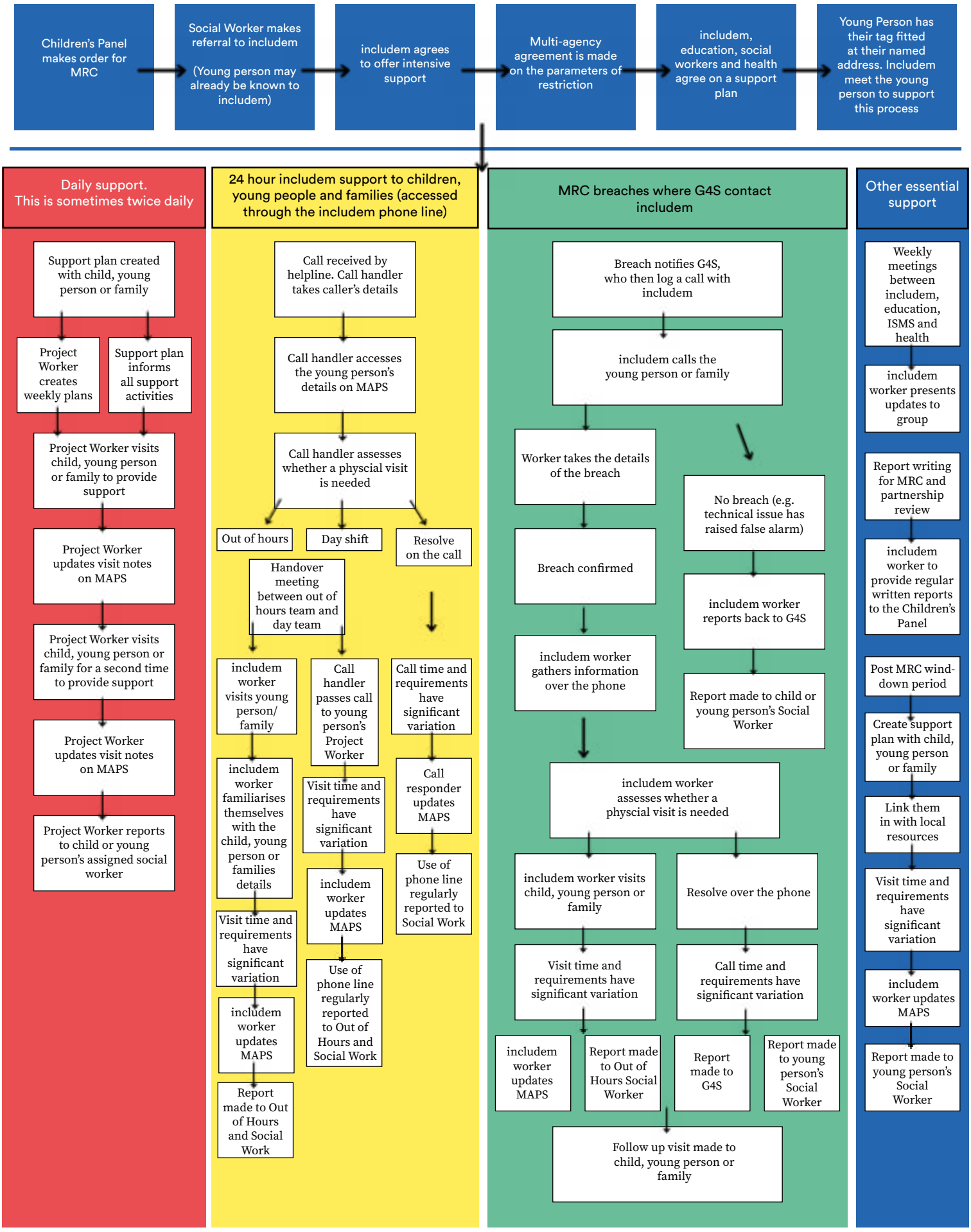
Children's Panel makes order for MRC
Social Worker makes referral to includem
(Young person may already be known to includem)
includem agrees to offer intensive support
Multi-agency agreement is made on the parameters of restriction
includem, education, social workers and health agree on a support plan
Young Person has their tag fitted at their named address. Includem meet the young person to support this process
Daily support. This is sometimes twice daily
Support plan created with child, young person or family
Project Worker creates weekly plans
Support plan informs all support activities
Project Worker visits child, young person or family to provide support
Project Worker updates visit notes on MAPS
Project Worker visits child, young person or family for a second time to provide support
Project Worker updates visit notes on MAPS
Project Worker reports to child or young person's assigned social worker
24 hour includem support to children, young people and families (accessed through the includem phone line)
Call received by helpline. Call handler takes caller's details
Call handler accesses the young person's details on MAPS
Call handler assesses whether a physcial visit is needed
Out of hours
Day shift
Resolve on the call
Handover meeting between out of hours team and day team
includem worker visits young person/ family
Call handler passes call to young person's Project Worker
Call time and requirements have significant variation
includem worker familiarises themselves with the child, young person or families details
Visit time and requirements have significant variation
Call responder updates MAPS
Visit time and requirements have significant variation
includem worker updates MAPS
Use of phone line regularly reported to Social Work
includem worker updates MAPS
Use of phone line regularly reported to Out of Hours and Social Work
Report made to Out of Hours and Social Work
MRC breaches where G4S contact includem
Breach notifies G4S, who then log a call with includem
includem calls the young person or family
Worker takes the details of the breach
Breach confirmed
includem worker gathers information over the phone
No breach (e.g. technical issue has raised false alarm)
includem worker reports back to G4S
Report made to child or young person's Social Worker
includem worker assesses whether a physcial visit is needed
includem worker visits child, young person or family
Resolve over the phone
Visit time and requirements have significant variation
Call time and requirements have significant variation
includem worker updates MAPS
Report made to Out of Hours Social Worker
Report made to G4S
Report made to young person's Social Worker
Follow up visit made to child, young person or family
Other essential support
Weekly meetings between includem, education, ISMS and health
includem worker presents updates to group
Report writing for MRC and partnership review
includem worker to provide regular written reports to the Children's Panel
Post MRC wind-down period
Create support plan with child, young person or family
Link them in with local resources
Visit time and requirements have significant variation
includem worker updates MAPS
Report made to young person's Social Worker