Early Help Workflow Manual

Inosaic

March 2017

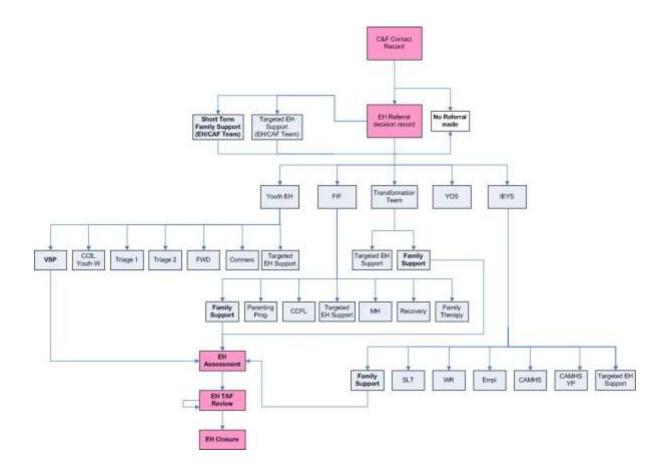
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Version History

March 2017	Manual created
April 2017	Triage assessment and closure guidance added

Early Help Flowchart



Recording Contacts

Contact comes through Front door

Contacts coming through the front door in the form of Merlins, eCAF referrals and phone calls will be dealt with by the Screening officers who will complete the *CSF* contact record. The Early help manager in the C&F Contact team and a Social work manager/senior in the MASH will jointly agree thresholds and whether the case requires an early help or social work response.

If a *Contact* meets the threshold for an Early help service negotiations will be held directly with EH managers in IEYS, Transformation team, FIF and Youth early help to decide which service the case should be referred to or whether the case can be stepped out to a universal service. For complex cases, the case will be taken to the *Early help meeting* for further discussion on the most appropriate service.

Contact goes directly to IEYS, FIF, Transformation or YEH centre

Contacts coming directly into an EH setting via self-referral or from an involved professional will need to be recorded by staff in the EH setting that receives the contact.

It is essential that CSF Contact records are only completed on **NEW** cases, **NOT** cases that are already open and allocated to a worker in Children's services.

This means that staff in the FIF localities, IEYS Children's centres, the Youth centres and the Transformation team will need to check to see if a case (a child) is already open and allocated to a Social worker or an Early help worker by checking on **MOSAIC BEFORE** a CSF Contact record is filled in.

If the case is **NOT** allocated: the *CSF* Contact record (*Please see page 6*) and *EH Referral decision* record should be used (as for new cases into the service)

If the case is **ALLOCATED**: you should refer the issue/request for a service to the allocated worker via email or phone.

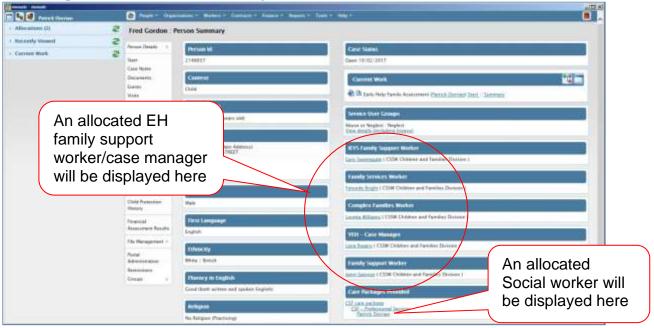
Request for Specialist EH service on allocated case

All of the early help teams provide specialist multi-agency services alongside the traditional Family worker allocated cases which involve holistic assessment, plan and TAF review processes. These services can be the *only* service a CYP or family receive, or they may be provided *in addition* to the support provided by an allocated Early help worker or Social worker.

If the case is **NOT** allocated: the *CSF Contact record (Please see page 6)* and *EH Referral decision* record should be used (as for new cases into the service)

If the case is **ALLOCATED**: A form called *Specialist EH service request on allocated case (Please see page 9)* should be used.

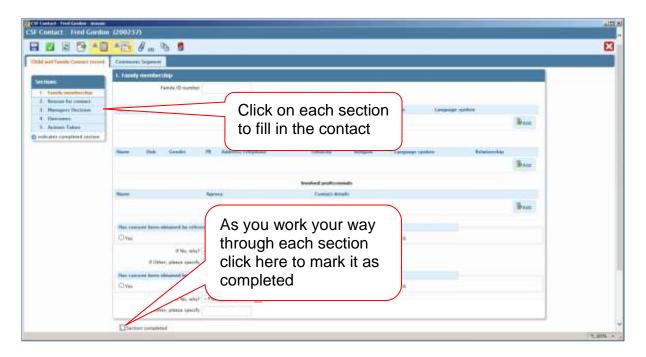
Checking to see if a case is already allocated



CSF Contact

Contacts coming directly into an EH setting via self-referral or from an involved professional. For cases where the C&F Contact team have recorded the CSF Contact please see page 12

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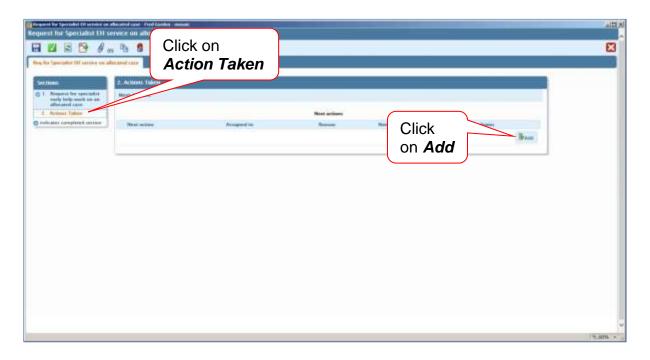
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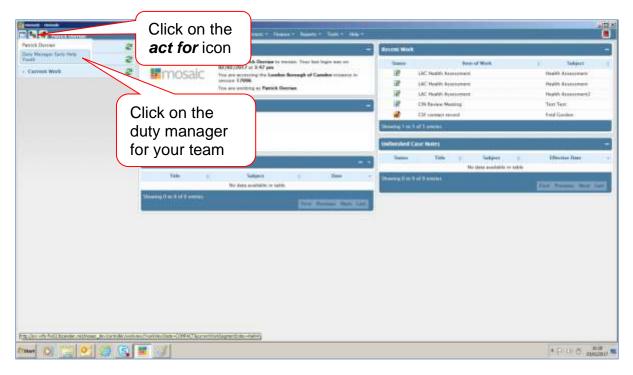
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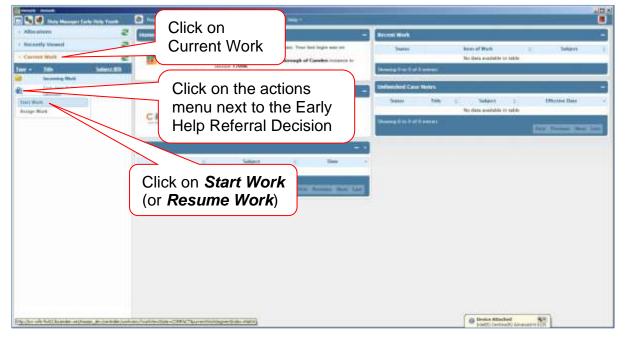
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EH Manager

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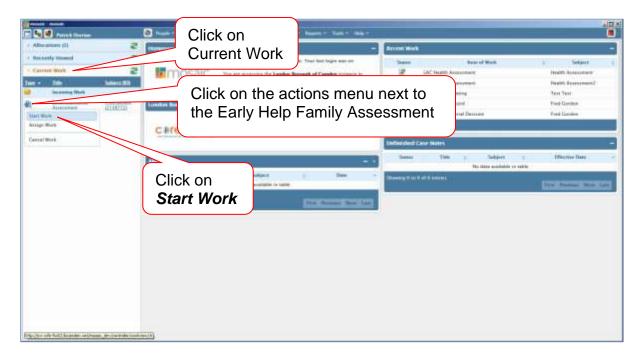
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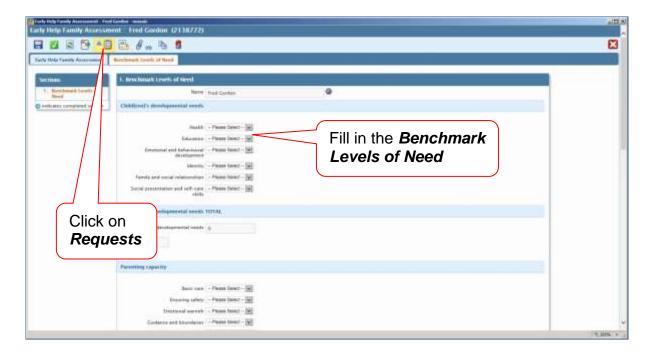
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The Early Help Family Assessment will be in your Incoming work folder

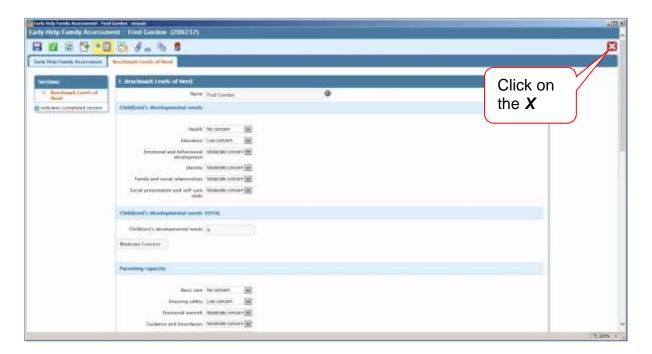


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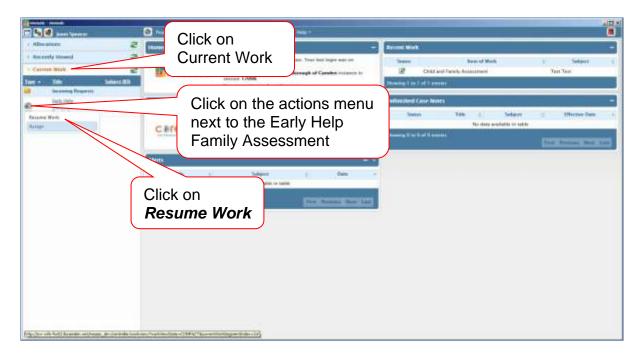
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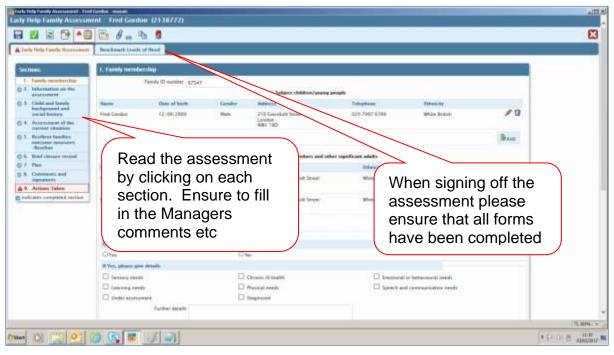


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EH Manager

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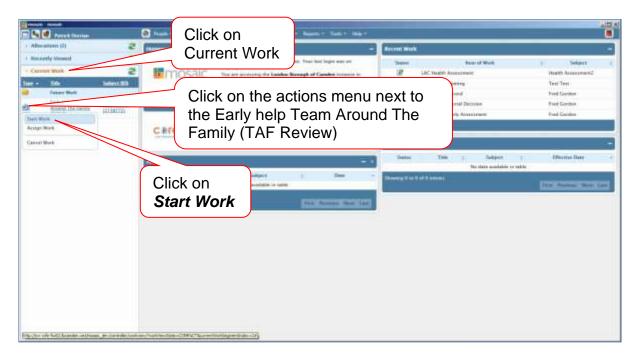
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Early Help Team Around the Family (TAF) Review

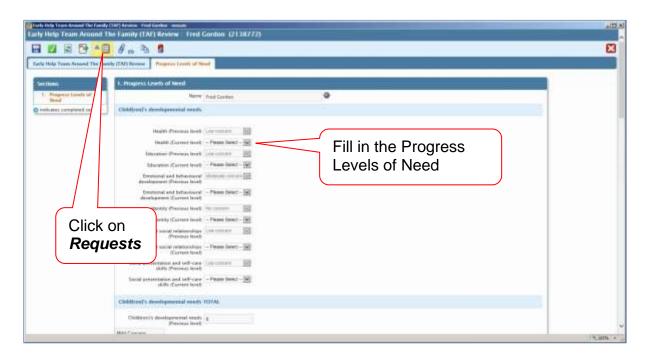
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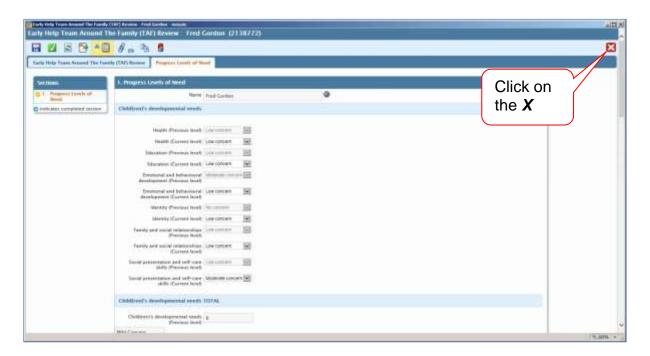


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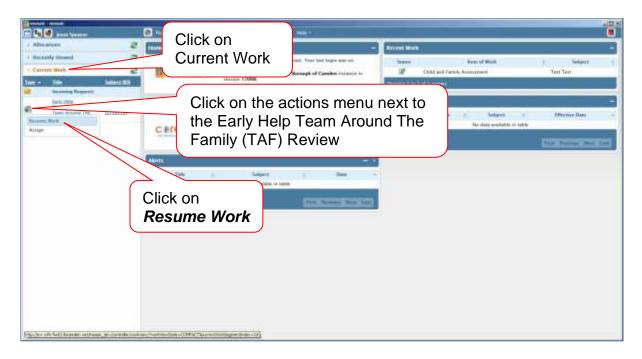
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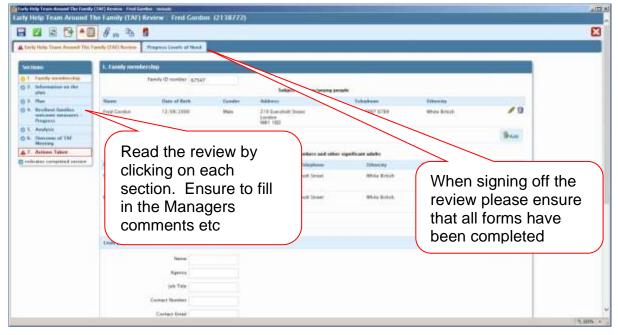


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EH Manager

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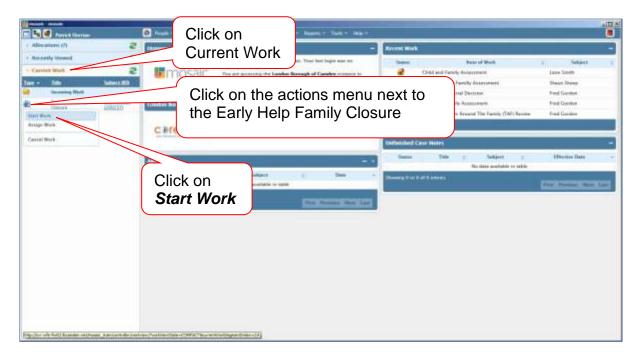
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Early Help Family Closure

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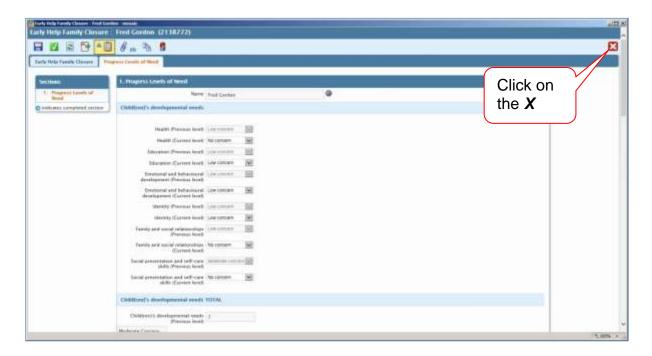


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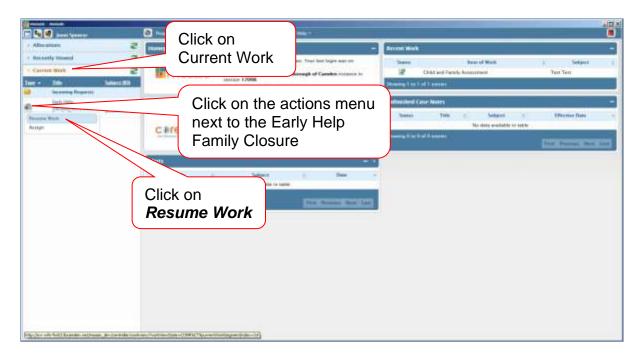
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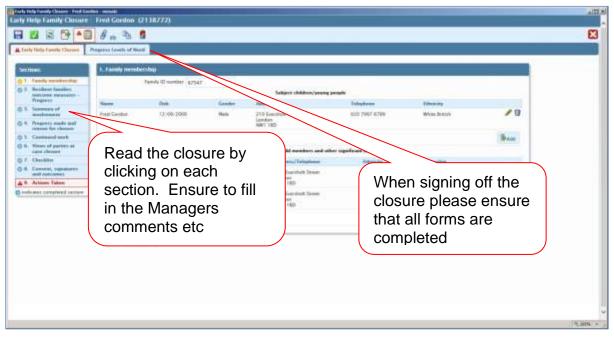


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EH Manager

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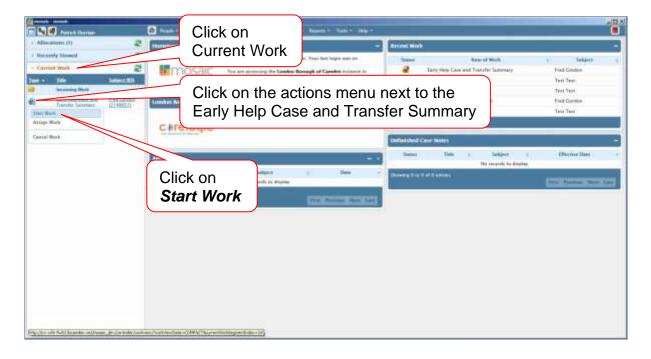
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Early Help Case and Transfer Summary

The **Case and Transfer summary** can be used when it is necessary to **transfer cases between Early help teams** within the service (e.g. From IEYS, to FIF or Youth early help etc.) It can also be used as a Case summary. It will be passed to you as a next action of another EH step or you can start it ad hoc.

EH Worker

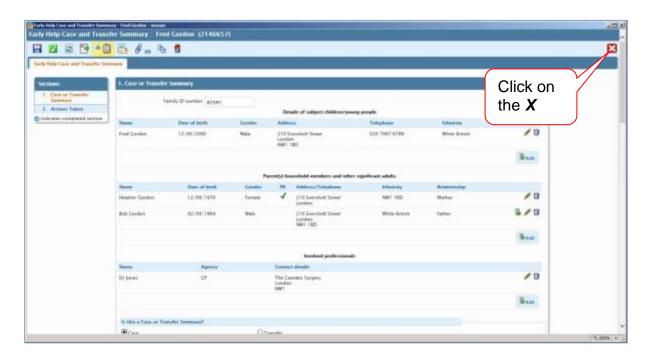


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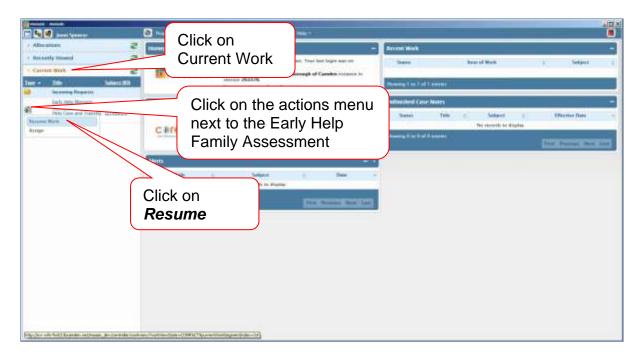
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EH Manager

The Early Help Family Assessment will be in your Incoming Requests folder. If you work in the Family Service the assessment will be in your team incoming requests.



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Targeted Early Help Support

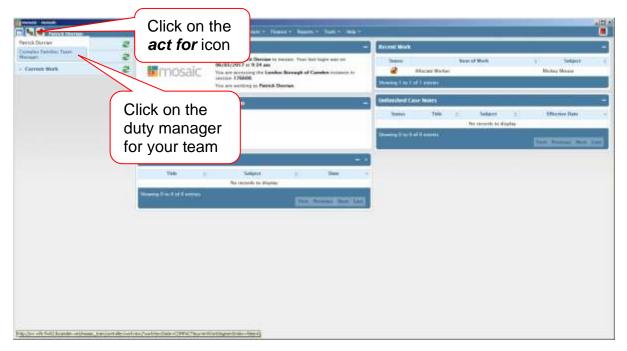
Targeted early help support is a specific piece of focussed work undertaken by Family workers in teams across the early help service, when a case is already allocated to a social worker but an additional piece of work is required. Work can include:

- Parenting work
- Direct work with CYP
- Intensive whole family support
- Practical assistance
- Budgetary management
- Advocacy work e.g with Housing, Benefits agency, SEN etc
- Other

The Targeted Early Help Support form is used to record details of the work on an ongoing basis and so is kept open until intervention ends; only Finishing the step when the work has been completed.

EH Manager

The social worker will send the Request for Targeted Early Help Support to the relevant EH Duty Manager Incoming Requests



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EH Worker

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EH Manager

The Request for Targeted Early Help Support will be in your Incoming Requests folder (for the Family Service it will be in your Team Incoming Requests)

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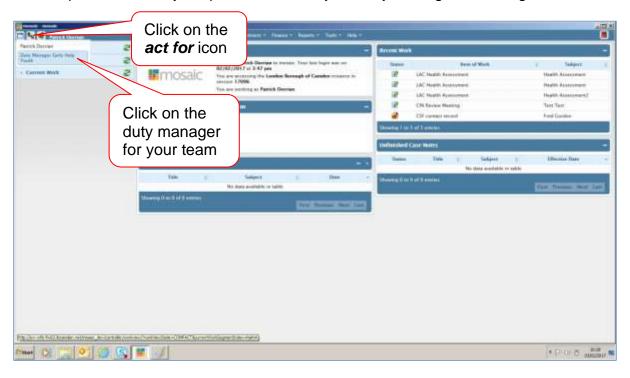
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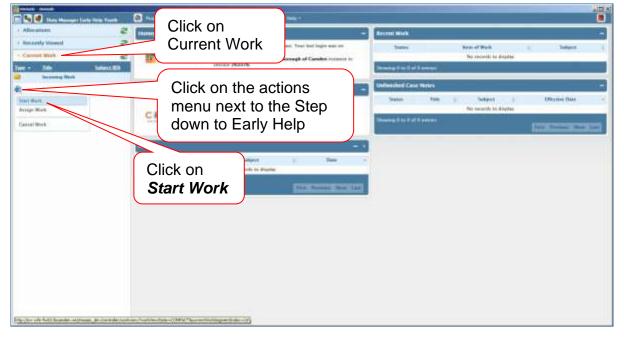
Step Down to Early Help

Step down can occur following an NFA Social work assessment or at a final CIN review meeting.

EH Manager

The Step Down to Early Help will be sent to your duty manager Incoming work folder





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Step Up to the MASH team

Step up can occur at any stage in the Early Help workflow

EH Manager

When signing off an Early Help step you need to select one of the following Next actions:

CP Concerns

Select action Pass to worker	Step Up to MASH (CP) MASH Manager		Select Step Up to MASH (CP)
Note		Select MASH Manager	
Priority			
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OR

Select action S Pass to worker M Note	Step Up to MASH (CIN)	Select MASH	Click on the Step Up to MASH (CIN)
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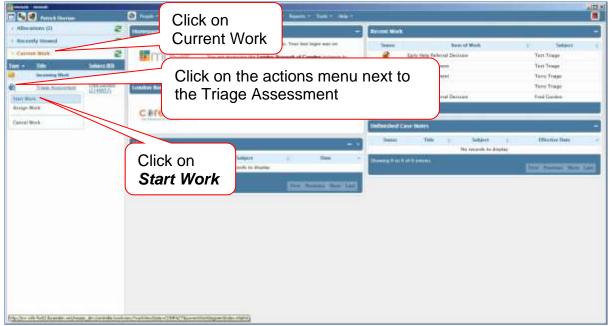
No CP concerns but case still needs to be stepped up

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Triage Assessment

EH Worker

The Triage Assessment will be in your Incoming work folder



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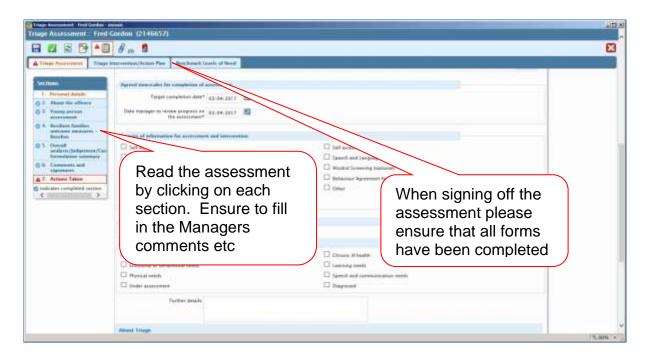
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EH Manager The Triage Assessment will be in your Incoming Requests folder.

Click on Current Work
Click on the actions menu next to the Triage Assessment
Click on Resume Work



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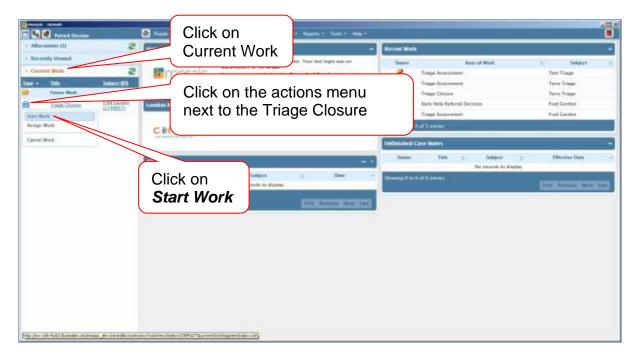
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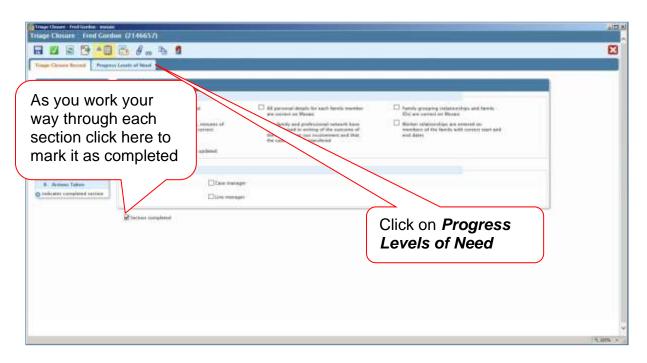
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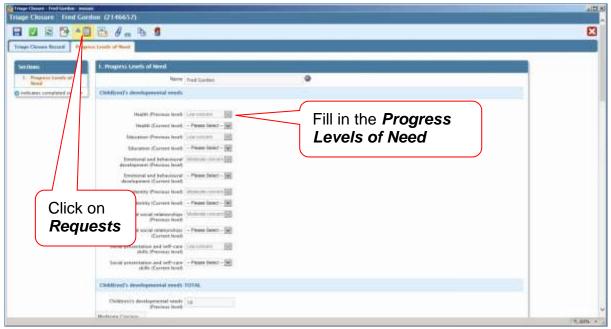
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The Early Help Closure will be in your Incoming work folder

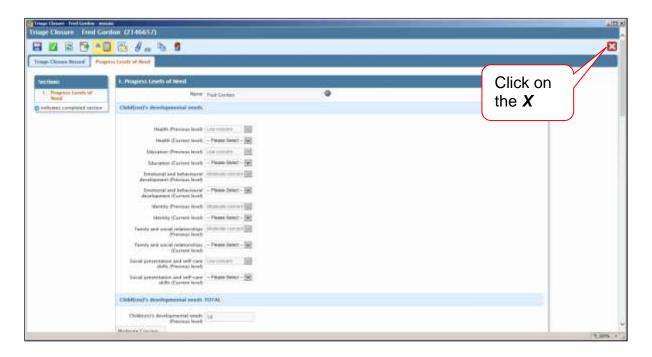


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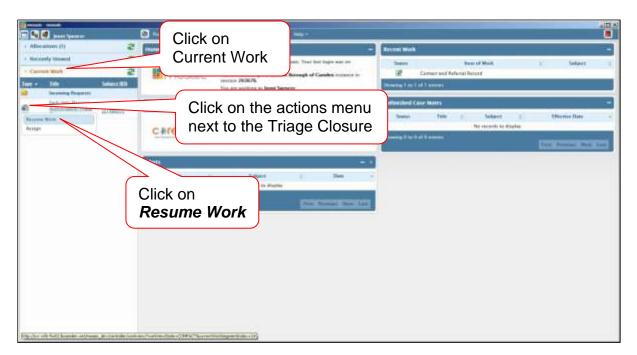
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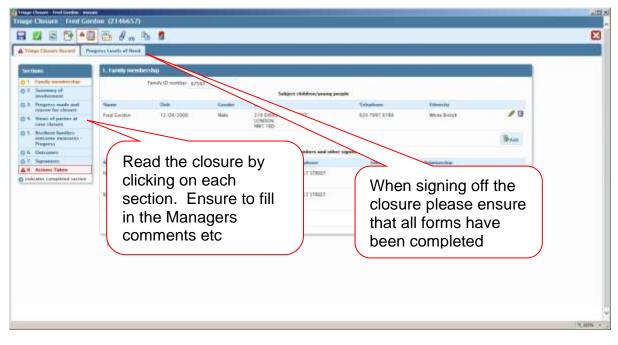


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EH Manager

The Triage Closure will be in your Incoming Requests folder.





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