# Procedures Flow-Chart

Other /

Need still not resolved

Benefits or Employment

**Safeguarding Concern:**

See Safeguarding Policy

**Complaint about support received:**  
See Complaints Policy

DSL to convene Safeguarding sub-team for advice and guidance.

Project Manager and Family Welfare Team to arrange appropriate support at their discretion.

If matter unresolved, escalate to Lead Sponsor.

If need extra advice, contact Home Office Contact Officer and / or VPRS Lead at Waltham Forest Council.

Contact Benefits & Employment Lead, who will convene relevant advisors.

*E.g. Family have been given the wrong benefits payment – convene sub-team’s Benefits Advisors who will advocate on their behalf.*

**If already in approved budget:**

Contact Finance Lead, who will release funds, to be directed via Support Worker.

**If not in approved budget:**

Convene meeting with Support Worker, Finance Lead and Project Manager to decide whether to meet need.

Contact ESOL & Education Lead.

They will work with Sub-Team to arrange relevant support.

*E.g. Child is falling behind at school because their English language is poor.*

*The Sub-Team will arrange extra English tuition for the child.*

Contact Accommodation Lead.

They will resolve problem by coordinating with Landlord and/or Handymen.

Appointments to visit house will be coordinated via Support Worker. Arabic member of Family Welfare Team will be present where necessary.

Identify who in the Family Support Team is available to visit family / address need (this could be the Support Worker themselves).

Family Support Team will meet regularly to monitor progress, develop support plans and to ensure the support provided is consistent / nothing is neglected. They will agree all visits / appointments with family in advance.

The team will provide log each time they visit family, which will be monitored by Support Worker. (Family will have access to this log if they wish to see it).

Support Worker to convene Health Advisors for advice / advocacy where necessary

Family have a support need

Family informs Support Worker (Deputy Support Worker in their absence) via: telephone; Email; In person; or Whatsapp].

Support Worker will…

Social integration

(e.g. befriending, transport, leisure, societies, trips, etc.)

Health

Education or ESOL

Accommodation (e.g. plumbing problem)

Request for additional funds or resources to be bought

A Safeguarding Concern or Complaint

Inform Project Manager, who will monitor progress until resolved – AND - if the issue is about -