The Social Work Inc Referral Process

Referral made and initial assessment undertaken by local authority
Complex issues are identified in the family and family agreeable to support and intervention to address their needs; these will include: parenting issues / environment issues / behavioural issues / substance misuse issues / mental health issues for parents and children. On-going involvement and intervention required for 12-16 weeks

Referral made by Family Support / Young People's Teams
Family are already known to local authority and concerns escalating about children's welfare and heightening risk issues; family amenable to family support. Family informed about increasing risk issues and prepared to accept a time limited period of intensive support to ameliorate the situation.

Case referred to Restart Resources
Case is discussed and allocated to Restart Social Worker. Support plans drawn up with family and shared with relevant agencies with family's permission – intervention will seek to address parent / carer and children's needs through the support plan. Restart Social Worker will coordinate and implement the intervention in consultation with key agencies and professionals.

Situation reviewed on a weekly basis
Progress of the family will be measured against the targets and goals outlined in the support plan and outcomes will be monitored against risk thresholds.

On-going intervention to be maintained for up to 14-16 weeks
Support plan to be revised in accordance with changing needs and issues; Restart Social Worker will network with other agencies (Police, Health, Housing etc.) and ensure that the family's progress is recognised and acknowledged.

Situation reviewed after 14-16 weeks with referring team and family
If needs have been addressed and sufficient progress has been achieved, case can be closed with family enabled to maintain contact with support group (parent/service user groups). Children to be appropriately networked into their own support groups via Connexions, Education and Health.

Restart Resources can provide monitoring / support
of particularly vulnerable families if this is required.