

TRAFFORD COUNCIL

Report to: Health Scrutiny Committee
Date: 31st October 2017
Report for: Information / Decision
Report of: Chris Reilly – Strategic Lead – Safeguarding & Front Door

Report Title

Developments towards an all age front door

Purpose

To inform the Committee of the changes already made to front door processes and planned future developments.

ALL AGE FRONT DOOR – UPDATE FOR HEALTH SCRUTINY COMMITTEE

The all age front door is the first point of contact for social care services in Trafford. The aim is to provide a service that promotes helping people at the earliest stage, ensures we respond to safeguarding concerns appropriately, reduces duplication and coordinates access to services. The development of an all-age approach to this is happening in phases to ensure that we maintain a safe model as we change and learn as the model develops.

The expected outcomes for the All Age Front Door are:

- Improved Self Help and access to Early Help
- Improved access via a single contact point
- Improved working across children's and adults services
- Improved outcomes for the residents of Trafford who require safeguarding or access to services

Currently there are two front doors in place for social care, one for Children and one for Adults. The team for Children is the Multi Agency Referral and Assessment Team (MARAT) and the team for Adults is the Community Screening Team (CST).

In addition to social care staff, MARAT benefits from the presence of specialist health and education practitioners and a police officer. This team acts in a similar way to a Multi-Agency Safeguarding Hub (MASH) but in a more advanced way. The CST is currently staffed only with social care staff.

Both teams receive referrals from a wide range of sources including hospitals, schools, police, professionals, families and individuals. Initially these are risk assessed and prioritised and urgent action taken where required. If further assessment is required then this is managed differently between Children and Adult Services. Assessment for children is done within MARAT while for Adults where longer term support or assessment is required the referrals are transferred on to the appropriate neighbourhood team.

As part of the initial phase towards changing to an all-age front door, the two teams have been co-located at Trafford Town Hall since December 2016. This co-location has resulted

in reduced duplication of work, better information sharing, improved knowledge of resources and a joined up response to increasing numbers of referrals.

Whilst the numbers of “dual” referrals and commonalities has been lower than was anticipated, where there has been crossover between children’s and adult social care this has most often related to domestic violence referrals. Responses to these referrals have been enhanced by the all age approach.

The teams are now trialling some joint approaches such as MARAT Family Aids supporting the Community Team by taking food parcels to adults the while they are out on other visits etc. Information sharing has improved significantly and the teams now have access to both Children and Adults Liquid Logic so they can check the status of everyone in the family when a referral comes in. Other less tangible benefits of co-location have been a better understanding of each team’s role, better relationships and opportunities to learn from each other and a consistent management approach.

Recent developments have included:

- Joint Team meetings to align behaviours and culture
- MARAT manager attending the Early Help panel to improve responses to referrals that do not meet the social care threshold criteria
- Improved access to LAS (Liquid Logic for Adults) for Access Trafford staff to assist in reducing the number of unnecessary calls
- Addition of a Healthy Young Minds (CAMHS) practitioner to the service

Developments in progress are:

- GMP police resource to be located within CST with a view to other agencies also joining the team and replicating the MARAT multi-agency model (development of an Adult MASH). We hope to have the Police co-locate with CST in November.
- Health Visitor Liaison staff to be based within Front Door

We are now looking at the next phase of development. Having learned from the approaches taken so far we have some key areas to consider as part of the planning for the next stage. Once we have clarity on these and key decisions are made we will develop an action plan for the next phase of development. Issues to consider are:

- How best to establish one contact point for safeguarding concerns for Trafford residents of all ages – currently we operate two phone numbers, two e-mail addresses etc, is this still the best way to manage the process or would one contact point work better – if so how can this be managed efficiently.
- Should working hours be extended to meet demand out with current working hours (i.e. Monday to Friday 8.30 to 4.30)
- How to create a better interface between the current front-door services and the out of hours service (EDT).
- Continuing to enhance our response and focus on Self Help and Early Help to identify where we can prevent escalation of issues.
- How to adopt any learning from the 3 Conversations and One Trafford Response proof of concepts into the ultimate front door model
- Continue to develop our IT systems so minimise duplication of recording

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