



Birmingham Forward Steps e-bulletin



Issue 1

Welcome to the first issue of Birmingham Forward Steps e-bulletin.

This briefing has been put together by the provider partnership to share need-to-know information with all those colleagues who will be involved in delivering the new early years health and wellbeing service for Birmingham 0-5s.

A lot of work continues 'behind the scenes' as we prepare to move to the new service model. Rest assured that the partnership team will continue to provide all staff groups promptly with as much information as possible as we work through the remaining details and would like to thank you for your patience.

Headlines

- We continue to work with Birmingham City Council in relation to the local authority employees who will be part of the integrated early years service, delivered through the provider partners, and we will keep you updated.
- We have made a lot of progress in the development of our single shared record and are continuing with that work.
- We continue to work through the implications of 'agile working' so that we are ready to implement the changes needed to deliver the new service, including IT solutions.
- Health visiting clinical leads and children's centre partners continue to meet frequently to refine detail of the new service model. A number of short-term 'task and finish' groups have been set up to support this work and will use this e-bulletin as one means of keeping you informed.
- Health visitor-led 'well baby' clinics will continue as presently provided UNLESS discussions are already under way to identify alternative venues.
- All service responsibilities for safeguarding children and families remain the same and all staff have the responsibility to request support for children and families via CASS on 0121 303 1888.

Providing service info for families

Making service information easily accessible to families is key to the success of the new model. The new Birmingham Forward Steps website at www.bhamforwardsteps.co.uk will be live from early Jan. In addition to general information about the service and its delivery partners and useful links to health and wellbeing resources, the website will offer a postcode-searchable directory to help families find the children's centre in their local district.

For launch of the new service, staff in each hub will refer to a comprehensive hard copy directory of services to help people with their enquiries.

This is only a start. The benefit of online resources is that they are capable of continuous development - the aim is to have more service information searchable online during the first six months of delivery as more detail is finalised.

And, of course, we must remain mindful of meeting the needs of the very many service users who are not online or prefer to receive service information by other means.

Guidance on family support case handover

This guidance is for all outgoing providers of family support services where casework is involved and files are kept. This includes children's centres and other community-based services that now form part of the new contract.

It describes the process that the new service for early years health and wellbeing would like you to follow in the remaining weeks before service handover. It does not cover aspects such as archiving or data transfer. These matters are contained in other documents and are a matter for your current employer as data controller.

Throughout this document our primary concern is the safeguarding of children and vulnerable adults. This process is therefore intended to prevent families "falling through the net" as we transfer. The principles of good and safe practice are therefore embedded in this guidance.

In the weeks leading up to transfer:

- your team will continue to receive new referrals and you will assess them;
- where they are urgent, you will allocate them;
- where they can wait until after the New Year, please store them securely on your existing 'new referrals' list, which needs to be transferred to the new provider after 8 January;
- your responsibility for continual assessment of families' circumstances and identification and referral of safeguarding needs does not change;

- we know that many of you are dealing with significant staff changes and, in many cases, a reduction in family support workers (FSW);
- where a named worker is leaving, please assess the needs of the family and either close the case, or reallocate it to a new worker;
- if there are no FSWs left in your team, the case will need to be allocated to a manager, who must hold it pending allocation in the new service in the New Year. This will mean being available to families and making plans as normal;
- Please do not close cases prematurely. Record your decision-making as normal;
- If you are closing a case, please undertake a case closure summary and record outcomes achieved. This may include signposting but should only be done safely and not as a response to service reduction;
- please let your child's health visitor (HV) know if you are closing a case, and liaise with the named HV for the child if anything is changing in respect of case management;
- Please ensure that each family has contact details for their HV and HV team;
- continue to make appointments with your families. When you are planning for the week beginning 8 January, please can you only make appointments with the most urgent cases, as we will require staff that are transferring to undertake induction training in this week;
- active files must be stored safely Before Christmas closure, as per guidelines.

Case file transfer:

- Where active case files are being prepared for transfer they should be noted individually on the inventory list provided and packed into the box provided according to postcode and thereafter according to date of birth;
- Where the service provider is changing the case file should indicate that the file was being transferred and the relevant date recorded.

Over the Christmas holiday:

- we are assuming that all children's centres have arrangements for cover of their most complex cases over this time, so normal arrangements should continue;
- If you no longer have your usual senior manager in post, then the next most senior person must be responsible for contact with parents and for safeguarding children;
- records should be stored in a locked room/cabinet as per guidelines;

- The HV service will continue as normal including a duty system which families can use for concerns.

On 8 January:

- you should arrive at work at the destination you have been advised to attend and you cases will be transferred to you during this day;
- you will continue to be the allocated worker for your current case load and pick up the cases that you are currently working on.

From January 8 going forward:

- there will be a process of integrated allocation in which you will be trained;
- There will be a duty family support system in the hubs and satellites and staff will know who will be on duty that week;
- You will continue working with families on your case load;
- You will have a discussion with the HV who is allocated to your case in order that our new integrated working can commence;
- The health visiting service will also have a duty system.

If you have any comments, questions or suggestions for items in this bulletin, please email earlyyears@bhamcommunity.nhs.uk



St. Paul's Community Development Trust



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