


<b>Services covered by this policy:</b>	Pre-school Children's Service      The Hamlet at Home
<b>Post holder(s) responsible for this policy:</b>	Children's Service Senior Manager Preschool Manager Short Breaks Manager
<b>Date approved:</b>	02/01/2025
<b>Approved by:</b>	Jayne Buckingham
<b>Signed:</b>	
<b>To be reviewed:</b>	2 yearly

## A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

The Hamlet specializes in supporting children and young people with Special Educational Needs and/or Disabilities. Due to the complexity of their needs, some of our Hamlet Users will be entitled to have The Keyworker Service involvement.

## B. Purpose of this policy and why we have it

Young people under the age of 18 are entitled to a assigned Keyworker through The Keyworker Service [Key Worker Service | NCH&C](#). The Hamlet staff are frequently asked to attend meetings by The Keyworker Service or take on the role of Keyworker for a family. This is separate to their keyworker roles for the Hamlet User's attending the service they work for and involves taking on the keyworker role across all the services the young person uses and being a single point of contact for professionals and the family.

This policy aims to provide staff and professionals with guidelines on becoming a keyworker for a family, when it is appropriate and in what circumstances the role should be passed onto another professional working with the family.

## C. Scope of this policy

- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

## D. Policy

Families or professionals may approach staff to support them under The Keyworking Service. Staff are unable to accept this role without prior discussion with their line manager and should follow the correct procedures.

This role is separate to the role of keyworker within the service they work for and makes them the contact for all professionals involved with the Hamlet User and the family. Staff should not take this role on unless they are able to manage this within their current workload.

If agreed, staff will need to sign an agreement that sets out the terms of their support of the family. Staff should ensure a copy is stored on the Hamlet User's Access Care Planning.

Staff should not take on the keyworker role for more than 2 families at any one time.

All face-to-face meetings arranged should ideally take place at The Hamlet and must be within the staff members normal working hours.

All contact and meeting minutes should be stored on the Hamlet User's Access Care Planning.

Staff will need to ensure they plan a transition to another keyworker through the keyworker service when a Hamlet User no longer attends The Hamlet. This should be done by the end of the half term after they leave The Hamlet to ensure continued support for the family.

Staff should seek advice from their line manager if they have any concerns whilst acting as keyworker for a family and can contact the Keyworking Service for advice also.

## E. Procedures and monitoring

**If you are approached by a family or professional to take on the keyworker role for a family, you must:**

- Notify your line manager
- Attend a meeting with your line manager to discuss the role and how it would fit with your current workload.

**If it is agreed with your line manager that it is manageable within your workload, you must:**

- Notify the family or professional that you are able to take on the role as Keyworker
- Sign a Keyworker agreement provided by the Keyworking Service alongside the family and a keyworker service coordinator.
- Store a copy of the keyworker agreement on the Hamlet User's Access Care Planning for future reference.

**If a Hamlet User is transitioning out of the service:**

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- Staff should notify the family and Keyworking service at the start of the agreement their involvement will end within the ½ term after the Hamlet User has left the service and reminder sent at the beginning of their last term at The Hamlet that they will need to choose or assign another keyworker.
- Staff should provide a handover of any relevant information to the new keyworker (with the families permission) to support a smooth transition
- Staff can support the transition until the end of the half term after the Hamlet User has moved to another service.
- Staff should then step down to allow them to support other families attending The Hamlet.

#### **F. Regulations (Health and Social Care Act) and other legal references**

**This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.**

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