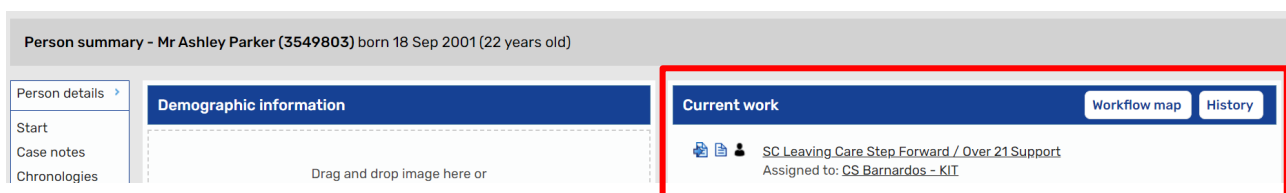# Leaving Care Step Forward / Over 21 Support Process

This guide outlines the process carried out by the Leaving Care Workers in Barnardo's to record any Step Forward or Over 21 annual KIT contacts or duty cases and for those requiring further support.

Locating the Leaving Care Step Forward / Over 21 Support – completed by the worker/administration

The Leaving Care Step Forward/Over 21 Support step is a next action from the Pathway Plan and can be initiated once the young person has reached the age of 21.

If the Leaving Care Step Forward / Over 21 Support step has already been initiated on the young person, it will be visible within the Current Work on the Person summary.

This step is likely to be in the virtual worker inbox, **CS Barnardos – KIT**. If a Leaving Care worker needs access to this step, you can ask the administration to reassign it into the correct worker's name.

Completing the Leaving Care Step Forward / Over 21 Support – completed by the worker/administration

For Keeping in Touch contacts:
- Complete **Section 1. Contact Summary** including all the mandatory fields.
- **Annual Review Due Date** – amend to a year from the current contact date
- Tick **I have checked and updated the Annual Review Date as required**
- In **Section 2. Next actions** select action – **SC Continue Step Forward / Over 21 Care Leaver Support**. This will add this same step again to record a Keeping in Touch session, the **Scheduled Date** can be altered but prepopulates for a year's

time. Pass to worker has the drop down to assign to the Virtual Worker, **CS Barnardos - KIT**

- Alternatively, the full service can be reinitiated by assigning the SC Leaving Care Visit, Leaving Care Supervision, Leaving Care Risk Assessment and Leaving Care Pathway Plan to the caseworker.

- **Finish** the workstep by clicking on the finish button

Please note: Once the young person has reached the age of 25, the SC Social Care Case Closure will be added as a next action.
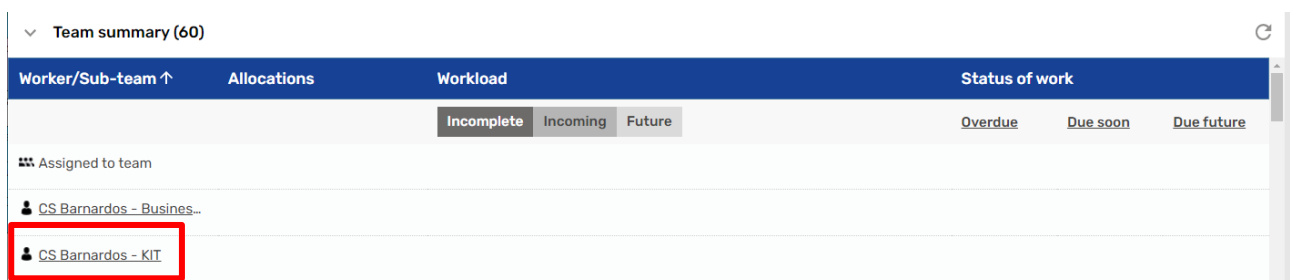
Accessing the virtual worker, CS Barnardos – KIT – completed by the administration/managers

All administration and managers within Barnardo's will have access to the Virtual Worker, **CS Barnardos - KIT**. This is where all subsequent Leaving Care Step Forward / Over 21 Support steps will be held.

To access the Virtual Worker, the worker should be in the Narrow or Full workview and click on the Team workview icon on the top left-hand corner of the screen.

The screen will refresh and show the **Team summary** with a list of virtual workers at the top of the list under **Worker/Sub-team** and workers' names below.

Click onto the virtual worker's name, **CS Barnardos - KIT**. The screen will refresh and display the Allocations and Current work for that virtual worker.

The date in the Date column should reflect the date the annual contact is due. This is added when the step is scheduled and should be amended to ensure it is accurate. This column can be filtered in date order by clicking on the work **Date** in the dark blue header.

The work can be started or resumed by clicking on the symbol to the left of the young person and select **Start work.**

Once this has been selected, an **Assign step** pop up will appear, letting the worker know the step will be moved into their own Current work upon saving. Click **Yes** as the step can be reassigned back to the virtual worker if needed.
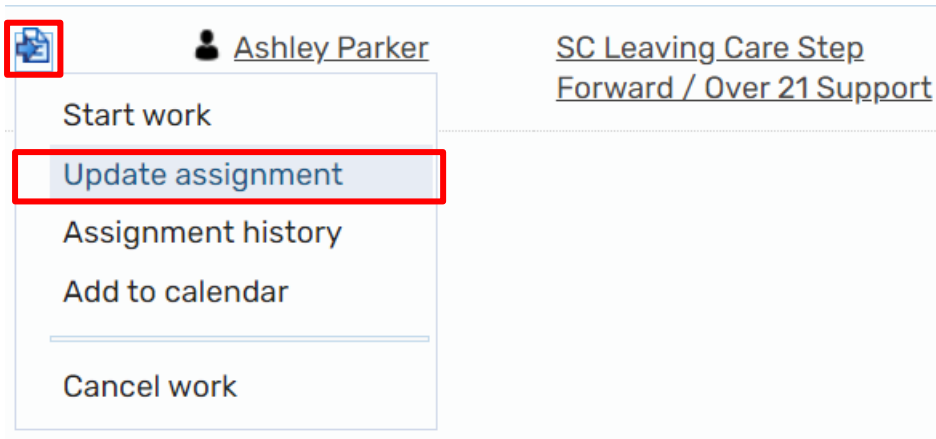

The Leaving Care Step Forward / Over 21 Support will open allowing the administrator to complete the step themselves.

Alternatively from the Team workview, the step can be assigned to a different worker from the virtual worker's Current work. Click on the symbol to the left of the workstep and select **Update assignment**.

The **Update assignment** window will display and from the **Team worker** drop-down, a worker can be selected who will be completing the step. Click **OK** once they have been selected.

This same method to assign work from the virtual worker to a Leaving Care worker can be used by the administrators to move incomplete work from their own inbox back into the virtual worker's inbox if they need to.

When you wish to return to your own workview, click back onto the individual workview icon on the top left. The screen will refresh to display your own Allocations and Current work.