

QlikSense Family Support Dashboard User Guide



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Purpose

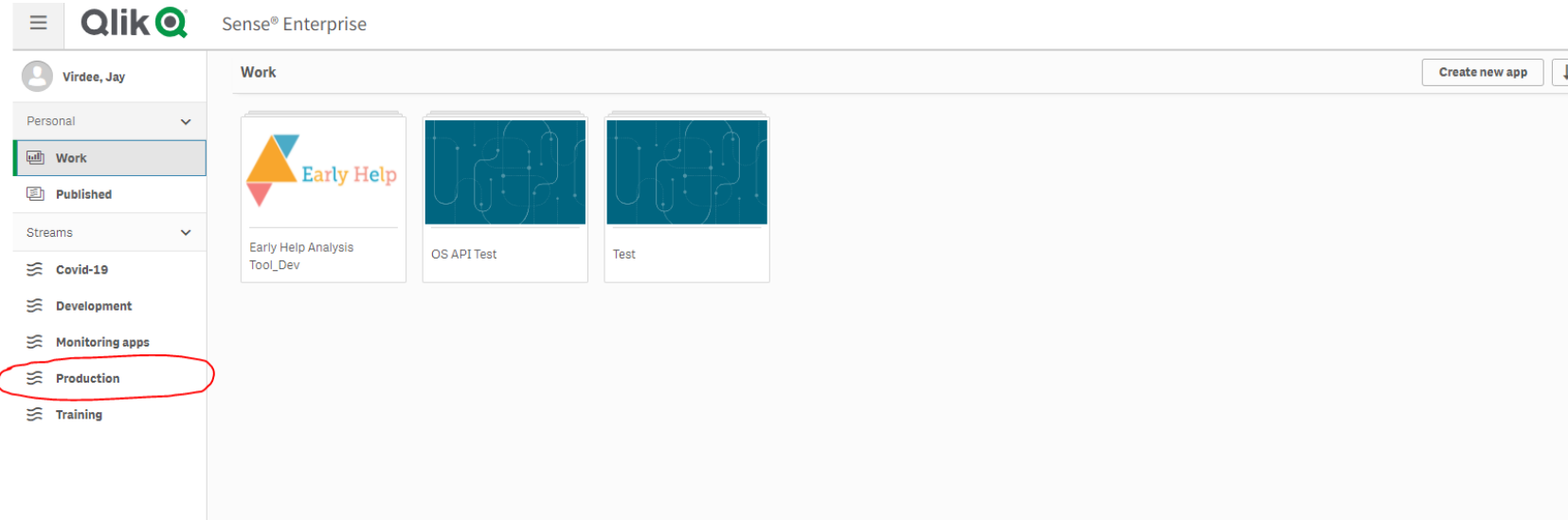
The purpose of the Family Support Dashboard is to provide an overview of all your cases in one single place. It allows you to keep track of what stages you are at with each family you are working with. It also lets you know if the current stage you are at with each family member is within timeframe. Timeframes exist to ensure our clients receive a timely service from us and their intervention is only as long as it needs to be.

In addition to this we have the Family Journey page. This page exists to give you more information on your families background and allow you to do network checks. You can get information on previous interventions that have taken place as well as School Attendance, DVA Contacts, School Exclusions, YOS Offences, Rent Arrears, CTAX Arrears, NEET Status and FSM Status.

Please Note: School data is only for Camden LA controlled schools and RENT is only for Camden LA controlled housing and does not include Private or HA properties.

How To Find The Dashboard

1. Hold CTRL and Click On This Link <https://qliksense.lbcamden.net>
2. You should arrive at this page:



3. Click Production
4. Select The Family Support Dashboard Icon which looks like this



Backup [Link](#) -This Will Take You Directly To The Dashboard if the previous method does not work for you.



Overview of The Dashboard



Family Support

Data last loaded: Jul 23, 2020, 2:12 PM

Published: Jul 27, 2020, 10:02 AM

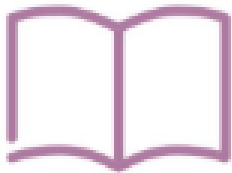
Published to: Production

Sheets Bookmarks Stories

Public sheets (4)



Home



Allocations



Timeframes

Home

- This sheet gives an overview of the current workflow steps that need to be completed for your families and also the current number of allocated families you are working with. If you are a Manager your counts will be of the whole team you have access to. All tiles within this sheet are clickable to help you navigate to the various sections.

Home

Data correct as of: (End) Wed 24/11/21

Welcome Jay. Here are your tasks:

Team

Sub Team

Urgent & Overdue Workflow Tasks **1**

Allocations (Children) **23**

Allocations (Families) **10**

Open Workflow Steps **22**

Workflow Summary | Urgent & Overdue Summary | Allocations Summary

EH Ass: 4 OK, 4 Urgent

EH TAF: 15 OK, 1 Urgent

Targetted: 2 OK, 2 Urgent


Callouts:

- Number of Workflow Tasks that are either overdue or nearly due. Clicking here will take you to them.
- Here is your current number of allocated children and families.
- This is your current number of workflows steps that are 'incomplete' on mosaic.
- These are your navigation buttons to each sheet
- These are the current outstanding Data Quality Errors for the person records on mosaic. These need to be completed in Person Details Section of Mosaic.
- This is the overview of your current Workflow Steps showing how many of each Workflow Step you have and what their status is.

Allocations

- The allocations sheet is a further look into the families that you are currently working with, along with various Data Quality errors that are present in the mosaic Person Details section.

Allocations



Data correct as of:
(End) Wed 24/11/2021

Allocations (Children)

23

Allocations (Families)

10

Team

Sub Team

AY

▶ Home

▶ Timeframes

↕ Allocations

▶ Family Journey

▶ Dashboard Usage

This section details the possible data quality errors for your allocated families

Allocations
These are derived from current professional relationships on Mosaic.

Data Quality
The last four columns show which details have been added to Mosaic. The following will be flagged:
 School/Nursery Missing: Current school needs to be added to Mosaic.
 GP Missing: GP needs to be added to Mosaic.
 Workflow Missing: Person has a current professional relationship but no workflow.
 Ethnicity Missing: Ethnicity needs to be added to Mosaic.

Ticks mean that this data is up-to-date


Your current number of allocated children along with the number of families

This person in Mosaic has no current open steps even though there has been a relationship for 136 days. Think about closing this if no steps are present.

This is an overview of your current allocations who they are and also the number of days the allocation has been open.

Timeframes

- The timeframes sheet details the amount of time remaining for each step to be completed on Mosaic. This sheet enables you to keep track of which tasks are the priority in order to remain in timeframe.

Timeframes


Data correct as of:
(End) Wed 24/11/2021

Team

Sub Team

Workflow Step

- Home
- Timeframes
- Allocations
- Family Journey
- Dashboard Usage

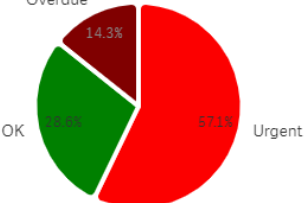
Open Workflow

7

Workflow Without Allocation

+ 0

3 working days (1 is urgent): CSF Contact, DCT Contact, Contact & Ref Rec
 10 working days (5 is urgent): EH Ref Decision, EH Initial TAF, FWD Case Closure (Tier 2)
 15 working days (5 is urgent): FWD Assessment (Tier 2), FWD Case Closure
 20 working days (5 is urgent): FWD Assessment (Tier 3)
 25 working days (5 is urgent): FWD Intervention (Tier 2)
 30 working days (5 is urgent): EH & Triage As'sment, EH & Triage Closure, EHC & EHFV Audit
 60 working days (10 is urgent): EH TAF Review, FWD Review



These are the timeframes for each Workflow Step On Mosaic

This is an overview of the current Workflow Steps that are open on Mosaic and how long is left to complete them. Both Overdue and Nearly Due Workflow Steps Appear in Red.

Family Journey

- The Journey Map enables you to see an overview of a family that you select. You are able to see in one screen the families history and also access to linked data that the council holds for that family. This includes things like what interventions have been done to date, what the current address is of all family members, the attendance % of the children etc.

Family Journey: [Redacted]

Select Family: [Redacted]

Home

Timeframes

Allocations

The number of times the family has contacted Children Services via a CSF Contact To the MASH

The earliest date a member of the family became known to Camden Children's Services

Historic CSFs 5

First Known to Services Apr 2004

Family Members	Current Professionals	All Presenting Issues	Intervention Outcomes
Name	Q	Age	Q
A+Y(F>:1C-U?F0DN@3&_5' TS8-)		40	G@2+4TG\+@`'GV_-A?Z=)
E,4(O_CQW]U4J'_^%SR\)MVR0)		42	I6E>2'7'FMZ`M=6OYUD.+&\$
M*Q(M`Z_A;.&(T^%XG,\$&+DY)		12	I6E>2'7'FMZ`M=6OYUD.+&\$
N'=(G4;UV.^(\>C6DI(>SX`B%)		16	I6E>2'7'FMZ`M=6OYUD.+&\$
NCI(C/?AME5;(L1F1:GEB]8RK#)		23	I6E>2'7'FMZ`M=6OYUD.+&\$

This gives you a family timeline of all the interventions that have taken place including information such as YOS interventions, RENT Arrears, Exclusions and Attendance Information

History (Since October 2016)

Category	Jan-17	Apr-17	Jul-17	Oct-17	Jan-18	Apr-18	Jul-18	Oct-18	Jan-19	Apr-19	Jul-19	Oct-19	Jan-20	Apr-20	Jul-20
Family Early Help Steps			CSF	EHRD	E.			TAF Review		EHFA	TAF Revi...	EH Close			CSF
K: Schooling	97%	95%	99%	94%	85%	88%	92%	83%							
S: Schooling	88%	83%	60%	30%	Exclusion: 15 Days										
A: Housing Arrears					Exclusion: 10 Days		Exclusion: 15 Days								

Map showing the current home location of the family along with the current schools. Hovering over the pink allows you to see the current deprivation status for the area in which they live

The number of times the family has contacted Children Services via a CSF Contact To the MASH

The earliest date a member of the family became known to Camden Children's Services

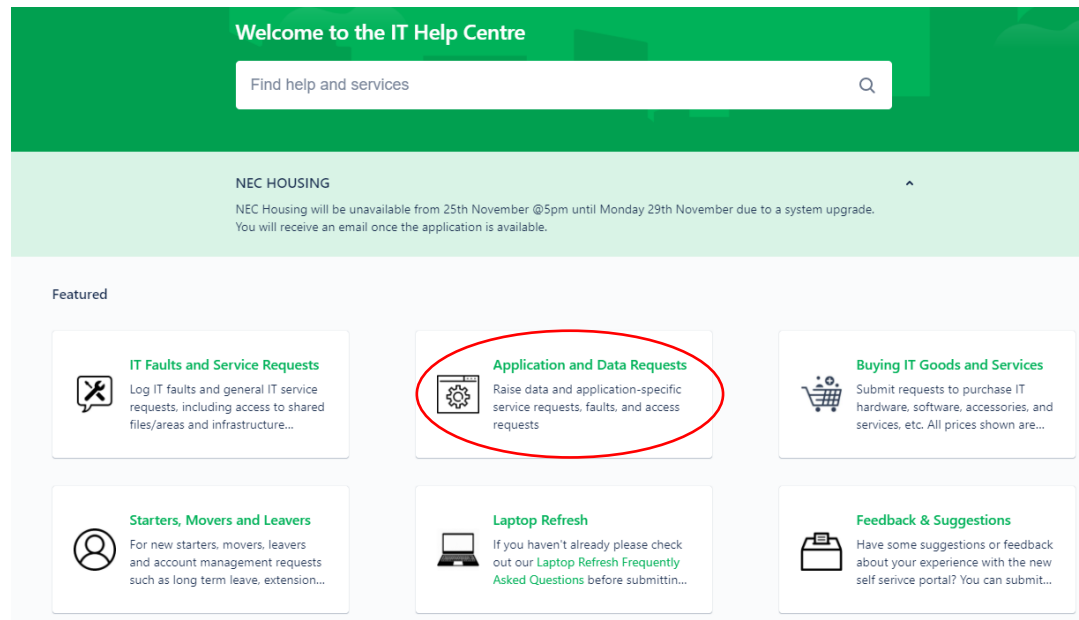
This gives you a family timeline of all the interventions that have taken place including information such as YOS interventions, RENT Arrears, Exclusions and Attendance Information

Gaining Access For Family Workers

Setting Up Family Workers

This can be done by the family worker themselves. They will need to complete a Jira Request Form found [here](#).

1. Click On Application and Data Requests



Gaining Access For Family Workers

2. Request or Manage Access To Specific Applications

DDS IT Help Centre / [Application and Data Requests](#)



Application and Data Requests

Raise data and application-specific service requests, faults, and access requests

 [Contact us about](#)

Log faults

Report a Camden Account issue (Resident/Business Portal), Report application issues (AS), Report a database issue, Report an OpenData issue, Report GIS issue >

Request or manage access to specific applications

Request access to an application (AS), Manage existing permissions and access to a business system >

Application specific service requests

Delete Camden Account (Resident/Business Portal), New Data Match Request, Requests relating to a specific application, Northgate Housing Requests >

Database Administration Requests

Request/Amend access to a Database, New Database, Database backup, Database restore from backup, Copy or Clone Database, Database amendment, New Data Transformation/Transfer process (ETL), Amend data Transformation/Transfer process (ETL), Request Database Connection/Configuration information, New OpenData Dataset, Request/ Amend Access to a OpenData dataset, Other request/question for database administration team >

Gaining Access For Family Workers

3.Request Access To An Application

DDS IT Help Centre / Application and Data Requests



Application and Data Requests

Raise data and application-specific service requests, faults, and access requests

Contact us about

Request or manage access to specific applications

What can we help you with?



Request access to an application (AS)

Use this form to request access to new applications



Manage existing permissions and access to a business system

Use this form for managing, amending and removing existing permissions and access to a specific application

Gaining Access For Family Workers

3.Request Access To An Application

DDS IT Help Centre / Application and Data Requests



Application and Data Requests

Raise data and application-specific service requests, faults, and access requests

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Request or manage access to specific applications

What can we help you with?



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Use this form to request access to new applications



Manage existing permissions and access to a business system

Use this form for managing, amending and removing existing permissions and access to a specific application

Gaining Access For Family Workers

3.Complete Form

Provide title for your request *

Access To QlikSense Family Support Dashboard

Which business application do you require access to? *

Qlik

Specify details of access i.e. what area/team etc? *

Select Staff who require access *

Enter name or email...

Equivalent User to copy within your team *

Enter name or email...

Are you authorised to make this request? *

Yes

Approvers: select line manager or data owner *

Enter name or email...

Please specify the approver for this request. Person selected must either be the line manager or data owner. Only self approve if you are in a line management capacity authorised to make this request or the data owner. Subject to additional Show more...

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send

Cancel



Title should be Access To QlikSense Family Support Dashboard



Business Application Should Be Qlik



Here you can state- 'Please give me access to the QlikSense Family Support Dashboard



Enter Your Name



Add Someone In Your Team Who Already Has Access



State Yes



Add Either Roland Ramos or Jay Virdee As Approvers

Once this is sent we will then approve your request. Access will then be granted.

Help:-If you are having problems then please email either Jay.Virdee@camden.gov.uk or Roland.Ramos@camden.gov.uk

Gaining Access For Team Managers/Service Managers

Setting Up Team Managers

Team Managers and Service Managers have the ability to see all of their workers cases, additional access is required to get this.

Follow the guidance as above for Family Workers but additionally send an email to either Jay.Virdee@camden.gov.uk or Roland.Ramos@camden.gov.uk with the name of the team that you need to view.

Frequently Asked Questions

-When Does The Dashboard Refresh?

The dashboard will refresh the night before so everything will be correct as of the end of yesterday.

-The Data I Am Seeing Is Wrong?

Sometimes errors occur in the load of the data which happens during the night. Therefore the dashboard may not have updated yet. Please contact us if this occurs and you notice an error (Jay Virdee or Roland Ramos)

-I Am Missing Family Members From The Family Journey Sheet?

Family Members are linked together on the dashboard by using the Clear Skies Family ID. In order for information for all members to be displayed correctly they must have the same Clear Skies Family ID. You can correct this on the Mosaic Profiles of the family members and then the dashboard will reflect the correct information.

Frequently Asked Questions

-What Do These Data Quality Flags Mean?

Family ID Missing



Ethnicity Missing



GP Missing



School/Nursery Missing



Worker Relationship to be Added



Worker Relationship to be Closed



Family ID Missing-There is no Clear Skies Family ID on the child Profile. This can be added by going to Personal Details and References on mosaic. Each EH Service has a list of Family IDs which can be picked from. Your manager should be able to tell you who has the list from your service.

Ethnicity Missing-There is no Ethnicity on the child's profile in mosaic. This must be added not only to the forms but also the child profile.

GP Missing-There is no GP listed under Organisational Relationships In Mosaic

School/Nursery/Childminder Missing-This applies to over 2 year olds. We would expect most to have this listed on their profile under Organisational Relationships.

Worker Relationship To Be Added-A Workflow has been started but there is no Worker Relationship added on Mosaic.

Worker Relationship To Be Closed-A Worker Relationship has been left open as there is no corresponding workflow step open. Please add a To date in the Worker Relationship Section of a child profile.

Frequently Asked Questions

-How Do I Get Training On How To Use The Dashboard?

You should ask your manager or one of the Early Help Data Team to show you how to use the dashboard. Feel free to request a meeting for a tutorial of the dashboard.

-I Keep Seeing Access Is Denied Message?

Please contact one of the EH Data Team for Assistance.