**Family Support Worker** Initial contact with family to explain the service and arrange an appointment (Opt in).

Family Support Worker to liaise with multi-agencies involved with the family.

ISCAN Meeting

A child/young person with complex multi-agency needs is identified at the ISCAN meeting.

Identified children will be allocated into the care coordination service.

**Assessment**

Organised IAP day for professionals and child/young people to attend appointments on these days.

Assessment kept as a working document where professionals will input assessments.

**Care co-ordinator**

Initial contact with the family to explain the integrated assessment plan process, the service and arrange an appointment (Opt in).

**Multi-Agency Meeting**

With all agencies involved and the family to discuss the process and appointments, timeframe etc.

**Initial visit with the family**

Complete paperwork with the family.

To explore their day to day challenges, identifying their resilience, coping skills and strengths.

Further ongoing appointments to achieve the outcomes identified in the family thoughts plan.

**Allocation**

The care co-ordinator will allocate cases to:

* Care co-ordinator
* Family Support Worker

Up to date, clear and concise Family Records to be kept throughout.

Ongoing Supervision and reflective practice throughout.

Case Closure – agreed and signed by child/young person and or the family.

**Evaluation/families feedback on the service.**

Family support worker to work alongside the family to create a family plan, based on the family’s listed priorities focusing on realistic and achievable outcomes.