



Birmingham Forward Steps e-bulletin



Issue 2

Tues, 19 December

Welcome to the second 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.

Some of you will already have read much of the content in this issue. This is because we've been made aware that a number of members of staff were not included in the mailing list for the first edition as we are still in the process of building up our database. Please bear with us as we complete this preparatory work.

We continue to work hard in anticipation of starting to deliver the contract for the new service in early January 2018, with the intention of holding a more formal launch event in the spring.

Can we take this opportunity to send all of you the warmest seasonal greetings and thanks for your continued engagement, understanding and patience. Your shared concern to make the transition to the new service model as smooth as possible for the children and families we serve is very much appreciated.

Headlines

- New telephony equipment will be commissioned for those children's centres that will be designated 'hubs' or 'satellites'. However, please continue to use/quote the existing phone numbers, which will still be operational for several weeks, until further notice.

A comprehensive directory of health visitor contact information has previously been circulated to children's centre staff via EMIS. [It is also available to download here.](#) Changes to contact information arising from the impending HV team reconfiguration will be shared with you as soon as possible.

- 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 the Children's Advice and Support Service (CASS) on 0121 303 1888.

Advising families about the programme for services

We are aware that many of you have been asking about the programmes for services in the New Year. Please can you assure families that there will be a duty family support service available at every children's centre. Any family support appointments booked with them will continue, and they will continue to receive the same type of support that they are used to.

The health visiting service will continue to be operational, and will also have a duty system.

Community activities will re-commence by Monday, 22 January at the latest, but parents should be able to find out more about local services in the week beginning 8 January. Birmingham Forward Steps-branded editable leaflet and poster templates are being circulated to provider partners this week for cascade and flexible use to meet local needs.

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 go live shortly prior to launch day. 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 your 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



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