FO3(d)

ROCHDALE METROPOLITAN BOROUGH COUNCIL
CHILDREN'S SOCIAL CARE SERVICES
PROCEDURE

FOSTERING SERVICE DUTY SYSTEM	
PROCEDURE	**TASK ALLOCATION**
1 INTRODUCTION	
1.1 The Fostering Team provides a daily Duty System (Monday to Friday which is available to members of the public, Children's Social Care Services staff, Foster Carers, and potential foster carers (recruited and Family and Friends carers).	All to note
2.0 THE DUTY SYSTEM	
2.1 The Duty system operates from 9:00 a.m. to 4:45 p.m., Monday to Friday and is based at Crossfield Mill (01706 922343)	All to note
2.2 There is a Duty Officer available for the full period of the Duty system. There is also a Duty Manager available to support the Duty Officer and Placement Officers from the Commissioning team.	
2.3 The Duty officer's role is to provide urgent advice and guidance to Foster Carers and to provide information to members of the public who are interested in Fostering (in the absence of the recruitment officer). They also support the commissioning team in identifying suitable in house placements.	
3.0 ROLE OF THE ADMIN OFFICER	
3.1 All calls in relation to fostering come through to fostering admin (01706 922343)	Admin
3.2 Fostering Admin Team then pass the call through to the Duty Officer	
3.3 Child Care Social Workers requesting Fostering Service involvement are sent through ICS. The ICS contact will appear in the Fostering Team Duty Tray (see ICS Process maps).	
3.4 Requests for Family & Friends and/or Connected Person's	Fostering Duty

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Assessments are received via email by Fostering Duty Inbox, these are then picked up by the Duty Officer who checks sufficient information has been received and then forwards to Fostering Admin who creates enquiries on ICS, upload the request form and task to fostering manager for allocation.	worker/Admin Fostering Manager

4.0	GENERAL ENQUIRIES	
4.1	Calls and emails from members of the public interested in Fostering should be responded to within 2 days. These are generally dealt with by the Recruitment officer. The Duty Officer will pick these up in their absence and may also advise or offer follow up calls as required.	Recruitment officer/Duty Officer

5.0	THE ROLE OF THE DUTY MANAGER	
5.1	A Duty manager is available to support the Duty t Officer in prioritising their work load as required. This role is undertaken by the Fostering Manager/ Deputy Managers on a rota basis	Duty Manager
5.2	The Duty Manager is responsible for ensuring the Duty System is adequately covered. If, during the working day, it becomes obvious to the Duty Officer that the identified tasks for the day cannot be completed, they must inform the Duty Manager who will then assist them in prioritising the workload.	Duty Officer
5.3	The handover must be updated on a daily basis. The Duty Manager is informed of any tasks which must take priority	Duty Manager / Duty Worker
5.4	The Duty Manager will be available for consultation throughout the day	Backup Duty Worker

6.0	THE DUTY ROTA	
6.1	The Duty Rota will be drawn up in advance. Any special requests can be included with notice	Allocated Support Worker
6.2	The master copy of the rota is kept on the Fostering Duty Outlook calendar, details of the Duty manager are also found here	Individual Workers
6.3	Social Workers are responsible for ensuring that duty is covered as required and any changes (e.g. due to holidays) must be arranged with this in mind	Social Workers
6.4	If there are any problems in ensuring that the rota is covered, then this must be referred to a manager as soon as possible	All to note

PROCEDURE	TASK ALLOCATION

7.0	**ONGOING PLACEMENT SEARCHES**	
7.1	The Duty officer is responsible for supporting the placement officer with ongoing placement searches. This involves supporting them to identify suitable in house placements for children and young people requiring foster care.	Duty Officer / Placement officer

8.0	**RECRUITMENT**	
8.1	Enquiries are received either through Website or telephone contact. Recruitment officer and admin are copied into website enquiries	
8.2	The enquiry is created on ICS and tasked to the Foster Carer Recruitment Duty tray	
8.3	Initial telephone call takes place, if positive Recruitment Officer/ (duty officer in their absence) /arranges Initial Visit / offers to send Pack, and updates ICS pathway / inputs case-note detailing the call	Recruitment Officer
8.4	If negative, reasons are explained to enquirer, refusal letter sent and case closed.	
8.5	After Initial Visit is undertaken, visit is written up with recommendation and tasked to Fostering Manager for quality assurance	
8.6	If positive manager will task back requesting applicant is informed of decision. If positive they are then invited to attend next available Skills to Foster Training.	Fostering Manager
8.7	If applicants successfully complete skills to foster training course, task enquiry to admin who will then send out AA1 and decision to proceed. Once this is returned to admin by applicants it is tasked to Fostering Team Manager for allocation.	Admin