

FAMILY SOLUTIONS PRACTICE FRAMEWORK PROCESS MAP

From the point of receiving a contact in the Family Centre group mailbox, the maximum timescale for a case to be presented to a Multi Agency Action Meeting is 15 calendar days.

Case allocated to Lead Professional within **5 calendar days** of Multi Agency Action Meeting taking place

Family Centre staff member to make contact with the family within **2 calendar days** of allocation.

First visit to the family must be completed within **5 working days**

The Early Help Assessment must be completed and created on EIS, and the Support Plan commenced and created on EIS within 4 calendar weeks from the date of allocation to the Lead Professional

Manager must complete Management Oversight within 3 calendar days of the EHA being completed

Support plan must be completed **within 42 calendar days (6 weeks)** of allocation

Subsequent Plan Review meetings must take place at least **every 42 calendar days (6 weeks)** thereafter

Manager must complete Management Oversight within 3 calendar days

Upon the completion of the intervention, Lead Professional to complete Case Closure Form and submit for Management Oversight

Manager must complete Management Oversight and Case Closure Process within 3 calendar days

Voice of the child/direct work must be completed and evidenced

ASSESSMENT

SUPPORT PLAN

CASE CLOSURE