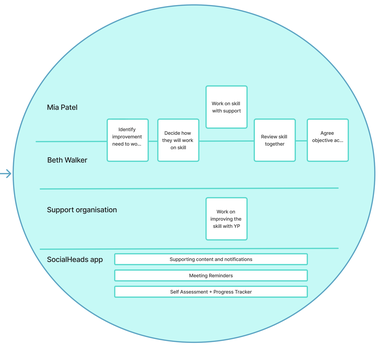
OFFBOARDING FROM THE CARE SYSTEM



Phase

Mia Patel

Beth Walker

Advocates/Partners

Social Heads

Social Heads App backend

Assumptions / Areas requiring further research

LOOKING FOR INFORMATION

- Begins thinking about leaving care
- Explores app content about the leaving care journey
- Discovers advocacy matching and additional support organisations through the app
- SW schedules regular meetings with YP to stay on top of their care plan, build a rapport and prepare ahead of careleaving
- SW refers YP to advocate* / accepts YP's auto-referral
- In the year ahead of YP's 16th birthday, App schedules notifications to encourage YP to start thinking about the future, with messages like - "You're approaching the time when you might start planning for life after care. If you want support thinking things through, we're here for you."
- Information about off-boarding processes, key meetings, milestones and rights.
  - What does leaving care involve? Journey visual with user friendly content
  - Who else can help? Info about advocates/ external partners
  - POV Case Study Video, from a successful care leaver address to YP about what care means and who is involved they should be.
- Integration with LiquidLogic/any other case management system used by SWs to capture YP profile, care plan outline and SW's day-to-day case load
- Use of Social Heads App is mandated by SW, who actively onboards YP onto SH app well ahead of 16th birthday, helps them set up a profile and understand what it will be used for and how to use it
- Advocates/ Advocacy groups like Become and Barnardo's are also onboarded on to the app

TURNING 16

- Receives invitation for initial leaving care discussion
- Accepts / chooses meeting time
- Receives a reminder about upcoming meeting + tips on how to prepare (check-list)
- Social Worker instigates the leaving care discussion
- Receives meeting reminder with preparation checklist
- Preparation for independence, Pathway planning checklist, rewards for attending meetings.
- How to communicate better? Mood Tracker & Journal
- SW meeting invitation goes to YP calendar
- YP gets notified of further content available?
- Reminder sent x time before meeting
- Content management system [CMS] for off boarding relevant content, database [DB] for partner organisations (advocacy offering orgs + charities)
- A conversation about offboarding is initiated by SW when YP turns 16, unless the YP initiates it sooner
- More research required on how YP are incentivised/ rewarded to attend meetings regularly and what happens if the YP shows up but the SW misses the meeting.

INITIAL DISCUSSION

- Initial leaving-care discussion with social worker (and advocate if engaged)
- Marks the initial meeting as complete
- Triggers YP access to pre-meeting materials (mind ma...
- Event-based triggers + Notification service + Task / workflow engine
- More research required on the standardised documents/allowances/ other options available

PREPARING FOR CARE LEAVING MEETING

- Receives suggestion to complete a preparation exercise (mind-map or checklist)
- Completes or updates their mind-map in the app
- YP can access additional services that app signposts to
- Young Person Accesses Bespoke Advocacy Support (either self-referred or through SW)*
- Advocacy Services Support YPs referred through the app.
- EXAMPLE 1
  - 1. Advocate learns about YP feeling overwhelmed with the idea of living all by herself and sets up a call/meeting.
  - 2. Advocate gets a profile of the YP's based on the info they have shared on the app + an overview of their care plan from SW/other authority
  - 3. Through a call Advocacy Org gains more info about what they need help with
  - 4. Advocate is assigned, meets YP face-to-face
  - 5. After getting consent from YP, the advocate reaches out to the SW to join their next meeting, so that they can discuss YP's concerns, and possibly look into semi-independent living
- Independent and third party organisations and charities that can be contacted for help with specific components of the development plan (e.g: BECOME for bespoke education, employment support)
- Resource library covering: Building a home, being healthy, education, starting a career, managing money and relationships.
- Consent/Sign Off Capture for both YP & SW
- Analytics
- More research required on the checks and criteria in place before assigning an advocate to a YP.

CREATING THE PATHWAY PLAN

- Meeting in person to talk through a set of objectives/areas within Pathway Plan
- Meeting in person to talk through a set of objectives/ areas within Pathway Plan.
- Meeting in person to talk through a set of objectives/ areas within Pathway Plan

CARE-LEAVING READINESS REVIEWS

- Focused work on strengths and difficulties - repeats until skills approved to reasonable standard
- Performance Review

GREENLIGHTING THE PLAN

- YP Signs off on the plan
- YP receives a simplified digital version of the PP, organised by thematic area
- SW Signs off on the plan
- Interactive Infographic Dashboard synthesises the goals set in Pathway Plan, enabling YP to view the plan, visualised in colourful blocks by thematic area

EXECUTION OF THE PATHWAY PLAN

- YP holds responsibility for meeting own goals and uses app to track progress across Pathway Plan areas (housing, career, etc)
- YP has full visibility over key dates (reviews, meetings, application deadlines, disbursement dates), and is not...
- YP receives app recommendations and can search through different actors, services and resources that can support in achieving each objective
- YP is able to flag issues and challenges through the App, and can put forward requests to review Pathway Plan to ensure...
- As a careleaver, YP continues to access support through SH to monitor own progress and access bespoke support, which complements the role of the personal adviser
- EXAMPLE
  - 1. YP has set 'going to university' as a goal in their Pathway Plan
  - 2. On SH, YP can view key dates (e.g. funding application deadline, UCAS Application deadline) related to this goal, as well as tips and a pool of organisations that can help achieve this goal
  - 3. Concerned about how to frame their care story in a UCAS application, YP searches for resources to help with application process and also with navigating funding and connects with BECOME
  - 4. With the help received, YP confidently navigates the process and successfully gets into university. They track their own progress on the app and finally mark this goal as 'achieved'.
- SW Supports the execution up to the point the YP leaves care. Through SH gets notified of key meetings, review points, and can see how the YP is progressing against their goals. SW remains responsive to changes in YP's circumstances
- At the point of offboarding from care, SW hands case over to personal adviser, who can view and monitor pathway plan through SH
- EXAMPLE 2
  - 1. Partner organisation BECOME support YP with navigating leaving care, especially accessing education and employment opportunities.
  - 2. BECOME's material is on SH and can be perused by YP who have 'education', 'employment' goals in the pathway plan
  - 3. BECOME is available to provide support for self-referred YP who require bespoke help
- Key reminders sent to both YP/SW around planned allowances (e.g. Universal Credit before age18), review meetings, UCAS deadline, employment inte...
- App pushes suggestions for resources and partners that can support with each 'block' of YP's Pathway Plan; where these are partner organisations, App al...
- YP gets notified of further content available; Pathway Plan triggers specific organisations being suggested to YP to support with each block/goal
- Signposting to emergency services for YP + ability to escalate issues with advocate.

  Both available until age 25.
- Upon being onboarded on app, organisations like Become and Barnardo's share pre-produced materials like step by step guides and videos for SH to host

SHAPE KEY

- The speech bubble shapes include interactions on the app, such as notification/ workflow/calendar/setting or accepting tasks
- Diamonds in process charts typically mean 'decision' and meetings in this process do indicate decisions as well.
- The rectangle is for all other actions/content.

COLOUR KEY

- Yellow represents Young-person-led Case Management
- Pink represents Trackers/Reminders
- Teal represents Advocacy & Third Party Support