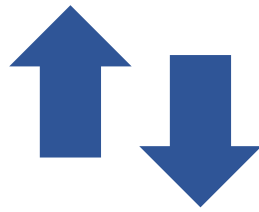


Step up Step Down Processes



**Early Help
System
(EHM)**

Contents



- (3) Transfer to LCS – LCS and eCAF
- (4) Transfer to LCS – LCS and eCAF Processes
- (5) Service Support Assistant Checklist- Step Up from EHM to LCS
- (6) Easy guide to Step Up from Single Assessment
- (7) Easy guide to Step Down – From CIN Plan TS Version
- (8) Easy guide to Step Down – Single Assessment TS Version
- (10) Easy guide to Step Down – From CIN Plan CSC Version
- (11) Easy guide to Step Down – Single Assessment CSC Version
- (13) Single Assessment Step Down Checklist
 - At Point of Step Down
 - Step Down
- (14) Step Down to EHM from Care Management CIN Plan
- (15) Step Down from Level 4 Services



Transfer to LCS – Step Up to CSC from COG Process v0_1

To be completed by COG Manager

Key Documents

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

Decision made by COG manager to escalate to CSC following Weekly COG or discussion with CM TM

Log in to eCAF 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 COG BSO)

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 -Other or COG
- Contact Method – Select Weekly COG Discussion
- Reason -MASH New Contact – Child Protection (C)
- MASH New Contact – Child In Need (C)
- Add details - add appropriate information regarding the Step Up

Click Save and Finalise Record

The Contact has now automatically gone to SPOC/MASH

MASH Manager to feedback to COG 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

Transfer to LCS – LCS and Ecaf Process



Responsibility – COG

Key Documents:

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



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



A decision must be made by a COG manager to escalate to CSC following Weekly COG or discussion with CM TM.



Log in to eCAF and search for child, select correct child record and ensure all necessary documentation is complete. You must ensure Key Agencies up to date; and this task could be completed by COG BSO.



On the Basic Demographics Tab under Actions, select 'Create a new Contact'. Utilise Family working if applicable and include siblings. The contact can then be started.



Complete all contact dates. For the Details of the person making contact, select 'any other professional' and add your details. You then need to select source type: either 'Other' or 'COG'. Select 'Weekly COG Discussion' as the contact method, and 'MASH New Contact: Children in Need (C)' and the reason. Then add appropriate information regarding the Step Up to provide details on the case.



Click 'Save' and 'Finalise Record'.



The Contact has now automatically gone to SPOC/MASH. The MASH Manager must then feedback to the COG Manager via 'Case note Type CSC Accepted' or

'CSC Rejected'. **This must be done within 24 hours.**

Finally, pick up the 'Active Episode task' and select 'Early Help Episode Completed'.

Close Episode as appropriate.

Service Support Assistant Checklist- Step Up from EHM to LCS



Select child from the SPOC BSO Worktray	<input type="checkbox"/>
Click Start Blank	<input type="checkbox"/>
Enter Date of Transfer and Comments	<input type="checkbox"/>
Forms to include are: Contact Record MASH Assessment CSE Screening Tool Early Help assessment (if completed within the last 3 months) Most recent plan Outcomes Star (if completed within the last 3 months) Weekly COG discussion if required Management decision case note if applicable	<input type="checkbox"/>
Save and Finalise to send to LCS	<input type="checkbox"/>

Easy guide to Step Up from Single Assessment



In the 4 weeks following a single assessment de-escalation there has been either no engagement from the family or family have withdrawn consent and refused support



COG Manager discusses the case with SPOC manager. Email copy of single assessment to SPOC manager alongside what has happened since de-escalation (how many attempts to contact family or families' withdrawal of consent).



Decision will then be jointly made as to whether this can close (as no consent) or if this requires an immediate escalation back to single assessment team or for a weekly COG discussion to gather more information.



If decision made for escalation, COG manager to put contact onto the System with request for Single Assessment team to review.

Easy guide to Step Down – From CIN Plan TS Version



SW and TM decision that case can de-escalate to Early Help



SPOC BSO Will send a General Note using type “CIN Meeting” to COG tray advising of Invite to the CIN meeting



COG Manager will allocate COG representative to attend the CIN Meeting and records in General notes using case note type ‘CIN Meeting allocation’ and restricts to ECAF group.



At CIN meeting decision made to Step Down or Remain with Care management
(If Case remains with Care Management for further discussion on next steps for the case with TM).



If Case to be stepped down to Targeted Services agreed, Information to be sent from CSC to Early Help SPOC tray



Early Help SPOC senior chooses ‘progress to meeting’ and reassigns to appropriate COG BSO tray.



COG BSO to create meeting from date of CIN meeting and utilise minutes from SW as First TAF. Finalise and send to COG manager for approval.



COG Manager / Senior to Allocate case using type “Integrated Services Key Worker allocation” and copy in ISM team

(Please see full process map for full details)

Easy guide to Step Down – Single Assessment TS Version



SW and TM decision that case can de-escalate to Early Help at either Universal Plus or Targeted Service level.



SAAT TM / SW Calls relevant COG team (check Post code) to discuss case (able to speak to COG manager, Senior Targeted Family Support Workers or Early Help Social worker). Where possible it would be good to verbally agree a joint home visit date.



SPOC BSO sends a general note using type “Single Assessment Visit” to appropriate COG tray (restrict to ECAF group).



COG Manager will add a general note on ECAF using case note type “single assessment visit allocation” to confirm COG representative attendance (should be COG Manager, EHSW or Senior TFSW)



Joint Visit takes place – DRAFT copy of the Single assessment and plan should be taken to the home visit by SW



At joint visit discussion takes place over content of assessment and ensures that there is consent from family to work with Early Help services. COG Representative, SW and family will agree a plan moving forward. If no consent, or new risks become present, then SW needs to explore with family alternative outcome. If agreed then continue with steps below.



COG representative records outcome of visit onto ECAF using General note “Single Assessment visit – COG Accepted” and sends to COG tray and triage group.



COG representative adds case note to LCS using “Single Assessment visit – COG Accepted” to record outcome.



Information to be sent from CSC to Early Help SPOC tray



Early Help SPOC BSO / Senior will then follow process to allocate to COG tray for allocation to worker.

(Please see full process map for full details)

Easy guide to Step Down – From CIN Plan CSC Version



SW and TM decision that case can de-escalate to Early Help



SW adds a case note to LCS using case note type “CIN Step-down” to “Early Help SPOC” with date of meeting (minimum of 10 working days’ notice)



Do Not Close
On LCS

COG Manager will allocate COG representative to attend the CIN Meeting



At CIN meeting decision made to Step Down or Remain with Care management
(If Case remains with Care Management for further discussion on next steps for the case with TM).



If Case to be stepped down to Targeted Services agreed SW to update CIN minutes and appropriate documents on LCS and completes a 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 and selects info to step Down (use Step Down Checklist)



CM TM closes case on LCS as appropriate

(Please see full process map for full details)

Easy guide to Step Down – Single Assessment CSC Version



SW and TM decision that case can de-escalate to Early Help at either Universal Plus or Targeted Service level.



SAAT TM / SW Calls relevant COG team (check Post code) to discuss case (able to speak to COG manager, Senior Targeted Family Support Workers or Early Help Social worker). Where possible it would be good to verbally agree a joint home visit date.



SAAT TM / SW adds a case note on LCS using case note type “SA Step Down” and send Early Help SPOC Group Tray with full details and date of next home visit to invite a COG representative (requires 10 working days’ notice)



Do Not Close or
Transfer On LCS

COG Manager will allocate representative to attend Joint Home Visit



Joint Visit takes place – DRAFT copy of the Single assessment and plan should be taken to the home visit



At joint visit discussion takes place over content of assessment and ensures that there is consent from family to work with Early Help services. COG Representative, SW and family will agree a plan moving forward. If no consent, or new risks become present, then SW needs to explore with family alternative outcome. If agreed then continue with steps below.



COG representative adds case note to LCS using “Single Assessment visit – COG Accepted” to record outcome.



SW will then complete the SA using the plan agreed in the home visit with an outcome of Referral to EHM and sends to SAAT TM to finalise.



SAAT TM adds management decision case note and authorises transfer to Early Help & selects info to step down (use Step Down Checklist)



CM TM closes case on LCS as appropriate

(Please see full process map for full details)

Single Assessment Step Down Checklist



Pre Step Down

Single Assessment is in Draft on the System and recommendation that is being proposed to the family	<input type="checkbox"/>
Contact with COG locality team to discuss case and arrange joint visit.	<input type="checkbox"/>
Joint Visit to be undertaken and consent gained with family and step down to Targeted Services is agreed – Log on LCS	<input type="checkbox"/>
Written Agreement with the family of recommendation of work to be undertaken to be completed at joint home visit with contingency plan of next steps (re-referral to CSC? If not completed)	<input type="checkbox"/>

At Point of Step Down

Single Assessment is completed on the system	<input type="checkbox"/>
Chronology has been started and this is transferred to ECAF	<input type="checkbox"/>
Telephone contact numbers for Parents are on the system and correct	<input type="checkbox"/>
CSE screening Tools for All children over 10 years old has been completed	<input type="checkbox"/>
Genogram	<input type="checkbox"/>
Pass to BSO to follow step down process through ECAF	<input type="checkbox"/>

Step Down to EHM from Care Management CIN Plan



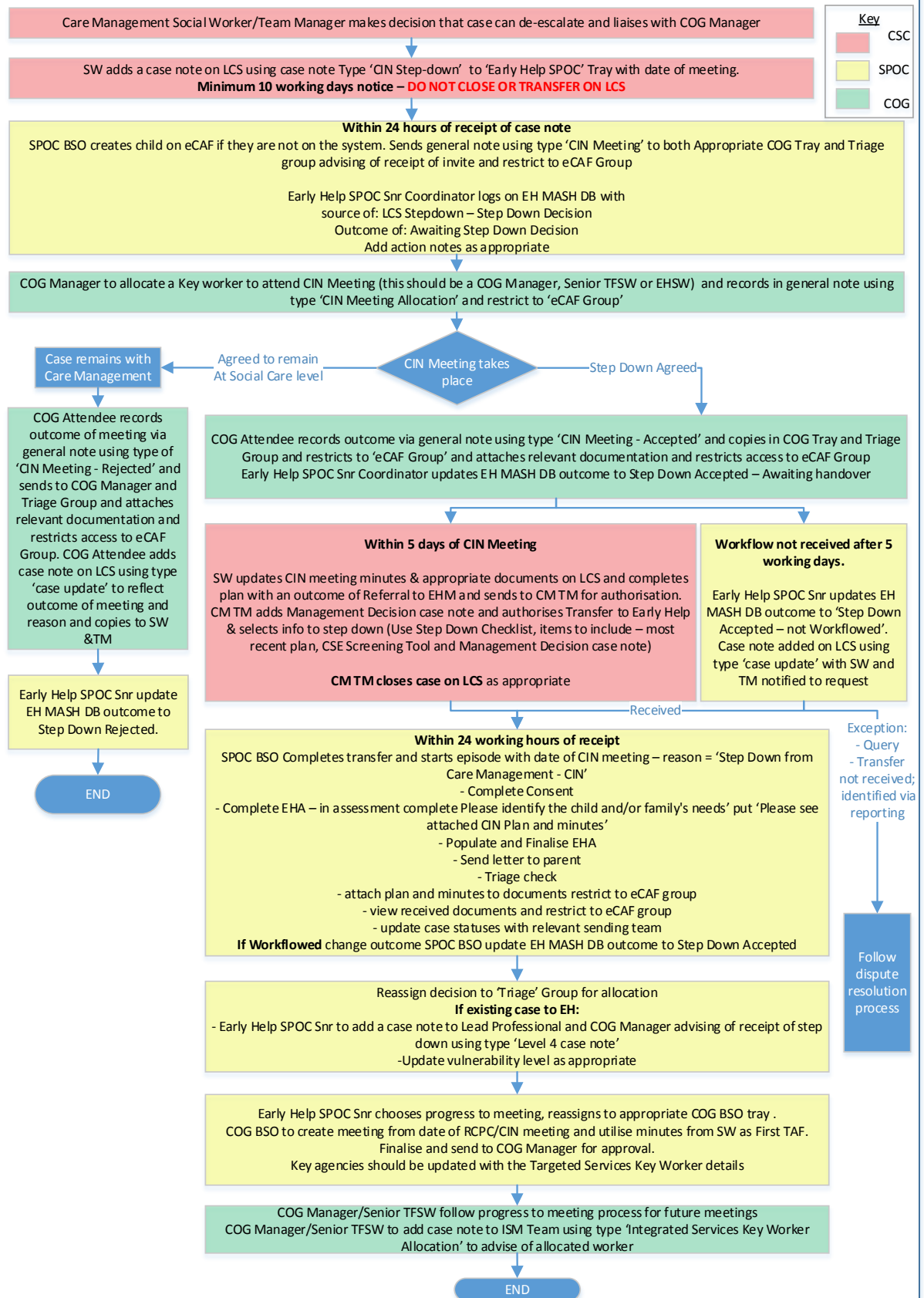
SAAT Team Manager adds a casenote on LCS using Casenote type = SA Stepdown and sends to MASH Managers Tray with full details and date of next home visit with family minimum 5 working days notice. Include SPOC BSO into case note.	<input type="checkbox"/>
Social Worker to select Referral to EHM (Step Down) from suggested outcomes in Plan.	<input type="checkbox"/>
Send to manager to authorise	<input type="checkbox"/>
SAAT TM Adds Management decision case note	<input type="checkbox"/>
Manager to include following forms in Referral to EH <ul style="list-style-type: none"> - Most Recent Plan - Minutes from de-escalation meeting/ conference minutes - CSE Screening Tool (if applicable) - Management decision case note - Key Agency details - Family Composition 	<input type="checkbox"/>
Explicit consent from parents must be obtained including which parent gave consent, method of consent and date of consent.	<input type="checkbox"/>
The following Troubled Families indicator questions are mandatory. These need to be included in either the plan or case note: <ul style="list-style-type: none"> - Does the child/ YP have any health issues? - Does any adult in the household have any health issues? - Is a YP in the household a Young Carer? - Is there current or a history of DV or abuse? - Is there current or a history of offending/ anti-social behaviour? 	<input type="checkbox"/>
Manager to finalise Referral to EHM form	<input type="checkbox"/>
Manager to complete Referral closure and close referral with Date	<input type="checkbox"/>

Step Down from Level 4 Services



Step Down from Care Management CIN Plan – 6.2

26/10/2017



Step Down from Single Assessment v8.3

26/10/2017

