

	Action/Date
Title/Status	Placement Brokerage Process
New document or revised	Revised
Date approved SMT	Reviewed July 2020
Responsible Head of Service	Liz Perfect
Date Review due	July 2021

Placement Brokerage Process

Placement referrals for young people needing accommodation can come to the Placements Commissioning Team in two circumstances. A planned placement moves, which allows the team to gather more information within the Getting to know me Pack and emergency requests where information may be limited. In both instances it's imperative that PCT work with social care to obtain as much contextualised information to send out as possible. Remember our ambitions:

- Children should be placed in the right placement the first time
- Where appropriate this should be a local provision
- Placement matching should be based on need
- Resource Request Contract should be outcome focused
- Build trust with the market
- Work collaboratively
- Share risk
- Engage new provision

Step 1	Sign into mosaic as brokerage officer - (see Mosaic guidance)	PCO
Step 2	Sign into the 'group' via skype	PCO
Step 3	Check the action list for existing required placements. This will determine the priorities for the day as directed on the duty Action List. This will vary throughout the day depending on work coming through. Duty 1 will direct this on a daily basis. As part of Duty responsibilities please ensure that the generic inbox is managed and where possible all correspondents that have been received have been actioned and filed accordingly	PCO

Step 4	New Placements requests will come through as a DSA via Mosaic. Go to 'Placement Matching' step received into PCO'S workflow in Mosaic. Requests will be accompanied by an alert via phone call or email to the generic inbox: familyplacementteam@leics.gov.uk from child social worker. Once a request is received:	PCO
Step 5	Complete details on the action list. This allows the placement commissioning officers to keep a real time log of actions and updates for each young person and will determine which cases are required to be worked on and in which order.	PCO
Step 6	Once the Placement match step has been received PCO to transfer the information onto a resource request form. Any areas of further clarity or information required on the referral needs to be sent back to the CSW along with all sections of 'the getting to know me pack' to be completed. Once received and quality checked the request is ready to be sent internally only (see internal foster process) All paperwork will be required to be anonymised, taking out the child's name and replacing it with initials, any family member's names and replacing it with initials, any addresses relating to the child or family and replacing it with the area only	PCO
Step 7	If no internal options are received an external placement search may be requested. All external placement requests must have the sufficient level of FA provided. Without funding approval, you should not start a placement search. (see External Funding Process)	PCO
Step 8	Create an electronic record of the child/young person whom you are carrying out a placement search for in Live referral as. to store all the information, you receive so there is a clear audit trail of accountability. Saving as child's forename. Also add a relevant corresponding case record within this folder and complete required information to this form. The same form should be used for each placement search to evidence all searches that have been undertaken.	PCO
Step 9	Via the Placement database and brokerage tool select the tier and category of providers as per the request ie: Tier 1 – Within LCC boundary (to be used in the main) Tier 2 – Outside LCC boundary Category 1 – Residential Category 2 – Foster	PCO

	(Additional filtering can be applied at this point for any specialisms as requested in the placement request form) – Remember that we do want referrals to go to the correct providers but try not to unrealistically limit the number of providers we are contacting	
Step 10	Send out the anonymised 'getting to know me pack' using egress from the generic inbox (please ensure that it is sent from here so responses are received to a central location)	PCO
Step 11	Where possible follow up the placement request with a telephone call to providers to encourage early matching and options	PCO
Step 12	Manage email returns from providers. Delete no option emails and log on child's case record accordingly. All options given from providers must be completed on a provider request form. (check costs and details about what is being offered from providers is in accordance with G2R T&C's) – Any discrepancies or negotiations must be questioned directly with the provider. OFSTED ratings should be good and above to place a child within the provision unless deemed a better match then you must follow the RI process. For any unregulated/crisis type provision or spot purchase provision please follow the corresponding additional processes – PCT to ensure they know what the placement is offering. All provision must have had their initial QA visit and or annual visit before a placement can go ahead	PCO
Step 13	Send through options (on provider response form) to CSW. Please highlight costing for the CSW's consideration. Note all options sent to CSW on case record tables. Highlight in Yellow on the case record all options that have been sent through to the CSW for consideration. Remove the highlighting and advise providers if CSW is not considering their option. It is the CSW's responsibility to match options sent based on needs of the YP's as highlighted in the placement request form. CSW advise which option they have chosen (There needs to be clear rational as to why a placement has been chosen). They will then need to contact carers SSW / Residential home manager to arrange a visit/placing.	PCO
Step 14	Complete Placement Matching Step (see Mosaic guidance)	PCO

	Once a placement is identified Placement commissioning team will confirm placement arrangements with CSW re: move date. and email FPSCompliance@leics.gov.uk if placement is internal or the relevant provider if external. At this time the 'Application for Funding' tab is completed along with the Information of 'New Placement' tab with relevant carer/provider details and sent to the social care team manager for sign off via Mosaic.	
Step 15	Placement is added onto the 'Placement Duty Tracker' Which can be found on the Placements 2016 f: drive. Please see Introductory Guide to Using Placements Duty Tracker for further details. If placement is internal placing officer will contact foster carer support line to arrange curtesy call. Please see Foster carer support line process for further details on this.	PCO
Step 16	Contact providers who went successful with feedback on reasons why	PCO