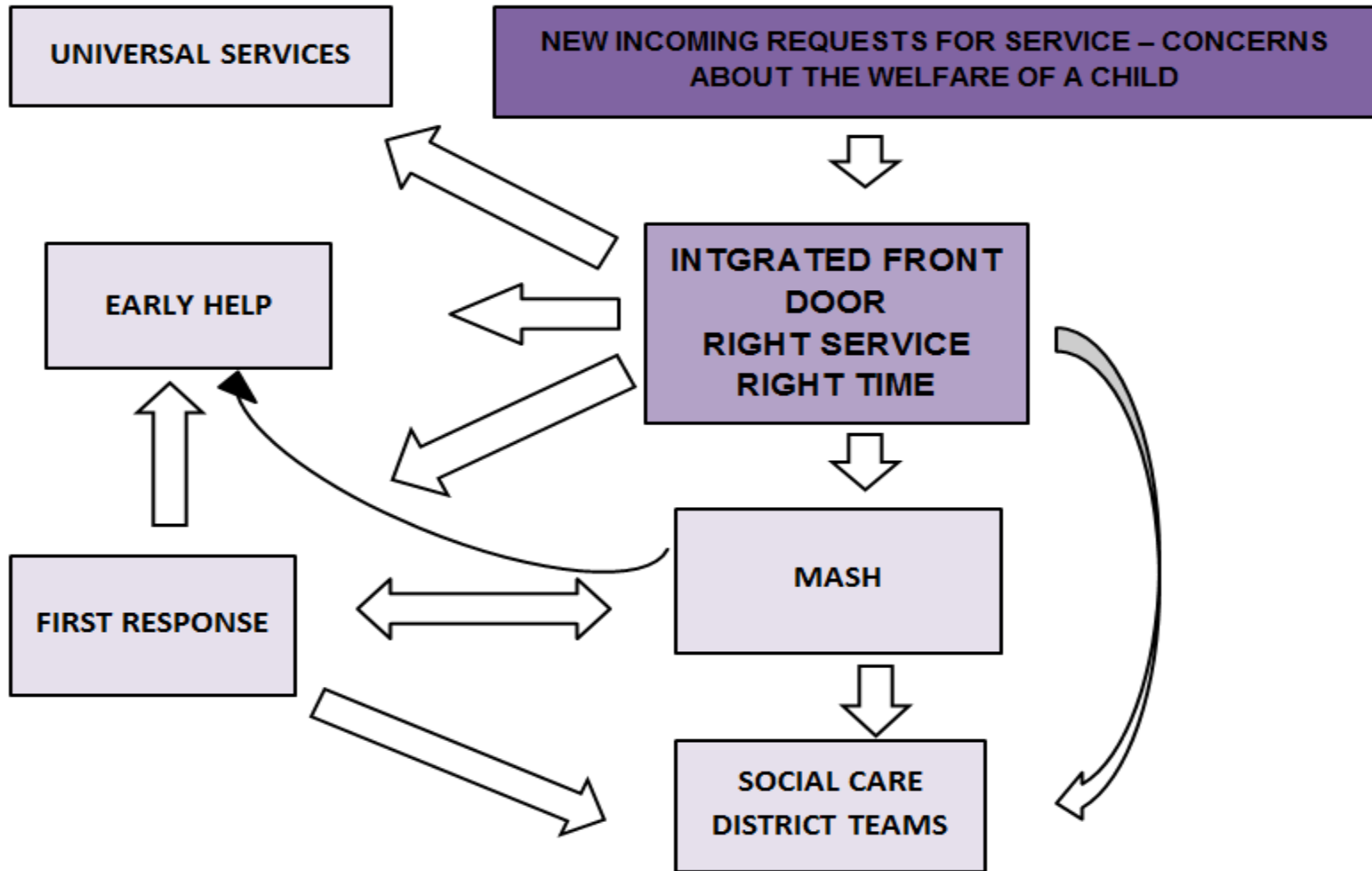


# *Integrated Front Door*



# An Integrated Approach



# Integrated Front Door

- Social Care Advisors.
- Team Support Officers.
- Social workers
- Social workers from early Help.
- Advanced Practitioner.



- >Triage all incoming requests for Service.
- >Check consent under L4 threshold.
- >Request MARS
- >Check screening tools attached to MARS e.g. CSE1

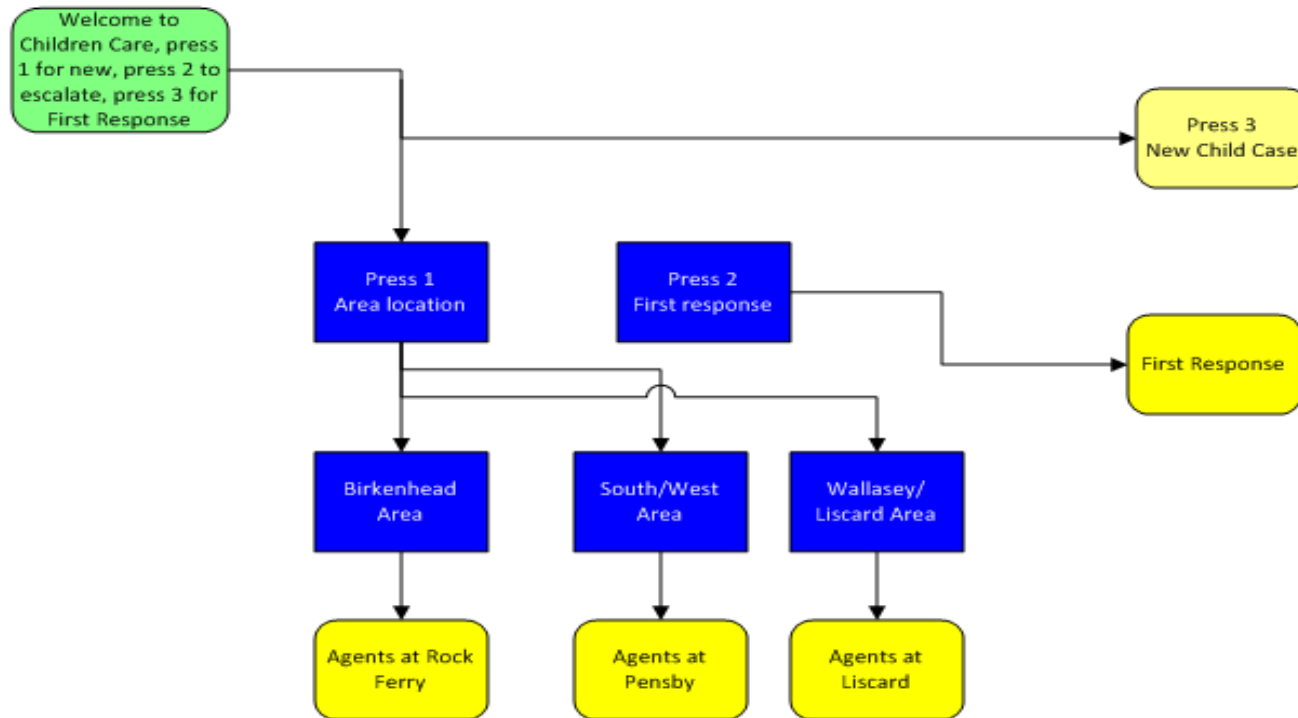


# Multi Agency Information Sharing Hub

- Social workers
- Social workers from early Help
- Police
- Education
- Health
- Catch 22
- IDVA
- Other relevant professionals/Virtual



# Phone Lines into the Front Door





# First Response



- New referrals which meet threshold for section 47 (CA 1989).
- Initiate section 47 strategy/enquiries
- Transfer at point of ICPC, 1<sup>st</sup> Review or Initial Hearing if cases need to be issued for proceedings.

# What Ofsted Found at the Monitoring Visit January 2017

- Inspectors did not find any missed opportunities to intervene in the lives of vulnerable children
- The design and delivery of a clear and coherent process for dealing with all contacts and referrals has been developed – this has led to improvements at the front door
- In the MASH, decision making on contacts is timely
- Contacts progress swiftly through the system
- The good standard of managerial decision making at the front door means that all decisions taken in relation to thresholds for intervention that were viewed by the inspectors were more robust than at the time of the inspection



# Request for Service & MASH Assessment Data



Total no. of Contacts	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Contacts (ALL)	5276	4831	4278	1740
Children subject to a Contact or MASH assessment	4419	3964	3733	1681 + 1574
Children with multiple Contacts or MASH assessments	670 (15.2%)	674 (17.0%)	462 (12.4%)	157 (4.8%)
All MASH completions $\leq 1$ day	1485 (38.7%)	1956 (55.8%)	1555 (47.9%)	1941 (57.7%)

- ✓ Sustained reduction in Contacts linked to open Referrals
- ✓ Referral rate reduced, reflecting better application of threshold guidance
  - ✓ Growth of Step Across to Early Help



# Performance data

Summary of Referrals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Referrals (actual in month)	238	228	305	280	260	263	273	229	293	329	271	281
Referrals (year to date)	238	466	771	1051	1311	1574	1847	2076	2369	2698	2969	3250
Rate per 10,000 (annualised*)	423.1	414.2	456.9	467.1	466.1	466.4	469.1	461.3	468.0	479.6	479.8	481.5
*Annualised is the estimated year end referral rate based on the average referrals per month received so far												
		1			2			3			4	
Total no. of Referrals	End of Quarter 1			End of Quarter 2			End of Quarter 3			End of Quarter 4		
Referrals (year to date)	771			1574			2369			3248		
Referral rate per 10,000	456.9			466.4			468.0			481.2		

# A snapshot demand at the Integrated Front Door



- *Data 10.04.2017 – 24.04.2017 (consider half-term)*
- LCS records 189 loaded
- At any one time we were progressing = 101 requests for service
- Contact loaded passed to L3 (Early Help) = 97
- MASH ASSESSMENTS COMPLETED = 248
- 534 activities in IFD/MASH over an 8 day working period (bank holiday 14/17.04.2017)
- Average of 67 contact/MASH activities each day

# Right Service at the Right Time

## ANY QUESTIONS

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