



Out of Hours Protocol Childrens Services

Contents

1. Introduction
2. Day to Day operations/expectations
3. Request of Child Care Welfare Visits OOH
4. Families First Visits OOH
5. Training/Supervision
6. Lone working policy
7. Paperwork
8. OOH referrals for all none open families
9. Strategy Discussions
10. Monitoring
11. Appendices 1 - Out of Hours Welfare check visit request form
12. Appendices 2 - D.A. Languages Ltd

1. Introduction

The Warrington Borough Council Out of Hours (OOH) Service becomes operational outside of the 'usual office opening hours' for council services i.e. Monday to Friday 09:00-17:00. The purpose of the OOH service is to provide a response to the emergency needs of adults, children and families for the time period that falls outside of these office opening hours.

In addition to emergency responses, the OOH may also be requested to undertake welfare checks in respect of particular children who may be:

- Subject to a child in need or child protection plan and there are immediate risks and specific concerns that might leave children at risk of significant harm that require a visit to be undertaken at a particular time/date that falls outside of office opening hours.
- A child in care who require a specific visit to be made out of hours that could not be conducted within office hours and there is a specific concern for welfare.

2. Day to Day operations/expectations

OOH consists of a call centre that takes all emergency calls via 01925444400. These calls are passed to the Frontline worker that coordinates information, discussions and possible visits. There is a further five workers on shift, these consist of an AMHP, Childcare social worker, Support worker, Assessor and OOH Manager. The managers and social workers are day staff who have volunteers to work out of hours and are paid to do so, this is open to any social worker following completion of their ASYE and agreement should be sought from the line manager.

OOH operates from 5pm till 8.30am weekdays, all weekend and Bank Holidays. OOH respond to what is considered urgent situations that are unable to wait until the following working day.

Request to the out of hours service for visits are also received from the social work teams, there is a clear criteria as to what can be passed to out of hours and these must be agreed with the team manager and approved by the Service manager. These must be urgent matters that should not be left until the following working day and clearly demonstrate that the team had sought to action by the allocated social worker or own duty worker. It is the expectation that any work that comes in during the working day will be managed by the MASH / allocated social worker or their team in their absence. Social Workers from the day time are expected to run with these cases till 7pm. After this point the day time manager will contact OOH via 444400 and ask for a case discussion with the OOH Manager regarding possibly handing the case over to OOH.

Social Workers must alert OOH if they have knowledge that a family they are working with may contact OOH that evening/weekend or who they predict that concerns may escalate OOH. An email must be sent to ssvooh@warrington.gov.uk to explain the concerns and

provide a clear contingency plan. If this information is emailed after 5pm a follow up phone call will need to be made on 01925 444400 to alert them to the email request.

It is essential that Mosaic is kept up to date by the allocated Social Worker. Should any documents be required they should be attached to the request. An up to date case summary is located in documents on Mosaic and this must have a clear contingency which identifies the families support networks and contact details should there be an emergency.

3. Request of Child Care Welfare Visits OOH

Should a visit be required the Social Worker must firstly record a case discussion with their line manager and agreement, followed by approval from the Service Manager before the visit will be accepted.

To request a visit the social worker must complete the OOH welfare check visit request form (see appendices 1) and have agreement from their team manager. When the social worker sends the request to OOH the Service Manager authorising the welfare visit should be copied in, and they can then respond and confirm the visit has been authorised. If no Service Manager is available to authorise the welfare visit this will need to be authorised by a Head of Service.

It is essential the Out of Hours Welfare check visit form is completed fully. For example:

- Clear advice of what the OOH worker needs to undertake.
- What family should be at the address
- Any known risks to professionals
- If a second worker is required to support the visit, the reasons for this
- If the checks relates to a person that should not be in the household a description of the said person needs to be provided.
- If it is known that the visit could lead to a child needing to be removed from their carer there must be a clear plan in place.
- There should be a contingency? What family are assessed, able to care for the child and contact details?
- Parents contact details should no-one be home.

OOH visits are not to be used to substitute visits from the allocated social worker or for visits that should have been completed during office hours. Nor can welfare visits be requested for on-going visits. The welfare visits should only be emailed on the day for that night, they cannot be requested days in advance, if visits are for the weekend they should be emailed on the Friday of the weekend the visits are required.

The form is then emailed to ssvooh@warrington.gov.uk before 5pm. A visit will not be completed without completion of the form and authorisation.

OOH Social Workers must update Mosaic with a summary of what has occurred during their OOH involvement and ensure these notes are available to the day time Social Worker. It would be good practice to handover directly via a telephone call to the allocated social worker or team manager the following day. If any concerns arise from the OOH visit the Social worker must liaise immediately with the OOH Manager. A Step by step guide for OOH recording on Mosaic can be located here [Step by step guide for OOH recording on Mosaic.docx](#)

4. Families First Visits OOH

Families first also work during OOH times on cases that are open to their team. If Families First are completing a visit and believe that concerns have escalated and a social worker is required then the Families First Manager must contact the call centre on 01925444400 and request that the OOH Manager return their call to discuss.

Families first must email Out of Hours Admin OOHAdmin@warrington.gov.uk every Monday with their weekly emergency manager Rote.

5. Training/Supervision

Social Workers that work on the OOH team should have completed all essential training. Age assessment and ABE training is desirable.

Social Workers that work on OOH need to ensure that they talk about their role during their supervision with their line manager. If any practice issues arise during their work on OOH, this should be escalated to service managers.

6. Lone working procedure

Social Workers are required to complete the Lone Working Data Form prior to commencing out of hours work [Lone Working Data Form.doc](#). In addition they must sign up to Tunstall WBC which is Warrington's Lone working service. When social workers are going out on a visit they are expected to phone in when they go out, advise how long they are likely to be and when they return then need to log out. Please see a breakdown of this process [SSOOH Lone Worker Instructions.docx](#)

"Lone Worker Log In and Out" – 0330 678 0802

"Carecall" – 01925 458000

If your log out fails, or you go over, Tunstall system calls the person directly to see if all is ok or if you wish to extend your call out by further using its automated system of prompts on the keypad. If no success Carecall will be alerted showing your details and the late log out. The Carecall Operator will try to call you on your works mobile first, then your personal mobile if known to us.

- a) If we make contact with you and you are OK – you can then log out yourself in the normal way.
- b) If there is no answer / reply from you then the Carecall Operator will contact Frontline Worker and inform them of your failed response to a late log out.

We will listen to voice message and pass on details of your last visit, plus car details and any relevant information as requested. Frontline workers will take appropriate action.

Carecall hold emergency contact information as provided by you - but will not call family/contacts directly.

If necessary a Police Welfare check may have to be requested by Frontline to attend the location as detailed in your voice message.

Warrington's Lone working policy can be located here [Lone Working Policy P083.pdf](#)

7. Paperwork

The OOH social worker must ensure that they have **Section 20** accommodation forms with them whilst on shift. The fostering list that is emailed every week to ssvooh@warrington.gov.uk which managers on OOH and frontline workers will have access to should they be required. Furthermore, managers on OOH will have access to agency placement details. **If an agency placement is required a telephone conversation must be held between the OOH Manager and Head of Service.**

8. OOH referrals for all none open families

During OOH the frontline worker will generate a MASH on new cases. The MASH will detail who has contacted the Local Authority, what the concerns are and what actions have been taken. These MASH contacts are to be assigned to the MASH manager Elizabeth Taiwo elizabeth.taiwo@warrington.gov.uk . An email is also to be sent to the mailbox childreferral@warrington.gov.uk alerting staff to the MASH.

9. Strategy Discussions

If a strategy discussion is held by a manager on OOH then it is the OOH manager's responsibility to progress the MASH that was generated by the frontline worker. The Manager will therefore authorise and progress the MASH to referral. A strategy discussion document must also be completed. The Referral and S47 outcome (when appropriate) will be assigned to the MASH manager Elizabeth Taiwo and again an email will be sent to childreferral@warrington.gov.uk alerting them to the documents. The MASH manager will assign the referral to the CIN team on duty that day.

10. Monitoring

The OOH protocol including emergency welfare check processes will be reviewed as and when it is deemed necessary by all agencies involved.

All issues and proposed changes to the policy and/or process will be reported to the relevant Head/s of Service and other managers, as appropriate, within the Families and Wellbeing Directorate.

LAST UPDATED: 18 March 2021

Appendices 1

Out of Hours Welfare check visit request form

Child's name:	Mosaic ID number:
Date of birth:	Legal status:
If there is an Interim Care Order/Care Order please confirm where this is stored on the child's record:	
Address:	
Parents names and telephone numbers:	
Name, address & telephone number of any family that could support the family/care for the child:	
Name of social worker:	Social work team:
Name of the Team Manager:	Name of Service Manager given permission:
Details of any plans and the categories:	
Date of request:	Time of request:

Details of any siblings in the household:

Name	Date of Birth	Age	Mosaic ID number

Other household members not named:

Name	Relationship to the children	Do they pose a risk to the children

Name	Relationship to the children	Do they pose a risk to the children

Any persons who should not have contact with the children

Name	Relationship to the children	What are the risks to the children	Action to take if person is found in contact with children

Brief family background:

Case summary MUST be attached here.

Reason for the request to visit: (Trigger)

**Specific areas to check on the visit:
(Please note if you are asking for OOH to see if a specific person is at the address please make sure you provide a description)**

When would you like the visit to take place and why: (not guaranteed)

	Yes	No
Are the family aware checks will be carried out?		
Can the social worker visit alone? (if No please explain why)		

What are the contingency plans?

If a placement is required for the children what arrangements have been made: (e.g. family/friends, fostering, residential)? Please provide details of any placement.

If the provision is external who provided financial authorisation?

Address and contact details for the proposed placement (if there are more than one child, please clearly state the plans for each)

Appendices 2

D.A. Languages Ltd

Step 1 – Call **0330 088 2443** direct from your phone.

Step 2 – Enter your ‘Department’s PIN’, followed by the # key; you can then enter the PIN of the language you require (see alphabetised list below). Press 1 for an interpreter, or 4 to speak to a specific interpreter (see next step).

Step 3 – Once connected, the interpreter will state their first name and ID number. Take note of their ID if you wish to connect to the same interpreter for future calls.

Step 4 - To connect any third parties, dial **9** and then the phone number that you wish to connect.

LANGUAGE	PIN	LANGUAGE	PIN	LANGUAGE	PIN
Afghan Pashtu	216	Ibibio	131	Polish	075
Afrikaans	211	Indebele	049	Portuguese	077
Albanian	065	Indonesian	129	Poular	091
Amharic	004	Italian	008	Punjabi	033
Arabic	013	Japanese	122	Romanian	029
Arabic - Iraqi	214	Kannada	203	Russian	074
Arabic – Sudanese	215	Khassonke	099	Sanskrit	092
Armenian	035	Kibajuni	086	Senoufo	109
Azeri	006	Kibembe	204	Seraiki	128
Bambara	087	Kikongo	096	Serbian	108
Belarusian	037	Kinyarwanda	058	Serbo-Croat	81
Bengali	076	Kirundi	054	Sesotho	206
Bosnian	100	Kituba	127	Shona	207
Bulgarian	040	Korean	071	Sinhalese	016
Catalan	213	Kosovan	210	Slovak	018
Chinese - Cantonese	061	Kiro	011	Somali	063
Chinese - Mandarin	046	Kurdish Badini	021	Spanish	038
Croatian	106	Kurdish Kurmanji	059	Swahili	041
Cypriot Turkish	209	Kurdish Sorani	025	Swahili - Congolese	201
Czech	024	Lari	088	Swedish	042
Dari	043	Latvian	079	Sylheti	111
Dholou	117	Lingala	026	Tagalog	212
Dioula	007	Lithuanian	020	Taiwanese	102
Dutch	104	Luganda	010	Tamil	051
Efik	130	Macedonian	031	Telugu	125
Ewe	064	Malay	205	Thai	120
Farsi	012	Malayalam	123	Tigre	036
Filipino	202	Malinke	053	Tigrinya	022
Flemish	103	Mandinka	053	Tswana	208
French	048	Mashi	056	Turkish	066
Fula	062	Mina	069	Ukrainian	060
Fulani	083	Mirupuri	101	Urdu	014
Georgian	080	Moldovan	073	Vietnamese	034
German	002	Munikutuba	089	Wolof	057
Greek	027	Nepalese	030	Xhosa	094
Gujarati	084	Oromo	090	Yoruba	132
Hausa	121	Pahari	052	Zulu	028
Hindi	032	Pashto	015		
Hungarian	019	Patwa	107		