

Title:	Unallocated Work Guidance.
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Service Area:	<p>Targeted Family Support</p> <p>See the separate guidance for Children's Statutory Social Work and Youth Justice Case Work (click here).</p>
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Scope:	<p>This document provides guidance on:</p> <ol style="list-style-type: none"> 1. Definition of unallocated cases. 2. Service priorities for the allocation of work. 3. How to manage unallocated cases. 4. Management Oversight & Review of Unallocated Work 5. Visiting frequency and intervention
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1.	Definition of unallocated cases
	Any child/family who has an open Early Help Contact/Episode in Targeted Family Support that do not have an allocated Targeted Family Support Worker
2.	Service priorities for the allocation of work
	<p>To ensure that we prioritise those children who have the greatest potential needs for support when there are difficulties allocating children's casework promptly, cases should be prioritised by those children in most need of safeguarding, support and monitoring to ensure their safety and meet their needs.</p> <p>Alongside these core priorities, managers and specialist will consider factors that might increase risk and highlight the severity of the child's lived experience. The Team Manager should be mindful of any characteristics that might elevate the risk and require a higher priority for allocation e.g. repeat referrals/ plan due to a similar pattern of concerns historically, SEND etc.</p> <p>RAY Rating:</p> <p>All unallocated cases will be given a RAY rating by the Team Manager or Practice Specialist following consideration of level of need and intervention required:</p>

	<p>Red: High priority for allocation; family are in substantial need and risks could escalate without swift intervention</p> <p>Amber: Medium priority for allocation; family require support and intervention but there are existing safety and support factors</p> <p>Yellow: Low priority for allocation; focused piece of work required; explore if alternative services can support or complete piece of work while awaiting allocation e.g. parenting team.</p> <p>RAY ratings will be reviewed on a minimum weekly basis and will be adjusted in line with the family's level of need.</p>					
3.	<p>How to manage unallocated cases</p> <p>All unallocated cases will be identified through A&I reports and will be worked on a duty basis whilst awaiting allocation to one worker.</p> <p>When a case is accepted in the service, the specialist will open a contact and add a case summary to the case file setting out the key concerns and intervention required. This will be completed within 3 working days.</p> <p>For all cases that will be unallocated for a over a week, management oversight must be added to Liquid Logic to outline what management plan is in place to ensure the child/young person remains safeguarded during this time.</p> <p>The Team Manager will complete the following by cutting and pasting headings and adding to case note on Liquid Logic as Manager's Oversight.</p> <table><tr><td>Reason for Targeted Family support Team involvement/issues and concerns.</td></tr><tr><td>Action plan. (Including actions by other agencies, date of actions to be completed whilst being worked unallocated on duty).</td></tr><tr><td>Safety Plan (how we know child is safe during the unallocated period)</td></tr><tr><td>Date child will be next seen and frequency of visiting.</td></tr><tr><td>Date case will be reviewed by Team Manager (on a fortnightly basis).</td></tr></table> <p>An agreement should be reached with partner agencies, such as schools or health that they will monitor the situation, report periodically on the child's progress, and notify any concerns to the Targeted Family support team.</p>	Reason for Targeted Family support Team involvement/issues and concerns.	Action plan. (Including actions by other agencies, date of actions to be completed whilst being worked unallocated on duty).	Safety Plan (how we know child is safe during the unallocated period)	Date child will be next seen and frequency of visiting.	Date case will be reviewed by Team Manager (on a fortnightly basis).
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4.	<p>Management Oversight and review of unallocated work and escalation</p> <p>All unallocated cases must be reviewed by the Team Manager/Family Support Practice Specialist every two weeks, with a management case note stating;</p> <ul style="list-style-type: none">• An update on the case• Consideration to transfer to another team/close• Outlining the management plan and monitoring arrangements• Date of next visit/review					

	<p>This will ensure all unallocated cases are closely monitored and reviewed to avoid cases being unallocated for long periods of time.</p> <p>The Team Manager must alert the service manager if the case cannot be allocated, transferred, or closed after a 4-week period.</p> <p>The Service Manager will raise with the Head of Service any cases, which cannot be allocated within a 6-week period so clear management oversight and decisions can be provided. Consideration will be given as to whether the case can be transferred across, closed, or moved to another Targeted Family Support Team.</p> <p>Early help services, the parenting team and family network meetings should be considered for all cases including unallocated cases.</p>
5.	Visiting Frequency and Intervention:
	<p>All children open to TFST (including unallocated) will be contacted within 1 week of opening to the service. A visit will take place within 2 weeks of opening to the service.</p> <p>Where this is not possible; management oversight will be added to the case file explaining the rationale for this and when the child/ren will be seen.</p> <p>There must be communication with the child/ren and family to ensure they understand that they know who to contact and what to expect in terms of intervention while they are awaiting allocation to a specific worker. Contact details for the team must be shared.</p> <p>Partner agencies, such as schools or health, should be informed that the case is unallocated and given contact details for the allocated team.</p>

Completed	Date:	Review:
	September 2022	September 2023