Targeted Early Help

Business Processes and Procedures

Version 4.8

Date 12/01/2021

Document Control

Organisation	Sandwell Childrens Trust
Title	TEH – Business Processes and Procedures
Author	Rachel Stringer / Stephen Tedcastle
Owner	ISM Team
Subject	TEH Back Office Business Processes
Protective Marking	Not Protectively Marked
Review date	December 2021

Document History

Issue	Date	Author	Change History
1_0	26/06/2014	Stephen Tedcastle / Rachel Stringer	First Draft
2_0		Stephen Tedcastle	Second Draft
3_0	29/06/2014	Rachel Stringer	Third Draft
3_1	29/06/2014	Stephen Tedcastle	Revisions
3_2	30/06/2014	Stephen Tedcastle / Rachel Stringer	Revisions
3_3	01/07/2014	Rachel Stringer	Revisions
3_4	04/07/2014	Rachel Stringer	Revision to Transfer to ICS process
3_5	17/07/2014	Stephen Tedcastle / Rachel Stringer	Revisions
3_6	20/07/2014	Rachel Stringer	Revisions
3_7	21/07/2014	Rachel stringer / Stephen Tedcastle	Revisions
4_0	24/11/2014	Tom Common	Final Amendments
4_1	28/08/2015	Rachel Stringer	Review and update
4_2	01/09/2015	Rachel Stringer	Review and update
4_3	20/03/2017	Rachel stringer / Maria Amos	Review and update
4_4	31/10/2017	Rachel stringer / Stephen Tedcastle / Tanya Sandhu	Review and Update
4_5	13/02/2018	Rachel stringer / Stephen Tedcastle / Tanya Sandhu	Review and update
4_6	28/11/2018	Rachel Stringer / Isabella Divincenzo / Kate Griffiths	Review and update
4_7	13/12/2018	Rachel Stringer / Isabella Divincenzo / Kate Griffiths	Review and update
4_8	12/01/2021	Isabella Divincenzo / Kate Griffiths	Review and update

Document Approvals

No.	Name	Date	Issue
1	Stephen Tedcastle	01/09/2015	4_2
2	Tom Common	01/09/2015	4_2
3	Stephen Tedcastle	November 2017	
4	Elaine Newcombe	November 2017	
5	Kate Griffiths	November 2018	
6	Kate Griffiths	January 2019	

[IL0: UNCLASSIFIED]

Contents – Targeted Early Help

Purpose of Document

The purpose of this document is to give an overview of back office Targeted Early Help procedures using the Early Help Module (EHM, previously eCAF). It highlights the steps to take when receiving an Early Assessment or request from the Early Help Front Door. All incoming referrals and requests for support are received in to the Early Help Front Door. Triage activity is then undertaken and a decision is made on what should be allocated to each Targeted EH team. The Targeted EH Manager / Senior Targeted Family Support Worker will filter out requests which can be supported at the following levels:

- **Universal** - Single Agency Response
- **Universal Plus** – Cases that can be managed by Approved Lead Professionals. Note some Universal Plus cases may be allocated to the Targeted EH team where there is no approved Lead Professional. In these cases administrative support will be given and the appropriate worker from the allocated Targeted EH Team area will offer advice and guidance.
- **Level 3** – Targeted EH service Support
- **Level 4** – If a request or Early Help Assessment meets the Level 4 threshold the relevant agency will be asked to complete MARF.

The majority of cases that will be allocated to Targeted EH Service will meet the Targeted Services Response Level Three. These will be allocated to the appropriate Targeted EH area where the Targeted EH Manager/ Seniors will decide which Service would best meet the needs of the Child and Family and allocate the case to the appropriate key worker.

This document should provide you with enough information on how to manage a case systematically. If you require further information please contact the ISM Team Helpdesk for advice and guidance.

Please note a separate document outlines the Early Help Desk processes and procedures.

The Information Sharing & Management (ISM) Team

The ISM Team is part of the Children and Families Service (CYPS) of Sandwell Children's Trust and is responsible for deploying and administering the Early Help Module.

As EHM access is not restricted to Sandwell Children's Trust staff, the team's role also extends to non-trust services, such as Sandwell MBC, health trusts, schools and voluntary organisations.

Email – ecaf_queries@sandwell.gov.uk

	4	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Information Commissioner's Office – Guidance on Data Protection and Consent

The first data protection principle requires, among other things, that you must be able to satisfy one or more "conditions for processing" in relation to your processing of personal data. Many (but not all) of these conditions relate to the purpose or purposes for which you intend to use the information.

The conditions for processing take account of the nature of the personal data in question. The conditions that need to be met are more exacting when the information being processed is sensitive personal data, such as information about an individual's health or criminal record.

However, our view is that in determining if you have a legitimate reason for processing personal data, the best approach is to focus on whether what you intend to do is fair. If it is, then you are very likely to identify a condition for processing that fits your purpose.

One of the conditions for processing is that the individual has consented to their personal data being collected and used in the manner and for the purposes in question. You will need to examine the circumstances of each case to decide whether consent has been given. In some cases, this will be obvious, but in others the particular circumstances will need to be examined closely to decide whether they amount to an adequate consent.

Consent is not defined in the Data Protection Act. However, the European Data Protection Directive (to which the Act gives effect) defines an individual's consent as:

"…any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed".

The fact that an individual must "signify" their agreement means that there must be some active communication between the parties. An individual may "signify" agreement other than in writing, but organisations should not infer consent if an individual does not respond to a communication – for example, from a customer's failure to return a form or respond to a leaflet.

Consent must also be appropriate to the age and capacity of the individual and to the particular circumstances of the case. For example, if your organisation intends to continue to hold or use personal data after the relationship with the individual ends, then the consent should cover this. Even when consent has been given, it will not necessarily last forever. Although in most cases consent will last for as long as the processing to which it relates continues, you should recognise that the individual may be able to withdraw consent, depending on the nature of the consent given and the circumstances in which you are collecting or using the information. Withdrawing consent does not affect the validity of anything already done on the understanding that consent had been given.

You should review whether a consent you have been given remains adequate as your organisation's relationship with an individual develops, or as the individual's circumstances change.

Consent obtained under duress or on the basis of misleading information does not adequately satisfy the condition for processing.

The Data Protection Act distinguishes between:

- **the nature of the consent required to satisfy the first condition for processing;**
- **the nature of the consent required to satisfy the condition for processing sensitive personal data, which must be "explicit".**

This suggests that the individual's consent should be absolutely clear. It should cover the specific processing details; the type of information (or even the specific information); the purposes of the processing; and any special aspects that may affect the individual, such as any disclosures that may be made.

As explained above, a particular consent may not be adequate to satisfy the condition for processing (especially if the individual might have had no real choice about giving it), and even a valid consent may be withdrawn in some circumstances. For these reasons, an organisation should not rely exclusively on consent to legitimise its processing. In our view, it is better to concentrate on making sure that you treat individuals fairly rather than on obtaining consent in isolation. Consent is the first in the list of conditions for processing set out in the Act, but each condition provides an equally valid basis for processing personal data.

Information Sharing is covered in Integrated Working Training (Safeguarding Level 2)- www.bookwhen.com/sandwellearlyhelptraining

Sandwell Safeguarding Board - http://www.sandwellscb.org.uk/

Please consult your line manager if you have any queries regarding consent.

	6	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Timescales

The table below highlights the timescales that apply to all cases that come into the Early Help Desk and allocated to the Targeted Early Help area and Services

Service	Task	Timescales	Review meetings
EH Desk – Front Door	Receipt of referral to allocation	24 hours	N/A
Targeted EH Management	Decision and allocation	24 hours	N/A
Targeted + Universal	Allocation and hold initial Team Around the Family (TAF)	30 working days	12 weekly
Targeted EH – Services Coordination	Covid 19 Pre Visit Risk Assessment From Allocation	From Allocation	Every face to face Visit
Targeted EH – Services Coordination	Initial Home Visit	10 working days from allocation	Weekly initially may move to fortnightly depending of need and risk
Targeted EH – Services Coordination	Early Help Assessment	From allocation and within 30 days	If a case is reviewed after 6 months
Targeted EH – Services Coordination	Outcome Star / My Star	Within 30 working days from allocation	12 weekly and closure
Targeted EH – Services Coordination	Child Wishes and feelings	From Allocation to closure	As appropriate and regularly throughout the intervention
Targeted EH – Services Coordination	Case Summary/ Chronology/ Genogram	From Allocation, and any significant changes to update	12 Weekly
Targeted EH – Services Coordination	Troubled Family Criteria Form	Initial from Allocation	After each TAF and Closure
Targeted + Universal	Progress to meeting	30 working days from allocation	12 weekly or as appropriate

[IL0: UNCLASSIFIED]

They operate from point of receipt to first intervention and subsequent reviews. It is essential that these timescales are adhered to so it meets Early Help's commitment to Children, Young People and Families in providing the right services in a timely fashion.

"Delivering services at the right time and in the right way to help families help themselves to meet the needs of their children"

These timescales are reported on in various reports that are presented to senior management and the DfE. If you have queries regarding these please consult your line manager or the ISM team.

Output Routes to Targeted Early Help -V1.8

Case referred into Front Door

Decision within 24 Hours

Level of service required

Universal
Decision: Front Door EH coordinator recommendations added.

Close - Single Agency

Universal Plus
Decision: Targeted EH Manager / Senior Targeted Family Support Worker

Universal plus service / approved LP

No:

Targeted Early Help arrange first TAF

Universal plus chair meeting (initial EHC support if appropriate)

Universal plus types up meeting

Closure or escalate through TEH or MASH ← No — Review meeting

Yes

Notify Early Help to send invites for next meeting

Yes:

Task Assigned to appropriate worktray

Service allocates worker

Worker arranges TAF

Chairs meeting

Types meeting

Review meeting

No

Closure or escalate through Targeted EH Service or MASH

Step Down from Level 4 Services SAAT/CIN Decision Front Door EH coordinator recommendations added.

Please follow relevant 'Step Down' process for Level 4 service
Decision: Targeted EH Manager

TFSW/STFSW arrange review TAF Meeting

TFSW/STFSW chairs review meeting

Business Support Officer type up minutes

Review meeting — No → Close to Universal or escalate

Yes

TFSW/STFSW arrange meeting

TFSW/STFSW chairs 3rd meeting and hands over to Universal Plus

Targeted Services recommendations added by Front EH Coordinator Decision: Targeted EH Manager

Please follow Progress to Initial Home Visit/ Meeting

Follow process Targeted Services-Progress to multi-agency

[IL0: UNCLASSIFIED]

	9	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Output Routes to Targeted Early Help

Output Routes to Targeted Early Help

Responsibility – Early Help Representative within Front Door

The Early Help Desk Senior will review all incoming Early Help Assessments along with the Triage Checklist once they have been inputted by the Early Help Business Support Officer.

They will use both the Assessment and the Triage checklist, which identifies other agencies working with the family to make an informed decision about the route that the episode will follow.

The decision routes are:
- **Universal – Single Agency**
- **Universal+ Coordination**
- **Step Down from Level 4 Services**
- **Allocate to Targeted Early Help**

Universal – Single agency

Responsibility – Early Help Representative within EH Desk Front Door

The Early Help Desk Senior Coordinator has made a decision that the case does not require multi-agency support as the issues recorded relate to only one service. In this situation, the episode completed stage will be chosen and the case closed. The Parents/guardians/young person will be sent a letter informing them of the decision and which agency it is advised that they contact. The referrer will update either by letter or electronically.

EHM Data Entry Checklist

Responsibility – All Staff

The following is a checklist of key data fields that you must keep up to date on EHM. As a result, the work carried out by you and your partners, with children and families will be accurately recorded and reported on. In addition, there is important information about families, such as CIN codes and ethnicity which must be recorded for each child. All data must be up to date **by the last day of each month**.

[IL0: UNCLASSIFIED]

EHM Data Entry Checklist

Data Field	Guidance
Adding key agencies	✓ If you are working with a child, ensure that you are listed on the key agencies tab ✓ If there are other agencies working with a child, add them to the list on the key agencies tab Note: If these are not kept up to date, invites and expected attendance at TAF meetings will not be accurate
Closing key agencies	✓ When <u>you are no longer working with a child</u>, end date your involvement on the key agencies tab ✓ If other agencies are listed and you are aware that <u>they are no longer working with the child</u> then end date them too
Lead Professional (LP)	✓ When checking TAF minutes ensure that the agreed Lead Professional's name has been inputted - the default setting is the Episode Coordinators name which is not always correct ✓ Input the agency for whom the Lead Professional works Note: This will automatically update all siblings listed in the meeting area
CIN Codes	✓ For all new cases allocated to the Targeted EH Targeted Early Help Team and Universal+ it is the <u>Targeted EH Manager's responsibility</u> to add at least one Primary CIN Code and a Secondary CIN Code (if required), which can be found on the Further Details tab.
Ethnicity	✓ If no ethnicity is recorded, clarify at first TAF meeting and update system accordingly. Ordinarily the Chair would be responsible for this however, any worker can update ethnicity.
Locality coding - Children's Centre cluster	✓ If the case is being assigned to a Children's Centre Cluster to manage then you must update their locality on the personal details tab to show their cluster
Case notes and consent	✓ When sending case notes to other active users please ensure that they are on the consent statement or they will not be able to receive the case note. In order for them to have access you must check the consent statement from the case pathway and if their name is not listed then add them to it Note: When creating or updating consent the system will automatically update all siblings listed in the Family Grouping
Address and Phone Number	✓ When updating/changing an address on the system, ensure that you tick the other relevant family members that will also be moving/have moved to that address. Note: The system will show a tick box of which family members to be included in address change.
Complete initial Troubled Families form	✓ If the family meet the criteria for the Troubled Families Agenda they should be flagged as such in personal details. This needs to be case noted using the appropriate drop down option 'Troubled Families Indicator' and the Targeted EH Manager and TF Co-coordinator need to be notified.

Note: For each of the above (unless otherwise stated), **you must carry out the same action for <u>each sibling</u>** in the family. Certain elements are not automated by the systems family working functionality as it is not appropriate. For example, different CIN classification may apply to different family members as each child's needs should be looked at individually.

Should you have any queries please speak to your Targeted EH Manager in the first instance.

	12	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Universal+ Coordination

Progress to Meeting Universal + /Approved LP v1.4

Front Door Early Help Representative select 'progress to meeting' and 'Home Visit' and assign to the Targeted EH group worktray

Targeted EH Manager makes the decision that the case can be managed by Universal+

Targeted EH Manager follows relevant process for allocation to Universal+ dependent on agency

Universal + Service / Approved LP pick up from worktray

Worker selects 'organise next meeting' from decision tab

Set up date, attendees and send out invites by appropriate method

Meeting takes place

Meeting outcomes (minutes/action plan) typed up by relevant worker saved and reassigned to relevant chair of meeting

Update consent to include or remove meeting attendees

Chair of meeting reviews and amends as appropriate, then finalises TAF plan

Assign to manager for Approval/Rejection

Task appears in managers worktray

Review Outcomes / TAF plan

Accepted

Allocated worker 'Completes meeting'

From Active Episode – Decisions tab, Allocated worker selects next step

Review meeting

Yes

No

Next step identified from TAF plan or Manager decision: Process from Decision re: route of progress

rejected

Give reason

Task returns to Coordinator tray

Make necessary amendments and finalise

[IL0: UNCLASSIFIED]

13

Targeted EH Business Processes and Procedures V4_8.1

12/01/2021

Universal+ Coordination

Responsibility – Early Help Representative within EH Desk Front Door & Targeted EH Manager

A decision has been made by the Early Help Desk Senior Coordinator that the case meets the criteria for a multi-agency Team Around the Family Meeting (TAF).

Early Help Desk Business Support process the Early Help Assessment and complete the Triage checklist.

Early Help Desk Senior Coordinator reviews the Early Help Assessment and checklist and selects 'progress to meeting' from the decisions tab within the Assessment they then select the Targeted EH group to be the meeting arranger and assign it to the relevant Team work tray.

The Targeted EH Manager will make the decision that the case is not complex and can therefore be managed by a commissioned service or an approved, trained Lead Professional. The Targeted EH Manager will then reassign the 'progress to meeting' task to the appropriate group tray and add the agency to Key Agencies within the child and siblings' demographics. The Targeted EH Manager will also send a case note to both the agency group, ISM group and Triage Group with a type of Lead Professional Allocation to ensure that the agency are aware and the case transfer can be completed.

An up to date list of all Approved Lead Professionals is available on the shared drive and is updated after each readiness meeting.

Transfer to Children Centre. Mutli-Agency Case – eCAF Process V1.7

Allocation to Children's Centre at point of referral

Decision made by Targeted EH Manager to refer to CC at point of receipt.

Targeted EH Manager adds to consent the appropriate Children's Centre group:

Action for Children (A4C)
Smethwick
Oldbury
West Bromwich
Wednesbury

CC- Murray Hall
Tipton
Rowley Regis

Targeted EH Senior/ Manager to add appropriate Children's Centre to Key Agencies
Targeted EH Manager/ Senior Targeted Family Support worker to complete Initial Troubled Families Form

Targeted EH Manager creates case note to log transfer with type of 'Lead Professional transfer', including siblings and copies in:
ISM Team
Relevant Children's Centre Cluster Group

Click on the meeting box in flowchart, select task details and select reassign task enter any comments in the 'reason for decision' tab

At the bottom of the list select other user and choose appropriate cluster group from all groups in address book and reassign the organise meeting task and active case work task

END

Phase

	15	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Transfer to Schools - eCAF process v1.7

Locality – Allocation to Schools at point of referral

Decision made by Key worker or TAF Members to transfer to School at point of referral

Discussion with Targeted EH Senior/ Manager to approve transfer

Check are all outstanding tasks are up to date? i.e. minutes

No → If minutes - Casenote and liaise with locality Business support to complete minutes.

Other tasks to be completed by Key Worker

Yes

Yes →

Key Worker adds to consent the appropriate members of School Staff

Targeted EH Manager/ Senior Targeted Family Support Worker creates case note to log transfer with type of 'Lead Professional transfer' and include an update of case including siblings and copies in:
Key worker
COG Business Support
ISM Team
Relevant School staff

Key Agencies to be updated by Targeted EH Senior/ Manager to reflect end date of Current Key Worker for child and siblings. Add School member of staff and comment to state LP role and date of transfer

ISM Team

Business Support

Check Episode History. If episode coordinator is internal then carry out case transfer to new worker

Reassign any tasks to new worker

END

END

Phase

	16	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Step Down from Level 4 Services

Step Down from Care Management CIN Plan – 6.4

26/10/2017

Key
- CSC (pink)
- Front Door (yellow)
- TEH (green)

Care Management Social Worker/Team Manager makes decision that case can de-escalate from Panel and liaises with Targeted EH Manager
(CIN Panel, all cases close/step down are discussed at panel)

SW adds a case note on LCS using case note Type 'CIN Step-down' to 'Early Help SPOC' Tray with date of meeting.
Minimum 10 working days notice – DO NOT CLOSE OR TRANSFER ON LCS

Within 24 hours of receipt of case note
Front Door BSO creates child on eCAF if they are not on the system. Sends general note using type 'CIN Meeting' to both Appropriate Targeted EH Group Tray and Triage group advising of receipt of invite and restrict to eCAF Group

Early Help Front Door Snr Coordinator logs on EH MASH DB with
source of: LCS Stepdown – Step Down Decision
Outcome of: Awaiting Step Down Decision
Add action notes as appropriate

Targeted Early help Manager to allocate a Key worker to attend CIN Meeting (this should be a Targeted EH Manager, Senior TFSW) and records in general note using type 'CIN Meeting Allocation' and restrict to 'eCAF Group'

CIN Meeting takes place

Agreed to remain At Social Care level → Case remains with Care Management

Step Down Agreed →

TFSW Attendee records outcome of meeting via general note using type of 'CIN Meeting - Rejected' and sends to Targeted EH Manager and Triage Group and attaches relevant documentation and restricts access to eCAF Group. TFSW Attendee adds case note on LCS using type 'case update' to reflect outcome of meeting and reason and copies to SW &TM

Early Help Front Door Snr update EH MASH DB outcome to Step Down Rejected.

END

TFSW Attendee records outcome via general note using type 'CIN Meeting - Accepted' and copies in Targeted EH group Tray and Triage Group and restricts to 'eCAF Group' and attaches relevant documentation and restricts access to eCAF Group
Early Help Front Door Snr Coordinator updates EH MASH DB outcome to Step Down Accepted– Awaiting handover

Within 5 days of CIN Meeting

SW updates CIN meeting minutes & appropriate documents on LCS and completes plan with an outcome of Referral to EHM and sends to CM TM for authorisation.
CM TM adds Management Decision case note and authorises Transfer to Early Help & selects info to step down (Use Step Down Checklist, items to include – most recent plan, CSE Screening Tool and Management Decision case note)

CM TM closes case on LCS as appropriate

Workflow not received after 5 working days.

Early Help Front Door Snr updates EH MASH DB outcome to 'Step Down Accepted – not Workflowed'.
Case note added on LCS using type 'case update' with SW and TM notified to request

Received →

Exception:
- Query
- Transfer not received; identified via reporting

Within 24 working hours of receipt
Front Door BSO Completes transfer and starts episode with date of CIN meeting – reason = 'Step Down from Care Management - CIN'
- Complete Consent
- Complete EHA – in assessment complete Please identify the child and/or family's needs' put 'Please see attached CIN Plan and minutes'
- Populate and Finalise EHA
- Send letter to parent
- Triage check
- attach plan and minutes to documents restrict to eCAF group
- view received documents and restrict to eCAF group
- update case statuses with relevant sending team
If Workflowed change outcome Front Door BSO update EH MASH DB outcome to Step Down Accepted

Follow dispute resolution process

Reassign decision to 'Triage' Group for allocation
If existing case to EH:
- Early Help Front Door Snr to add a case note to Lead Professional and Targeted EH Manager advising of receipt of step down using type 'Level 4 case note'
-Update vulnerability level as appropriate

Early Help Front Door Snr chooses progress to meeting, reassigns to appropriate Targeted EH BSO tray .
Targeted EH BSO to create meeting from date of RCPC/CIN meeting and utilise minutes from SW as First TAF. Finalise and send to Targeted EH Manager for approval.
Key agencies should be updated with the Targeted Services Key Worker details

Targeted EH Manager/Senior TFSW follow progress to meeting process for future meetings
Targeted EH Manager/Senior TFSW to add case note to ISM Team using type 'Targeted EH Worker Allocation' to advise of allocated worker

END

	17	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Step Down from Single Assessment v8.5

26/10/2017

Key
- CSC (pink)
- Front Door (yellow)
- TEH (green)

Social Worker agrees with Team Manager that case can de-escalate to Early Help at end of Single Assessment

SAAT Team Manager/ SW contacts the relevant Targeted EH manager/Senior TFSW to discuss case & details of home visit. (check postcode for relevant Targeted EH Team)

Invitation
SAAT Team Manager/ SW adds a case note on LCS using case note type 'SA Step down' and sends to relevant Early Help Front Door Group tray with full details and date of next home visit to invite the TFSW worker **with 10 working days notice**.
Draft Single Assessment and plan should be available to take to the home visit
DO NOT CLOSE OR TRANSFER ON LCS

Within 24 hours of receipt of case note
Front Door BSO creates child on eCAF if they are not on the system. Sends general note using type 'Single Assessment Visit' to both Appropriate Targeted EH Team Tray and Triage group advising of receipt of invite and restrict to eCAF Group

Early Help Front Door Snr Coordinator logs on EH MASH DB with source of: LCS Stepdown – Step Down Decision
Outcome of: Awaiting Step Down Decision
Add action notes as appropriate

Targeted EH Manager adds general note on eCAF using type 'Single Assessment Visit Allocation' to confirm key worker attendance (this should be Targeted EH manager, Senior TFSW), restrict to 'eCAF group'

Decision: - Joint home visit takes place and consent gained?
- No consent – and/or Agreed to remain at Social Care level → Case remains with SAAT
- Threshold not agreed → Follow dispute resolution process
- Yes and Step Down Agreed ↓

TFSW Attendee records outcome of visit via general note using type 'Single Assessment Visit - Targeted Family Service Rejected' and sends to Targeted Service Group Tray and triage Group and attaches any relevant documentation and restricts to eCAF group.

TFSW Attendee to add case note on LCS using type 'Single Assessment Visit - Targeted Service Rejected' to record outcome

END

TFSW Attendee records outcome of visit via general note using type 'Single Assessment Visit - Targeted EH Accepted' and sends to Targeted EH grop Tray and Triage Group and attaches any relevant documentation and restricts to eCAF group.

TFSW Attendee to add case note on LCS using type 'Single Assessment Visit - Targeted EH Service Accepted' to record outcome

Early Help Front Door Senior updates EH MASH DB outcome to Step Down Accepted – Awaiting Handover

Within 5 days of home visit
SAAT SW completes Single Assessment with an outcome of Referral to EHM and sends to SAAT TM for authorisation.
SAAT TM adds Management Decision case note and authorises Transfer to Early Help & selects info to step down (Use Step Down Checklist, items to include – Single Assessment, CSE Screening Tool and Management Decision case note)
SAAT TM closes case on LCS as appropriate

Workflow not received after 5 working days.
Early Help Front Door Snr updates EH MASH DB outcome to 'Step Down Accepted – not Workflowed'.
Case note added on LCS using type 'case update' with SW and TM notified to chase

Exception:
- Query
- Transfer Not received; identified from reporting

Follow dispute resolution process

Within 24 working hours of receipt
Front Door BSO completes transfer and:
If existing case to EH: follow process 'existing open case step down'

Otherwise:
starts episode with date of transfer receipt – reason = 'Step Down from SAAT Team x – Single Assessment'
- Enter new Case Status
- Complete Consent
- Complete EHA – in assessment complete Please identify the child and/or family's needs' put 'Please see attached Single Assessment'
- Populate and Finalise EHA
- Send letter to parent
- Triage check
- view received documents and restrict to eCAF group
- Move LCS Step down case notes into episode

Front Door BSO update EH MASH DB outcome to Step Down Accepted

Reassign decision to 'Triage' Group for allocation

Follow progress to meeting process for future meetings

END

	18	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Step Down from Level 4 Services

Responsibility – Early Help Representative within EH Desk & Targeted Service

There are a number of points in the Children's Social Care process when a child/young person and their family may be 'stepped down' to Targeted Early Help:

- At any point in a Child in Need (CIN) Plan when it is agreed that Children's Social Care no longer have a role
- After a Single Assessment has been carried out by Safeguarding and Assessment and Children's Social Care intervention is not required

If a social worker requires assistance during the Step Down process they may contact the Early Help Front Door representative for support and consult the Early Help Desk Senior Coordinator.

Step Down from Care Management CIN Plan

In order to 'step down' a case to Targeted Services where the child is subject to CIN the allocated Social Worker should send a case note on LCS using case note type CIN stepdown to MASH Managers tray with the date of the next CIN meeting (minimum of 10 days notice)

Upon receipt of the email the Early Help Business Support Officer creates the child on EHM if their record does not already exist and sends a general note using type 'CIN Meeting' to the appropriate Targeted EH work tray and the Triage Group. Early Help Desk Senior Coordinator records this on the Early Help database to show outcome of 'Awaiting Step Down Decision'.

The Targeted EH Manager will review the details of the meeting and allocate a Key Worker to attend the meeting. This should be recorded in general notes with the type 'Targeted Early Helps Key Worker Allocation' and the worker notified. The Targeted EH manager will also record in Key Agencies the name of the allocated worker with appropriate start date.
At the meeting, the Targeted Early Help representative should ensure they take accurate minutes and that consent is explained and sought. The Targeted Early Help Representative and the members of the meeting will decide whether it is appropriate for the case to be transferred to Targeted Early Help.

CIN Meeting – Rejected

If it is agreed that the case remains with a Care Management then the Targeted Early Help Representative should record this decision on general notes with type 'CIN Meeting – Rejected' and send to both the Targeted EH Manager and Triage Group. She / He should also provide a copy of their minutes to the Targeted EH Business Support Officer to type up and attach in documents and restrict to 'eCAF Group'. The Early Help Desk Senior Coordinator will update the Early Help database appropriately to reflect outcome of 'Step Down Rejected'.

CIN Meeting – Accepted

If it is agreed that the case may be transferred to Early Help or Targeted Services the Targeted Services Representative should record the outcome of the meeting in general notes with the type 'CIN Meeting – Accepted' and send to both the Targeted EH Manager and the Triage group. The Early Help Desk Senior Coordinator updates the Early Help database appropriately to reflect that the case has been accepted 'Step Down Accepted - awaiting handover'.

The Care Management Team will, within five working days, update LCS with the new plan and minutes with an outcome of transfer to EHM. The Social Worker sends this to the Team Manager for authorisation. The Team Manager adds the Management decision case note and authorises the transfer and selects the information to step down. This should include most recent plan, CSE Screening Tool, Management Decision case note and consent.

The Early Help BSO will complete the transfer on EHM. The Early Help Desk Senior Coordinator will update the Early Help database outcome to 'Step Down Accepted'.

If after 5 working days the workflow on LCS has not been received the Early Help Senior Coordinator should choose 'Step Down Accepted – not workflowed' should be chosen. This report will be run from the Early Help database on a daily basis to ensure that no child/family wait longer than five working days for Targeted Early Help intervention.

After the five working day waiting period the Early Help Desk Business Support Officer will then begin the Early Help Episode for the child/family on EHM with the start reason of 'Step Down from Care Management – CIN' and a start date of the CIN Meeting; input the consent and within the Early Help Assessment question 'Please identify the child and/or family's needs' will input 'please see attached CIN Plan and Minutes' or if no workflow has been received 'CIN meeting - Accepted not received via workflow'. The Early Help Desk Business Support Officer will populate and finalise the Early Help Assessment and carry out the Triage Checklist. She / He will send a letter to the parent/guardian/young person to inform them that Early Help have received the handover and attach the CIN Plan and minutes to documents restricted to 'eCAF group'. The decision task is then reassigned to the Early Help Desk Senior Coordinator.

The Early Help Desk Senior Coordinator then chooses progress to meeting and selects the Targeted EH Team Business Support worktray as meeting arranger.
The Targeted EH Business Support officer then progresses the meeting in one of two ways dependent on if the minutes were received within the 5 working day period.

CIN Minutes Received

The Targeted EH Business Support officer creates the meeting from the date of the CIN Meeting and utilises the Social Worker's minutes as the initial Team Around Family (TAF) meeting. The Targeted EH Business Support Officer will finalise the minutes and send to the Targeted EH Manager for authorisation. The Early Help Representative's minutes will be attached in documents and restricted to 'eCAF group'. Future meetings will be arranged as per the 'progress to meeting Targeted Early Helps process'.

CIN Minutes not-received

The Targeted EH Business Support officer creates the meeting from the date of the CIN Meeting and utilises the Early Help Representative's minutes as the initial Team Around Family (TAF) meeting. The Targeted EH Business Support Officer will finalise the minutes and send to the Targeted EH Manager for authorisation. The Social Worker's minutes will be attached in documents and restricted to 'eCAF group' as and when they are received. Future meetings will be arranged as per the 'progress to

Step Down from Safeguarding and Assessment Team (SAAT) –

Single Assessment

In order to step down a case from Single Assessment the SAAT Team Manager contacts the relevant Targeted EH Manager to discuss the case. If the step down is agreed the SAAT Team Manager sends a case note to MASH Managers Tray with full details and date of next home visit with family minimum 5 working days notice.

The case note should be forwarded to the Early Help Desk Business Support Officer who will then create the child on EHM. They will then send a general note to both appropriate Targeted EH Group Tray and Triage group advising of receipt Early Help Desk Snr logs on early help database with source of: LCS Stepdown – Step Down Decision and an outcome of: Awaiting Step Down Decision Add action notes as appropriate.

The Targeted EH Manager allocates a worker and records in case note with type 'Targeted Early Help Worker Allocation' restrict to 'eCAF Group'

Once the home visit has taken place:

Step down Rejected

If it is agreed that the case remains with Children's Social Care then the Early Help Representative should record this decision on general notes with type 'Single Assessment Visit – Rejected' and send to both the Targeted EH Manager and Triage Group. She / He should also provide a copy of their minutes to the Targeted EH Business Support Officer to type up and attach in documents and restrict to 'eCAF Group'. The Early Help Desk Senior Coordinator will update the Early Help database appropriately to reflect outcome of 'Step Down Rejected'.

Step Down – Accepted

If it is agreed that the case may be transferred to Services the Early Help Representative should record the outcome of the meeting in general notes with the type 'Single Assessment visit – Accepted' and send to both the Targeted EH Manager and the Triage group. The Early Help Desk Senior Coordinator updates the Early Help database appropriately to reflect that the case has been accepted 'Step Down Accepted - awaiting handover'.

The Social Worker completes the Single assessment with an outcome of referral to EHM and sends to SAAT team Manager for authorisation. The Team Manager adds the Management decision case note and authorises the transfer and selects the information to step down. This should include most recent assessment, CSE Screening Tool and Management Decision case note.

The Early Help BSO will complete the transfer on EHM.

The Targeted Service Referral Form is processed by the Early Help Desk as shown in the process

The Targeted EH Manager will pickup the task from the Targeted EH Work tray and review the case and allocate a Targeted Early Help Key Worker. She / He will add the worker to Key agencies with the appropriate type:

- Targeted family Support Worker

The Targeted EH Manager will add a case note with type 'Targeted Early Help Worker Allocation' to record the decision.

Dependent on allocation the Targeted EH Manager may request that a standalone Early Help Assessment be completed to gain further information. If this is the case then a case note should be added to reflect this request.

The Targeted EH Manager will add attendees to the meeting and reassign the organise meeting task to the relevant Targeted EH Business Support Group work tray.

The meeting will be arranged as per the 'progress to meeting – Targeted Early Help services' process.

Progress to Meeting Targeted Services 1.9

Front Door EH Triage decision to allocate to Targeted EH for Targeted Services

Front Door EH Snr selects 'Progress to meeting'

Front Door EH Snr selects Targeted EH Team tray as meeting organiser

Targeted EH Senior/ Manager decides level of need

meeting can be managed within Universal+ services

Follow 'Universal+ Coordination' process

Targeted EH Manager Select self as organiser, add worker to key agencies, add 'Targeted EH Worker allocation case note, add attendees and reassign to TFSW. Targeted EH Manager/ Senior initiates and completes the Initial Troubled Families Form. Targeted EH Manager/Senior add Case Summary into case note.

TFSW contacts family to arrange visit within 10 working days. Joint visit/ announced /unannounced

TFSW Worker carries out TAF meeting within 30 days

Meeting takes place

Reassign meeting task to TEH BSO tray and send case note to advise which information should be input into the meeting outcomes

Meeting outcomes (minutes/action plan) typed up by relevant Business Support, saved and reassigned to relevant chair of meeting.

Update consent to include or remove meeting attendees

Chair of meeting reviews and amends as appropriate, then finalises TAF plan

Targeted EH Manager/ Senior updates Case Summary on Case Notes every 3 Months

Assign to manager for Approval/Rejection

Task appears in managers worktray

Allocated Worker 'Completes meeting' ←accepted— Review Outcomes / TAF plan —rejected→ Give reason

Review meeting

Task returns to Coordinator tray

Make necessary amendments and finalise

Next step identified from TAF plan or EH Manager decision:
Closure – single agency
Step Down to Universal+
Transfer to LCS

	23	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Targeted Services – progress to multi-agency

Responsibility – Early Help Representative within EH Desk & Targeted EH

The Early Help Desk Senior Coordinator makes the decision that the case is to be managed by Targeted Services. She / He chooses the 'progress to meeting' option and selects the appropriate Targeted EH Work tray.

The Targeted EH Manager will pickup the task from the Targeted EH Work tray and review the case and allocate a Targeted Services Key Worker. She / He will add the worker to Key agencies with the appropriate type:

- Targeted Family Support Worker

The Targeted EH Manager will add a case note with type 'Targeted Early Help Key Worker Allocation' to record the decision.

Dependent on allocation the Targeted EH Manager may request that a standalone Early Help Assessment be completed to gain further information. If this is the case then a case note should be added to reflect this request.
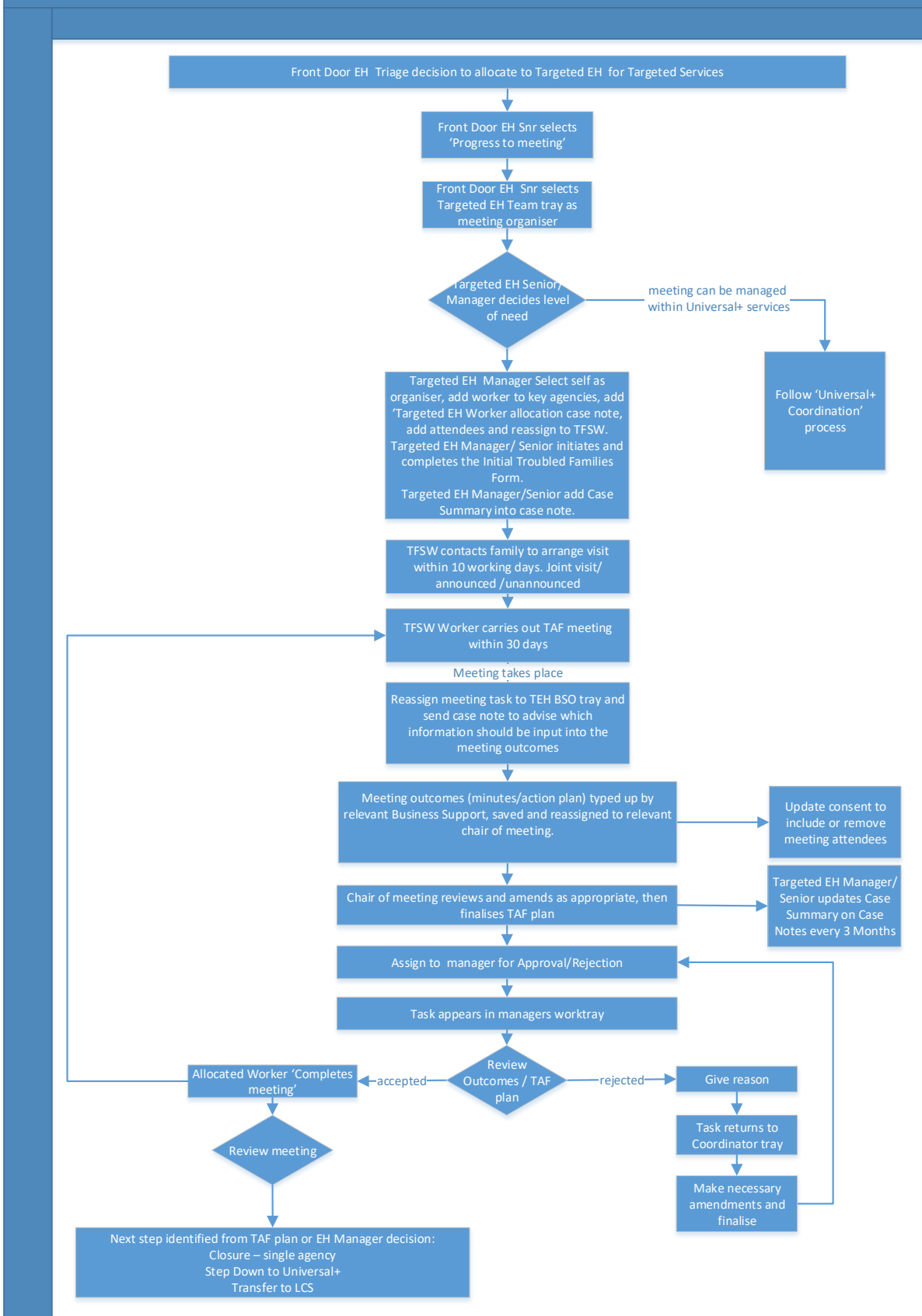
The Targeted EH Manager will add attendees to the meeting and reassign the 'organise meeting' task to either:

- the relevant Targeted EH Business Support Group work tray if it is for Early Help.
- directly to the allocated worker's tray identifying the appropriate timescales in comments, please refer to the timescales table.

Targeted Early Help

For the Targeted Early Help Support Worker allocation the Targeted EH Business Support officer will contact the family and referrer in order to arrange a suitable date and venue. She / He will send invitations to the meeting in the following way:

- Parent/Guardian/Child/Young Person – letter/phone
- EHM User – internal invite via EHM/phone
- Other professionals – secure email / MoveIT

The method of invitation is recorded on the meeting task within EHM.

The Targeted Family Support Worker will attend the meeting and formulate the plan and minutes and arrange a further meeting date if appropriate.
These will be handed in to the Targeted EH Business Support Officer within 24 hours and will be typed within five working days.
A copy of the plan and minutes will be sent to the Parent/guardian /Young Person via the post.
Professionals will be expected to check the system. If the Lead Professional does not have access to the system they will be sent a copy electronically and booked onto EHM training.

Outcomes Star

Responsibility – Targeted EH / Universal+ / Lead Professional

To be completed within 30 days of allocation and then 12 weekly and at point of closure

Outcomes Star should be completed for each family/ child dependent on the case and following the guidance given during training.

Both the Family Star Plus and the My Star are available to complete within the minutes of a meeting of EHM or as a standalone form if conducted outside of a Team Around the Family Meeting.

Full instructions on how to complete the Outcomes Stars are available as a manual on request from the ISM team via email ecaf_queries@sandwell.gov.uk.

	25	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Transfer of cases from Targeted EH to Level 2

Transfer to Schools - eCAF process v1.6

Locality – Allocation to Schools

Decision made by Key worker or TAF Members to refer to School after work carried out

Key worker to add casenote type of 'Case Summary' to provide and update of case to date

Discussion with Targeted EH Senior/ Manager to approve transfer

Check are all outstanding tasks are up to date? i.e. minutes

— No → If minutes - Casenote and liaise with locality Business support to complete minutes.

Other tasks to be completed by Key Worker

— Yes →

Yes

Key Worker adds to consent the appropriate members of School Staff

Targeted EHSenior/ Manager creates case note to log transfer with type of 'Lead Professional transfer', including siblings and copies in:
Key worker
Business Support
ISM Team
Relevant School staff

Key Agencies to be updated by Targeted EH Senior/ Manager to reflect end date of Current Key Worker for child and siblings. Add School member of staff and comment to state LP role and date of transfer

— Business Support —

— ISM Team —

Reassign any tasks to new worker

Check Episode History. If episode coordinator is internal then carry out case transfer to new worker

END

END

[IL0: UNCLASSIFIED]

Transfer of cases from Targeted EH to Level 2

Responsibility – Early Help Desk, Targeted EH & ISM Team

The Transfer to Level 2 Services process varies slightly depending on the service which will be managing the case. In all cases there should be a discussion between the Key worker and Targeted EH Manager to agree the handover and all outstanding tasks should be completed. A 'Case Summary' case note should be added for each transfer by the current Key Worker.

Transfer to Schools

Once handover to Schools has been agreed between the Targeted EH Manager and Targeted Services Key Worker the Key Worker should ensure that the appropriate school based members of staff are added to the consent statement, if they are not already listed.

The Targeted EH Manager will create a case note to log transfer with type of 'Lead Professional transfer', including siblings and copies in:
- Key worker
- Targeted EH Business Support
- ISM Team
- Relevant School staff

Key Agencies to be updated by Targeted EH Manager to reflect end date of Current Key Worker for child and siblings. Add School member of staff and comment to state LP role and date of transfer.

The Targeted EH Business Support Officer will reassign any relevant tasks to the School member of staff's Work tray on EHM
The ISM Team will carry out the Case Transfer on EHM.

	27	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Transfer to Children's Centre

Children Centre- Mutli-Agency Case - eCAF process v1.8

Locality – Allocation to Children's Centre

Decision made by Key Worker or TAF Members to refer to CC after work carried out

Key worker to add casenote type of 'Case Summary' to provide and update of case to date

Targeted EH Senior/ Manager adds to consent the appropriate Children's Centre group:
Action for Children (A4C)
Smethwick
Oldbury
West Bromwich
Wednesbury

CC- Murray Hall
Tipton

Rowley Regis

Key Worker creates case note to log transfer, including siblings and copies in:
ISM Team
Relevant Children's Centre Group

Key Agencies to be updated to reflect end date of Current Co-Ordinator for child and siblings

Business Support

ISM Team

Check outstanding tasks are up to date i.e. minutes

Reassign any tasks to new worker

END

Check Episode History. If episode coordinator is internal then carry out case transfer to new worker

END

[IL0: UNCLASSIFIED]

	28	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Once handover to one Children's Centres has been agreed between the Targeted Service Manager and Key Worker. The Targeted EH Manager should ensure that the appropriate Children's Centre Cluster group are added to the consent statement, if they are not already listed.

The Targeted EH Manager should update the personal details within the child's and siblings' basic demographics on EHM and select the appropriate locality dependent on the area. The available localities are:

<u>Action for Children (A4C)</u>
- Smethwick
- Oldbury
- West Bromwich
- Wednesbury

<u>CC- Murray Hall</u>
- Tipton
- Rowley Regis

The Targeted EH Manager will create a case note to log transfer with type of 'Lead Professional transfer', including siblings and copies in:
- Targeted Services Key Worker
- ISM Team
- Children's Centre Cluster Group

Key Agencies to be updated by the Targeted EH Manager to reflect end date of Current Key Worker for child and siblings. Add the Children Centre and comment to state LP role and date of transfer.

The Targeted EH Manager / Senior Targeted Family Support Worker will reassign any relevant tasks to the Children's Centre Cluster Group work tray on EHM.

The ISM Team will carry out the Case Transfer on EHM once the relevant agency has replied to advise which of their workers the case has been allocated to.

Step up – Universal to level 3/4

Step up Universal+ to Levels 3 or 4 v1.5

Decision made by Universal Plus/Lead professional that needs have increased and additional support required

Level

Level 4 – Child protection

Level 3

Phone MASH Service

Call Targeted EH Manager/Senior Targeted family Support Worker

Concerns remain

Follow Level 4 referral process

Discussion takes place to decide on next step

Accepted by CSC

Bring TAF meeting forward or Support for LP from Targeted Services

Refer to Weekly COG

Make sure all meetings and information up to date. If at decisions stage Select 'transfer to ICS' otherwise start step manually

Lead Professional to ensure all minutes are up to date and complete

Concerns eased

Weekly COG referral form completed with up to date information and submitted

Targeted Early Help Team Manager will start episode closure process task and completeand update case note closure

Issues resolved remain at Tier 2

Weekly COG process followed

End

End

	30	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Step up Universal + to Targeted Services – Business Support v1.6

24 Hours

Manager - reviews and finalise Weekly COG referral Form and liaises with BSO.

Manager to casenote BSO with appropriate vulnerability level, Primary need, Reason, if siblings are to be included, consent)

Updates CIN Codes

↓

BSO - Start Early Help episode (inc. siblings), select Appropriate start reason:
Step Up – Universal+ to Targeted EH
Step Up – Universal+ to FST
Step Up – Universal+ to IFS
Historic cases:
Step Up – CAF to CIN
Step Up – CAF to FST
Step Up – CAF to FIP

↓

Complete Consent Statement as appropriate

↓

BSO create EHA, stating in 'Please identify the child/family needs' the comment ' please see Weekly COG Referral Form'
Populate and finalise

↓

Manager makes decision progress to meeting allocates and reassigns to key worker (following progress to meeting process)

Manager to case note ISM and key Worker

↓

End

[IL0: UNCLASSIFIED]

	31	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Step up – Level 2 -3/4

Responsibility – Targeted EH

If a decision is made by a Universal+ Coordinator that they feel the case has become more complex and can no longer be managed at Universal+ level there are two routes they should follow dependent on the need of the family.

Immediate Child Protection Concerns

The Universal+ Coordinator should follow their agencies Child Protection policy and procedures.   In order to refer in to Children's Social Care the worker should call MASH on 0121 569 3100 and express their concerns.

The Universal+ Coordinator should Make sure all meetings and information up to date. If at decisions stage Select 'transfer to ICS' otherwise start step manually.

The Universal+ Co-Coordinator will start the episode closure task to Universal+ Co-Coordinator to complete.

No Child Protection Concerns

If the Universal+ Coordinator does not have immediate child protection concerns but feels that the case has escalated they should in the first instance contact the relevant Early Help Coordinator at the Targeted EH relating to the area in which the child lives. They will offer appropriate advice and guidance which may result in any issues being resolved.

Once this discussion has taken place and it is agreed that additional support is required there are three routes which may be taken
- Bring TAF Meeting forward
- Refer to weekly COG
- Escalate to Level 3 immediately (close the case and complete a EHA)

The Targeted Family Support Worker should inform the Targeted EH Manager of their discussion and record the outcome on a case note.

	32	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

If the decision is to bring the TAF meeting forward the Targeted Family Support Worker will attend the meeting. Once the meeting has taken place a discussion will occur between the Targeted Family Support Worker and Universal+ Coordinator regarding the next step. If the issue has been satisfactorily resolved the case can remain at Universal+ level and Targeted Family Support Worker can cease involvement. If it is deemed that the case should Step up to Targeted Services the Universal+ Coordinator should close the episode and Targeted EH will open case with Weekly COG Referral Form on EHM and send a case note to the relevant Targeted EH Manager outlining that they have done so.

If the agency wishes to refer the child/family to the Weekly COG meeting or the decision from the discussion with the Targeted Family Support Worker is to refer immediately to Targeted Early Helps then in both cases the referrer should complete the Early Help Assessment Targeted Referral Form on EHM and send a case note to the relevant Targeted EH Manager outlining that they have done so and ensure all minutes and plans are up to date and approved.

Once the Referral Form has been received it will be reviewed by the Targeted EH Manager. If it is agreed that the case should refer to COG panel then the COG Panel referral route will be followed. If it is deemed by the Targeted EH Manager that the case should be managed by Targeted Early Helps they will close the Universal+ episode with the end reason 'Step Up Universal+ to Targeted Early Helps', update the key agencies and vulnerability level. The Targeted EH Manager will then send a case note to the Targeted EH Business Support Worktray advising that they wish for the Targeted EH Business Support Officer to open a new episode at Targeted Early Helps level. The Targeted EH Manager should include appropriate vulnerability level, primary need, reason, which siblings are to be included and consent.

The Targeted EH Business Support Officer will process the request as per the 'Step up Universal+ to Targeted Early Helps – Business Support' process.

The Targeted EH Business Support Officer will start the episode with the appropriate start reason and the information provided from the Targeted EH Manager. The Targeted EH Business Support Officer creates EHA, stating in 'Please identify the child/family needs' the comment 'please see EHA Referral Form'. They then populate and finalise the assessment.

Targeted EH Manager makes decision progress to meeting allocates and reassigns to key worker (following progress to meeting process).

	33	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Referrals to Other Services
Responsibility – Lead Professional / Key worker

Referral to Family Solutions Team

Referrals in to FST – v1.4

Case referred into Early Help Mash Desk - FST

Crisis Contact / FST Referral Form/ Early Help MASH FST

Crisis Contact path:

Snr Coord reviews and liaise with BSO. Snr Coordinator sends email to BSO containing additional case information/ reason for referral/ vulnerability level

1. Early Help Desk BSO:- Create child on eCAF
2. BSO to load with start reason "FST Crisis Response"
3. Vulnerability level as appropriate
4. Complete consent as appropriate
5. Complete EHA with "See case note for information"
6. BSO to add additional case information/ reason for referral in case notes using case note type "FST Crisis Contact"
7. Populates and finalise
8. Triage Checklist carried out
9. Reassign to Triage tray

FST Referral Form path:

Snr Coord reviews and liaise with BSO. Snr Coordinator sends email to BSO containing additional case information/ reason for referral/ vulnerability level

1. Early Help Desk BSO:- Create child on eCAF
2. BSO to load with start reason
   -"Level 4-FST"
   -"Step Up U+- FST"
   -"Step Up CAF-FST (Historic)"
3. Vulnerability level as appropriate
4. Complete consent as appropriate
5. Complete EHA with "FST Referral Form received please see attached in documents/ standalone form" (delete as appropriate) or "Decision from MASH FST Referral"
6. Populates and finalise
7. Triage Checklist carried out
8. Click Submit Referral

Senior Co-ordinator to update the MASH Database, progress to meeting & selects Family Solutions Team Group as meeting arranger. Senior Co-ordinator checks FST Referral form and clicks send to FST.

FST Manager Accepts/ Rejects Referral Form. FST Manager allocates worker & updates worker in key agencies with "FST Early Help Key Worker" & re-assign meeting task to allocated worker

FST manager adds case note with case note type "IS Key Worker Allocation" with key worker and copies in ISM Team for case transfer

FST worker contacts family

No Visit required.

Record information as meeting with meeting type "FST Contact"

No EHA Required:

Notes from visit typed up in Meeting Outcomes, KW to choose "FST First Visit" as meeting type finalise plan & send to FST manager to approve.

Arrange visit & Record first contact as meeting with meeting type "FST Contact"

EHA Required

FST Worker completes EHA standalone form if required

Once EHA complete re-assign to JB to finalise

JB to add case note recording "Management Decision"

Complete meeting outcomes

Management Decision

Further work required	Escalate to Children's Social Care following the Step Up process	Step down to TAF. Follow Step Down Process	Co-working Withdraw involvement, return case to allocated team	Closure
Subsequent visits to be recorded on case notes using case note type home/ school visit	Follow "Transfer to ICS"	L3-L3 JB to add "LP Transfer" case note and include "ISM Team" & COG manager & end worker on key agencies & re-assign meeting to COG work tray. Step down- Follow "Transfer to xxx agency"	JB to end key agency of worker, Add case note "Closure Summary" to allocated COG manager & worker to inform them of decision	FST Worker to add case note "Closure Summary" including JB. JB to end episode with appropriate end reason

[IL0: UNCLASSIFIED]

Referral to Family Solutions Team

Responsibility – Lead Professional / Key worker

If it is felt by the key worker that the family require the services of the Family Solutions Team (FST) they should in the first instance discuss this with their line manager. If clarification is required for a Key Worker or Lead Professional External Targeted EH teams advice can be sought from the Targeted EH Manager. If it is deemed that the case should Step up to FST the worker should complete the FST Referral Form on EHM and send a case note using type 'referral' to the relevant Targeted EH Manager outlining that they have done so.

The completed form is automatically forwarded to the Early Help Desk Representative for processing then on to the FST Team.

	35	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Referral to Black Country Women's Aid

Black Country Women's Aid Inbound v1.5

```
Sandwell Women's Aid inbound referral routes → Self referral → Allocated by SWA
```

Via BST
- ICS: Workflow received on LCS to EH Desk → EH Desk record on EH Desk MASH database with appropriate outcome
- SWA representative: SWA receive contact from BST representative

High Risk – contact within 24 hours

All other levels – contact within 48 hours

SWA to workflow internally on system and allocate worker

Allocated worker to offer family EHA
- Accept: Complete EHA on eCAF and submit → EH Desk process as usual and tie up with EH Desk MASH database
- Decline: Start episode and record as consent denied → Episode completed

Via MASH
Workflow received on LCS to EH Front Door

EH Desk record on EH Desk DB and pass to BSO to create child and EHA as per MASH info.

EH Desk to process as per Early Help MASH Desk processes - all checks carried out and sent to Triage for allocation

Progess to meeting selected. SWA group tray selected as organiser

SWA to complete casenote to COG tray and DAA worker to advise of allocation (case note type 'DAA Allocation') reassign task to COG tray

Targeted EH Manager to add worker to key agencies

1st visit/contact to be record as 1st meeting as per EHFSW and IFS workers

Internal transfer
SWA worker to complete EHA on eCAF

Via Targeted EH (Integrated Services)
Referral Form completed by Targeted EH worker on eCAF

Referral received into SWA Group tray

Referral form accepted and internal workflow completed

SWA to complete casenote to Targeted EH Area tray and DAA worker to advise of allocation (case note type 'DAA Allocation')
- SWA cases: Targeted EH Manager to add DAA to Key Agencies and casenote ISM Team to carry out case transfer → DAA to take lead on case
- Co worked cases: Targeted EH Manager to add DAA to Key Agencies → DAA will work alongside Integrated Services Key Worker and add notes and documents as appropriate

	36	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Referral to Black Country Women's Aid

Responsibility – Lead Professional / Key worker

If a lead Professional within a Targeted EH Team wishes to make a referral to Black Country Women's Aid (BCWA) they should in the first instance discuss this with the Targeted EH Manager.

If it is deemed that the case would benefit from intervention with BCWA the worker should complete the BCWA Referral Form on EHM.

BCWA will then review the referral and allocate as appropriate notifying the Targeted EH Manager via case note type 'DAA Allocation'.

If it is felt that the case should remain with the Lead Professional and be co-worked with BCWA the Targeted EH Manager will add the Domestic Abuse Advocate (DAA) to key agencies and the DAA will work alongside the Targeted Early Helps process.

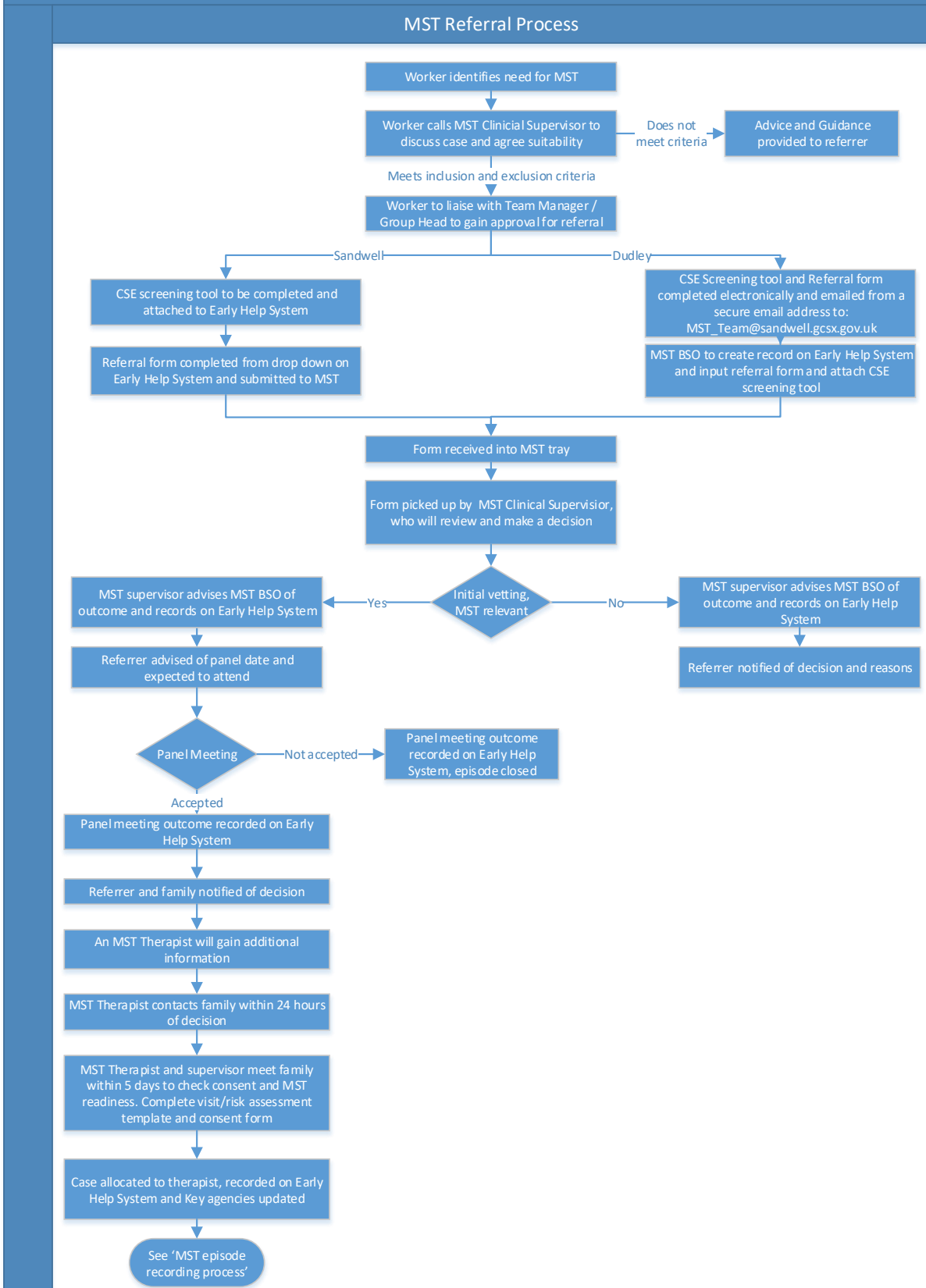If the case can be transferred to BCWA as the Lead Professional, the Targeted EH Manager will complete a case transfer case note to the ISM Team. The DAA will follow the 'Targeted Early Help Progress to Meeting' process.

Referral to Multisystemic Therapy

MST Process v1.2

MST Referral Process

Worker identifies need for MST

Worker calls MST Clinical Supervisor to discuss case and agree suitability → Does not meet criteria → Advice and Guidance provided to referrer

Meets inclusion and exclusion criteria

Worker to liaise with Team Manager / Group Head to gain approval for referral

Sandwell
CSE screening tool to be completed and attached to Early Help System

Referral form completed from drop down on Early Help System and submitted to MST

Dudley
CSE Screening tool and Referral form completed electronically and emailed from a secure email address to: MST_Team@sandwell.gcsx.gov.uk

MST BSO to create record on Early Help System and input referral form and attach CSE screening tool

Form received into MST tray

Form picked up by MST Clinical Supervisior, who will review and make a decision

Initial vetting, MST relevant

Yes → MST supervisor advises MST BSO of outcome and records on Early Help System

Referrer advised of panel date and expected to attend

No → MST supervisor advises MST BSO of outcome and records on Early Help System

Referrer notified of decision and reasons

Panel Meeting → Not accepted → Panel meeting outcome recorded on Early Help System, episode closed

Accepted
Panel meeting outcome recorded on Early Help System

Referrer and family notified of decision

An MST Therapist will gain additional information

MST Therapist contacts family within 24 hours of decision

MST Therapist and supervisor meet family within 5 days to check consent and MST readiness. Complete visit/risk assessment template and consent form

Case allocated to therapist, recorded on Early Help System and Key agencies updated

See 'MST episode recording process'

[IL0: UNCLASSIFIED]

	38	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Referral to Multisystemic Therapy and Multisystemic TherapyE

Responsibility – Lead Professional / Key worker

If it is felt by the key worker that the family require the services of the Multisystemic Therapy Team (MST) they should in the first instance discuss this with their line manager. The Worker should then contact the clinical supervisor for MST to discuss the case 0121 569 8272. The worker must then gain approval from their line manager to complete the referral to MST.

If it is deemed that the case meets the criteria for MST the worker should complete the MST Referral Form on EHM.

The completed form is automatically forwarded to the MST team for processing; the worker will be expected to attend the panel meeting to discuss the case.

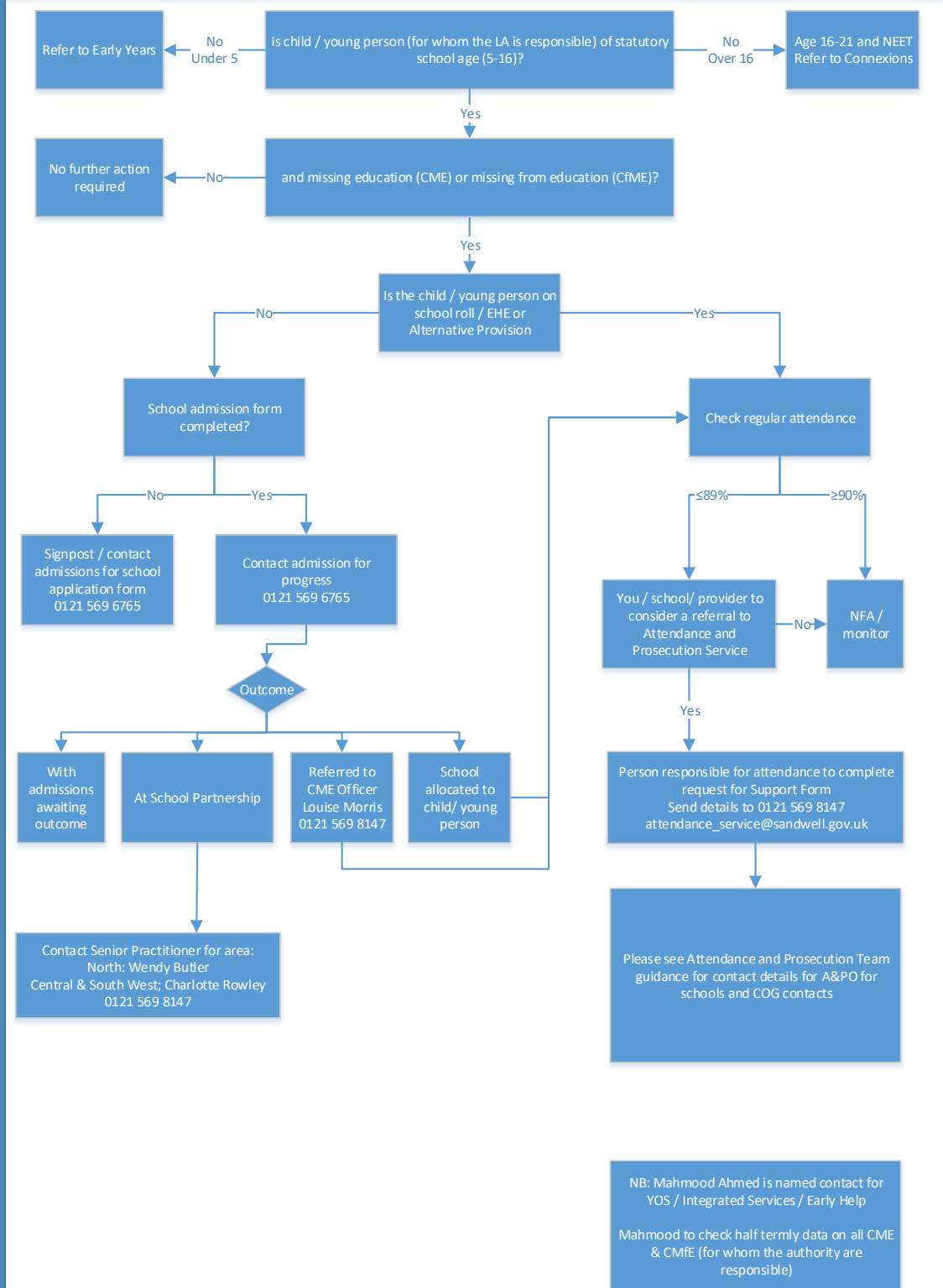The MST Clinical Supervisor can advise the date and time of the panel when the case is discussed

	39	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

	40	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Children Missing Education

CME Process v1_1 from September 2015

Is child / young person (for whom the LA is responsible) of statutory school age (5-16)?
- No / Under 5 → **Refer to Early Years**
- No / Over 16 → **Age 16-21 and NEET Refer to Connexions**
- Yes ↓

and missing education (CME) or missing from education (CfME)?
- No → **No further action required**
- Yes ↓

Is the child / young person on school roll / EHE or Alternative Provision
- No ↓
- Yes → **Check regular attendance**

No branch:

School admission form completed?
- No → **Signpost / contact admissions for school application form 0121 569 6765**
- Yes → **Contact admission for progress 0121 569 6765**

↓ **Outcome** (decision)
- **With admissions awaiting outcome**
- **At School Partnership**
- **Referred to CME Officer Louise Morris 0121 569 8147**
- **School allocated to child/ young person**

At School Partnership →
**Contact Senior Practitioner for area:
North: Wendy Butler
Central & South West; Charlotte Rowley
0121 569 8147**

Yes branch (Check regular attendance):
- ≤89% → **You / school/ provider to consider a referral to Attendance and Prosecution Service**
  - No → **NFA / monitor**
  - Yes ↓
- ≥90% → **NFA / monitor**

**Person responsible for attendance to complete request for Support Form
Send details to 0121 569 8147
attendance_service@sandwell.gov.uk**
↓
Please see Attendance and Prosecution Team guidance for contact details for A&PO for schools and COG contacts

NB: Mahmood Ahmed is named contact for YOS / Integrated Services / Early Help

Mahmood to check half termly data on all CME & CMfE (for whom the authority are responsible)

[IL0: UNCLASSIFIED]

	41	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Children Missing Education

Responsibility – Targeted EH

For those children aged 5-16 who are receiving support from Early Help, Targeted Services Key Worker workers are requested to confirm education provision and regular attendance plus refer where required.

The definitions of Children Missing Education statuses are:

CME (children missing education): Children and young people not on a school roll and not in receipt of education at school or otherwise (electively home educated / alternative provision).

CMfE (children missing from education): Children/ young people on a school roll and not in receipt of full time education (those on part-time time tables etc). DfE guidance confirms that part time provision should be temporary only and that there should be a plan of reintegration for the pupil to return to full time learning a.s.a.p. (unless medical circumstances prevent this).

Not on School Roll

If the child is CME or CMfE and they are not on school roll then the Targeted Early Help Key Worker should confirm whether a schools admission form has been completed.

If not, then the Targeted Services Key Worker should signpost the parent or contact directly the schools admissions service to obtain a form.

If a school admission form has been completed then the Targeted Early Help Key Worker should contact admissions for the status of the application for a school place.

On School Roll

If the child is CME or CMfE and is on school roll the Targeted Services Key Worker should check the regular attendance. If this is 90% or higher, this should be monitored as part of the ongoing support to the family. If it is 89% or lower, the person responsible for attendance should complete a Request for Support Form. If this is not suitable or is refused the Services Key Worker should complete the form and email to attendance_service@sandwell.gov.uk.
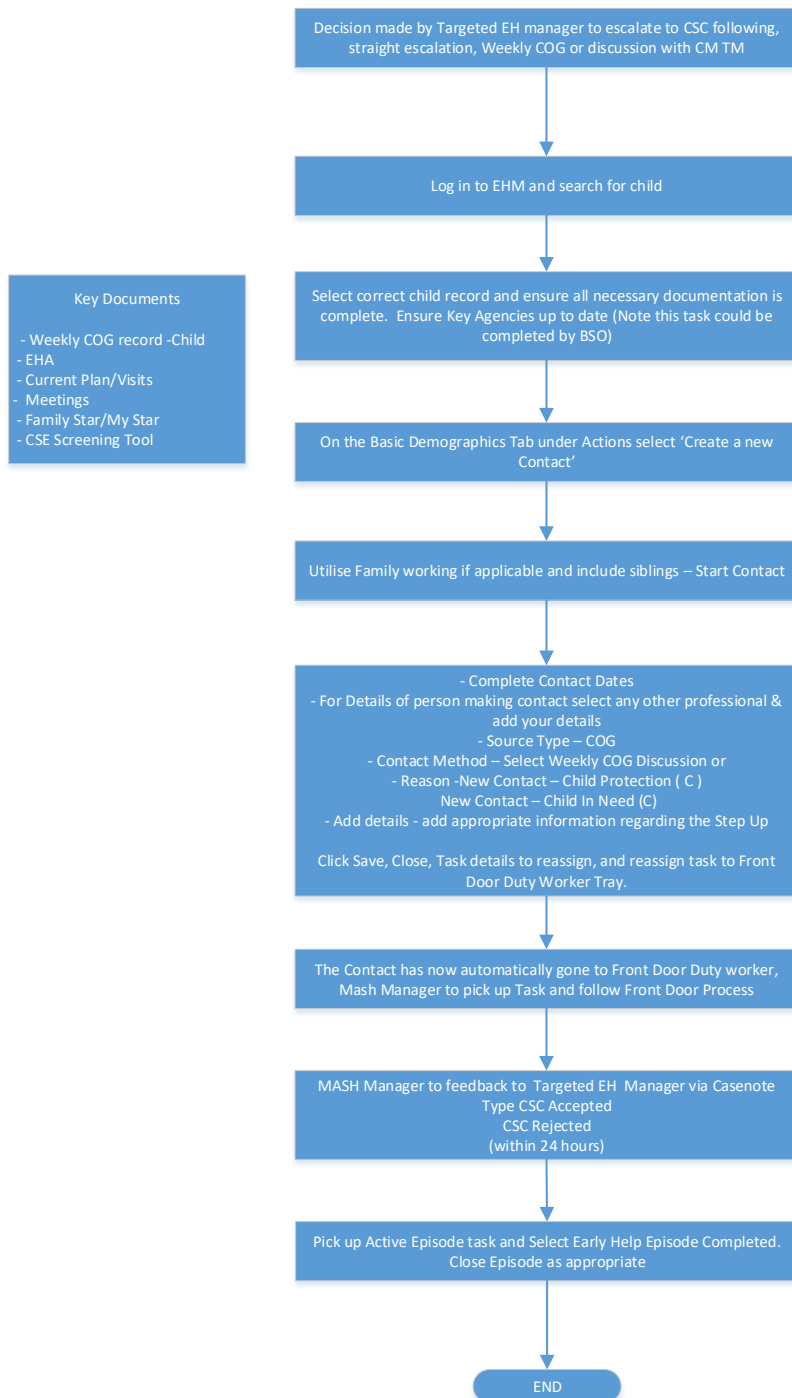
	42	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Transfer to LCS from Targeted EH Process

Transfer to LCS – Step Up to CSC from Targeted EH Process v0_2

To be completed by Targeted EH Manager

Decision made by Targeted EH manager to escalate to CSC following, straight escalation, Weekly COG or discussion with CM TM

↓

Log in to EHM and search for child

↓

Select correct child record and ensure all necessary documentation is complete. Ensure Key Agencies up to date (Note this task could be completed by BSO)

Key Documents

- Weekly COG record -Child
- EHA
- Current Plan/Visits
- Meetings
- Family Star/My Star
- CSE Screening Tool

↓

On the Basic Demographics Tab under Actions select 'Create a new Contact'

↓

Utilise Family working if applicable and include siblings – Start Contact

↓

- Complete Contact Dates
- For Details of person making contact select any other professional & add your details
- Source Type – COG
- Contact Method – Select Weekly COG Discussion or
- Reason -New Contact – Child Protection (C)
New Contact – Child In Need (C)
- Add details - add appropriate information regarding the Step Up

Click Save, Close, Task details to reassign, and reassign task to Front Door Duty Worker Tray.

↓

The Contact has now automatically gone to Front Door Duty worker, Mash Manager to pick up Task and follow Front Door Process

↓

MASH Manager to feedback to Targeted EH Manager via Casenote
Type CSC Accepted
CSC Rejected
(within 24 hours)

↓

Pick up Active Episode task and Select Early Help Episode Completed. Close Episode as appropriate

↓

(END)

Phase

Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Transfer to LCS from Targeted EH Process

Responsibility – Targeted EH

If a decision is made to step up a case to Children's Social Care by the Services Key Worker then they should have the discussion with the Targeted EH Manager.

The case may be referred to Children's Social Care by someone other than the Service Key Worker, if this is the case then the referrer should notify the Service Key Worker via case note.

The Targeted EH manager will log the contact on EHM and the case will be reviewed in Front Door Manager Desk.

Once it is agreed that the case meets the threshold of Children's Social Care – within 24 hours – then the case should be closed on EHM and case responsibility will pass to Children's Social Care.

The Targeted EH Manager or Key Worker should ensure that all tasks and minutes are up to date and approved and no outstanding task remain open.

The Targeted EH Manager should carry out the Episode Completed task and as the case has been open to Targeted Services the end reason 'Refer to CSC' should be selected.

Step Up to CSC Checklist

Please ensure that the following checklist is adhered to when completing a contact on the ICS system to step up a case to Children's Social Care

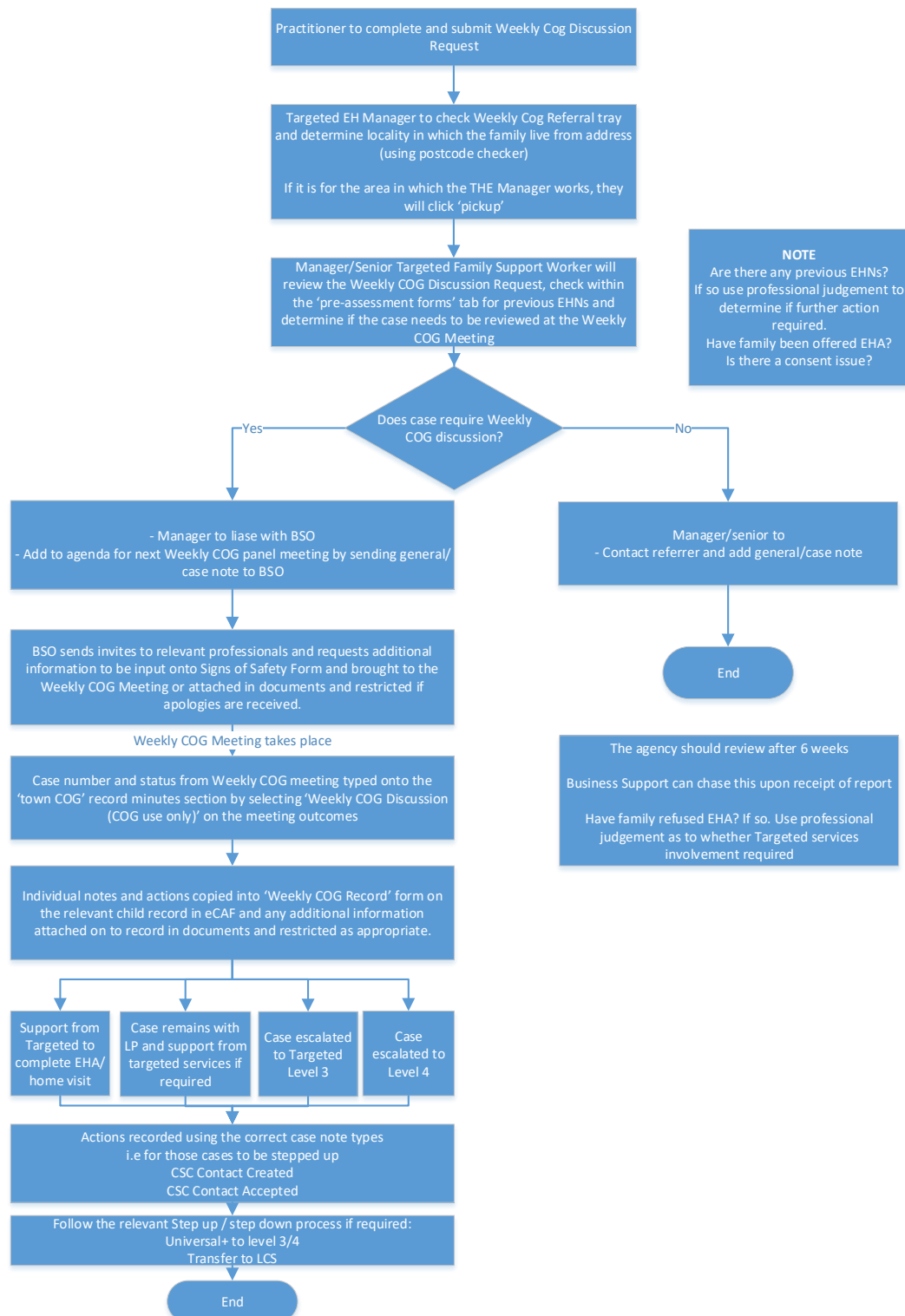### Step Up to Children's Social Care – COG Manager Checklist

Make sure that you…

- Ensure Child's basic details are up to date (Name, Date of Birth, Address) .
- Provide the Family Composition: siblings, parents including significant members of the family or anyone at the address. **Please include Dates of Birth**.
- Include details of request: be clear and succinct, a synopsis of the case.
- Include details of the Child Protection Concerns.
- Provide any additional information regarding the case to be added to EHM case notes which will be collated by Early Help Front Door Desk and brought to MASH meeting.
- Advise regarding consent from parents: Parents/carers/guardians should be made aware of the referral and that a MASH discussion will be taking place so they are aware of the fact we are sharing their information.
- Record the parent's views/response whether positive or negative.
- Record the Child's view.

	44	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Weekly COG v2.7

Practitioner to complete and submit Weekly Cog Discussion Request

↓

Targeted EH Manager to check Weekly Cog Referral tray and determine locality in which the family live from address (using postcode checker)

If it is for the area in which the THE Manager works, they will click 'pickup'

↓

Manager/Senior Targeted Family Support Worker will review the Weekly COG Discussion Request, check within the 'pre-assessment forms' tab for previous EHNs and determine if the case needs to be reviewed at the Weekly COG Meeting

NOTE
Are there any previous EHNs?
If so use professional judgement to determine if further action required.
Have family been offered EHA?
Is there a consent issue?

↓

Does case require Weekly COG discussion?

Yes ←   → No

Yes:
- Manager to liase with BSO
- Add to agenda for next Weekly COG panel meeting by sending general/ case note to BSO

↓

BSO sends invites to relevant professionals and requests additional information to be input onto Signs of Safety Form and brought to the Weekly COG Meeting or attached in documents and restricted if apologies are received.

Weekly COG Meeting takes place

↓

Case number and status from Weekly COG meeting typed onto the 'town COG' record minutes section by selecting 'Weekly COG Discussion (COG use only)' on the meeting outcomes

↓

Individual notes and actions copied into 'Weekly COG Record' form on the relevant child record in eCAF and any additional information attached on to record in documents and restricted as appropriate.

↓

| Support from Targeted to complete EHA/ home visit | Case remains with LP and support from targeted services if required | Case escalated to Targeted Level 3 | Case escalated to Level 4 |

↓

Actions recorded using the correct case note types
i.e for those cases to be stepped up
CSC Contact Created
CSC Contact Accepted

↓

Follow the relevant Step up / step down process if required:
Universal+ to level 3/4
Transfer to LCS

↓

End

No:
Manager/senior to
- Contact referrer and add general/case note

↓

End

The agency should review after 6 weeks

Business Support can chase this upon receipt of report

Have family refused EHA? If so. Use professional judgement as to whether Targeted services involvement required

	45	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021

Weekly COG Referral

Responsibility – Targeted EH

The Weekly COG discussion Request Form is completed by a professional working with the family who are known to Early Help at any time.

The Weekly COG referral is used for open cases where the following conditions apply:
- Family Non-Engagement
- Agency Non-Engagement
- Service Required Not Available

Upon receipt of the Weekly COG Discussion request into the Weekly COG/Rent in arrears tray which is monitored by all Targeted EH Managers. The Managers should check in which locality the family live, if this is the areas for the Targeted EH in which they work they should click 'pickup' and amend the locality within the form if required. The form should then be reassigned to the locality Targeted EH Worktray for the manager to review.

The Manager will then review the form and make the decision if the case requires Targeted EH intervention:
- If no and the details do not raise concerns, Manager/Senior to provide reason for rejection to the professional'
- If yes, Manager will liase with BSO to add agenda for next COG meeting.

Dispute Resolution

Dispute Resolution

If at any point during the process a member of staff does not agree with the decision taken they should in the first instance discuss this with the relevant Group Head.

In exceptional circumstances where a member of staff does not feel that the correct decision has been undertaken at the point of referral and an agreement cannot be reached the dispute will follow the respective line of escalation:

1) Targeted Service Manager / Front Door Manager
2) Early Help Desk Senior Coordinator
3) Group Head – Front Door / Early Help

A resolution will be reached within 24 hours. The outcome of the discussion should be recorded by the appropriate manager as a case note using type 'dispute resolution'.

	47	
Targeted EH Business Processes and Procedures V4_8.1		12/01/2021