

# Family Safeguarding Workbook Policy

September 2019

## 1 BACKGROUND

The Workbook is a recording tool in the LiquidLogic Children's System (LCS). The tool was designed by Hertfordshire County Council in partnership with LiquidLogic, as part of their development of the Family Safeguarding Model.

Since its initial inception Hertfordshire County Council implemented the Workbook into their LCS system and continued to work with LiquidLogic to refine and further develop the Workbook as they further developed the Family Safeguarding Model. These changes included the addition of the Modular intervention programmes and Parenting Assessment. This new version of the workbook is what Luton purchased as part of the second phase of the Department for Education programme.

Luton began to implement the Workbook as part of the Family Safeguarding Model in July 2017. Once all the systems changes had been made, tested and finalised the Workbook went live on 2<sup>nd</sup> October 2017 in Luton. Since this date all cases worked in the family safeguarding teams have been recorded in the Workbook.

## 2 WHAT IS THE WORKBOOK?

The Workbook was developed as part of the LiquidLogic Case Management System. It sits outside of the core LCS processes and workflow but can be accessed through the various tabs and Workbook icon.

The aim of the Workbook was to enable staff in the multi-disciplinary teams to spend less time recording and more time in contact with their clients and families. It was introduced in Luton along with streamlined plans and forms.

The Workbook consists of summaries ("chapters") with a space for each worker to record their progress. All workers supporting a family are able to update the Workbook case summaries with the work they've undertaken every month and closed at the group case supervision; after which a new summary is started by each worker. This process continues until the involvement of the worker is complete and/or the case is closed.

A Red, Amber, Green (RAG) rating is used across all summaries within the Workbook which each worker rating the risks based on their direct work. An overall RAG rating is then agreed and captured as part of the monthly case supervision

As part of the Workbook reports can be built and used to track and illustrate progress of the family throughout their journey with Family Safeguarding.

### **3 WHO SHOULD USE THE WORKBOOK?**

The Workbook was designed to ensure all practitioners involved in the case (with the family) can record on a single record. As a result any practitioners in the multi-disciplinary family safeguarding teams should be recording on the Workbook and where other recording requirements are needed these are recorded in the appropriate place in LCS.

### **4 WHEN SHOULD THE WORKBOOK BE USED UNDER THIS NEW POLICY?**

As of 19<sup>th</sup> August 2019, the only cases eligible for the Workbook are any new case where there is at least one or more of the trio of vulnerabilities (formerly known as the toxic trio) which is either mental health, substance misuse or domestic violence; and at least one adult worker (based in the multi-disciplinary team) required (i.e. support for presenting issue is not being supported outside of the FSM teams).

#### **4.1 When should the Workbook be opened?**

Previously the Assessment team was responsible for opening a Workbook before transferring a case to one of the Family Safeguarding Teams. This was done for every case regardless of its status (e.g. CIN, CP, etc.)

As of the 19<sup>th</sup> August 2019, the Assessment team is no longer responsible for opening a Workbook but will transfer cases straight to the Family Safeguarding teams (with a transfer summary); and the function of opening a Workbook will sit with the Family Safeguarding Team Manager. The decision to open or not to open a Workbook on the case will need to be made within 24 hours of the case transferring into the service and clearly recorded as a management decision in the 'Case Notes' section of LCS.

At the first case discussion the Team Manager will determine whether or not a case is eligible for the Workbook (as per the criteria identified in Section 4) and if a Workbook should be opened. Once the case is allocated to a Social Worker and an Adult Worker, the practitioners will be responsible for ensuring their involvement is captured on LCS.

Managers/ Administrators will open the first workbook manually when appropriate (as some cases will need an adult worker but adult worker declines the referral; or a service is already involved).

For cases where the presenting issue is not one of the trio of vulnerabilities but does become an issue as the case is worked/ progressed, it will be the Team Managers responsibility to allocate to an Adult Worker and manually open a Workbook.

#### **4.2 When should the Workbook be closed?**

Issues around case closure have arisen time and time again particularly for cases where there is a Workbook open. As of 19<sup>th</sup> August 2019, it will be at the team

Managers discretion as to when it is appropriate to close the Workbook. For example, where case is to transfer to the LAC service the workbook is closed at the first review; but if the plan is for reunification workbook remains open.

Old Workbook cases (prior to 19<sup>th</sup> August 2019) where the Workbook was not appropriate but has been opened as a result of previous policy, a new Workbook closure record option is being developed "Does not meet workbook criteria". This will help identify between those cases where a Workbook has been closed as a result of the new policy (inappropriate Workbooks closed and case worked as per new processes) and between those where a valid workbook has closed as part of the case closure process following successful intervention.

## **5 WHAT ELEMENTS OF THE WORKBOOK POLICY REMAIN THE SAME?**

For all relevant cases where the Workbook is opened the following processes remain the same:

- The Workbook will continue to be opened on the youngest child and remain a family record;
- All allocated workers will continue to record on the Workbook, however any other workers (i.e. duty workers picking up calls) will record on case notes and pertinent details can be copied over to the Workbook by the allocated Social Worker;
- Any management decision made outside of the Group Case Supervision will be recorded by the Team Manager, Deputy Team Manager, Service Manager, or Service Director on case notes;
- All workers consulted but not involved directly in the case or allocated will record details on case notes;
- Each Workbook must have at least one child and one adult open;
- Only one Workbook should be opened per family with relationships mapped. If a family member lives in 1 open family but has children in another, they should only be opened in 1 Workbook, but linked to the other and notes made on file to see relevant Workbook;
- Where there are multiple families the parent would be linked to the family they are living with; or most involved in or; where there is the highest level of risk;
- Each new 'episode' (new referral) will open a new version of the workbook but all previous versions remain on file and visible so history is not lost;
- Chronologies are triggered from the workbook by identifying "visits";

- It is vital LCS is kept up to date, particularly family relationships. This can only be amended/ added to when there is no open summary (i.e. just prior to or immediately following Group Case Supervision (GCS) and before a new summary is generated). It is good practice to check relationships during GCS so this can be maintained;
- The outcomes and analyses pull through to the GCS form within the workbook when finalised for supervision. If a summary has been finalised for supervision and then the meeting is delayed, a new summary should be started to record things going forward;
- The modules from the intervention programme are incorporated into the workbook summary so will carry forward from each GCS until completed;
- All teams will be able to use the modular intervention programme as the parenting assessment outside of the Workbook for all non-Workbook cases also;
- The allocated worker must use the 'Decisions' tab to restart the monthly summary otherwise it may not record properly;
- It's useful to have subheadings in the summary whilst using it, such as telephone calls, visits, new information, etc. Family working in the summaries does not use toggles to pull out child specific information therefore using subheadings in recordings makes it easier to pull out relevant information for specific reports i.e. for sharing information with parents who can't have the full report;
- There is a link from the Workbook to the statutory visit form so these can still be reported on. However the detail of the visit should still be recorded in the Workbook and on the statutory visit form write "see workbook" so as to avoid duplication;
- If there are 2 workers from 1 agency involved in the case then the summary will need to be delegated to each worker so each worker can contribute to the same summary and share editing before finalising one version. Delegated tasks must specify what is needed and include timescales, which must be before the next GCS. The worker delegating a task finalises the whole summary and the worker picking up the delegated task finalises "my summary".

## **6 GROUP CASE SUPERVISION**

Group case supervision will continue to be carried out on all cases with a Workbook. For cases not part of the workbook the normal case supervision process will be followed. All supervision should be in accordance with the Luton Supervision Policy.

## **7 AUDITING WORKBOOK CASES**

All workbook cases will be audited as part of the Luton Quality Assurance and Audit process. As part of the audit training process this will include auditing workbook cases where records are mainly kept within the workbook rather than on the normal LCS case management system.

## **8 REVIEW OF POLICY**

This policy will be reviewed annually by the Service Manager and Service Director to ensure it remains fit for purpose.