


Children's Services Quick Guide

Leaving Care Process





This guide outlines the process carried out by the Leaving Care Workers in Barnardo's following a referral from Social Care. Social Care can refer a young person from 17 years of age.


Leaving Care Request – completed by the manager

When a Social Worker wants to refer a young person to Leaving Care, they must first initiate the referral by completing an Internal Contact. The result of their Internal Contact is a **SC Leaving Care Request** being sent into the **CS Barnardos – Leaving Care** virtual worker's inbox which is overseen by a Manager.

To access the Leaving Care Request, the manager must use the  Team workview icon to access the **Team inbox** and click on CS Barnardos – Leaving Care to view the virtual worker's **Current work**.


▼ Current work

Type ↑	Subject	Title	Status	Priority	Date	Note
	Incoming work (3)					
	 Cherry Parker (3549732)	SC Leaving Care Request			8 Mar 2023	

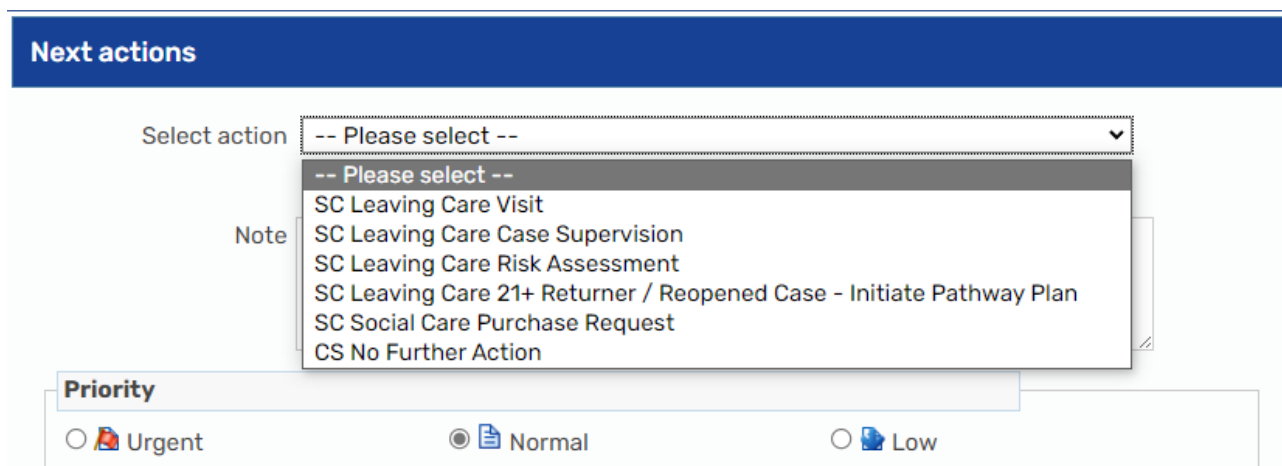
The manager can **Start** the SC Leaving Care Request to view the information. The close icon  can be used and click **No** to saving to **close** out of the workstep until it is ready to be processed.



To process the SC Leaving Care Request for allocation:

- **Start** the workstep
- An **Assign step** window will appear, select **Yes** to access the step and which will put the step in your name rather than in the virtual workers. This can be reassigned back if required.
- Review the information in **Sections 1-7**, this should have been completed by the Social Worker.

If the information entered is incomplete, use the requests icon  and send the **CS Request for information** request to the Social Worker for them to enter the missing details. Make sure you use the Note field to highlight what you would like completing.

- Complete **Section 8. Authorisation**
- In **Section 9. Next actions** the following actions are available:



- The **SC Leaving Care Visit**, **SC Leaving Care Case Supervision** and **SC Leaving Care Risk Assessment** will all need selecting one by one, and assigning to the caseworker. The Scheduled Date can be amended if appropriate by clicking on the  calendar icon.
- Use the **Note** to add any information you want the worker to see in their Current work.
- Once all necessary actions have been assigned, **Finish** the workstep by clicking on the  finish button.

The **SC Leaving Care Visit**, **SC Leaving Care Case Supervision** and **SC Leaving Care Risk Assessment** will sit the in the worker's inbox and are available to use at any time.

Leaving Care Pathway Plan – completed by the worker

Once the young person turns 18 and the case transfers from Child in Care (CiC) to Leaving Care, the Social Worker will ensure the Pathway Plan is up to date. From their SC Social Worker Update CiC Pathway Plan step, they will add the next action of **SC Transfer Pathway Plan to Leaving Care Service** and allocate to the Leaving Care Worker.


To complete the Pathway Plan:

- **Start the SC Leaving Care Pathway Plan** workstep

- Review and update **Section 1. What life looks like for me** and **Section 2. What Needs to Happen Over Next 6 Months**
- Enter your details into **Key Worker's Details** and tick the **Worker's e-signature** in Section 2.
- In **Section 3. Next actions** the following options are available:

Action	Selected if
SC Schedule Pathway Plan Review	Full support is continuing
SC Leaving Care Step Forward / Over 21 Support	Young person has reached 21 and full support is not needed
SC Social Care Purchase Request	A purchase needs to be recorded
SC Social Care Case Closure – Leaving Care Service Ended	Only once the young person has turned 25
SC Assign Leaving Care Visit (TRANSITIONAL CASES)	CiC workers only

This step needs authorising by a manager, to gain this authorisation:

- Click on the requests icon 
- Select the mandatory request is **REQUIRED CS Please review Plan and Authorise**
- Pass to Worker – Click **Find**, search for and select manager's name
- Click **OK**
- **Save** and **Close** the workstep

The **SC Leaving Care Pathway Plan** will appear in the worker's **Incomplete work** highlighted in **yellow** until the manager has authorised the step.

- If authorised – the manager will finish the step and the next action which you added will appear in your Current work. The **SC Leaving Care Pathway Plan** will appear in your **Future work**
- If returned for correction – the Pathway Plan will remain in your **Incomplete work** highlighted in **red**.
 - **Resume** the step
 - Click on the **clipboard**
 - Click on the **red request** which will have you name in bracket, read the note added by the manager
 - Click **OK**
 - Complete the actions outlined by the manager
 - When complete, click on the **clipboard**


- Click on the **red request**
- Click **Send Again**
- Update the **Note** and **Pass to Worker**
- Click **OK**
- **Save** and **Close** the workstep
- The manager will receive a new Request for them to review the information again.

Please Note: This step is recurring. The step can either be replaced with a next action of **SC Leaving Care Step Forward / Over 21 Support** if full support is not needed but under 25 or **SC Social Care Case Closure** when the young person reaches the age of 25.


Leaving Care Visit – completed by the worker

All visits and updates to information such as EET will be recorded in the visit step. It is one visit/data update to be recorded per step.

When first allocated the young person or a change in statistical data is required:

- **Start** the Leaving Care Visit
- **Section 1. Young Person's Information – This record is for.** Select **Key Information Update**
- Update the rest of the information in Section 1 as required
- In **Section 3. Next actions** assign the **SC Schedule Leaving Care Visit** to yourself
- **Finish** the workstep by clicking on the  finish button

To record a visit:

- **Start** the Leaving Care Visit
- **Section 1. Young Person's Information – This record is for.** Select **Statutory Visit** or **Non Stat Visit**
- Update the rest of the information in Section 1 as required
- Enter the visit information into **Section 2. Visit Information**
- In **Section 3. Next actions** assign the **SC Schedule Leaving Care Visit** to yourself
- **Finish** the workstep by clicking on the  finish button

Please Note: If no further Visits are required, but the young person is under 25, a next action of **SC Step Forward to 21+** should be selected. This will end this part of the workflow and highlight that ongoing recording can be found in the **SC Leaving Care Step Forward / Over 21 Support** step added from the Pathway Plan. Once the young person has turned 25, select **SC Young Person Has Reached 25 (NFA)**.


Leaving Care Case Supervision – completed by the worker and manager

Prior to Supervision, the Leaving Care Worker should complete some of the fields within the Leaving Care Case Supervision. The manager will review what they have entered and add to it as necessary during the supervision.

The worker should:

- **Start** the Leaving Care Case Supervision
- Complete or update the information in **Section 1. Case Supervision**. They should select the correct **Discussion Type** which will open further fields depending on what is selected.
- Some fields pull through from one supervision to the next so the content will need checking and amending/adding to as required.
- Once the worker has completed their fields, they should save and close out of the form.



The manager should:

- **Resume** the Leaving Care Case Supervision
- Review and add further information to the supervision where required.
- Select **Section 2. Next actions**
- Select **Add**
- Select action - choose either:
 - **SC Leaving Care Case Supervision**
 - **SC Step Forward to 21+**
 - **SC Young Person Has Reached 25 (NFA)**
- Amend the **Scheduled Date** if appropriate
- Pass to worker – Find the **Leaving Care Worker**
- Select **Add and Close**
- **Finish** the workstep by clicking on the  finish button

Please Note: If no further Case Supervisions are required but the young person is under 25, a next action of **SC Step Forward to 21+** should be selected. This will end this part of the workflow and highlight that ongoing recording can be found in the **SC Leaving Care Step Forward / Over 21 Support** step added from the Pathway Plan. Once the young person has turned 25, select **SC Young Person Has Reached 25 (NFA)**.

Leaving Care Risk Assessment – completed by the worker

To record that the assessment has taken place:

- **Start** the Leaving Care Risk Assessment
- Complete the information in **Section 1. Leaving Care Service Details**.
- A copy of the Risk Assessment can be uploaded to the workstep using the View documents icon .
- In **Section 2. Next actions** assign **SC Schedule Leaving Care Risk Assessment** to yourself
- **Finish** the workstep by clicking on the  finish button

Please Note: If no further Risk Assessments are required, but the young person is under 25, a next action of **SC Step Forward to 21+** should be selected. This will end this part of the workflow and highlight that ongoing recording can be found in the **SC Leaving Care Step Forward / Over 21 Support** step added from the Pathway Plan. Once the young person has turned 25, select **SC Young Person Has Reached 25 (NFA)**.


Social Care Case Closure – completed by the worker/manager

Case Closure will only be completed once the young person has reached the age of 25. The **SC Social Care Case Closure** is a next action available from the **Pathway Plan** and the **Leaving Care Step Forward / Over 21 Support**.

Once the last Pathway Plan step has been authorised with the next action of Social Care Case Closure, this step will appear in the worker's Current work.

- **Start** the Social Care Case Closure
- Complete the **Section 1. Service Closure Record**.
- Select **Section 3. Next actions**
- Select **Add**
- Select action - choose **CS Case Closed (NFA)**
- Select the appropriate **Reason**
- Select **Add and Close**

This step needs authorising by a manager, to gain this authorisation:

- Click on the requests icon 
- Select the mandatory request is **REQUIRED CS Manager: Please review and authorise**
- Pass to Worker – Click **Find**, search for and select manager's name

- Click **OK**
- **Save** and **Close** the workstep

The **SC Social Care Case Closure** will appear in the worker's **Incomplete work** highlighted in **yellow** until the manager has authorised the step.

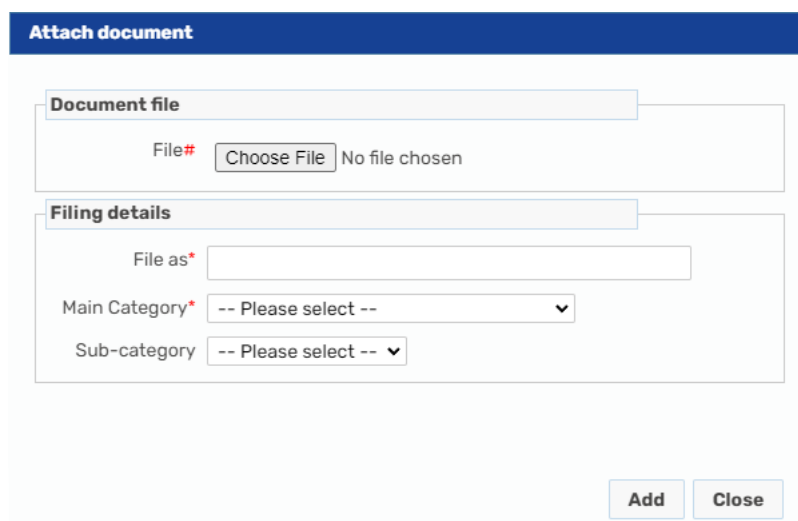
Additional Guidance

Attaching a document

In any of the worksteps, an additional document can be attached which is referred to or relates to the contents of the form.

To attach a document:

- **Start** or **Resume** a workstep
- Click on the view documents icon  and then **Attach a document**



- Click on **Choose file** and locate the document you wish to attach
- In **File As**, rename the document to follow the LCC naming convention of **LC 'Document name' 2022.11.10**
- **Main Category** – Select **CS Leaving Care Service**
- **Sub-category** – Select the appropriate option for the document or workstep
- Select **Add**
- Click **OK** on the **Upload complete** window

The attachment will now display alongside the Mosaic form in the **Workstep summary** and can also be found in the **Attachments** tab of the **Documents**.