

ADDITIONAL FSCF MANAGEMENT OVERSIGHT AND TASK CHECKLIST DURING COVID

(V1 issued 23 March 2020, V2 updated 30 March 2020, V3 updated 8 February 2021)

Management Oversight of Calls to Families and Case Noting

Team managers will do a brief telephone supervision check-in with each worker once a week to:

- Review all cases
- Ensure telephone/video calls are following COVID procedures
- Ensure casenotes are following COVID recording procedures
- Monitor whether all children in the family were seen via video/spoken to only/not seen at all that week
- Provide general case direction and actions as required, including escalation to DD where necessary
- Casenote this brief supervision within 3 working days

Workers have been asked to escalate to you if the family does not engage with phone/video meetings, or misses 3 consecutive telephone check-ins.

Team Managers Additional COVID Tasks

- To ensure a thorough analysis is undertaken with workers to make a decision about whether each family should be seen face-to-face during lockdowns, based on the gravity, severity and frequency of risk to children. Face to face decision making template can be used to support this if required.
- To casenote that decision and the rationale for the decision. To ensure this is regularly reviewed at each supervision to assess if circumstances have changed.

NOTE: families where physical neglect is the primary presenting need or concern should be offered a face-to-face visit in the home as a minimum. If the family do not want a face-to-face visit in the home, please escalate to your service manager.

- Weekly brief telephone supervision as set out above.
- Complete children seen/spoken to weekly record by close of play every Monday (for the previous week)
- Liaise with workers to anticipate any families who may require a crisis payment (up to £50) or e-supermarket voucher (up to £30)– takes 2-3 days to process. Requests must be authorised by a service manager who will notify the head of service to process. Paper copy supermarket vouchers are also available from 5PS.
- Where possible, to be part of a daily manager cover rota in 5PS to issue paper copy supermarket vouchers

- Each day, inform service manager of any changes to staff availability (available to do door-step deliveries, available working from home only, not available) as soon as known and by 10am each day
- Continue to provide monthly supervisions, case noting as usual
- Continue with management oversight and case direction, case noting as usual
- Support sourcing of advice, information and guidance for workers to give to families wherever possible

Service Managers

- Ensure that a thorough analysis has been undertaken by team managers and workers to make a decision whether each family should be seen face-to-face during lockdowns, based on the gravity, severity and frequency of risk to children, and that the decision and the rationale for the decision has been casenoted (face-to-face decision-making template can be used to support this if required)
- Complete staff availability checker by 10am each morning
- Do an additional telephone supervision check-in with each team manager once a week to review team managers oversight of cases
- Daily, review all priority A families using risk meetings where necessary, and take to DD as needed
- Check that the children seen/spoken to weekly record has been completed each Monday.
- Authorise crisis payments (up to £50) and e-supermarket vouchers (up to £30) and notify Head of Service to process
- Authorise laptop loans and other purchases relating to COVID
- Coordinate library service volunteers
- Take cases to DD as normal and where needed
- Continue to provide monthly supervisions
- Dip sample case files to ensure COVID telephone guidance, casenoting guidance and management oversight guidance is being followed.
- Continue with management oversight and case direction
- Where possible, to be part of a daily manager cover rota at 5PS to issue paper copy supermarket vouchers.

- Support sourcing of advice, information and guidance for workers to give to families wherever possible