

TRAFFORD COUNCIL

Report to: Health Scrutiny Committee
Date: 6th December 2018
Report for: Information
Report of: Chris Reilly – Strategic Lead, Safeguarding & Front Door

Report Title

Safeguarding and Front Door Developments

Purpose

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

MARAT and the Adult Screening Team (AST) have been co-located as the Front Door to children's and adults social care services since December 2016. There have been a number of benefits to this including sharing of knowledge and expertise, quicker information sharing and some reduction in duplication of work. However, the crossover in terms of referrals between the two teams has been lower than anticipated.

From September 2018 an Early Help Team Leader (EHTL) and a Customer Services Advisor (CSA) have been co-located with the Front Door in order to improve our understanding of our responses to referrals that do not meet the threshold for social care assessment. They initially reviewed all children's cases in the preceding 3 months where social care had taken no further action. The learning from this was utilised to improve Early Help and safeguarding pathways and processes. The EHTL and CSA are now managing all MARAT referrals that have been screened and not met social care threshold to assist in our understanding of the levels and complexities of Early Help. They identify where services need additional support to offer an Early Help intervention through - for example - mentoring, coaching and understanding assets available to them in the community. The team will also track, monitor and review progress. This should enhance our Early Help offer to partners and should in time reduce re-referrals into social care.

We are currently in the process of remodelling the function and form of the Adult Screening Team (AST) through a proof of concept approach. This will involve the creation of a dedicated safeguarding adults team; implementation of Trafford's guidance on making adult safeguarding concern referrals (which aims to support the separation of responsibility for processing and responding to care quality concerns and safeguarding concerns); and moving the first point of contact for all non-safeguarding adults contacts to neighbourhood teams.

Developments over the last 12 months:

- 1. Screening Team meet with GMP and mental health every day to discuss vulnerable adult referrals.**

2. The addition of Early Help Team Leader and Customer Service Advisor roles.
3. Closer links between MARAT and Early Help Panel.
4. The addition of Encompass Co-ordinator to facilitate sharing of domestic abuse incidents from GMP to schools.
5. Health Visitor Liaison post moved into MARAT as an additional health practitioner.

Developments for the next 12 months:

1. Review systems and processes in light of learning from the Early Help offer in MARAT, implement any changes required and rollout to adult services.
2. Better understand the demand for Early Help in Trafford and how this influences our future offer.
3. Implement redesign of adult safeguarding proof of concept to inform full review of demand and capacity within adult social care and the skill mix and structures required to support delivery.
4. Consolidation of asset-based approaches - Let's Talk and Restorative Practice -across the service.
5. GMP Case Management Team co-location with Front Door at Trafford Town Hall.
6. Development of Liquid Logic (our IT system) to create a "single view" to link into partners' IT systems.