structure



Children's Services HantsDirect Process Operating Model



CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	yes/no
Corporate Business plan link number (if appropriate):	
Maximising well-being:	yes/no
Corporate Business plan link number (if appropriate):	
Enhancing our quality of place:	yes/no
Corporate Business plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

1.1.

2. Impact on Crime and Disorder:

2.1.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?