Making a Request for a Targeted Early Help Intervention (E-CINS)

To request an Early Help Intervention:

Step 1: Complete all supporting information and identify the service required

- On E-CINS, complete the Whole Family Webstar Assessment, upload consent and ensure the risk assessment is completed on the nomination form
    - ✓ The family assessment needs to **clearly identify a need for the EH intervention** which is agreed with the family
    - ✓ The family assessment needs to be completed as fully as possible

- On E-CINS, create a Family Action Plan All relevant actions (SMART) need to be added to the action plan. (See Creating a Family Action Plan)

> If you have assessed the family and young person's needs and wish to check with the identified Targeted Early Help service that their remit meets the needs you've identified, please contact the person identified to consult with within the service (see last page of this document).
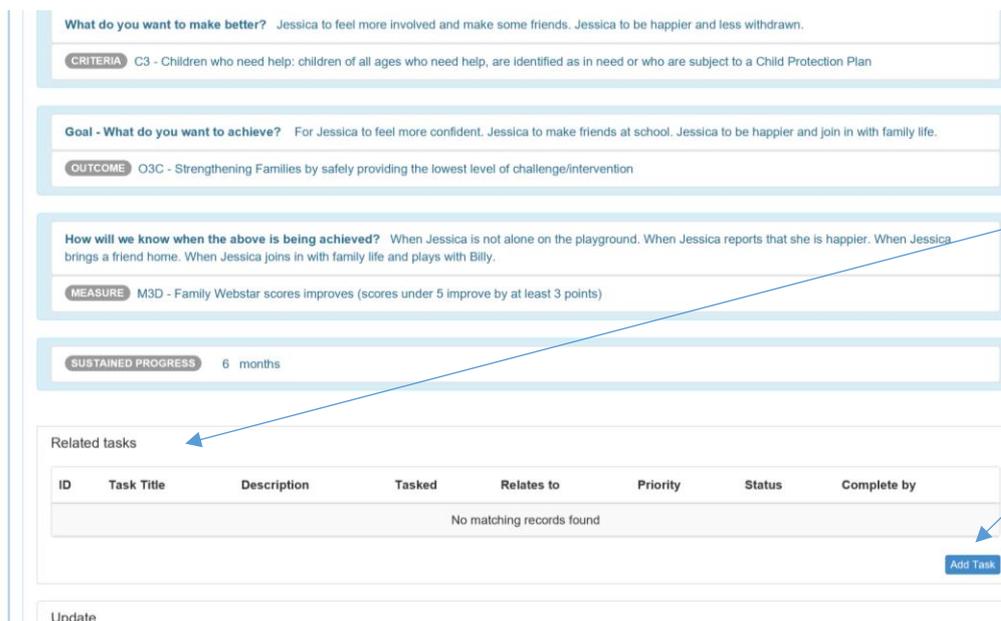>
> For advice on identifying risk or offering early help, then call Compass on 0345 678 9021.

Step 2: Request the intervention

Go to the relevant concern in the action plan and add a task (from the action plan) for the **ONE** identified nominated person within the early help service required (see list). It is important that the task is sent to only one person (see the list of named people within each service on the next page). To do this:
   a) Open the action plan and click on Update Plan
   b) Add the task as per the guidance below:

Go to **Related Tasks** on the relevant concern.

Click **Add Task**

Click on **Other User**

Select the **ONE nominated person** within the Targeted Early Help Service Required from the drop-down list.

Nominated contacts within each Early Help service to receive Requests for Intervention:

Enhance: Maria Evans

Targeted Youth Support: Jo Cox

Lifelines: Jo Cox

Children's Centres North: Alex Morris-Perkins

Children's Centres Central: Annie Mackellar

Children's Centres South: Annie Mackellar

Task Title:

The Task Title should always be:

Early Help intervention request for case ID (the case number at the top of the case page) e.g. 77220

Description: This should be a brief description of the intervention required. The information required by the service will be available on the Family Assessment and plan. If the request for intervention relates to more than one concern than say this here. *E.g. 'please also see concerns 2 and 4'*

Select the Task Type

Click on the relevant task type for the intervention request

- Intervention request for EnHance
- Intervention request for Targeted Youth Support
- Intervention request for Lifelines
- Intervention request for Children's Centres
- Intervention request for Parenting Practitioners

Remember you can only request an intervention from <u>one</u> service.

Click on **Complete within**

Always give the service 2 weeks.

Click **Save**

How will we know when the above is being achieved?   When Jessica is not alone on the playground. When Jessica reports that she is happier. When Jessica brings a friend home. When Jessica joins in with family life and plays with Billy.

MEASURE   M3D - Family Webstar scores improves (scores under 5 improve by at least 3 points)

SUSTAINED PROGRESS   6   months

Related tasks

ID	Task Title	Description	Tasked	Relates to	Priority	Status	Complete by
192473	Early Help Intervention request for case ID 77220	Jessica is reacting to Billy's illness by being very withdrawn from both the family and school. Please can you work with her to improve her confidence, understanding of Billy's condition and work with the family to improve quality of the time spent with Jessica.	Kay Smallbone	Intervention request for EnHance	Medium	Open	16-10-2016 23:00

Showing 1 to 1 of 1 rows

[Add Task]

> The task Early Help intervention request is now recorded on the relevant concern.
>
> The task will be sent to the relevant nominated person within the early help service requested.

Important – grant access

You now need to give the nominated person within the early help service access to the case, profiles and any relevant reports that you wish them to see.

Step 3: Tracking progress of the request for intervention: response by the early help service

Last Session: **Today, at 14:13**
Logged in as: **kaysmallbone** | *Logout*

My Tasks [export]

ID	Task Title	Team Tasked	Task From	Added	Completion By	Completed
192473	Early Help Intervention request for case ID 77220		Kay Smallbone	03-10-2016	17-10-2016 at 00:00	Not Complete
191963	request for intervention case ID 49803		Kay Smallbone	30-09-2016	14-10-2016 at 00:00	Not Complete
191960	Reminder to contact EP		Kay Smallbone	30-09-2016	07-10-2016 at 00:00	Not Complete
191955	Anger management		Kay Smallbone	30-09-2016	30-11-2016 at 00:00	Not Complete
191937	Discussion with Mary		Kay Smallbone	30-09-2016	07-10-2016 at 11:00	Completed
191851	Request for Intervention Case ID 45		Kay Smallbone	29-09-2016	13-10-2016 at 00:00	Not Complete
191848	Hospital appointment		Kay Smallbone	29-09-2016	06-10-2016 at 00:00	Not Complete
190877	Early Help Intervention Request for case ID o2		Kay Smallbone	23-09-2016	07-10-2016 at 00:00	Not Complete
190669	Early Help Intervention request for case ID 02		Kay Smallbone	23-09-2016	07-10-2016 at 00:00	Completed
190659	Health appointments		Kay Smallbone	23-09-2016	23-12-2016 at 00:00	Not Complete
190592	Benefit and Employment Advice Case ID 77220		Kay Smallbone	22-09-2016	06-10-2016 at 00:00	Not Complete
190105	Early Help Intervention request case number 02		Kay Smallbone	21-09-2016	05-10-2016 at 00:00	Not Complete
190000	EH Intervention request for: case no 0x		Will Davies	20-09-2016	21-09-2016 at 00:00 OVERDUE!	Not Complete
189992	Visit		Will Davies	20-09-2016	20-01-2017 at 00:00	Not Complete
189666	Early Help Intervention Request OX		Helena Williams	19-09-2016	03-10-2016 at 00:00 OVERDUE!	Not Complete
188590	Early Help Interventio request for case 77156		Kay Smallbone	13-09-2016	27-09-2016 at 00:00 OVERDUE!	Not Complete
188564	Meeting with WR school		Kay Smallbone	13-09-2016	20-09-2016 at 14:00	Completed
188530	Intervention REquest for case ID 77220		Kay Smallbone	13-09-2016	27-09-2016 at 00:00 OVERDUE!	Not Complete
186357	Closure		Kay Smallbone	30-08-2016	31-08-2016 at 00:00 OVERDUE!	Not Complete

> The Early Help nominated person can see the request for intervention tasks set in their **My Tasks** section on the Home Page.
>
> They can see;
>
> - The case number
> - Who set the task.
> - When it was added.
> - When it has to be completed by.
> - The task status.

The nominated person within the early help service can now look at the case and respond to the request for intervention in one of 4 ways

1. EXTENSION TO TASK REQUESTED BY EARLY HELP SERVICE

The early help service might ask for an extension, this could be because they are asking for more information, or there may be a reason they may not be able to look at it within the two weeks. You will receive a notification if this happens.

If an extension is requested, then go to the extension tab on the task and grant the extension.

2. MORE INFORMATION IS REQUIRED BY EARLY HELP SERVICE

The nominated person within the Early Help service may look at the case and feel information is missing. They may then send you a separate task to ask for more details or to complete missing information.

Remember:

Early Help Intervention Requests can only be made if consent is in place, the assessment is done, particularly the areas of the assessment that are relevant to the intervention and the family plan has been started. This should clearly identify the need for the intervention, the outcomes and measures.

3. THE NOMINATED PERSON WITHIN THE EARLY HELP SERVICE MAY NEED TO REASSIGN THE TASK TO SOMEONE ELSE

The nominated person may reassign the task to someone else within their service to complete the decision making process.

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4. DECISION RECORDED BY EARLY HELP SERVICE

When a decision is made, the nominated person within the early help service will complete the task – either declining the request or accepting the request.

They will complete the task adding an update to inform you of their decision. This update is done in the form of an action and can be seen on the logs and actions tab within the task (see below).

a)   Request for intervention not accepted

If the Early Help Manager declines the Request for an Early Help intervention they will explain why and offer some guidance.

This will be written as an action within the task (see the action

b)   Accepted and allocated

If the Early Help Manager accepts the case they will give you an indication as to when the intervention may begin and if the case has been allocated they will give the name and contact details of the person who it has been allocated to.

NB. Before it is allocated, the task may be updated as "Accepted: awaiting allocation". (The task will not be completed until it is allocated).

When the case has been allocated you should now give access to the named person.

SUSTAINED PROGRESS   6 months

Related tasks

ID	Task Title	Description	Tasked	Relates to	Priority	Status	Complete by
192473	Early Help Intervention request for case ID 77220	Jessica is reacting to Billy's illness by being very withdrawn from both the family and school. Please can you work with her to improve her confidence, understanding of Billy's condition and work with the family to improve quality of the time spent with Jessica.	Kay Smallbone	Intervention request for EnHance	Medium	Completed	16-10-2016 23:00

Showing 1 to 1 of 1 rows

Update

Once a decision has been made, you will see that the status of the task (on the action plan) has now changed to completed

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PLEASE DO NOT REPLY TO THIS EMAIL, THIS IS AN AUTOMATED EMAIL

E-CINS Task completed

Hello Kay,

Kay Smallbone has completed Task ID **192473** -
Early Help Intervention request for case ID 77220.

To view details of this task please click here.

Regards,

The E-CINS team
support@empowering-communities.org

You will get a message to your e-mail to inform you the task has been completed

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Last Session: **Today, at 14:13**
Logged in as: **kaysmallbone** | *Logout*

Task ID: 192473
Early Help Intervention request for case ID 77220
COMPLETED

| Details | Log & Actions | Docs |
| | | |

Task From: Kay Smallbone on 03-10-2016
Task To: Kay Smallbone

Task Type: Intervention request for EnHance
Task Priority: Medium

Task Title: Early Help Intervention request for case ID 77220
The Task: Jessica is reacting to Billy's illness by being very withdrawn from both the family and school. Please can you work with her to improve her confidence, understanding of Billy's condition and work with the family to improve quality of the time spent with Jessica.

| Status |

Task status:
COMPLETED
Complete by: 17-10-2016 at 00:00
Completed by: Kay Smallbone
Completed on: 03-10-2016 at 17:52

Task relates to:
Case: Nobody / Down SY2 6ND

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If you open the task and click on **Logs & Actions** you will see the response to the outcome of the request

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Last Session: **Yesterday, at 09:57**
Logged in as: **lisalounds** | *Logout*

Task ID: 212893
Early help intervention request for 84433
COMPLETED

| Details | Log & Actions | Docs |

Logs Actions
Add a Log   Add an Action

Show Logs ▾ from All time ▾   Filter   Reset

No Logs have been added to this Task.

Action ID: 689786   Edit
Action added by: Lisa Lounds - [Shropshire Strengthening Families Team]
Action Type: Intervention request: allocated
Action Start date: 18-01-2017 12:00
Action Details: Accepted and allocated to Helena Williams. Contact details 01743 251667. Please grant her access.

Action related to Case/s: Clarke Sy2 6nd (ID: 84433)

| Status |

Task status:
COMPLETED
Complete by: 01-02-2017 at 11:00
Completed by: Lisa Lounds
Completed on: 18-01-2017 at 12:01

Task relates to:
Case: Clarke SY2 6ND

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Contacts to send the request for intervention task to

To request an intervention from a Targeted Early Help service, please **task** the following member of staff from the relevant service

Enhance: Maria Evans
Targeted Youth Support: Jo Cox
Lifelines: Jo Cox
Children's Centres North: Alex Morris-Perkins
Children's Centres Central: Annie Mackellar
Children's Centres South: Annie Mackellar

Consultation contacts
If you have assessed the family and young person's needs and wish to check with the identified Targeted Early Help service that their remit meets the needs you've identified, please contact the service lead below:

Enhance
Name: Sue Green EnHance Senior Keyworker
Telephone number: 07791876599
Name: Maria Evans EnHance Senior Keyworker
Telephone number: 0758427878

Targeted Youth Support
Name: Jo Cox
Telephone number: 01743 250948

Lifelines
Name: Jo Cox
Telephone number: 01743 250948

Children's Centres North
Name Alex Morris-Perkins
Telephone number: 01691 656513

Children's Centres Central
Name: Annie Mackellar
Telephone number: 01588 673873

Children's Centres South
Name: Annie Mackellar
Telephone number: 01588 673873