

Report for Corporate Parenting Forum: Out of Hours Support to CLA

SUMMARY

Corporate parenting children looked after report.

1.1 Careline

Careline offers an out of hours emergency response service for both children's and adult services across Derby, primarily ensuring the safety of the service user until the next working day when further responses and support can be offered by daytime services. The service covers 128 hours per week plus all Bank Holidays.

1.2 Staffing

Careline has a small core team of 7 FTE staff, consisting of 1 service manager, 2 senior practitioners and 4 social workers. This equates to 2 workers on shift in the evenings and during the day at weekends and Bank Holidays and 1 on duty overnight. The Service Manager and Senior Practitioners provide an on-call support service to the team when not on shift.

The service is supplemented by 2x 0.5 Domiciliary Service organisers from adult services to deal with home care aide service requests and Children's services practitioner at weekends to undertake monitoring visits to children in families where there is a high level of risk/concern.

1.3 Careline Activity

Table 1

<u>Refs</u>	07/08	% Total		10/11	% Total	
Adult	8036	68%		6436	56.5%	
Child	3653	32%		4953	43.5%	
TOTAL	12426			11389		
<u>Visits</u>						
Adult	143	49%		188	49%	
Child	149	51%		197	51%	
TOTAL	292			385		

Table 1 above shows trend information about Careline activity from 2007/8 to 2010/11. Key points to highlight are:

- The reduction in the percentage difference between adult and children's service referrals to Careline in the period.
- The reduction in the number of adult referrals dealt with by Careline. This is primarily due to the changes in the local authority provision of home care services to adults and the introduction of personalisation.
- The increase in the numbers of children's referrals dealt with by Careline. This reflects the general increase in referrals to children's social care over that period.
- The increased visits undertaken by Careline in both adult and children's services. Whilst this will have a number of contributory factors, it does reflect increasing numbers of vulnerable people being judged to be at imminent risk or requiring an urgent response. These will include mental health assessments on adults and Child protection investigations.

Table 2

<u>Careline Child/Young Person activity 2010/2011</u>	
Child refs	4953
Visits	197
PACE SOVA	207
Young People placed Hosp/B+B	5
Res/Foster placements	10
Missing from Care	806
Young people self referring	94

Table 2 above shows selected details about Careline activity in relation to children over the last full year.

- The referral and visit totals have been previously highlighted in Table 1
- The PACE (Police and Criminal Evidence) SOVA activity relates to requests for appropriate adults which were referred to SOVA.
- There were a very small number of young people placed directly in hospital or at Bed and Breakfast through Careline. There have been subsequent practice guidance developments aimed at eliminating the placements of young people in B+B
- There were 10 young people who were placed directly in residential or foster care by Careline over the year. The total admissions to care in the year were 183, so only 5% of admissions were through Careline.
- The Missing from Care figures relates to reports, which were received by

Careline from either fostering or residential establishments about children or young people who were missing.

Careline's role in relation to Children in Care

As indicated above, Careline is the out of hours social work service and as such responds to any referrals which take place out of hours. There are detailed protocols relating to the working arrangements between day services and Careline, which fundamentally agree that any referral that comes in before 5.00pm will be dealt with by day services, but if the response to that referral appears likely to go beyond 8 pm, then Careline will then pick up that work by negotiation between the day service and Careline manager.

Given the very limited staffing levels and the remit of the service relating to ensuring the safety of the service user until the next working day, the majority of the referrals will be dealt with by telephone. However, where there are immediate issues of risk or concern, Careline will undertake visits, and the increase in the volume and percentage of visits in children's work is highlighted in Table 1 and some of the detail is in Table 2.

Careline will offer advice and support to all referrals received and this will include contacts from both residential and fostering services. Careline do not collate specific information relating to referrals from residential or fostering services other than the information contained in Table 2 above.

Where Careline have had involvement with any service user, information relating to this will be forwarded the next working day to the relevant staff in day services and this will include social work and fostering staff.

In terms of service user feedback, Careline previously undertook questionnaires on a quarterly basis with a sample of service users, but the response rates were very minimal, often confusing Careline with Carelink and also commenting on activity that in fact was the responsibility of day services. In light of the ineffectiveness of this and the difficulties of obtaining service user feedback in relation to Careline activity, this was stopped and the main source of feedback relates to comments, compliments and complaints that are received about the service. In general, there have been very few complaints received by the service and there have been compliments received.

In terms of service monitoring, further to the feedback processes outlined above, Careline managers undertake monthly audits of samples of Careline activity and recording relating to the range of client groups dealt with by the service.

Fostering Service Support

The Fostering service provides an out of hours support service to all carers between 5.00 PM and 9.00 AM, Monday to Friday and at weekends and on Bank Holidays. The on-duty social worker responds to emergencies and answers queries from foster carers but does not go out on calls.

They also support Careline by arranging placements out of hours.

Graham Reiter
DHOS Therapeutic Services
Jan 2012

RECOMMENDATION

2.1 Please note this report.

REASONS FOR RECOMMENDATION

3.1 N/A

SUPPORTING INFORMATION

4.1 N/A

OTHER OPTIONS CONSIDERED

5.1 N/A

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	Graham Reiter – Deputy Head of Service Therapeutic Services
---	---

For more information contact: Background papers: List of appendices:	Name 01332 256788 e-mail graham.reiter@derby.gov.uk None Appendix 1 – Implications
---	--

IMPLICATIONS

Financial and Value for Money

1.1 None

Legal

2.1 None

Personnel

3.1 None

Equalities Impact

4.1 None

Health and Safety

5.1 None

Environmental Sustainability

6.1 None

Asset Management

7.1 None

Risk Management

8.1 None

Corporate objectives and priorities for change

9.1 None

