

Liquidlogic Step Up and Step Down Process

Briefing Note

The guidance note below will talk you through the keys steps within Step Up (Escalate) from One Point to Families First and Step Down (De-escalate) from Families First to One Point in Liquidlogic.

The guidance note does not include the First Contact process for new contacts/referrals that are added into Liquidlogic and sent to a One Point/Families First Team.

Step Up from One Point (Escalate)

One Point Team

1. If a case is open to One Point and new risks present that require the case to step up to a Families First team, the current One Point team need to initiate this process in EHM. Ideally, cases would be discussed at the weekly step-up/down meetings, but if there is immediate risk the case can be stepped up outside of this meeting. On these occasions, the One Point Team Manager should contact the Families First Team Manager.
2. To begin the process, the One Point team will need to create the Step Up to Children's Social Care pathway stage. This can be triggered as the outcome of another stage. For example, the Early Help C&F or Team Around the Family. Or, it can be started manually from the Decisions tab of the Active Early Help Episode, as shown below.

The screenshot displays the 'Active Early Help Episode' interface. On the left, a flowchart shows the process starting with 'Contact' and 'MASH', leading to 'Start Early Help Episode', then 'Obtain Consent' (with 'Consent Denied' as an alternative path), 'Early Help C&F', 'Team Around The Family', 'Early Help Plan', and finally 'Step Up to Children's Social Care'. The main panel shows the 'Active Early Help Episode' details for 'eCAF Administrator 5 (Reassign)', started on 15-May-2020. The 'Decisions' tab is active, showing a list of outcomes: 'Early Help C & F', 'Early Help Plan', 'Team Around The Family Meeting', 'Step Up to Children's Social Care', and 'Early Help Episode Completed'. The 'Step Up to Children's Social Care' task is highlighted with a red box. The 'Date of Initiation or Completion' section shows 'Today's Date' selected and 'Other Date' set to 12-May-2020.

3. When in the Step Up to LCS form, you must complete the mandatory fields in red. These are *Date of Transfer*, *Comments* and *Transfer Recipient*. The *Transfer Recipient* field will be used to send a task to the receiving Families First Team.

Please take care to ensure you choose the correct team from the list. Please **DO NOT** choose *Referral to Progress* from this list as this is for First Contact use only.

The screenshot shows the 'Step Up to LCS' form with the 'Transfer Details' section. It includes a 'Print' button, a 'Step Up to LCS' dropdown menu, and an 'Attachments (0)' link. The 'Date of Transfer' is set to '12-May-2020'. The 'Comments' field contains the text 'Step up to Families First.'. The 'Are parents aware of this transfer?' dropdown is set to 'No'. The 'Transfer Referring to' dropdown is set to '04. Chester-le-Street Families First Team'.

- There are also fields to record information regarding the *step-up/down meeting*. These are not mandatory fields but should be completed.

The screenshot shows the 'Step Up to LCS' form with the 'Date of escalation meeting' set to '11-May-2020'. The 'Reason for escalation' field contains the text 'Brief notes from escalation meeting.'. The 'Parent / Carer aware of Step Up?' dropdown is set to 'Yes'. The 'Parent / Carer Views' field is empty. The 'Child aware of Step Up?' dropdown is set to 'Yes'. The 'Child's Views' field is empty.


- As part of the Step Up process, you can send EHM forms to LCS. The key form to include is the *EHM Contact Record* as information recorded within this form will copy forward into the LCS Referral.

The screenshot shows the 'Forms to include in this transfer' section. It is divided into two sections: 'Within the context of the Episode' and 'Within the context of the Person'. The 'Within the context of the Episode' section has three items: 'Early Help Consent Record (Friday, 15 May 2020, 15:27)', 'Early Help Episode Record (Friday, 15 May 2020)', and 'Step Up to Children's Social Care (Thursday, 14 November 2019)'. The 'Within the context of the Person' section has one item: 'EHM Contact Record (Thursday, 14 November 2019)'. The 'EHM Contact Record' item is highlighted with a red box.

- When you have completed the form, *Save* and *Finalise* to send the task to the receiving Families First Teams work tray. Please note there is no management authorisation on this form.
- The Lead Professional will then need to close the EHM Episode carrying out the usual steps.

Families First Team

8. The Team Manager/Social Work Consultant will receive a task into their team duty tray labelled *Transfer from Durham EHM*. They need to *Pickup* the task and press the link that says *Start New Referral*.

Person	Task Description
 Up, Step (5 years)	Transfer from Durham EHM - Please review this case transferred from Durham EHM

9. Once the LCS Referral has been created and copy forward rules applied, the *Date of Referral* field below must be amended. This date is copied from the start of the Early Help Episode and should be replaced with the date the LCS Referral is created.

N.B. If this date is not amended, the next step of the process is likely to be showing as out of timescale immediately.



The screenshot shows a 'Referral Record' form. On the left, there is a 'Print' button and a navigation menu with 'Referral Record' selected, and sub-items '1. Referrer details ...' and '1a. Child's details'. The main heading is 'Referral Record'. Below it, there is a section for 'Referral Type'. A red box highlights the 'Date of Referral' field, which contains the text '01-May-2020' and a calendar icon.

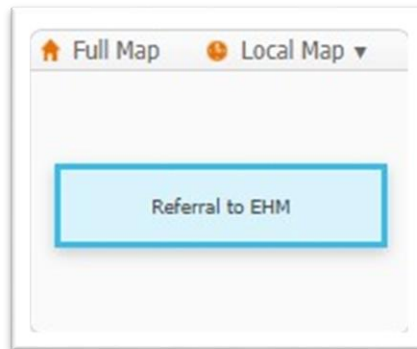
10. The rest LCS Referral should be updated then *Saved* and *Finalised*. At this point you would allocate it to a Social Worker to complete the next step.

Step Down from Families First (De-Escalate)

Families First

11. The Step Down to Early Help process cannot be manually started. It must be started as an outcome of another stage. For example:
 - Step Down to Early Help following the outcome of the C&F
 - Step Down to Early Help following the finalisation of the CIN Plan.

12. When the Step Down to Early Help outcome has been selected, the following pathway stage will become active.



13. When in the Step Down to Early Help form, the Social Worker must complete the mandatory fields in red. These are *Date of Transfer*, *Comments* and *Transfer Recipient*

14. *Recipient*. The *Transfer Recipient* field will be used to send a task to the receiving One Point Team. Please take care to ensure you choose the correct team from the list.

A screenshot of a form section. The fields are: 'Date of Transfer' with a date picker set to '18-May-2020'; 'Comments' with a text area containing 'Step down to One Point.'; 'Are parents aware of this transfer?' with a dropdown menu set to 'No'; and 'Transfer Recipient(s)' with a dropdown menu set to 'OPS Durham West and Chester-Le-Street'. The labels 'Date of Transfer', 'Comments', and 'Transfer Recipient(s)' are highlighted in red.

15. There are also fields to record information regarding the *step-up/down meeting*. These are not mandatory fields but should be completed.

A screenshot of a form titled 'Step Down to Early Help'. The form contains the following fields: 'Date of De-Escalation Meeting' with a date picker set to '18-May-2020'; 'Reason for De-Escalation' with a text area containing 'Brief notes from de-escalation meeting.'; 'Parent/Carer aware of Request for Early Help?' with radio buttons for 'Yes' (selected) and 'No'; 'Parent/Carer's Views' with a text area; 'Child aware of Request for Early Help?' with radio buttons for 'Yes' (selected) and 'No'; and 'Child's Views' with a text area.

16. As part of the step down you will be able to attach information to share with the receiving One Point team. It is recommended that you attach the latest C&F and Plan. Unfortunately, the chronology cannot be included in this step down process.
17. The Social Worker should *Save* and *Finalise* the form to send to their Team Manager for authorisation. NB Only at the point the form is authorised by the Team Manager will a task be sent to the receiving One Point duty tray.
18. The Social Worker/Team Manager should then go through the usual steps to close the LCS Referral.

One Point

19. The Team Manager/Senior Key Worker will receive a task into their team duty tray labelled *Transfer from Durham LCS*. They need to *Pickup* the task and press the link that says *Start Early Help Episode*.

Person	Task Description
TFR Down, Step (10 years)	Transfer from Durham LCS - Please review this case transferred from Durham LCS

20. The *Start Date of Episode* field is automatically populated from the Step Down to Early Help form and does not need to be amended.

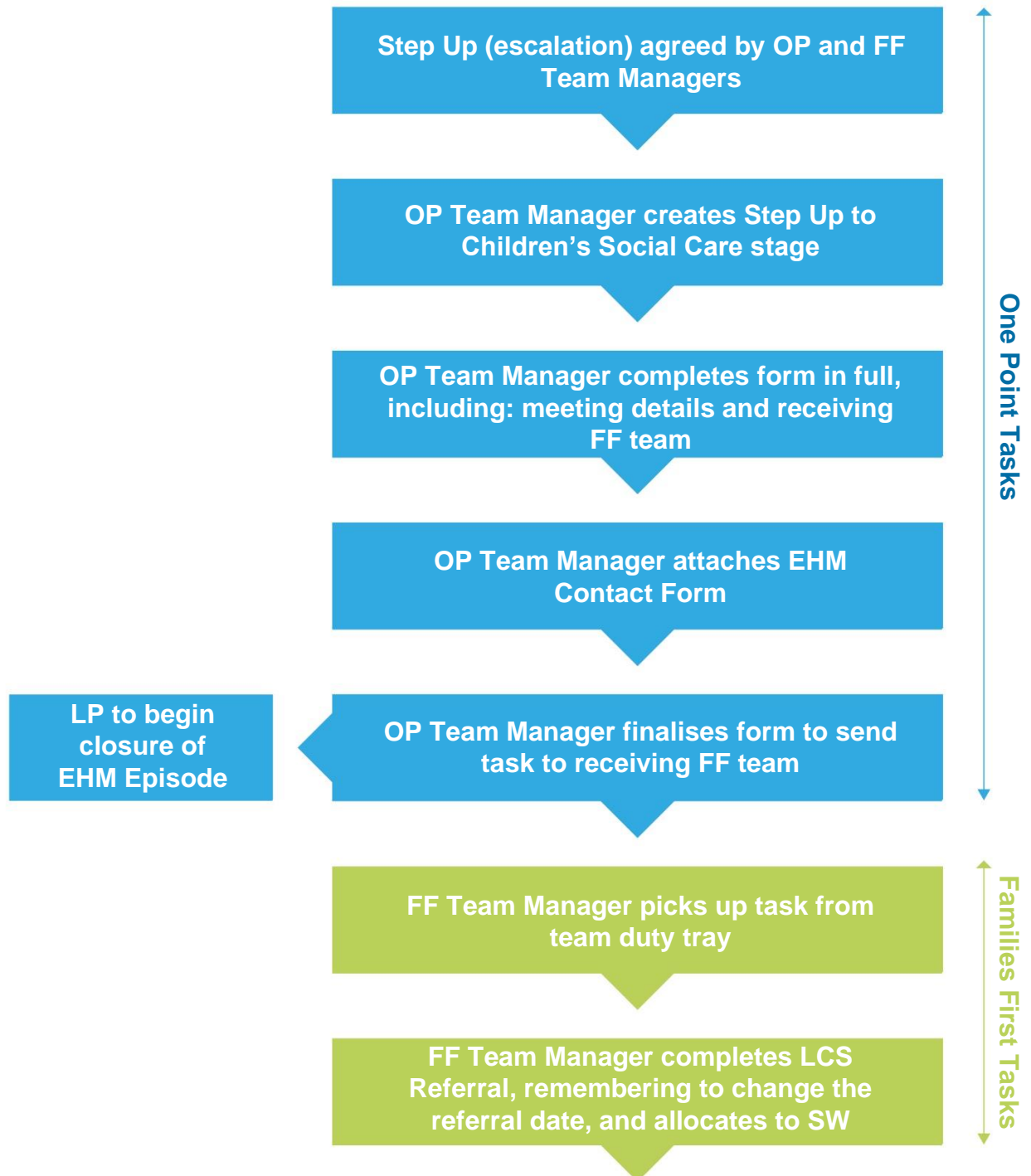
Episode Dates

Start Date of Episode

21. The Team Manager/Key Worker should complete the Early Help Episode Record form in full then allocate to the Lead Professional to obtain consent.

Please contact the CYPS Systems Team on 03000 267 700 if you have any queries regarding the above or other area of LCS or EHM

Appendix 1: Step Up Flowchart



Appendix 2: Step Down Flow Chart

