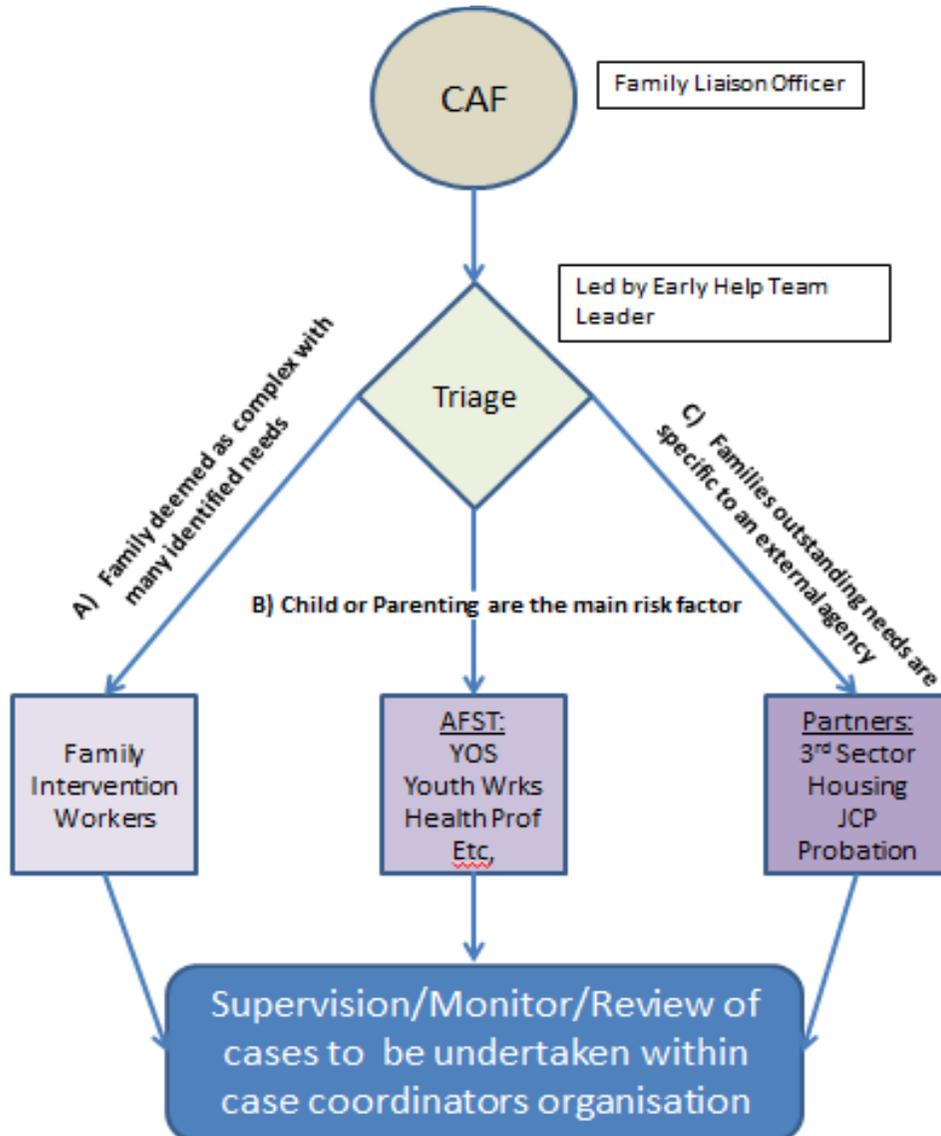


Case Co-ordinator Triage Process



- Following a successful referral a family is assigned a Family Liaison Officer from the MARAT Stronger Families Team, whose job it is to complete a Family CAF. This approach puts the family at the centre of both the issues they face and the solutions that will help to turn around their lives.
- Throughout this process, the ethos of Safeguarding children and vulnerable adults remain of paramount importance; if at any time during the assessment, a Safeguarding issue occurs or new information is gained which escalates the level of concern; a referral to MARAT (or the appropriate adult service) will take place. Where appropriate the family will be informed of this action.
- Based on the findings of the CAF Assessment, a triage process takes place in order to assess whether the case co-ordination remains within the Stronger Families team or is allocated to a different team or even agency. It is the Early Help Team Leader who is initially responsible for this judgement; however, parameters have been set to guide the process i.e.
 - High complex case will be allocated to the Stronger Family Intervention Worker
 - Less complex cases to a partner agency such as Housing, Jobcentre Plus, Pinnacle People
 - Cases where the majority of the work is child /parent focused are then forwarded to the Multi-agency Case Discussion Panels where the case is reviewed by a panel of professionals and allocated to a case coordinator from the relevant Area Family Support Team.

Getting by with a little help from our friends!

Possibly the most important and challenging aspect of working with a family is establishing trust. However, for many families this is something that takes time, patience, mutual respect and dedication from a worker to earn. The process of completing an assessment can be a daunting prospect for both worker and family, with many personal, sensitive and difficult questions to be asked and explored.

Therefore, the ethos of the Stronger Families intervention is to establish that trust as quickly and smoothly as possible, in order to gain a real insight into the day to day trials, experiences and difficulties faced by these families; essentially to “walk in their shoes”!

How can we do this?

As we are not a statutory service, we cannot “cold call” a family; therefore our partner agencies and services play a vital role in engagement. Workers who already know the family, have a positive relationship with them, or are part of a statutory process, are the essential first step in our journey of getting to know the family. We’ve already had some real success working in this way!

Multi-agency collaboration is essential for achieving positive outcomes for these complex families; so please may we ask for your support? The Stronger Families Family Liaison Officers may contact you about a family we would like to meet and work with, please help us by talking positively to the family about Stronger Families involvement, arranging for a swift introduction, and supporting us throughout the intervention. Coming together is a beginning, staying together is progress, and working together is success.

Get involved: Calling all community and voluntary sector organisations in Trafford

Trafford Council is working in partnership with Salford University to develop a framework which will provide community based organisations (who currently help families in Trafford) with the tools and knowledge to enable them to evaluate themselves and the service they provide. It is expected this will give them the ability to understand better, what they do well, where they could do to be more effective and pin point what it is that they deliver for local communities.

Trafford Council is looking for community and voluntary organisations based in Trafford who have been delivering an effective family focused services for 6 months or more; which has contributed to one or more of the following

- **Tackling offending or anti social behaviour**
- **Building self esteem and aspiration**
- **Improving educational attainment**
- **Reducing isolation**
- **Moving people into work**

We would like to invite them to work with Trafford Council and Salford University over a 6 month period in creating the framework and subsequent toolkit to be shared amongst all community and voluntary organisations in the future.

If you are interested in getting involved or want to receive further information please contact Jack Howard on Jack.howard@trafford.gov.uk or call **07894 489673** or write to; Jack Howard, Transformation Team, 2nd Floor, Trafford Town Hall, Stretford, M32 0TH. **The return date must be no later than 12th May 2014**