

Shropshire Strengthening Families through Early Help

Guidance for using E-CINS

Version 3.3
October 2016



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1. Getting Started

Information Sharing

Before organisations can be set up to use E-CINS they need to have read and signed the Shropshire and Telford and Wrekin Partnership Data Sharing Framework Protocol, The Shropshire Strengthening Families Information Sharing Agreement and the Shropshire E-CINS Memorandum of Understanding. These can be found on the Early Help Web Page <http://new.shropshire.gov.uk/early-help/practitioners/ecins-recording-early-help-assessments>

The three signed sheets should be sent to the Strengthening Families Team at the following email: shropshirestrengtheningfamilies@shropshire.gov.uk

Or by mail to:

Shropshire Strengthening Families,
GL20
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Organisational E-CINS Administrators

- Organisations need to nominate two E-CINS administrators on the Memorandum of Understanding Form. The Administrators role is to:
 - ensure any members of the organisation who need access to E-CINS have read the Shropshire Strengthening Families Information Sharing Agreement and the Shropshire E-CINS Memorandum of Understanding.
 - ensure that all members of the organisation that are to use E-CINS sign the register.
 - be responsible for giving members of the organisation/team access to E-CINS
 - **remove any users who leave the organisation/team from the E-CINS system and notify the Strengthening Families Team**
- On receipt of the three signed Data Sharing agreements by Shropshire Strengthening Families, an E-CINS registration form will be sent electronically to the identified Team E-CINS Administrators. This should be completed and returned.
- The Administrators will receive their log-in details within 72 hours.

Guidance on giving access to other members of the organisation/team please contact Shropshire Strengthening Families Team (See contact details in Footer)

1.1. Logging into E-CINS

- To log into E-CINS, you will need 3 things: a username, password and security code.
- Once you have been granted access to the E-CINS live system you will be sent your log in details in 3 separate emails. On all of these emails there is a link to the live system which will take you to the Log In page.
 - *Check your junk or clutter folders for emails.*
- <https://www.ecins.org/login> - this link can be saved as a shortcut on your desktop or as a favourite on the internet. E-CINS can be accessed from any location on any device as long as you have an internet connection and valid log on details.
- On first time log in you will be asked to change your password which must be at least 8 characters long and must include a capital letter, a number and a special character (!, ?, @, &, £...).

E-CINS

Mobile Device Users

Be aware of the risks of viewing sensitive data on your mobile device in a public place. Be aware of those around you. Avoid accessing E-CINS in public, in crowded places or enclosed spaces.

Login

Username

Password

Security Code

By checking this box you agree that you have read, understand and accept the [E-CINS Users Policy and Guidance & the Memorandum of Understanding](#)



1.2 Resetting your password and security code

• You can easily reset your Password or Security Code yourself from the E-CINS login page. Underneath the login details there are two buttons for resetting your password or security code, click either 'Reset Password' or 'Reset Security Code' depending on which one you need.



- It will then ask for the email address you were signed up to E-CINS with and then click 'Reset Password (or Security Code)'.
- You will be sent 2 emails:
- The first one verifies that you made the request. You need to click the word 'Click here' to open the verification link in this first email. This will redirect you back to the login page.
- The second email will contain the new login details you requested.
- If you requested a new password you will be sent a temporary password. When you log in with it you will be asked to change it for security reasons.
- Enter the temporary password you were sent in the 'Current Password' box. Create a new password in the 'New Password' box, and then confirm your new password in the third box.
- If you have forgotten both your password and security code, repeat this process for both.

1.3 Homepage of E-CINS

Once you have logged into E-CINS it will take you through to the E-CINS Dashboard

The majority of the areas you will be using are on the left hand side.



When you have finished using E-CINS ensure you click on logout. E-CINS does not have a timeout so you will stay logged in until you logout.

These are the neighbourhood galleries.
You will not be using these.



Each time you log into E-CINS you will see the E-CINS Dashboard. The Dashboard is your central point for getting to content on E-CINS.

If you are on another page on the system you can get back to the Dashboard at any point by clicking the home (house) button at the top of each page.

If you want to return to the previous pages use the arrows next to the home button. **The back button on your computer does not always work, so you should get in the habit of using the buttons provided on the dashboard.**

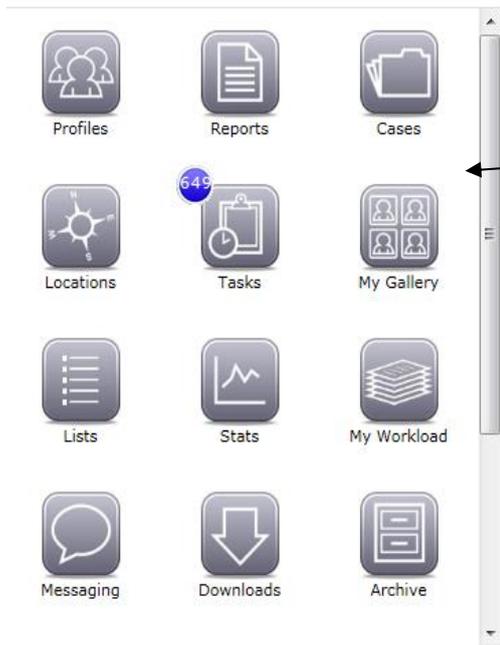


User guides - Access to online user guides for the system. These are universal guidance. The Shropshire manual gives specific information about the Shropshire process

Support Centre - Access to online support centre

Settings - Here you can change your password, security code and email. As well as put an out of office on.

Admin - This is where Team E-CINS Administrators go to add/remove new users on the system.



There are your **Function Buttons** (Bold text are the main ones you will be using):

- **Profiles** – this is where you can search, view and create individual profiles
- **Reports** – this is where reports can be created, searched and run.
- **Cases** – this is where you can search, view and create family cases
- **Locations** – this is where you can look at linked addresses
- **Tasks** – this is where you can view the tasks that have been sent to you
- **My Gallery** – this is where you can view the individuals you are working with
- **Lists** – this is where you can run exports from the system
- **Stats** – this is where you can see the stats for cases.
- **My Workload** – this is where, you can quickly go to see your workload
- **Messaging** – this is where you can send and view messages within the system
- **Downloads** – this is where you can find Strengthening Families templates to download. Also found on the Early Help Web Page <http://new.shropshire.gov.uk/early-help/practitioners/early-help-forms/>
- **Archive** – this is where you can view archived cases, profiles and reports
- **Vehicles** – this is where you can search and create vehicles
- **Search Callers** – this is where you can search for recorded callers
- **User Directory** – this is where you can search who has access to the system
- **HMIC** – this is where you can search and create HMIC reports

2. Adding a Case/Family to E-CINS

Families are added onto E-CINS as a "Case"

Families should have completed the **Strengthening Families Consent Form**, where appropriate, before being uploaded onto E-CINS. This can be found on the Early Help Web page.

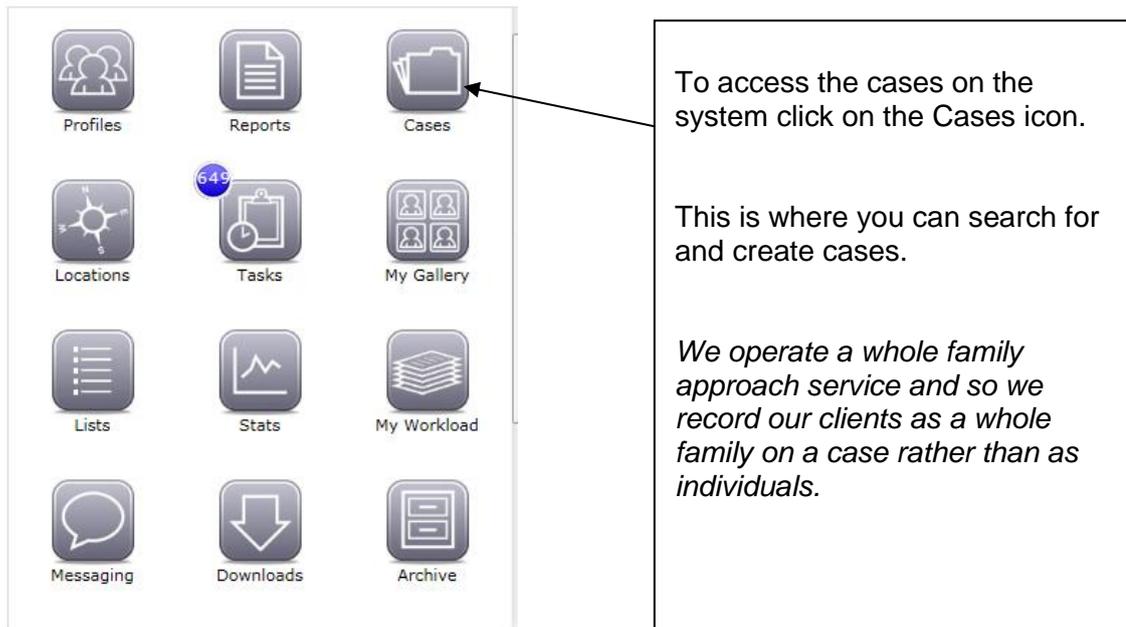
<http://new.shropshire.gov.uk/early-help/practitioners/early-help-forms/>

If there is consent on an Early Help paperwork you can create a case, but ONLY give access to Shropshire Strengthening Families. Do not open it to any other professionals until the Strengthening Families consent form has been signed and uploaded onto E-CINS.

Practitioners should explain to families why we need to share information and where it will be stored. You can use the Shropshire Strengthening Families briefing sheet '*Why is personal information kept and shared by agencies?*'

<http://new.shropshire.gov.uk/media/2545/ssf-consent-leaflet-v3.pdf>

2.1 Checking whether a case is on E-CINS



The image shows a screenshot of the E-CINS system dashboard. The dashboard contains a grid of icons for various functions: Profiles, Reports, Cases, Locations, Tasks (with a '649' notification badge), My Gallery, Lists, Stats, My Workload, Messaging, Downloads, and Archive. A callout box with a black border and white background points to the 'Cases' icon. The callout box contains the following text:

To access the cases on the system click on the Cases icon.

This is where you can search for and create cases.

We operate a whole family approach service and so we record our clients as a whole family on a case rather than as individuals.



Last Session: 19 days ago
 Logged in as: [helenaleclezio](#) | [Logout](#)

Cases



Check whether the case you require is already on E-CINS by clicking on Search for a Case icon



Last Session: 19 days ago
 Logged in as: [helenaleclezio](#) | [Logout](#)

View/Search for a Case

Searching open cases:

Show **10** entries

Search:

ID	Case Name	Team	Creator	Owner
2231	IT training course September 2015	ACL	Michael James	Gary Pettengell
2153	Pettengell Nomination			
72	MANNING FAMILY - SHREWSBURY			
2161	Strengthening Families Meeting June 2015			
2155	Robinson Nomination			
2150	Shropshire Strengthening Families Locality Meeting 9/7/15			
2163	Greenfield			
16	Mather Family			
1155	A01 34 Plum	Sandford Gangs Unit	northants6 northants6	Paul Smith
2369	SH Housing First - Gary Pettengell	Sandford Gangs Unit	Paul Smith	Paul Smith

Showing 1 to 10 of 995 entries (filtered from 1,075 total entries)

First Previous 1 2 3 4 5 Next Last

Type the family Surname and/or the postcode in the search box to see whether the family have already been entered onto E-CINS.

- ❖ Some households may have more than one family name

If the case is not on the system, then they will need to be added.

If a duplicate case is put onto E-CINS, this can be rectified by contacting the Shropshire Strengthening Families Team. Ensure to include both case ID numbers.

If there is a case on E-CINS which you don't have access to you will get a message in red.

You can contact the owner of the case direct by clicking on the envelope to send a message to ask for access to case.



Last Session: Today, at 12:36
Logged in as: [helenaleclezio](#) | [Logout](#)

You do not have permission to view that case
Owner: [Bishops User1 - bishops@user1.com](#)

View/Search for a Case

Searching open cases:

Show entries

ID	Case Name	Team	Creator	Owner
16	Mather Family	One Housing Group	Michael James	Adele French
13	20 green drive	Tamworth Borough Council	Michael James	Michael James
12	London Case	Tamworth Borough Council	Gary Pettengell	Michael James
11	High Road Test	Tamworth Borough Council	Gary Pettengell	Gary Pettengell
8	Tanya Gomez	Tamworth Borough Council	Michael James	Michael James

Showing 991 to 995 of 995 entries (filtered from 1,075 total entries) First Previous 96 97 98 99 100 Next Last

If you want to check whether this is the correct family contact Shropshire Strengthening Families Team who can look into this for you.

Clearly label your message giving the case number.



Last Session: 20 days ago
Logged in as: [kax](#) | [Logout](#)

Send Message
Any fields marked with * are required.

Message

Subject:

Message:

Dear (FIRST_NAME),

Please give me access to this case because

[View case here.](#)

Regards

chars:140 source:284 words:21

The recipient: Rosa Canete (Tamworth Borough Council)

Individual user:

OR

Team:

Send email too?

Replacement Vars: [Click To View List](#)

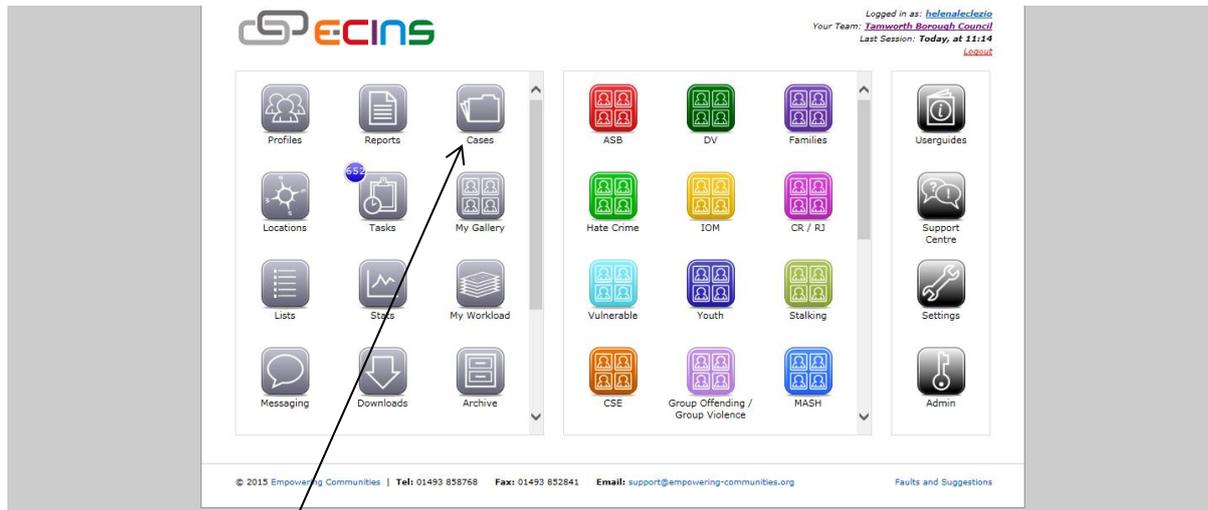
In the message clearly state your reason for wanting access to the case

Click on send message

2.2 Uploading a Family/Case to E-CINS using the Early Help/Family Nomination and Referral Form.

If the family are not already on E-CINS ([see 2.1](#) above) then follow the instructions below.

Click on the home button  to return to the dashboard.



Click on to the Cases icon



Click on 'Create Custom Case' **Families must be added this way**



Last Session: Today, at 11:14
Logged in as: [helenaleczie](#) | [Logout](#)

Create Custom Case

Any fields marked with * are required.

Custom Case

Custom Case

Please continue by choosing from the available custom case types:

Please select Custom Case

Click 'Please select Custom Case'



Last Session: 20 days ago
Logged in as: [kay](#) | [Logout](#)

Create Custom Case

Any fields marked with * are required.

Custom Case

Custom Case

Please continue by choosing from the available custom case types:

Please select Custom Case
Sandford Council Needs Assessment
Scrap Metal Dealer Application
Community Trigger
Early Help/Family Nomination and Referral Form
Club Licence
Premises Licence
Temporary Events Licence

Select 'Early Help/Family Nomination and Referral Form' from the drop down list

NB. The Early Help/Family Nomination and Referral Form is used for adding a family/case onto E-CINS – it is NOT a referral form to refer to other agencies.



Last Session: 20 days ago
Logged in as: [kay](#) | [Logout](#)

Create Custom Case

Any fields marked with * are required.

Custom Case

Custom Case

Please continue by choosing from the available custom case types:

Early Help/Family Nomination and Referral Form

Click on Start Custom Case

If you start a nomination form and you either need to complete it at a later date or the computer freezes, it can be found in the 'my workload section' see [section 7.3.1](#)

2.2.1 The Family Nomination & Profile

E-CINS Content Galleries Analytics Other My Content

Family Nomination & Profile

Family Nomination & Profile

APPLICATION DETAILS

* Select Area of the application:

Select Area

Save

NOMINATION DETAILS

FAMILY MEMBER'S DETAILS

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

Click on drop down menu, 'Select Area

Select the area of Shropshire that the case relates to:-

- Shropshire North East
- Shropshire North West
- Shropshire Central
- Shropshire South East
- Shropshire South West

Selected relevant area will appear in the Select Area

Click Save, then click Next.

2.2.2 Nomination Details

Family Nomination & Profile Back

Family Nomination & Profile [Info] [Close]

APPLICATION DETAILS

NOMINATION DETAILS

* Date Of Referral: * Case Name: * Please Indicate who is/has made this Referral
 Me Someone Else

FAMILY MEMBER'S DETAILS

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

FAMILY PROFILE - LEAD WORKER

Click on the date of referral box and the calendar appear.

Select the date you require. This will be the date the family are being inputted onto the system or when the family assessment took place.

All dates have to be inputted through the calendar or typed in the format DD-MM-YYYY

Type in the family surname(s) and their postcode e.g. Nobody SY2 6ND
*If there is more than one family surname in the family **include them all**, as some professionals might refer to them with a different surname*

e.g. Nobody / Down SY2 6ND

All family cases should be named using the family surname (or surnames) and their postcode – this will enable others to search for the case and avoid duplication (see example above).

Shropshire Strengthening Families through Early Help User's Manual for E-CINS

Family Nomination & Profile

APPLICATION DETAILS

NOMINATION DETAILS

* Date Of Referral: 05-09-2016

* Case Name: Nobody / Down SY2 6ND

* Please indicate who is/has made this Referral: Me Someone Else

Previous Cancel Save

FAMILY MEMBER'S DETAILS

NOMINATION ASSESSMENT - INFORMATION

'Please indicate who is/has made this Referral' Me Someone Else, select which one is appropriate.

Click Save if indicated '**Me**', if '**Someone else**' is indicated— see below

Family Nomination & Profile

APPLICATION DETAILS

NOMINATION DETAILS

* Date Of Referral: 05-09-2016

* Case Name: Nobody / Down SY2 6ND

* Please indicate who is/has made this Referral: Me Someone Else

* Search to see if this Nominator is ECINS User: [Search Field] No Match Found?

Previous Cancel Save

FAMILY MEMBER'S DETAILS

NOMINATION ASSESSMENT - INFORMATION

If filling the form in for someone else, check to see if they are an E-CINS user.

If they are not a user on E-CINS select no match and type in the relevant details. (See below)

* Nominator's Name: [Input Field]

* Nominator's Organisation: [Input Field]

* Nominator's Telephone Number: [Input Field]

* Nominator's Email Address: [Input Field]

Previous Cancel Save

Fill in the relevant details.

Once all sections have been completed click Save, then click Next

2.2.3 Family Member's Details

Complete Parents/Guardians first, as E-CINS puts the first family member added as the head of the family (this would usually be the adult with whom you have the most contact).

APPLICATION DETAILS

NOMINATION DETAILS

FAMILY MEMBER'S DETAILS

FAMILY MEMBER 1 (FAMILY HEAD / MAIN CONTACT)

Family Member Search: mary x New Profile

--- Local Profiles ---

mary JONES Alias: None Entered (Female) Status: open
DOB: 07-07-1940 Age: Over 65 NHS Number: Area: Anglesey
Last known address: Currently on remand.

mary SMITH Alias: None Entered (Female) Status: open
DOB: 14-09-1988 Age: NHS Number: Area: Denbighshire
Last known address: Currently on remand.

mary POPPINS Alias: None Entered (Female) Status: open
DOB: 02-02-1983 Age: 26 - 35 NHS Number: Area: Wrexham
Last known address: Currently on remand.

mary LAMB Alias: None Entered (Female) Status: open
DOB: 04-07-1976 Age: 36 - 45 NHS Number: Area: Anglesey
Last known address: Currently on remand.

mary KING Alias: None Entered (Female) Status: open
DOB: 01-01-1960 Age: 46 - 55 NHS Number: Area: Conwy
Last known address: Currently on remand.

mary JONES Alias: None Entered (Female) Status: open
DOB: 03-05-1999 Age: 6 - 17 NHS Number: Area: Flintshire
Last known address: Currently on remand.

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

© 2015 Empowering Communities

Type in the family name, any name similar to the typed in name will appear as you type.

If the individual does come up, check again whether there is a case open for this family.

If the individual you are looking for does not come up in the search, click on New Profile (see below for guidance).

If there are different spellings of the individual's forename or surname, ensure to try any combination of spelling before creating a new profile. This is to reduce duplicates.

Ensure to fill in all the * sections

'Enter Source of Information' boxes **DO NOT** have to be completed, but are useful if it is third party information you are recording

FAMILY MEMBER'S DETAILS

FAMILY MEMBER 1 (FAMILY HEAD / MAIN CONTACT)

* Title: Miss
* First Name: Mary
Middle Name: Middle name
* Last Name: Nobody

Enter Source of Information

* Search Address: sy2 6nd
Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, Sy2 6nd, UNITED KINGDOM
Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, Sy2 6nd, UNITED KINGDOM
Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, Sy2 6nd, UNITED KINGDOM
Address not found? Click here for more results
Powered by ECINS

* Area: Select Area
* Gender: Gender

Fill in:

Title (from the drop down list)

First Name

Middle Name (if known)

Last Name

Select correct address

If address not found a pop up box will appear saying address not found click here for more results

Enter the first line of the address or the postcode. A list of addresses will appear, select the correct address. If the correct address does not appear click 'Address now found? Click here for more results'

FAMILY MEMBER'S DETAILS

FAMILY MEMBER 1 (FAMILY HEAD / MAIN CONTACT)

* Title: Mrs
* First Name: Myrtle
Middle Name: Middle name
* Last Name: Sniggle

Enter Source of Information

* Search Address: Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6
Confirm Cancel

Enter Source of Information

Check the address selected is the correct one and then click confirm. If the address selected is incorrect click cancel and search again.

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* **Area:** **Enter Source of Information:**

* **Gender:** **Enter Source of Information:**

* **Date of Birth:** **Age:** **Enter Source of Information:**

Ethnicity: **Enter Source of Information:**

Disabled?:
 Yes No Not Disclosed

Disability type: **Enter Source of Information:**

Area - Select the area of Shropshire that the individual lives in:-
Shropshire North East
Shropshire North West
Shropshire Central
Shropshire South East
Shropshire South West

The drop down list has a lot of areas listed, the Shropshire areas are towards the bottom half of the list. (You can also type in Swan; this is due to the areas being below Swansea).

Gender - Select the Gender of the individual from the drop down list

Date of Birth – you can either use the drop down calendar or type it in DD-MM-YYYY.

* **Date of Birth:**

Ethnicity:

Disabled?:
 Yes No Not Disclosed

Age:
Unknown
Unborn
0 - 5
6 - 17
18 - 21
22 - 25
26 - 35
36 - 45
46 - 55
56 - 65
Over 65

If the date of birth is unknown but the age of the individual is, you can select age range. If it is unknown their age can also be selected in the age drop down (*this can then be updated on the individual profile once the date of birth has been collected*). If there is an unborn baby in the family, please add the expected date of delivery or add 'Unborn' as the age.

Ethnicity:

Select

White - British

White - Irish

White - Other

Mixed - White and Black Caribbean

Mixed - White and Black African

Mixed - White and Asian

Mixed - Other mixed heritage

Asian/Asian British - Indian

Asian/Asian British - Bangladeshi

Asian/Asian British - Pakistani

Chinese/Other Ethnic - Chinese

Chinese/Other Ethnic - Other

Black/Black British - African

Black/Black British - Caribbean

Black/Black British - Other

Arab

Gypsy or Traveller

Prefer not to say

Unknown

Enter Source of Information:

Enter Source of Information:

Enter Source of Information:

Ethnicity has a drop down box please select ethnicity as identified by the individual.

Please do not guess. Enter Unknown and amend at a later date. This information is requested on the consent form. **Do not leave blank**

Disabled?:

Yes No Not Disclosed

Disability type:

Enter Source of Information:

Please complete the disabled question. If yes enter some brief detail of how the individual is disabled.

The remaining boxes are information that may be useful and can be completed if required.

It is not essential to complete these boxes.

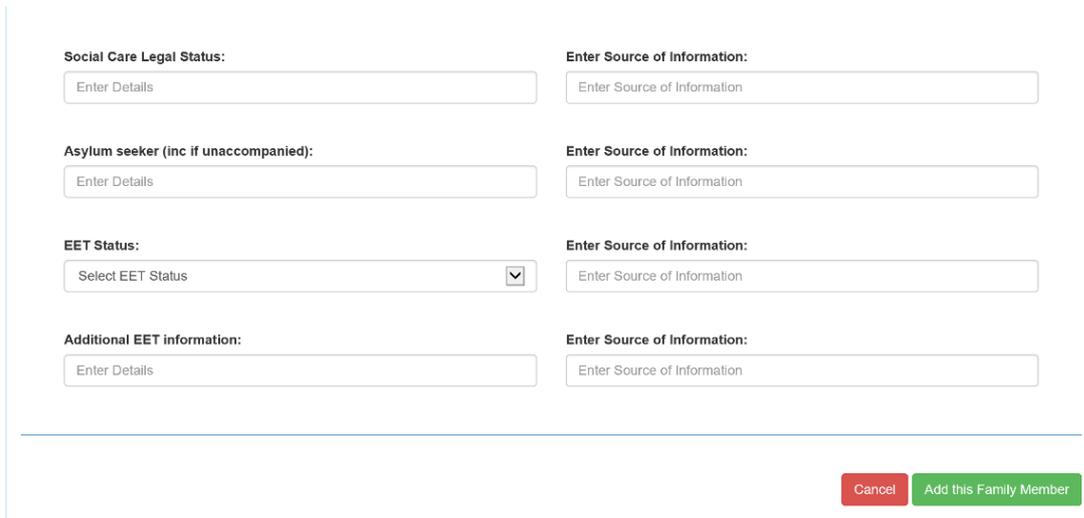
Telephone:	<input type="button" value="Add Telephone"/>	<input type="text" value="Enter Source of Information"/>
Mobile Phone N°:	<input type="button" value="Add Mobile"/>	<input type="text" value="Enter Source of Information"/>
Email:	<input type="button" value="Add Email"/>	<input type="text" value="Enter Source of Information"/>

If adding a Telephone, Mobile Phone No. or Email click on the Add Telephone, Add Mobile or Add Email, type in the number or Email and click on the Confirm button.

National Insurance:	<input type="text"/>	Enter Source of Information:	<input type="text" value="Enter Source of Information"/>
NHS Number:	<input type="text"/>	Enter Source of Information:	<input type="text" value="Enter Source of Information"/>
Education ID:	<input type="text"/>	Enter Source of Information:	<input type="text" value="Enter Source of Information"/>
PNC ID:	<input type="text"/>	Enter Source of Information:	<input type="text" value="Enter Source of Information"/>

If you know the individuals National Insurance Number, NHS Number, Education ID or PNC ID they can be entered in here. If these are not known, then leave blank. **These are not essential and do not need to be filled in.**

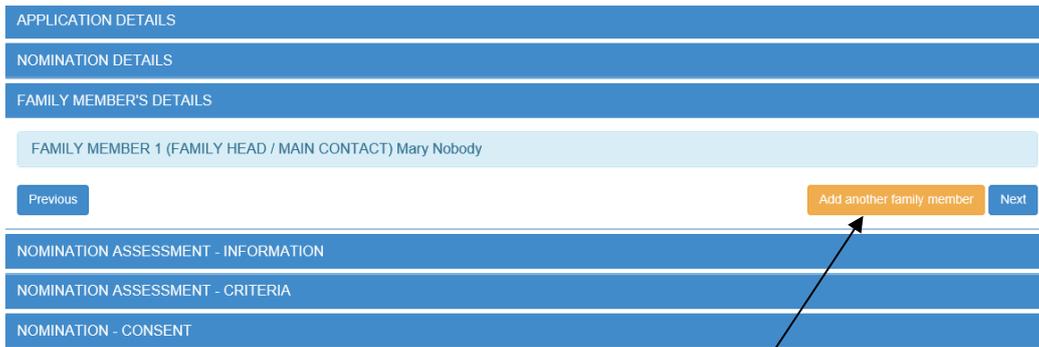
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NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

Once all the mandatory and relevant sections have been completed click 'Add this Family Member'

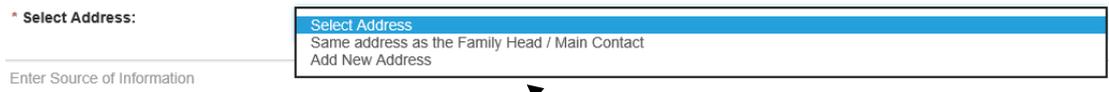


Add other family members by clicking on "Add another family member"

The two differences to the previous screen are the relationship to head of the family and Home address.



Relationship to head of the family - Click on the drop down menu to select the relevant relationship.



Home address – click the drop down menu and select same as the Family Head/Main Contact. If their address is different click on add new address and type in the details.

Complete all fields with an * and any others that can be completed then click on "Add this Family Member"

NOMINATION DETAILS

FAMILY MEMBER'S DETAILS

FAMILY MEMBER 1 (FAMILY HEAD / MAIN CONTACT) Mary Nobody

FAMILY MEMBER 2 Jim Down x

FAMILY MEMBER 4 Jessica Down x

Previous Add another family member Next

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

Repeat this process until all family/household members have been added.

APPLICATION DETAILS

NOMINATION DETAILS

FAMILY MEMBER'S DETAILS

FAMILY MEMBER 1 (FAMILY HEAD / MAIN CONTACT) Mary NOBODY

FAMILY MEMBER 2 Jim DOWN x

FAMILY MEMBER 3 Jessica DOWN x

FAMILY MEMBER 4 William NOBODY x

Previous Add another family member Next

NOMINATION ASSESSMENT - INFORMATION

Once all the family/household members have been added onto the case click on Next.

2.2.4 Nomination Assessment – Information

You only need to complete the assessment date, assessment information (this is complementary to the Whole Family assessment and may include any of the tools found on the Early Help Web pages, <http://new.shropshire.gov.uk/early-help/practitioners/early-help-tools/>) and risk assessment in this section of the form – it is **NOT** a referral form to refer to other agencies

NOMINATION ASSESSMENT - INFORMATION

WARNING! This date CANNOT be changed once it has been saved, so please ensure you enter the correct assessment date.

* Assessment date: IMPORTANT: If a retrospective assessment date is entered, ages of those included will be as the assessment date- eg. Profiles that have recently become adults could be classified as children for Criteria question.

What is the reason for referral? (What do you hope for this child/young person /family)

What are the key difficulties for the child/young person /family?

What additional help does the child/young person/family need?

What do you want the outcome(goal) of the intervention to be for this child/young person/family?

What assessment information is sent in support of this referral?

Who are your requesting Allocation and/or Advise from?

* RISK ASSESSMENT- Please advice if there are any known risks if a home visit was to be carried out Yes No Don't know

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

Assessment date **this is the date the family assessment took place**, if this has not taken place yet then the date this form is being created - the date is entered by the pop up calendar or DD-MM-YYYY. **Once the form has been saved, the date cannot be changed.**

Add type of assessment and/or plan into the assessment information section - these will be uploaded to the case once it has been created.

Complete the Risk Assessment section. If yes, include some detail about what the risks are, this box has limited space to type.

Once all completed click on Save, then Next.

2.2.5 Nomination Assessment – Criteria

NOMINATION ASSESSMENT - CRITERIA

*To select more than one family member press ctrl and click on the name.
*To de-select a family member press ctrl and click on their name

Crime/ASB

Domestic Abuse

Health

Education

Worklessness

Financial exclusion

Child who needs help

Previous Cancel Save

All of the criteria areas (which are the Strengthening Families criteria) are set to Not Applicable by default.

These areas are Crime/ASB, Domestic Abuse, Health, Education, Worklessness, Financial exclusion and Child who needs help.

Guidance of how to select and de-select individuals

Example of selecting individuals, highlight individual and put some notes of the reason why in the Notes box

*To select more than one family member press ctrl and click on the name.
*To de-select a family member press ctrl and click on their name

Crime/ASB

Domestic Abuse

Who has experienced, is experiencing or is at risk of domestic abuse? Notes: DA incident 30/11/15 - police were called to the house

Mary NOBODY
Jim DOWN
Jessica DOWN
William NOBODY

Who has perpetrated domestic abuse in the last 12 months? Notes:

Mary NOBODY
Jim DOWN
Jessica DOWN
William NOBODY

Are the Criteria Met (Domestic Abuse): Not Applicable Yes No

All relevant family members are listed in each section, and the **lead professional needs to select the individuals related to each criterion**. Guidance for this is at the top of the page.

The individual(s) that have been affected should be selected which then highlights their name(s) in blue. Once the relevant individual(s) have been selected type a description of what evidence there is to demonstrate how the individual meets the criteria in the Notes.

If the Family meet the criteria, click on yes. If the family don't meet the criteria click on No. If you are unsure of whether the family meet a criteria leave as Not Applicable and update this at a later date.

Once **all** sections have been completed, Click on Save then Next

2.2.6 Nomination Consent

Family Nomination & Profile

The screenshot shows a web form titled 'Family Nomination & Profile'. It has a navigation menu with the following items: APPLICATION DETAILS, NOMINATION DETAILS, FAMILY MEMBER'S DETAILS, NOMINATION ASSESSMENT - INFORMATION, NOMINATION ASSESSMENT - CRITERIA, and NOMINATION - CONSENT (which is currently selected). The 'NOMINATION - CONSENT' section contains a dropdown menu for 'Select consent statement:' with options: 'No Consent Given', 'Family Consent Received', and 'No Consent Given'. Below the dropdown is a checkbox labeled 'Check this box if you wish to upload signed copy of consent statement.' To the right of the dropdown is a text area labeled 'Notes:'. At the bottom of the form, there is a light blue informational box that says: 'Click 'Continue' to proceed to the Family Profile sections, or 'Submit' if you do not wish to complete them now. You can complete the Family Profile at a later date.' There are three buttons at the bottom: 'Previous' (blue), 'Continue' (green), and 'Submit' (blue).

This refers to consent from the family to share information.

Select which applies.

If the family have given their consent tick the box to confirm that the consent form will be uploaded onto the case.

At this stage you can go back and review what has been put on the case form. When you are sure that you are happy that all is correct click submit.

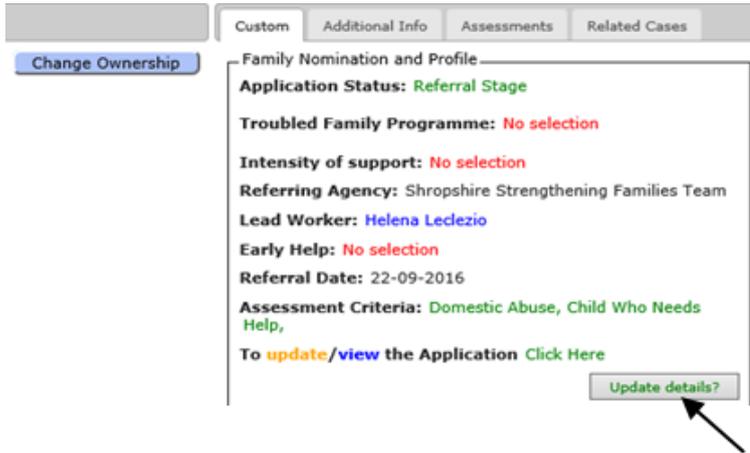
Once submitted, the family will have been added to E-CINS as a case! You can now add further information regarding the family to the case (follow the rest of section 2) and start to manage the case and share information securely.

Once the form has been submitted upload the consent form into a document on the family case profile as explained in [Section 2.6.1](#)

When submitted, the case will be viewed by the Shropshire Strengthening Families Team to check the case content and offer any advice. Once the plan is completed the Team will assess if the family meet sufficient criteria to be monitored as part of the Troubled Families. If this is the case the Lead Professional will be notified.

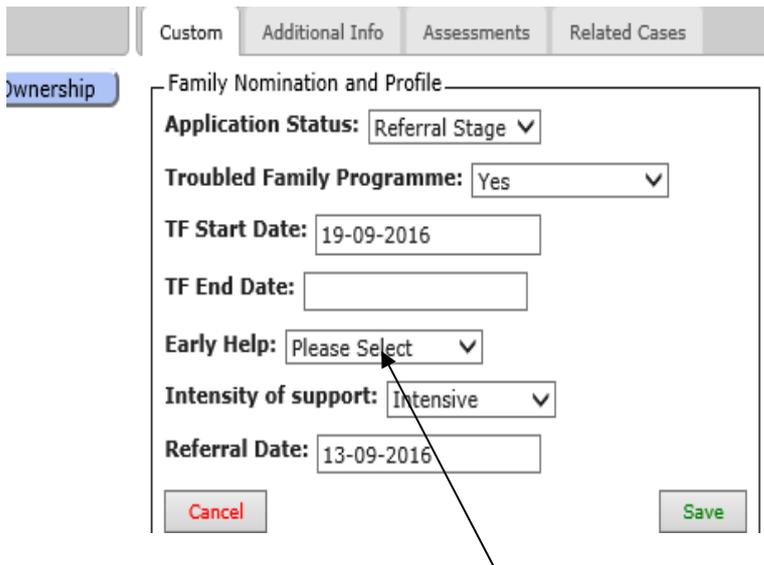
2.3 Early Help Flag

Please flag a family as part of Early Help.



The screenshot shows a web interface with a navigation bar at the top containing 'Custom', 'Additional Info', 'Assessments', and 'Related Cases'. Below this is a 'Change Ownership' button. The main content area is titled 'Family Nomination and Profile' and contains the following text: 'Application Status: Referral Stage', 'Troubled Family Programme: No selection', 'Intensity of support: No selection', 'Referring Agency: Shropshire Strengthening Families Team', 'Lead Worker: Helena Ledezio', 'Early Help: No selection', 'Referral Date: 22-09-2016', 'Assessment Criteria: Domestic Abuse, Child Who Needs Help,', and 'To update/view the Application Click Here'. A button labeled 'Update details?' is located in the bottom right corner of the form, with an arrow pointing to it.

To do this click on 'Update Details' on the top right corner of the case. Select **Yes** from the drop down list next to Early Help. This will then bring up start and end dates.



The screenshot shows the same web interface as above, but with a modal dialog box open. The dialog is titled 'Family Nomination and Profile' and contains the following fields: 'Application Status: Referral Stage' (dropdown), 'Troubled Family Programme: Yes' (dropdown), 'TF Start Date: 19-09-2016' (text input), 'TF End Date: ' (text input), 'Early Help: Please Select' (dropdown), 'Intensity of support: Intensive' (dropdown), and 'Referral Date: 13-09-2016' (text input). At the bottom of the dialog are 'Cancel' and 'Save' buttons. An arrow points to the 'Early Help' dropdown menu.

Custom Additional Info Assessments Related Cases

Family Nomination and Profile

Application Status: Referral Stage

Troubled Family Programme: Yes

TF Start Date: 19-09-2016

TF End Date:

Early Help: Yes

Start Date:

End Date:

Intensity of support: Intensive

Referral Date: 13-09-2016

Cancel Save

Start date of early help:

- Date of practitioner identifying need for an assessment and gaining consent to share information
- Date of step down from social work assessment or plan

End date of early help:

- The date when the lead professional agrees with the family that early help support is no longer required
- The date where the outcome of a social work assessment is that LA children's social care support is required (*NB. wording has been taken from Working Together guidance flowchart*)

If start and end date have already been completed during a previous intervention, please log these dates and save in Logs and Actions before amending to reflect the start date of the current intervention.

Note that if a family is a Troubled Family, then the case and action plan will remain open until outcomes and sustained progress have been achieved (or action plan is ended for another reason).

2.4 Duplicate cases and/or Profiles

If a duplicate case and/or profile is put onto E-CINS this can be rectified by contacting the Shropshire Strengthening Families Team.

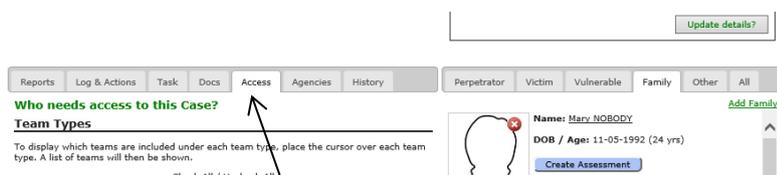
Duplicates might happen if the family members are known by different surnames

To do this you will need to have both Case ID numbers or Profile ID numbers. The Shropshire Strengthening Families team will ensure to keep the Case and/or Profile with the most information stored on it.

2.5 Granting access

Once a case has been made you need to give access to your Manager and Shropshire Strengthening Families Team. *Shropshire Strengthening Families Team is the **only** team that needs to be granted access to cases can profiles, all other access should be individual professionals.*

You need to give access to both the case and all the individual family profiles.



On the case click on the access tab

A page will open with a list of organisations ignore these (**DO NOT** give access to team types and Areas) go down to the bottom of the page and use the Team and User sections.

Always give access to Shropshire Strengthening Families in the Team Names and your manager, plus any other professionals that you wish to give access to the case in the User box.



Click on Update access and ✓ Access updated will appear. Slide back to the top of the page and click on the head of the family name and their individual profile will come up, click on Access and follow the procedure above, and follow this procedure for every individual profile. **Ensure to refresh the page once access had been granted.**

Whoever has access to the case has access to everything added and/or uploaded on the case/profile unless it is contained in a report which may be locked down.

If information to be shared is only for relevant individuals put this into a report and only grant the required workers access to it. (See [section 5.2](#))

Always give Shropshire Strengthening Families Team access to the case/profiles and reports so that they can monitor and quality assure each case that is on the system and can access information if concerns about a family are reported.

If no access is granted to the case this will be locked down to the owner of the case.

2.6 Adding Consent

Once the case has been uploaded onto E-CINS the family's consent for information sharing (the Strengthening Families Consent Form) needs to be added to the case.

This can be added as a document on the case

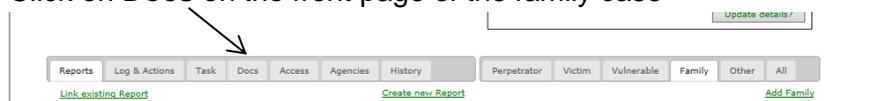
2.6.1 Uploading Consent as a Document to the case

If a document can be viewed by all those professionals given access to a case, upload it into documents on the front page of the case.

The consent form will be put into documents so all professionals given access to the case can see that Consent has been given by the family.

Before uploading the file ensure it has been scanned, using your normal methods, and renamed to state the family name, consent and date consent was gained i.e., Young Consent 2016-09-21.

Click on **Docs** on the front page of the family case



Once in Docs, a button with '**upload files**' will appear. Click on this and select the correct document that needs to be uploaded. Once the correct document has been selected click on open and this will upload the file. Click out of documents then back into it to see if the file has been uploaded.



If you require documents to be locked down so only certain professional may see the contents, then put it in a report. (see section [5.2](#) & [5.2.1](#)) You can then grant just those professionals access to it (**plus Shropshire Strengthening Families Team**)

3. Log and Actions

As the system is designed to be a multi-agency system to ensure all agencies are aware of progress/contacts etc. you will need to record any contact with the family on the front page in the Log and Actions section. This is just a snap shot/summary of your visit, contact, observations, phone calls etc. The log should be a brief summary **When, Where, Who and What**. To do this, follow the guidance below.

Go into the relevant family case

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Rachel Harrison
Team: Tamworth Borough Council
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Date Created: Today, at 14:19 (26/09/2016)
Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: No selection
Intensity of support: No selection
Referring Agency: Tamworth Borough Council
Lead Worker: Rachel Harrison
Referral Date: 05-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help
To update/view the Application Click Here

Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

Add a Log Add an Action

Show Logs from All time Filter Reset

Name: Mary NOBODY
DOB / Age: 11-05-1992 (24 yrs)
Create Assessment

Click on the Log and Actions tab and click on Add a Log

This then brings up a free text box which can be used to add an update or observation. Type in the date of the contact/observation and a brief summary,

Add a Log to this case

Close Submit

Once the information has been typed in, click on Submit to add it to the case.

Reports Log & Actions Task Docs Access Agencies History

Logs Actions

Add a Log Add an Action

Show Logs from All time Filter Reset

Log ID: 855 Edit
Log Added By: Shropshire Training 2 - [Shropshire Training Team]
Log Added Date: 28-06-2016 11:00
Log Details: 26/05/2016 22:05-16 Visited Caroline for update on family. Discussed how that family is getting on with the new bedtime routine for the children.

No Actions have been added to this Case.

Shropshire Strengthening Families through Early Help User's Manual for E-CINS

Details | **Log & Actions** | Tasks | Documents | Access | Agencies | History

Logs Actions

Add a Log Add an Action

Show Logs from All time Filter Reset

Log ID: 544 [Edit](#) 

Log Added By: [Shropshire Training 3](#) - [Shropshire Training Team]

Log Added Date: 30-08-2016 10:05

Log Details: 21/07/2016 13:00

I visited Stanley and family at the family home today, there appears to be friction generating between Stanley and father. I spoke with Parents alone and Stanley alone and then with the whole family together.

Stanley has expressed some issues and concerns around fathers temper and is stressed by difficulties he is facing regarding his performance at school. Stanley has expressed that he that father is unjustly disapointed in him and disintrested in his intrests.

I have advised that Mom and Dad try to make time for more time with Stanley partacatings in some activites he enjoys such as football and bowling as well as recommended some services Dad can seek out to hep get a better grip on his temper. Dad has acknowledged his difficulties with temper and has agreed to pursue these.

Outcomes & Actions:

I will stay in contact with the family to keep track progress on dads anger issues along with monitoring the families progress towards spending more time together and creating postive connections.

No actions added to this report yet.

4. Adding tasks

A task can be used to request an action by another agency or professional. This professional would need to be an E-CINS user. This task will be sent quickly and securely to the other user(s) via E-CINS and progress updated. This should be used for any communications with other organisations showing work they are required to complete to assist the family to progress.

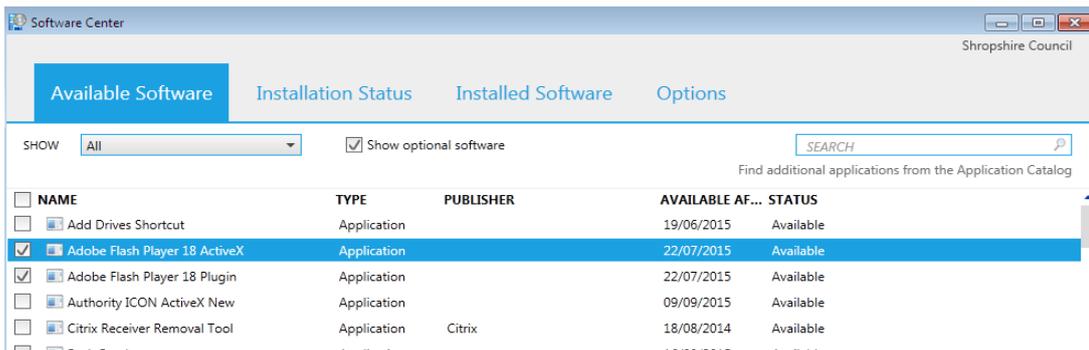
E.g. a Lead Professional may “task” another user to supply some information that is required about the family. This task would be sent quickly and securely to the other user via E-CINS.

It is very important that this function is used respectfully by all users. Tasks should be clearly written, outlining the action required. The date for completion should be realistic – none of us sit by a computer all day so please do not ask things to be completed within 24 hours.

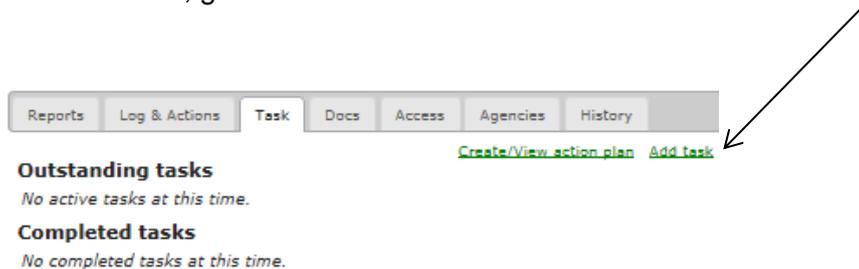
Before professionals can use the task section of E-CINS the Adobe Flash Players need to be installed.

- To do this go into the computers software centre
 - This may need to be searched from the start menu
- Select the 2 Adobe Flash players and click install
 - They don't take very long to install

If you can't find the updates you may already have them installed or you may need to contact your IT team (if this service is available to you).



To add a task, go into the Task section of the case and click Add task



This section also shows outstanding and completed tasks so that professionals can monitor whether tasks have been completed.

Reports Log & Actions **Task** Docs Access Agencies History [Add task](#)

INFO: Please add a task below if required. * are required fields

Completion Date: 14-01-2016 at 00:00 (AM) OR Within *

Title: *

Description: *

Type: Select

Priority: Select Priority

Task a Team: *

OR *

Task a User: *

Read receipt required? A user/team cannot view the task unless read receipt accepted.

Upload Files/Docs: No

Attachments:

- For sending tasks complete:
- Completion date
 - Title
 - Others can see the title of the tasks so be careful what you call it
 - Description
 - Priority (if required)
 - Task a team or user
 - If the professional who needs to be tasked are not on the system their team E-CINS administrator will need to add them onto the system before they can be tasked.

Outstanding tasks
No active tasks at this time.
Completed tasks

Don't forget to Add Task once all sections have been completed.

The task will be recorded on the system and will show you once it has been completed by the recipient.

5. Report and Assessments

There are multiple different reports that you are likely to create on a case and each one requires some slight variations in how they are named. It is important to follow this guide specifically as this will affect our ability to pull accurate reports and statistics from E-CINS.

5.1 Naming reports

Each report must be named as they are displayed below, the different types of reports and assessments are as follows, just right click on any to be taken directly to a guide on how to create them.:

[Early Help Referral](#)

[Shropshire Webstar](#)

[Whole Family Webstar](#)

[Family Action Plan](#)

[Early Help Plan](#)

[Observations \[Team\] \[Lead Worker\]](#)

Letters Confidential

Chronology

Child in Need Plan

Education Health and Care Plan

Social Work Assessment

Early Help Closure

5.2 Adding a report

Putting information into a report ensures that it is only visible to those that are granted **access** to view it.

The screenshot displays the E-CINS system interface for Case ID: 3570, titled 'Nobody / Down SY2 6ND'. The page includes a header with case details, a navigation menu, and a 'Reports' tab. Two arrows point to the 'Reports' tab and the 'Create new Report' button.

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Rachel Harrison
Team: Tamworth Borough Council
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Date Created: Today, at 14:19 (26/09/2016)
Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: No selection
Intensity of support: No selection
Referring Agency: Tamworth Borough Council
Lead Worker: Rachel Harrison
Referral Date: 05-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help.
To update/view the Application Click Here

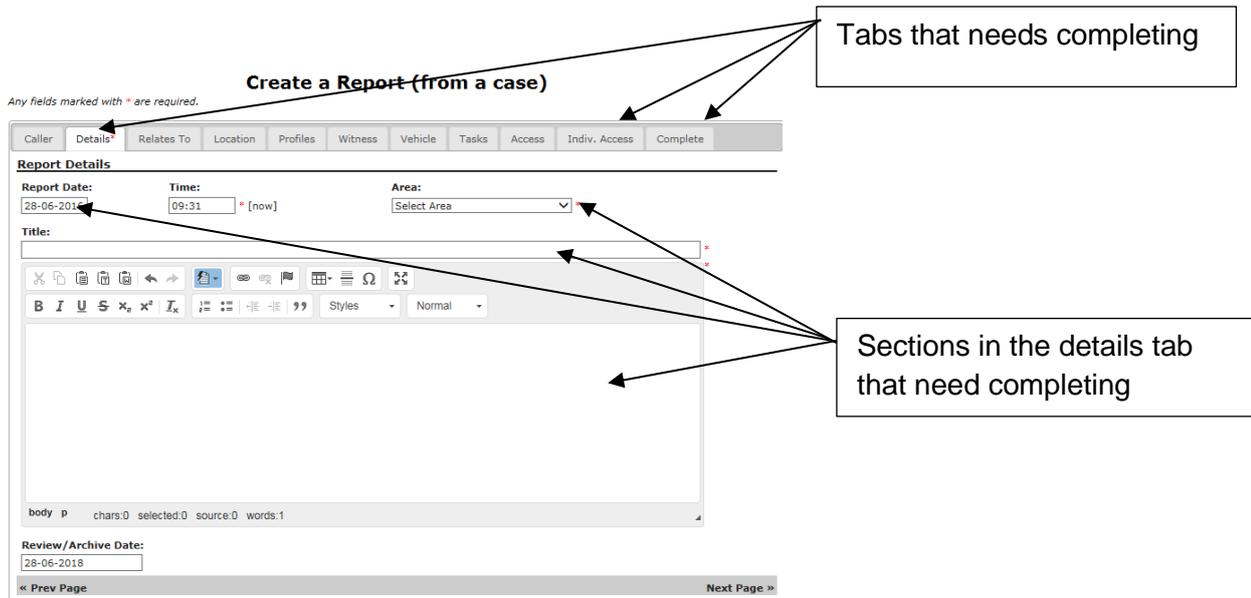
Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

Link to this Report No Report at this time. Create new Report

Name: Mary NODDY
DOB / Age: 11-05-1992 (24 yrs)
Create Assessment

On the relevant case, click on the Reports tab and then click 'Create New Report'

The page that opens is called Create a Report (from a case).



The tabs that need completing in the report are Details, Indiv. Access and Complete. See below for further details and guidance.

Details Tab

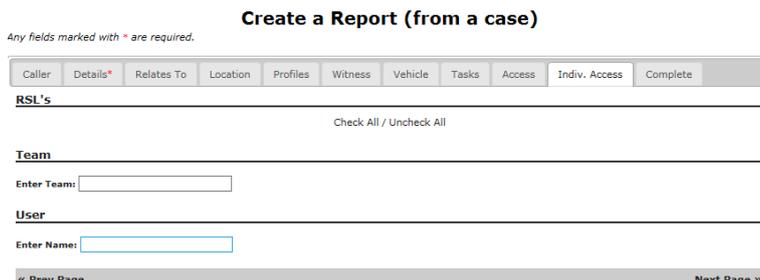
All sections with an * needs completing. The report date can be changed to reflect the date an assessment or incident took place. Also when selecting the area ensure this matches the area in which the family live.

Reports require specific titles, see [section 5.1](#) for more details on report titles.

Be aware that all professionals who have access to the case can read the report titles even if they have not been granted access to the report.

The main body of the report does need to have a significant amount of text in it, **however it cannot be left blank**. Please cut and paste the title into the text box.

Indiv. Access tab



Only use the Team and User sections of this tab (these are at the bottom of the page). Ensure to **always** give Shropshire Strengthening Families Team access to the report. To do this, search for the team in the Enter Team box. Also grant management and other professionals who require access by searching for them in the User Enter Name box.

Once all the required sections have been completed and checked click on the Complete tab.

Create a Report (from a case)

Any fields marked with * are required.

Caller Details Relates To Location Profiles Witness Vehicle Tasks Access Indiv. Access Complete

Add to an existing case?

Please enter the case name below

Case:

ID: 3315 - Young SY2 6nd (Owner: Shropshire Training 2)

Add as agency

Do you wish to add your team as an agency for this report?

Add to agency list?

Create Report

« Prev Page

If you are sure you wish to complete the report click on Create Report.

Reports can be linked to more than one case if required.

It will now show on the family case page that a report has been created, but only those given access will be able to open it.

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner Author Notification Locations Relates To Custom Additional Info Assessments Related Cases

Owner: Rachel Harrison [Change Ownership](#)

Team: Tamworth Borough Council

Email: Rachel.harrison@shropshire.gov.uk

Telephone: n/a

Date Created: Today, at 14:19 (26/09/2016)

Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile

Application Status: Referral Stage

Troubled Family Programme: No selection

Intensity of support: No selection

Referring Agency: Tamworth Borough Council

Lead Worker: Rachel Harrison

Referral Date: 05-09-2016

Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help,

To update/view the Application [Click Here](#)

[Update details?](#)

Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

[Link existing Report](#) [Create new Report](#) [Add Family](#)

Report Title: Observation and Supervision Shropshire Strengthening Families
Rachael Harrison [\[View full report\]](#) [\[Quick-View\]](#)

Date Added: Today, at 14:25 (26/09/2016)

Author: Rachel Harrison Team: Tamworth Borough Council

Report: See logs and actions section of this report...

Name: Mary NOBODY
DOB / Age: 11-05-1992 (24 yrs)
[Create Assessment](#)

Name: Jim DOWN

In a report you can store logs, actions, and documents. See sections below for further details and guidance. **All tasks should be done through the main body of the case.**

5.2.1 Adding Documents to a report

Once a report has been created you can then add documents, logs and actions. *To create a report, follow [section 5.2](#).*

Before uploading a document ensure it has been scanned, using your normal methods.

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit. 

Area/District: Case Priority: Case Status:

Owner: Rachel Harrison [Change Ownership](#)

Team: [Tamworth Borough Council](#)
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Date Created: Today, at 14:19 (26/09/2016)
Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: No selection
Intensity of support: No selection
Referring Agency: Tamworth Borough Council
Lead Worker: Rachel Harrison
Referral Date: 05-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help,
To update/view the Application [Click Here](#) [Update details?](#)

Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

[Link existing Report](#) [Create new Report](#) [Add Family](#)

Report Title: [Early Help Referral](#) [View full report](#) [Quick-View](#)
Date Added: Today, at 14:27 (26/09/2016)
Author: Rachel Harrison Team: Tamworth Borough Council
Report: See the documents section of this report for the E...
Report Title: [Observation and Supervision Shropshire Strengthening Families](#)
Rachael Harrison [View full report](#) [Quick-View](#)

Name: Mary NOBODY
DOB / Age: 11-05-1992 (24 yrs)
[Create Assessment](#)

NO IMAGE AVAILABLE

Name: Jim DOWN

Click on the report you want to add a document to.

Report ID: 8822
Early Help Referral

You have the authority to edit this Report by clicking on the desired text to edit. 

Author Caller Witness Location Vehicle Related Profiles Related Cases

Owner: Rachel Harrison [Change Ownership](#) No profiles added [Add Profiles](#)

Team: [Tamworth Borough Council](#)
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Grant Team Edit Permission: No

Details Log & Actions Tasks Documents Access Agencies History

Relates To: Not Specified. Report Status: [Edit Report Text](#)

Report Date: 26-09-2016 14:26 Review Date: 26-09-2018

Area: Wrexham

When you are in the report click on the Documents tab.

Report ID: 8822
Early Help Referral



You have the authority to edit this Report by clicking on the desired text to edit.

Author	Caller	Witness	Location	Vehicle	Related Profiles	Related Cases
--------	--------	---------	----------	---------	------------------	---------------

Owner: Rachel Harrison [Change Ownership](#)
Team: [Tamworth Borough Council](#) No profiles added
Email: Rachel.harrison@shropshire.gov.uk [Add Profiles](#)
Telephone: n/a
Grant Team Edit Permission: No

Details	Log & Actions	Tasks	Documents	Access	Agencies	History
---------	---------------	-------	-----------	--------	----------	---------

[Upload Files](#) [Clear Queue](#)

There are 0 files to view.

Click on Upload Files

Select the file you want to upload and click open. Click out of the report and go back into it to check that the document has uploaded properly.

5.3 Family Webstar and Assessments

Note: Individual Webstars are no longer used.

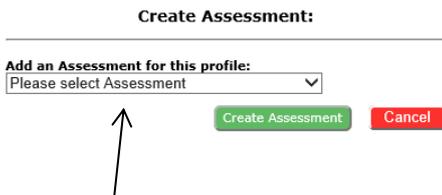
On E-CINS there is an Individual Webstar and a Whole Family Webstar. Only use the electronic Individual Webstar if you wish to record historic individual Webstars

These reports will be called a Wheel Assessment.

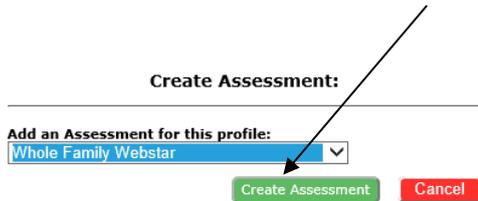
The Whole Family Webstar is built into E-CINS. This should be created on the head of the family i.e., the parent or carer with whom professionals have the most contact.



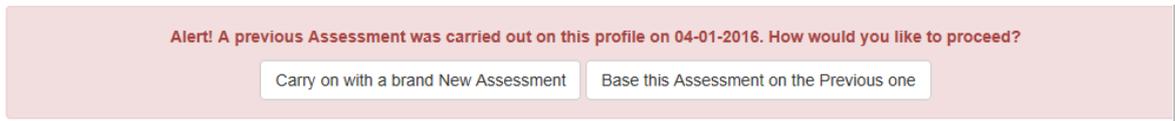
To access this click on 'Create Assessment' underneath the relevant individual. This will then bring up a selection box.



Click on the drop down arrow and select Whole Family Webstar. Once you have selected the right assessment click on Create Assessment

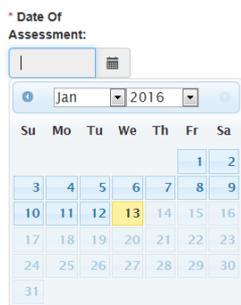


If an individual has already got a Whole Family Webstar on their profile a warning will come up. The professional can then choose whether to start a new assessment or base it on the previous one.



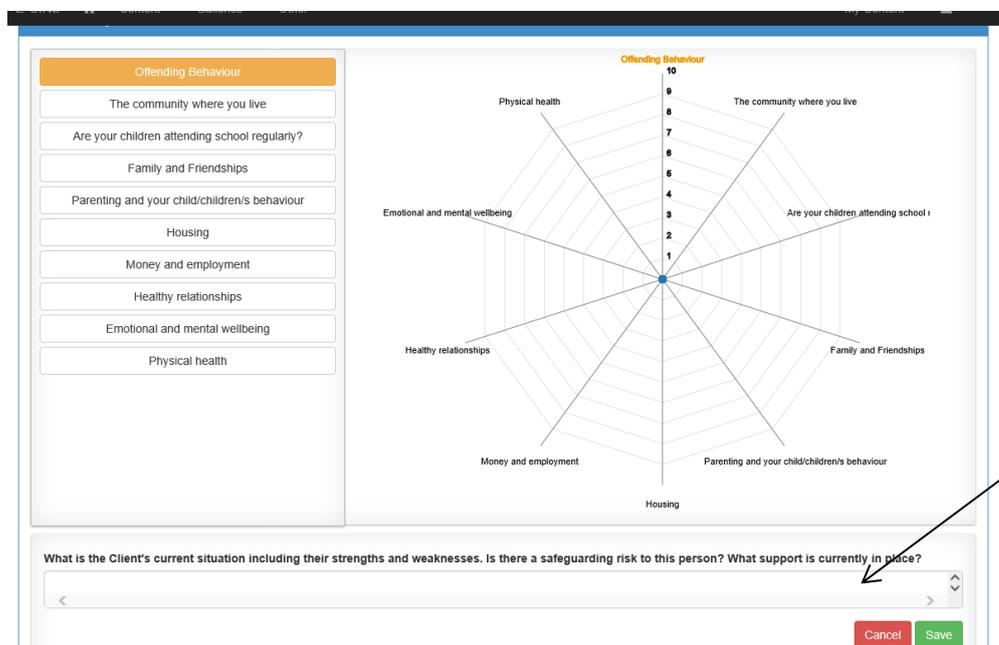
If you are adding an initial Webstar at the start of the intervention click 'carry on with a brand new assessment'. If you are adding review scores, click 'base this assessment on the previous one'.

If a Webstar has already been entered onto the profile check this to see whether it is an initial Webstar or a review.



The date of the Webstar needs to be the date that the assessment took place. To input the date you have to use the calendar provided. This will then take you to the assessment.

Good Practice is to use the Webstar as an aide-mémoire and explain to the family that these are the topics that will be discussed and they will be asked to score. Then go to each section of the assessment – discuss past, present and future and then ask the family to score that section of the Webstar. Webstar scores will be more accurate using this method as people have the opportunity to reflect.

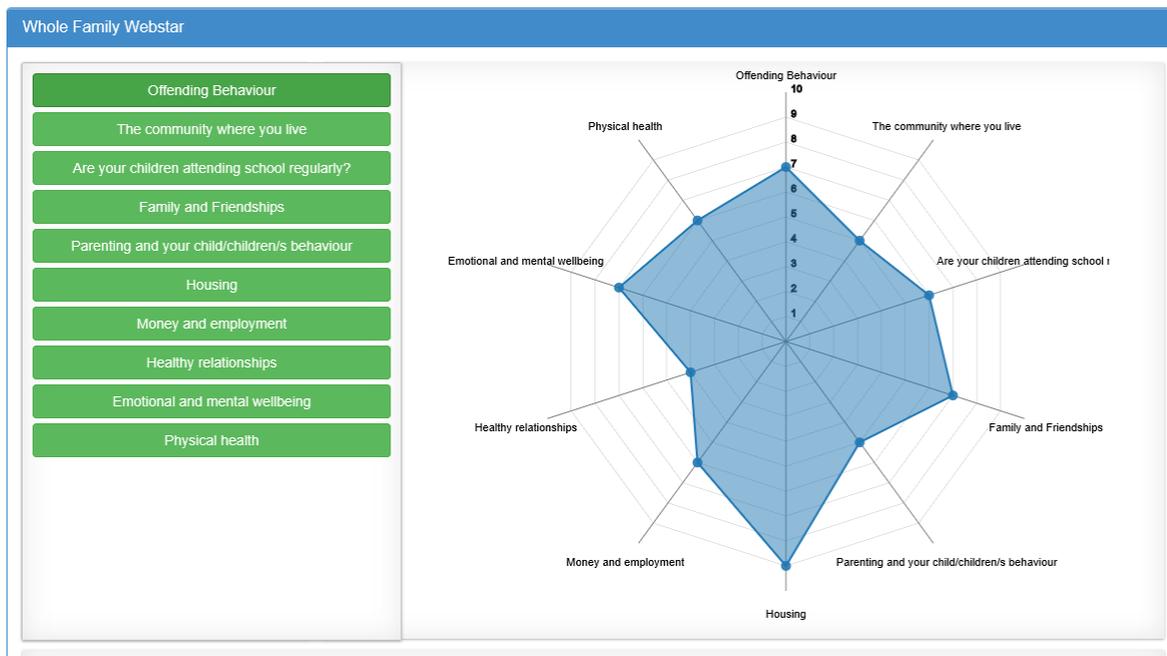


Only complete if there is relevant information including safeguarding risks.

Click on each section to input the scores. When the score has been selected make sure to click **save**. Continue this method until all sections have been completed.

Scoring Guide

- 1-2: Complex issues.** I'm stuck, things are bad and I don't want to think about it.
- 3-4: Significant issues.** Things are bad but I want to change.
- 5-6: Moderate issues. I'm making changes**
- 7-8: Minor issues.** I'm finding what works
- 9-10: No concerns.** This is an area of strength. Things are good.



Overlay Assessments: Select Assessment [v]
Assessments: 05-10-2016 [v]

Whole Family Webstar

AGREEMENT - Answer "Yes" below if in agreement with the scores shown above for each category

DETAILED PROFILE

- OFFENDING BEHAVIOUR 8
- PHYSICAL HEALTH 10
- EMOTIONAL AND MENTAL WELLBEING 6
- HEALTHY RELATIONSHIPS 7
- MONEY AND EMPLOYMENT 2
- HOUSING 6
- PARENTING AND YOUR CHILD/CHILDRENS BEHAVIOUR 3
- FAMILY AND FRIENDSHIPS 9
- ARE YOUR CHILDREN ATTENDING SCHOOL REGULARLY? 3
- THE COMMUNITY WHERE YOU LIVE 6
- COMMENTS & CONCLUSIONS

The Assessment is recorded in the **Detailed Profile** section.

You can move between the Whole Family Webstar and the Detailed Profile by clicking on the titles.

Click on the required category and it will bring up a detailed profile section where you can input past, present and future information.

Past

Family member's history regarding this category - Has there been a recent event or change? What was previously been tried? Did it work?

Present

Family member's current situation including strengths and weaknesses. Is there a safeguarding risk to this person? What support is currently in place?

Future

What needs to change/stay the same/keep improving? If a safeguarding risk is identified what is the likelihood/seriousness? How can risks be reduced or managed?

Complete what you can.

In some sections you may just know minimal detail – record it another professional may have access to the family and be able to complete with a fuller picture.

Please make sure that the assessment is as full as you can make it.

The voice of the family/child/young person should be heard throughout the assessment.

These sections can be updated at a later date if required.

AGREEMENT - Answer 'Yes' below if in agreement with the scores shown above for each category

* Search Practitioner ECINS User:

Does the Practitioner agree with the Scores above?:

Search Parent/Carer Profile:

Start entering a name to search for existing profile

Does the Parent/Carer agree with the Scores above?:

When you have completed the Webstar and Assessment click on the Agreement section

The practitioner section is a mandatory field and needs to be completed. If the practitioner isn't an E-CINS user, you can select **No Match Found** and type in their details, all fields are required to be completed.

Make sure to click **yes or no**, if no is selected then a text box appears where are reason needs to be inputted.

The Parent/Carer section is **optional**.

Once this section has been completed click on **Save** and then **Next**. *This will then save the assessment onto the profile and case*

THE ACTION PLAN WILL NOT BE USED AS THERE IS STRENGTHENING FAMILIES ACTION PLAN.

Once all the relevant sections have been completed click on **Back to Case** and this will save the assessment.

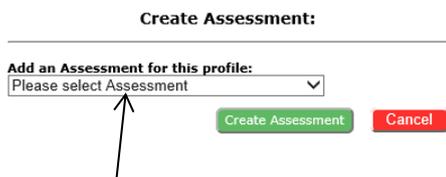
Individual Webstar (historic).

Remember that all new assessments should be done using the Family Webstar and Assessment.

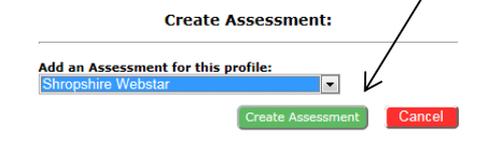
If you have an historic individual Webstar that needs recording on ECINS there is an electronic copy in Assessments



To access this click on 'Create Assessment' underneath the relevant individual. This will then bring up a selection box.



Click on the drop down arrow and select **Shropshire Webstar**. Once you have selected the right assessment click on Create Assessment



Then continue as for the Family Webstar and Assessment.

5.4 Family Action Plan

Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: - Shropshire Central

Case Priority: Low

Case Status: Open

Owner: Helena Leclizio Change Ownership

Team: Shropshire Strengthening Families Team

Email: helena.leclizio@shropshire.gov.uk

Telephone: n/a

Date Created: 9 days ago (13/09/2016)

Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Family Nomination and Profile

Application Status: Referral Stage

Troubled Family Programme: Yes

TF Start Date: 19-09-2016

TF End Date:

Intensity of support: Intensive

Referring Agency: Shropshire Strengthening Families Team

Lead Worker: Helena Leclizio

Early Help: No selection

Referral Date: 13-09-2016

Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help

To update/view the Application: [Click Here](#)

[Update details?](#)

Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

[Create/View action plan](#) [Add task](#) [Add Family](#)

Outstanding tasks

Task ID: 188530

Task Title: [Intervention REquest for case ID 77220](#)

Task From: [Kay Smallbone](#)

Task To: [Kay Smallbone](#)

Completion Date: 27-09-2016 at 00:00

Task ID: 188590

Task Title: [Early Help Interventio request for case 77156](#)

Task From: [Kay Smallbone](#)

Task To: [Kay Smallbone](#)

Name: **Mary NOBODY**

DDB / Age: 11-05-1992 (24 yrs)

[Create Assessment](#)

NO IMAGE AVAILABLE

Name: **Jim DOWN**

DDB / Age: 12-02-1991 (25 yrs)

[Create Assessment](#)

NO IMAGE AVAILABLE

Click on Task Tab

Click on **Create/View** action plan

The Action Plan Title is entered in the format –

All family names in the household separated by a forward slash and the postcode.

Action Plan

Home / Action Plan List / Complete Action Plan

* Action Plan Title

Nobody/Down Case ID: 77220 X

Include Criteria/Outcome/Measure?

Yes No

Concern 2 Client C.O.M. (Practitioner)

1 What do you want to make better? (If this issue/concern is in relation to one profile, please state which one)

C What CRITERIA does this meet?

Type to search

2 Goal - What do you want to achieve? (select the most appropriate measures)

D What OUTCOME is required?

Click **yes** to include criteria/outcomes and measures

Each area of activity on the plan is recorded as a new concern.

Be very clear by naming the individuals you are including on the concern. There may be more than one individual that is named in each concern. For example;

'Daly and Bob need to attend school regularly.'

Or you may have more than one concern that meets the same criteria. You need to make the plan work for each individual family.

The family's voice, including the child/children/young people should be heard throughout the plan.

The screenshot shows the 'Create Action Plan' interface. At the top, there are navigation links: Home / Action Plan List / Create Action Plan. Below this is a blue header 'Create Action Plan'. The main form area contains several sections: 1. 'Action Plan Title' with a text input field containing 'Nobody/Down Case ID: 77220'. 2. 'Include Criteria/Outcome/Measure?' with 'Yes' and 'No' radio buttons. 3. 'Concern 1' section with a text area containing 'Fred and Nancy what to improve their income. They want to check they are getting the right benefits. Fred and Nancy would like to have more money, Fred would like to work.' 4. A list of criteria (C1-C6) for selection, with C2 'Children who have not been attending school regularly' highlighted. 5. 'What OUTCOME is required?' section.

You can use free text to complete this section.

The family's voice should be evident throughout the plan.

Choose from the six criteria which is relevant to this concern.

Again you can free text to record what the family want to achieve relating to this concern.

The screenshot shows a web-based form with the following sections:

- 1 What do you want to make better? (If this issue/concern is in relation to one profile, please state which one)**
Fred and Nancy what to improve their income. They want to check they are getting the right benefits.
Fred and Nancy would like to have more money, Fred would like to work.
- c What CRITERIA does this meet?**
C4 - Adults out of work or at risk of financial exclusion or young people at risk of worklessness
- 2 Goal - What do you want to achieve?**
Fred and Nancy would like to have a more money so they could improve their families diet.
Fred would like to do training and/or work experience to improve his chances of getting a good job.
- 3 What OUTCOME is required?**
O4
O4A - An adult moves off benefits and into continuous employment
O4B - An adult or young person making progress towards working
O4C - Young person who is not in education, employment or training moves into education, apprenticeship or work
O4D - Families are able to manage their finances appropriately
O4E - Families live in quality, sustainable homes that they can afford and that meet their needs
- M How will you MEASURE this? (select the most appropriate measures)**
Type to search

Type O and the number relating to the criteria identified for this concern – in this case 4.

You will have a drop down list relating to the outcomes for this criteria. Click on the most relevant one.

Use free text again.

How the family and professionals agreed how they will know when these tasks/goals have been achieved?

Type M and the criteria number and you will get a drop down list for the measures.

Choose the most relevant.

If you wish to add another measure click to the right side of the box and further measure will drop down.

You do not need to complete this box

Click **Save**

Concern 1

What do you want to make better? Fred and Nancy want to improve their income. They want to check they are getting the right benefits, Fred and Nancy would like to have more money, Fred would like to work.

CRITERIA C4 - Adults out of work or at risk of financial exclusion or young people at risk of worklessness

Goal - What do you want to achieve? Fred and Nancy would like to have a more money so they could improve their families diet. Fred would like to do training and/or work experience to improve his chances of getting a good job.

OUTCOME O4B - An adult or young person making progress towards working

How will we know when the above is being achieved? Fred and Nancy are getting all the benefits they are entitled to and budgting well. Fred has accessed and completed some relevant training and/or work experience and updated his CV to reflect this

MEASURE M4B - A family member has undertaken: a) Accredited training or qualification to improve their skills b) A work or voluntary placement

SUSTAINED PROGRESS 6 months

[Add Another Concern](#)

[Back to List](#)

To return to the concerns list click on **Back to List**

To add further concerns click **Add Another Concern**

[Create plan](#)

When all concerns have been added you should click **Create Plan**.

Other concerns can be added at a later date.

Text can be edited by clicking on **Edit**

Edit Concern

What do you want to make better? Fred and Nancy want to improve their income. They want to check they are getting the right benefits. Fred and Nancy would like to have more money, Fred would like to work.

CRITERIA C4 - Adults out of work or at risk of financial exclusion or young people at risk of worklessness

Goal - What do you want to achieve? Fred and Nancy would like to have a more money so they could improve their families diet. Fred would like to do training and/or work experience to improve his chances of getting a good job.

OUTCOME O4B - An adult or young person making progress towards working

How will we know when the above is being achieved? Fred and Nancy are getting all the benefits they are entitled to and budging well. Fred has accessed and completed some relevant training and/or work experience and updated his CV to reflect this

MEASURE M4B - A family member has undertaken: a) Accredited training or qualification to improve their skills b) A work or voluntary placement

SUSTAINED PROGRESS 6 months

Related tasks

ID	Task Title	Description	Tasked	Relates to	Priority	Status	Complete by
No matching records found							

Add Task

Update

Date Added	Update Date	Concern Status	Notes	Update Author	Action
No matching records found					

The Task function is where you record who is going to do what and by when on the plan.

You use the function to Task other professionals when their part in the plan has been agreed. This will send a message to their e-mail telling them they have a task on E-CINS.

You can Task members of the family – this records their actions and when they are to be done, but does not send them a message.

Click on **Add Task**.

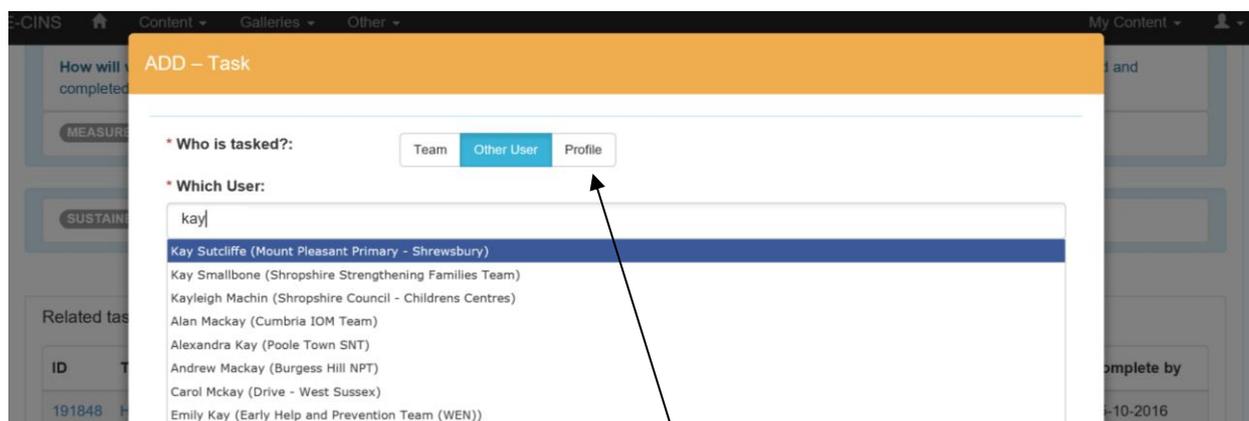
5.4.1 Adding Actions and setting dates for completion of actions

Using the Task Function on the Family Plan

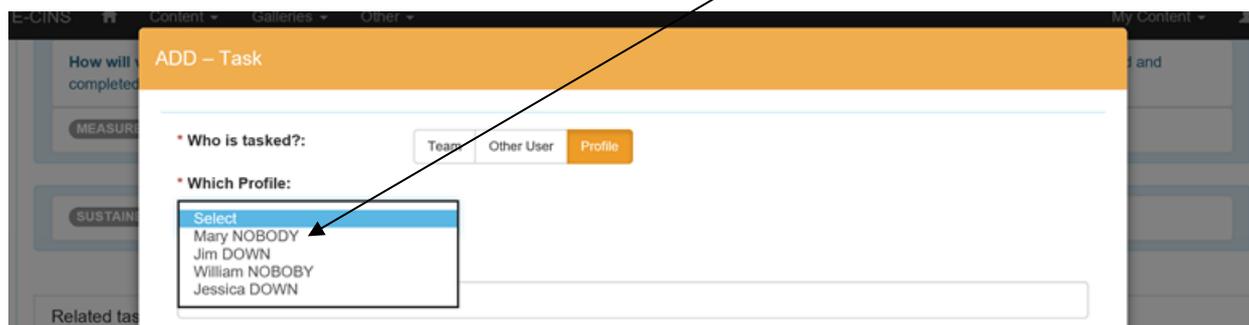
Tasks can be used on the plan to set who is doing what and when.

You can choose to send a task to a colleague or to record that a family member has agreed to do something.

To set a task for a professional, click on **Other User** and search for the ECINS User. This will send a message to their e-mail to check ECINS for a task.



To record an action for a family member, click on **profile** and click on the relevant family member. This does not send a message to the family member just records what has been agreed.



ADD - Task

* Who is tasked?: Team Other User **Profile**

* Which Profile: Mary NOBODY

* Task Title: Appointment for Billy to see the consultant.

* Description: Mary to contact the hospital to make and appointment for Billy to see the consultant.

Task Type: Health Task Priority: High

* Read Receipt required?: Yes

* Complete Task by: 10-10-2016 * Completion Time: 00:00AM * Complete within: 7 days / 1 week

Cancel Save Add Task

Give the task a title that outlines the action.

Give a brief description of the action.

If required choose a task type and priority.

Record the agreed time for completion of the task.

Click **Save**

How will we know when the above is being achieved? When Billy attends Pead appointment in September and suitable intervention has been identified and completed

MEASURE M6G - Successful completion of treatment

SUSTAINED PROGRESS 6 months

Related tasks

ID	Task Title	Description	Tasked	Relates to	Priority	Status	Complete by
191848	Hospital appointment	Kay to support Mary to take Billy to the hospital appointment	Kay Smallbone	Health	High	Open	05-10-2016 23:00
191851	Request for Intervention Case ID 45	Home safety 24U placement	Kay Smallbone	Intervention request for Children's Centres	None	Open	12-10-2016 23:00
53	Hospital Appointment	Mary has agreed for Kay to take her to the hospital in October	Mary NOBODY	Health	None	Open	05-10-2016 23:00
56	Appointment for Billy to see the consultant.	Mary to contact the hospital to make and appointment for Billy to see the consultant	Mary NOBODY	Health	High	Open	09-10-2016 23:00

Showing 1 to 4 of 4 rows

Add Task

The task is added to the relevant concern on the plan. The most recent tasks appear at the bottom.

5.4.2 Request for Early Help Intervention

To request for an Early Help Intervention:

- 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 service lead.

For advice on identifying risk or offering early help, then call Compass on 0345 678 9021.

If the service to carry out the early help intervention is known, task **one** relevant Early Help targeted service creating the task **from the relevant concern in the action plan**. To do this:

What do you want to make better? Jessica to feel more involved and make some friends. Jessica to be happier and less withdrawn.

CRITERIA C3 - Children who need help: children of all ages who need help, are identified as in need or who are subject to a Child Protection Plan

Goal - What do you want to achieve? For Jessica to feel more confident. Jessica to make friends at school. Jessica to be happier and join in with family life.

OUTCOME O3C - Strengthening Families by safely providing the lowest level of challenge/intervention

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
No matching records found							

Add Task

Update

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

Click **Add Task**

The list of Early Help Managers can be found on the Early Help Web Pages

<http://new.shropshire.gov.uk/media/2931/eh-targeted-service-request-for-intervention-process-eh-lead-prof-sept-2016-v12-flow-diagram.pdf>

ADD - Task

* Who is tasked?: Team Other User

* Which User:

- Sarah Webb (Bridgnorth Endowed School)
- Sarah Rock (FNP Shropshire)
- Sarah Stevens (Shropshire - Compass)
- Sarah Trow (Shropshire - Compass)
- Sarah Harris (Shropshire School Nursing Service)
- Sarah Dowler (Shropshire YSS EnHance)**
- Sarah Coulson (Drive - West Sussex)
- Sarah Massey (Northants Control Room)
- Sarah Steggles (Cambridge City - Safer Communities Section)
- Sarah Cincius (Luminus Housing)
- Sarah Marriott (Staffordshire IOM Team)
- Sarah Bradley (East Staffordshire SMD Licensing Team)
- Sarah Markenzia (Northants Police Intelligence Bureau)

Click on **Other User**

Select the Team Manager of the Targeted Early Help Service Required from the drop-down list.

ADD - Task

* Who is tasked?: Team Other User Profile

* Which User: Kay Smallbone (Shropshire Strengthening Families Team) *

* Task Title: Early Help Intervention request for case ID 77220

* Description: Improve her confidence, understanding of Billy's condition and work with the family to improve quality of the time spent with Jessica.

Task Type: Select Task Priority: Select

* Read Receipt required?: Yes

* Complete Task by: 04-10-2016 * Completion Time: 00:00AM * Complete within: Complete within

Cancel Save

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'*

ADD - Task

* Who is tasked?: Team Other User Profile

* Which User: Kay Smallbone (Shropshire Strengthening Families Team)

* Task Title: Early Help Intervention request for case ID 77220

Select

- ASB
- Crime Reduction
- Environmental Health
- Failed Appointment
- Health
- Housing
- Interview
- Investigation
- Meeting
- Mental Health Team
- Patrol
- Referral to: Adult Services
- Referral to: Children's Services
- Referral to: MAPP
- Referral to: MARAC
- Referral Other
- Risk Assessment
- Safeguarding
- Send Letter
- Statement
- Visit
- Welfare
- Other
- Intervention request for EnHance
- Intervention request for Targeted Youth Support
- Intervention request for Lifelines
- Intervention request for Children's Centres
- Intervention request for Parenting Practitioner

* Complete within: Complete within

Save

Task Type

Click on the relevant 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 one service.

If you need help to ensure you are asking for the right service
Contact Compass on 0345 678 9021.

ADD - Task

* Who is tasked?: Team Other User Profile

* Which User: Kay Smallbone (Shropshire Strengthening Families Team)

* Task Title: Early Help Intervention request for case ID 77220

* Description: Improve her confidence, understanding of Billy's condition and work with Jessica.

Task Type: Intervention request for EnHance

Task Priority: Medium

* Read Receipt required?: Yes

* Complete Task by: 04-10-2016

* Completion Time: 00:00AM

Complete within

- 5 hours
- 6 hours
- 7 hours
- 8 hours
- 9 hours
- 10 hours
- 12 hours
- 15 hours
- 18 hours
- 24hours / 1 day
- 48hours / 2 days
- 72hours / 3 days
- 4 days
- 5 days
- 6 days
- 7 days / 1 week
- 14 days / 2 weeks
- 4 weeks / 1 month
- 2 months

Save

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 Early Help manager.

Important

You now need to give the Early Help Manager access to the case, profiles and any relevant reports that you wish them to see.



Last Session: Today, at 14:13
 Logged in as: Kay Smalbone | Logout

My Tasks [expand]

The Early Help Manager can see 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.

ID	Task Title	Team Tasked	Task From	Added	Completion By	Completed
192473	Early Help Intervention request for case ID 77220		Kay Smalbone	03-10-2016	17-10-2016 at 00:00	Not Complete
191963	request for intervention case ID 49803		Kay Smalbone	30-09-2016	14-10-2016 at 00:00	Not Complete
191960	Reminder to contact EP		Kay Smalbone	30-09-2016	07-10-2016 at 00:00	Not Complete
191955	Anger management		Kay Smalbone	30-09-2016	06-11-2016 at 00:00	Not Complete
191937	Discussion with Mary		Kay Smalbone	30-09-2016	07-10-2016 at 11:00	Completed
191851	Request for Intervention Case ID 45		Kay Smalbone	29-09-2016	13-10-2016 at 00:00	Not Complete
191848	Hospital appointment		Kay Smalbone	29-09-2016	06-10-2016 at 00:00	Not Complete
190877	Early Help Intervention Request for case ID c2		Kay Smalbone	23-09-2016	07-10-2016 at 00:00	Not Complete
190669	Early Help Intervention request for case ID 02		Kay Smalbone	23-09-2016	07-10-2016 at 00:00	Completed
190659	Health appointments		Kay Smalbone	23-09-2016	23-12-2016 at 00:00	Not Complete
190592	Benefit and Employment Advice Case ID 77220		Kay Smalbone	22-09-2016	06-10-2016 at 00:00	Not Complete
190105	Early Help Intervention request case number 02		Kay Smalbone	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 Smalbone	13-09-2016	27-09-2016 at 00:00 OVERDUE!	Not Complete
188564	Meeting with WR school		Kay Smalbone	13-09-2016	20-09-2016 at 14:00	Completed
188530	Intervention REquest for case ID 77220		Kay Smalbone	13-09-2016	27-09-2016 at 00:00 OVERDUE!	Not Complete
186357	Closure		Kay Smalbone	30-08-2016	31-08-2016 at 00:00 OVERDUE!	Not Complete

The Early Help Manager can now look at the case and respond in one of 4 ways

Task ID: 192473
Early Help Intervention request for case ID 77220
NOT YET COMPLETED

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.

Task status: 13 Days, 6 Hours, 12 Minutes, 17 Seconds Time remaining

Complete by: 17-10-2016 at 00:00
Complete: **Complete this task**
Reassign: **Reassign Task**

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

1. 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.

Task ID: 192473
Early Help Intervention request for case ID 77220
NOT YET COMPLETED

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.

Update completion date: 9-10-2016 at 01:00 (AM)

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

2. The Early Help Manager may look at the case and feel information is missing. They may then 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.

Task ID: 192473
Early Help Intervention request for case ID 77220
NOT YET COMPLETED

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.

Task status: 13 Days, 6 Hours, 12 Minutes, 17 Seconds Time remaining

Complete by: 17-10-2016 at 00:00
Complete: **Complete this task**
Reassign: **Reassign Task**

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

Task ID: 192473
Early Help Intervention request for case ID 77220
NOT YET COMPLETED

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.

Task status: 13 Days, 6 Hours, 12 Minutes, 17 Seconds Time remaining

Complete by: 17-10-2016 at 00:00
Complete: [Complete this task](#)
Reassign: [Reassign Task](#)

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

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3. Reassign the Task to someone else.

Task ID: 192473
Early Help Intervention request for case ID 77220
NOT YET COMPLETED

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

Search for User:

OR

Search for Team:

Message:

[Cancel](#) [Reassign Task](#)

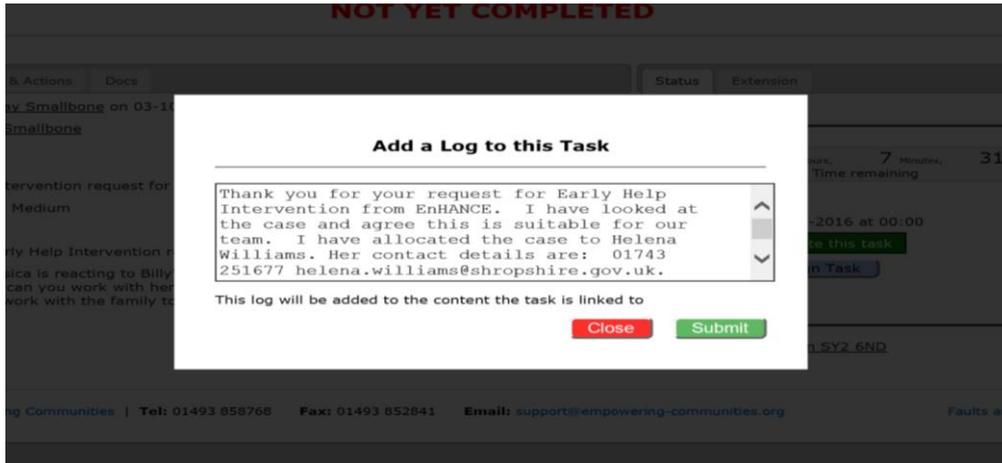
4. The Early Help Manager will complete the task – either declining the request or accepting the request. They will complete the task adding an update to inform you of their decision. This is done in the form of a log.

Please select type of update you wish to add

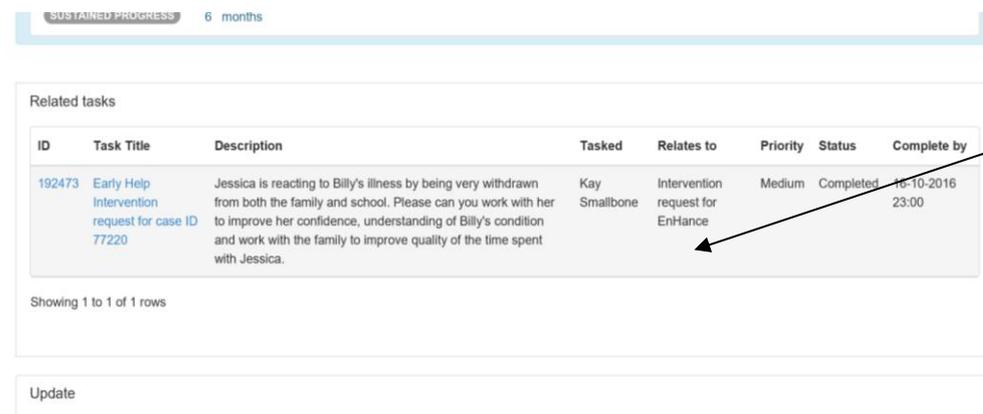
[Add a Log](#) [Add an Action](#) [Cancel](#)

Would you like to add an update before you complete this task?

[No, complete this task without an update](#) [Yes, I would like to add an update](#) [Cancel](#)



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



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.

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

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



If you click on the **task** tab on the plan you can see it is completed.

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

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.

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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The status of the case will now change on the task on the plan to completed

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

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.

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

Log ID: 52435
Log Added By: Kay Smallbone - [Shropshire Strengthening Families Team]
Log Added Date: 03-10-2016 17:52
Log Details: Thank you for your request for Early Help Intervention from ENHANCE. I have looked at the case and agree this is suitable for our team. I have allocated the case to Helena Williams. Her contact details are: 01743 253977 helena.williams@shropshire.gov.uk. Please can you give her access. She will be in contact in the next week.

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

5.4.3 Updates to Concerns on the plan

Updates to the concerns on the Family Plan can be added at any time.

This may be to record events, when certain things are achieved, new developments etc.

The screenshot shows a mobile application interface for adding notes to a concern. The form is titled 'ADD - Notes' and has an orange header. It contains several input fields: a dropdown for 'Update Type' with 'Open' selected, a date field for 'Update Date' showing '22-09-2016', a text area for 'Notes' containing 'Phoned Fred and made an appointment to go out and review the families benefits', and a section for 'Inform another user/team of this update?' with 'Team' and 'User' dropdowns. The 'User' dropdown is populated with 'Kay Smallbone (Shropshire Strengthening Families Team)'. At the bottom, there are 'Cancel' and 'Save' buttons.

Update Type: drop down box options click **Open**.

Date of the update – when does the update relate to?

Any updates that relate to the Concern

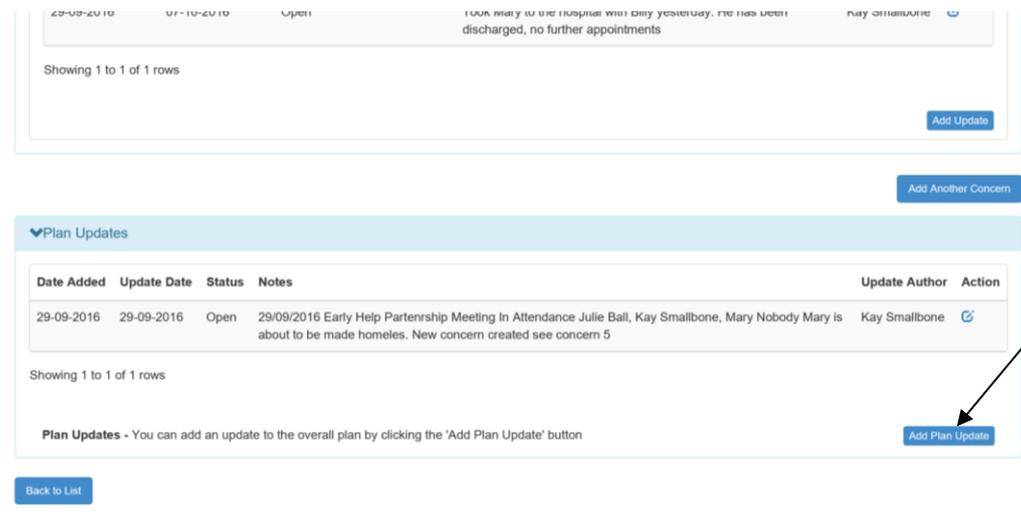
Do you want to inform other members of the multi-agency partnership? Click on User and Type their name – if they are E-CINs Users their name will appear in the drop down list. Click to add.

Click **Save**.

5.4.4 Adding a Family Plan Update/Recording Early Help Partnership/Partnership Plus/Complex Multi-Agency Meeting notes

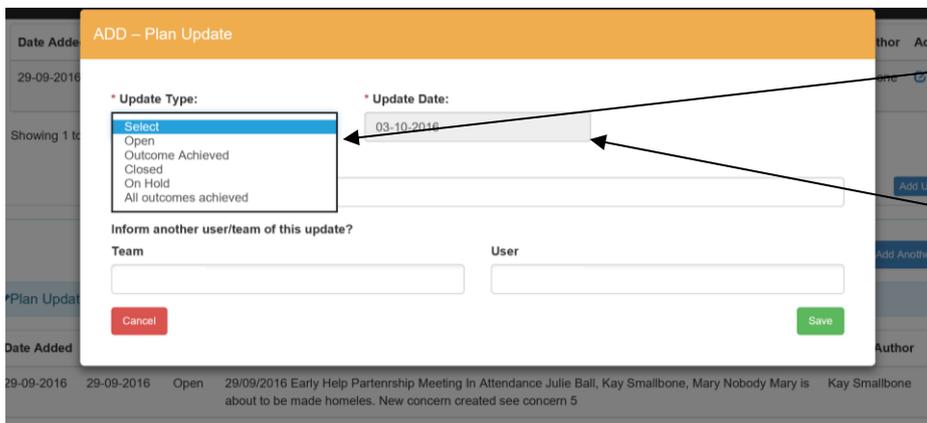
The Plan Update function relates the entire plan. It can be used to update the status of the plan. For example- family disengaged, family moved, case has stepped up to Social Care, all outcomes achieved.

The Plan Update is also where you record notes from the Early Help Partnership meetings, Partnership Plus meetings and Complex Multi-agency meetings.



Scroll to the bottom of the plan.

Click on Add Plan Update



Select update type:

Select the date of the meeting or update

This is where you can record your update.

For Early Help Partnership/Partnership Plus and Complex Multi-Agency meeting notes please give the title of the meeting and who was present. Then record the meeting notes.

If other concerns are identified in the meeting, then this should be recorded and as a result of a discussion and agreement by the family/individual another concern added to the plan.

If you want to notify a professional that you have updated the plan, then select their user name.

▼Plan Updates

Date Added	Update Date	Status	Notes	Update Author	Action
29-09-2016	29-09-2016	Open	29/09/2016 Early Help Partnership Meeting In Attendance Julie Ball, Kay Smallbone, Mary Nobody Mary is about to be made homeles. New concern created see concern 5	Kay Smallbone	
03-10-2016	03-10-2016		Early Help Partnership Meeting. Kay Smallbone, Helena Williams, Julie Duncan, Helena Leclezio. Mary made an appointment for Billy with the consultant. Kay support Mary to attend. Billy is now to have regular appointments at the hospital and will have weekly appointments with the Practice Nurse. The dates for these are now in Mary's diary. Kay will text Mary the day before to remind her. School have given the appropriate information by Mary and there is a meeting next week to look at the kind of support that Billy may need in school .	Kay Smallbone	

Showing 1 to 2 of 2 rows

Plan Updates - You can add an update to the overall plan by clicking the 'Add Plan Update' button

Click **Add Plan Update**

Updating the plan 'All Outcomes Achieved'

When all outcomes have been achieved, click **All outcomes achieved** and **Save**

6. Updating Case Information

6.1 Adding/updating the family's address(es) to the case

Each case needs to have an address(es) linked to it.

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Rachel Harrison
Team: Tamworth Borough Council
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Date Created: Today, at 14:19 (26/09/2016)
Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: No selection
Intensity of support: No selection
Referring Agency: Tamworth Borough Council
Lead Worker: Rachel Harrison
Referral Date: 05-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help
To update/view the Application Click Here

Change Ownership

To add an address to the case, click on the Locations tab on the Family Case Home Page and then click 'Add Address to the Case'.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Rachel Harrison
Team: Tamworth Borough Council
Email: Rachel.harrison@shropshire.gov.uk
Telephone: n/a
Date Created: Today, at 14:19 (26/09/2016)
Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: No selection

Add Location to Case Add Address to Case

View all on Map

This will then bring up an address search box. Type in the postcode or the first line of the address.

HELP: Adding a residential address [Click here to see more ...]

Address Search: shirehall

- Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM
- Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM
- Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM

Address not found? Click here for more results

Powered by ECINS

A list of addresses will appear, if the address you require isn't in the list click on 'Address not found? Click here for more results'

Add Address to Case: 3570

Address

Please select the type of address you wish to add to this Case.

Add Address

Residential

Address: Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM

Remove 

address?

To add another address click on the relevant button above

Link address(es) to Case?

Once the correct address has been selected it will appear like this. Check the address is correct and click on 'Link address(es) to Case? This will then take you back to the Family Case Home page with a message at the top in red stating 'Successfully linked an address to this case'

[ck here to reset\)](#)



Successfully linked an address to this case

Case ID: 3570
Nobody / Down SY2 6ND

When a family moves address the address on the family case and individual profiles will need to be updated **along with the postcode in the case name**. Follow this process to update the case address. See [section 6.1.1](#) for how to change the case name and [section 6.2](#) for how to update the profile address.

6.1.1 Updating the Address(es) on Profiles

When a family moves address the address will need to be updated on the Case and on each relevant individual profile. *To change the address on the case, see [section 6.1](#).*

To update the profile address, click on the relevant profile. This will then take you to the **Profile Home Page**.

Gallery	Priority	Score
Families/FIP	Low	0
View gallery stats		Edit

Click on the Address tab and then click 'Add Address to Profile'.

Add Address to Profile: 7973

Address

Please select the type of address you wish to add to this Profile.

Add Address No Fixed Abode

Click on Add Address. *If the individual is homeless click on No Fixed Abode.*

Add Address to Profile: 7973

Address

Please select the type of address you wish to add to this Profile.

Add Address No Fixed Abode

HELP: Adding a residential address [Click here to see more ...]

Address Search:

This will then bring up an address search box. Type in the postcode or the first line of the address.

HELP: Adding a residential address [Click here to see more ...]

Address Search: shirehall

Shropshire Council, **Shirehall**, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM

Shropshire Council, **Shirehall**, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM

Shropshire Council, **Shirehall**, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM

Address not found? Click here for more results

Powered by ECINS

A list of addresses will appear, if the address you require isn't in the list click on '**Address not found? Click here for more results**'

Once the correct address has been selected, you can then add more details.

Add Address to Profile: 7973

Address

Please select the type of address you wish to add to this Profile.

Residential

Main address:

Address: **Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM**

Link to address: Please select

Date from: Month Year

Date to: Month Year

Tenancy type: Please select

Remove address?

To add another address click on the relevant button above

Input the month and year the individual moved to that address. Then click on 'Link address(es) to Profile?'

This will then add the new address to the profile

Profile ID: 7973
Mary NOBODY

You have the authority to edit this Profile by clicking on the desired text to edit.

Edit



NO IMAGE AVAILABLE

Address

Main address:

Address: **Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM**

[View all information about this address](#)

Date from: March 2000

Address

Main address:

Address: **Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY, SY2 6ND, UNITED KINGDOM**

[View all information about this address](#)

Risk assessment

Gallery	Priority	Score
Families/FIP	Low	0

[View gallery stats](#) [Edit](#)

Area: Wrexham

SPOC / Lead Worker: None Entered [Change](#)

Lead agency: None selected

Statutory status: Non-Statutory

Additional Info: No Additional Info Added

If you have inputted dates of when the individual lived/moved to the address this will show underneath the address.

Follow this process until all the profiles have updated addresses.

6.2 Changing the Case Name

When a family moves address the postcode in the case name will need to be updated along with the addresses on the family case and individual profiles.

This can **only** be changed by the Owner of the Case (Lead Professional).

Also Shropshire Strengthening Families Team can edit Case names.

To change the case name, go into the relevant case.

The screenshot shows the top of a case page. At the top, it says 'Case ID: 3570' and 'Nobody / Down SY2 6ND'. Below this is a message: 'You have the authority to edit this Case by clicking on the desired field to edit.' There are three dropdown menus: 'Area/District' (Wrexham), 'Case Priority' (Low), and 'Case Status' (Open). Below these are several tabs: 'Owner', 'Author', 'Notification', 'Locations', 'Relates To', 'Custom', 'Additional Info', 'Assessments', and 'Related Cases'. The 'Owner' tab is selected, showing 'Owner: Rachel Harrison' and 'Team: Tamworth Borough Council'. A blue button labeled 'Change Ownership' is visible. To the right, there is a section for 'Family Nomination and Profile' with 'Application Status: Referral Stage'.

Click on the Case Name and it will turn into a text box. Update the postcode and click Save.

The screenshot shows the case name 'Nobody / Down SY2 6ND' in a text box. To the right of the text box are 'Save' and 'Cancel' buttons. Above the text box, it says 'Case ID: 3570'. Below the text box is the same message: 'You have the authority to edit this Case by clicking on the desired field to edit.' Below this are three dropdown menus: 'Area/District', 'Case Priority' (Low), and 'Case Status' (Open).

This will have then updated the case name

Case ID: 3570
Nobody / Down SY1 2UG

You have the authority to edit this Case by clicking on the desired field to edit.

The screenshot shows the case name 'Nobody / Down SY1 2UG' in a text box. Below the text box are two dropdown menus: 'Case Priority' (Low) and 'Case Status' (Open).

This is the same process for updating the case name with additional surnames i.e. if a parent's partner moves into the address, their surname will need to be added to the case name.

6.3 Adding the Lead Professional to the case

Once the Nomination Form has been submitted it will take you to the case home page.

To update the Lead Professional involved, you need to go back into the Nomination Form.

Case ID: 3570
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit. W6

Area/District: Case Priority: Case Status:

Owner: Rachel Harrison [Change Ownership](#)

Team: [Tamworth Borough Council](#)

Email: Rachel.harrison@shropshire.gov.uk

Telephone: n/a

Date Created: Today, at 14:19 (26/09/2016)

Grant Team Edit Permission: No

Relates To: Referral (Families)

Family Nomination and Profile

Application Status: Referral Stage

Troubled Family Programme: No selection

Intensity of support: No selection

Referring Agency: Tamworth Borough Council

Lead Worker: Rachel Harrison

Referral Date: 05-09-2016

Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help,

To update/view the Application [Click Here](#) [Update details?](#)

Reports Log & Actions Task Docs Access Agencies History Perpetrator Victim Vulnerable Family Other All

[Link existing Report](#) [Create new Report](#) [Add Family](#)

To get back into the Nomination form click on 'Click Here' on the top right hand side of the case home page. This will then take you back into the Nomination Form.

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

FAMILY PROFILE - LEAD WORKER

* Search Lead Worker ECINS User:

* Is there an existing support plan? Yes No

Add support plan details below:

[Previous](#) [Cancel](#) [Update](#)

EXISTING SERVICE INVOLVEMENT

ADDITIONAL INFORMATION

Once in the nomination form click next until you get to the Family Profile – Lead Worker section.

Search for the Lead Professional and select the correct E-CINS user. Also select whether there is an existing support plan and input details of the plan.

If they are not an existing E-CINS user, their team E-CINS Administrator will need to add them onto the system before they can be set as the Lead Professional.

Once the Lead Professional and plan details have been completed, click Save and then Back (this is at the top of the page).

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Shropshire Central | Case Priority: Low | Case Status: Open

Owner: Helena Ledezio | Change Ownership

Team: Shropshire Strengthening Families Team
Email: helena.ledezio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: Yes
TF Start Date: 19-09-2016
TF End Date:
Intensity of support: Intensive
Referring Agency: Shropshire Strengthening Families Team
Lead Worker: Helena Ledezio
Early Help: No selection
Referral Date: 13-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help.
To update/view the Application Click Here

The Lead Professional you entered should now be listed as the Lead worker on the top right hand side of the Case Home Page.

6.3.1 Changing the owner of the case to the Lead Professional

If the Lead Professional changes during the intervention, the Lead Professional of the case will need to be updated (See [section 6.3](#)) as well as the owner of the case.

To do this, go to the family case

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Shropshire Central | Case Priority: Low | Case Status: Open

Owner: Helena Ledezio | Change Ownership

Team: Shropshire Strengthening Families Team
Email: helena.ledezio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: Yes
TF Start Date: 19-09-2016
TF End Date:
Intensity of support: Intensive
Referring Agency: Shropshire Strengthening Families Team
Lead Worker: Helena Ledezio
Early Help: No selection
Referral Date: 13-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help.
To update/view the Application Click Here

Select change ownership (on the owner tab). This will then bring up a message box.

Change Ownership of Case ID: 2448 Young Sy2 6nd

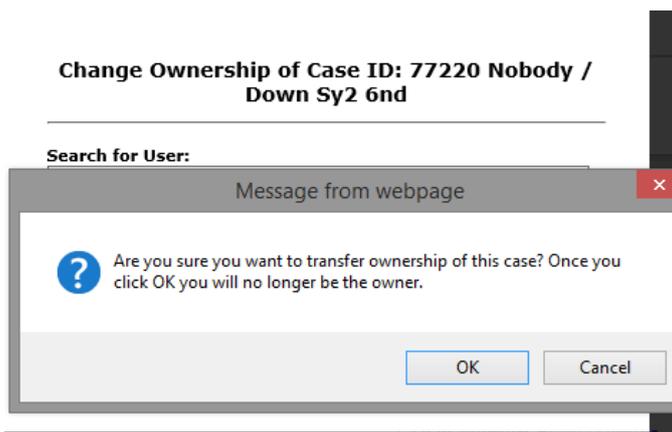
Search for User: *

Message: *

Cancel | Change Ownership

Search for User – this is where you search for the Lead Professional. *If they are not an existing E-CINS user their team E-CINS Administrator will need to add them onto the system before they can be set as the Lead Professional.*

Also include a brief message of why the Case Ownership has been changed to them. Once this has been completed click on Change Ownership.



A second message box appears checking that you want to change the Ownership of the case. Click OK. This will then process the change and return you to the case homepage.

6.4 Updating the Nomination Form

Throughout the intervention the information about the family might change, e.g., new household members or a change in the criteria. If this happens, their family nomination form needs to be updated.

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: - Shropshire Central Case Priority: Low Case Status: Open

Owner: Helena Ledezio [Change Ownership](#)

Team: Shropshire Strengthening Families Team
Email: helena.ledezio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Family Nomination and Profile

Application Status: Referral Stage

Troubled Family Programme: Yes

TF Start Date: 19-09-2016
TF End Date:
Intensity of support: Intensive
Referring Agency: Shropshire Strengthening Families Team
Lead Worker: Helena Ledezio
Early Help: No selection
Referral Date: 13-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worldlessness, Child Who Needs Help,
To update/view the Application [Click Here](#) [Update details?](#)

To get to the nomination from click on 'click here' in the top right hand corner of the case. This will then take you through to the nomination form.

Family Nomination & Profile [Back](#)

Family Nomination & Profile

APPLICATION DETAILS

* Select Area of the application:
- Shropshire Central

[Edit](#) [Next](#)

NOMINATION DETAILS

FAMILY MEMBER'S DETAILS

NOMINATION ASSESSMENT - INFORMATION

NOMINATION ASSESSMENT - CRITERIA

NOMINATION - CONSENT

These 3 sections will be the ones that need updating

Click next until you get to the section you want to update.

To add additional family members see [section 2.2.3](#).

To update the assessment information see [section 2.2.4](#)

To update the criteria see [section 2.2.5](#). If an individual no longer meets the criteria due to meeting an outcome **DO NOT** remove it. This is to add additional information around the criteria and additional criteria that the family meet.

6.5 Team Edit Permissions

As the owner of the case you have permissions to edit the case content. If you need to grant edit permissions to other members of your team, you will have to change the team edit permissions as this is set to no by default.

If you need to change the team edit permissions, this is found on the owner tab of the case profile.

The screenshot shows the 'Owner' tab of a case profile. The 'Grant Team Edit Permission' is currently set to 'Yes'. A blue arrow points from the 'Yes' dropdown menu to the 'Change Ownership' button. The right-hand panel shows case details such as 'Application Status: Referral Stage', 'Referring Agency: Shropshire Strengthening Families Team', and 'Lead Worker: Helena Lelezio'.

Click here and it will produce a drop down box where you can select Yes or No. Once you have selected the required one, click on the Save button. This will then change the team edit permission of the case.

This screenshot shows the 'Grant Team Edit Permission' dropdown menu open, with 'Yes' selected. A blue arrow points from the 'Save' button to the 'Change Ownership' button. The right-hand panel shows updated case details, including 'Referring Agency: Shropshire Training Team' and 'Referral Date: 11-12-2015'.

6.6 Notifications

Click on the notification tab to select what you would like to be notified about regarding the case. This is on an individual user basis and doesn't affect other professionals involved with the case.

The screenshot shows the 'Notification' tab with a list of notification options. A blue arrow points to the 'Notification' tab. The list includes options like 'Action added', 'Agency added', 'Log added', 'Case added', 'Profile added', 'Report added', 'Document uploaded', 'Additional info updated', 'Lead agency added/updated', 'Owner updated', 'Case relates to added/updated', and 'Case status updated'. There are 'Update' and 'Cancel' buttons at the bottom. The right-hand panel shows case details.

6.7 Adding general key information to the case

You can add additional key information about the family to the case. *I.e. Mother is nervous around strangers.*

Owner: Helena Leclizio
Team: Shropshire Strengthening Families Team
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes
Relates To: Referral (Families)

Family Nomination and Profile
Application Status: Referral Stage
Troubled Family Programme: Yes
TF Start Date: 19-09-2016
TF End Date:
Intensity of support: Intensive
Referring Agency: Shropshire Strengthening Families Team
Lead Worker: Helena Leclizio
Early Help: No selection
Referral Date: 13-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help
To update/view the Application Click Here

Go into the relevant case and click on additional information

NOTE – This is not the place to add information about updates regarding the case and important information about the case, for this see [sections 3](#) and [sections 5](#)

Any information added here, is accessible to anyone who has access to the case.

Owner: Helena Leclizio
Team: Tamworth Borough Council
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 4 weeks ago (15/12/2015)
Grant Team Edit Permission: Yes
Relates To: Referral (Families)

No Additional Info Added

To add information into here, click on “No Additional Info Added” or if there is already information added into this section click on the information

Case additional text Edit

Info:

Update Hide

A text box will appear and you can add information into the text box. This is a free text section. Once you have finished inputting the information click on Update.

The addition information will appear on the Additional Information section. This can be added to and updated at any time. **Also put this as a log on the case.**

6.8 Adding other Agencies Involved

In the agencies tab professionals can add agencies involved with the family.

Click on the Agencies tab, and then Add New Agency.

This will then bring up a drop down box with a list of agencies to select from. Once the required agency has been selected, click on Add Agency. **Make sure to select the correct agency.**

If you can't find the relevant agencies in the drop down list, this will mean that the agency hasn't been registered on E-CINS. They will need to complete a registration form before the team can be added to the case. If this is the case, click Hide.

These agencies can be removed at the end of their individual intervention by clicking on the white cross on the red background next to that agency.

7 Managing your cases

7.1 Changing the case status and case priority

This can **only** be changed by the owner of the case (Lead Professional).

The status relates to the status of the case within Strengthening Families (i.e., not just the service providing support– the case may close to a service but remain open as there are other services involved, who are still working with the family towards achieving the outcomes in the Family Action Plan).

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: - Shropshire Central	Case Priority: Low	Case Status: Open
--	-----------------------	----------------------

Owner: Helena Leclizio [Change Ownership](#) Mother is very nervous around strangers

Custom Additional Info Assessments Related Cases

The different status' are:

- **Open** - Case is open
- **Archived - Do not use**
- **Archived – resolved** - Use if the case is closed to Strengthening Families due to family action plan **outcomes being achieved**
- **Archived – unresolved** - Use if the case is closed to Strengthening Families, but family action plan **outcomes were not achieved.**

DO NOT USE the Archived status' as these cases will not appear in the case search while could mean duplicate cases are created

5.1.1 Changing Case Priority

Both the case status and the case priority can **only** be changed by the owner of the case (Lead Professional).

↓

Area/District: - Shropshire Central	Case Priority: Low	Case Status: Open
--	-----------------------	----------------------

Owner: Helena Leclizio [Change Ownership](#) Mother is very nervous around strangers

Custom Additional Info Assessments Related Cases

The case priority is defaulted to Low when the case is created. **At the moment this field is not required.**

7.2 Related cases

This is a tool to link cases together. This can be used to link cases together.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Helena Leclizio Change Ownership

Team: Tamworth Borough Council
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 4 weeks ago (15/12/2015)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Related Cases: [Link to another case](#)

Click on Related Cases and then click on Link to another case

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Helena Leclizio Change Ownership

Team: Tamworth Borough Council
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 4 weeks ago (15/12/2015)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Related Cases: [Link to another case](#)

Please enter the case name below

Case:

Add Case Hide

This will then bring up a search box. Either type in the family name or case number.

Make sure to select the correct case.

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Helena Leclizio Change Ownership

Team: Tamworth Borough Council
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 4 weeks ago (15/12/2015)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Related Cases: [Link to another case](#)

Please enter the case name below

Case: tfo0

Add Case

No Cases.

--- Local Cases ---

ID: 1895 Case Name: Id: 1895 - tfo0002 test (owner:rachel harrison)

ID: 1493 Case Name: Id: 1493 - tfo011 (owner:northants6 northants6)

Once you have found and selected the correct case click on Add Case. This will then relate the two cases together.

If the family doesn't come up this means that they aren't on E-CINS

Area/District: Wrexham Case Priority: Low Case Status: Open

Owner: Helena Leclizio Change Ownership

Team: Tamworth Borough Council
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 4 weeks ago (15/12/2015)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Related Cases: [Link to another case](#)

Please enter the case name below

Case: ID: 1895 - tfo0002 Test (Owner:Rachel Harrison) x

Add Case Hide

No Cases.

These cases can be removed at any time during the intervention by clicking on the red x next to the case name.

7.3 Adding a case to your workload

On E-CINS you can create a workload which makes access to your cases easier.

Last Session: **Yesterday, at 15:57**
Logged in as: [rachelharrison](#) | [Logout](#)

workload button to the right of the case name.
workload, click on this button again i.e. when your

desired field to edit.



This process can also be done with individual profiles and reports that you have added to cases.

7.3.1 Viewing your workload

On the E-CINS dashboard (home page) there is a 'My Workload' button. This is where you can easily access your cases. (so long as the case has been added to your workload see [section 7.3](#))



In my workload it lists:

- **Assessments in progress** – this shows assessments that you have started but not completed
- **Cases in progress** – this shows Nomination forms that you have started but not completed
- **Reports** – this shows reports that you have added to your workload
- **Cases** – this shows cases that you have added to your workload
- **Tasks** – this shows tasks that have been sent to you
- **Profiles** – this shows individual profiles that you have added to your workload

My Workload

Assessments in Progress:

You have not added any reports to your workload.

Cases in Progress:

Case title	Date of Case	Team	Author
Family Nomination and Profile	30-11-2015 15:17	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	07-12-2015 14:27	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	07-12-2015 15:13	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	11-12-2015 11:33	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	11-12-2015 11:35	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	11-12-2015 11:51	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	11-12-2015 14:53	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	15-12-2015 11:52	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	15-12-2015 11:55	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	06-01-2016 11:33	Tamworth Borough Council	Helena Leclizio
Family Nomination and Profile	06-01-2016 11:34	Tamworth Borough Council	Helena Leclizio

Reports:

You have not added any reports to your workload.

Cases:

You have not added any cases to your workload.

Tasks:

You do not currently have any tasks set to you.

Profiles:

You have not added any profiles to your workload.

From 'My Workload' you can go directly to the case, report, task or profile by clicking the title.

8. Additional useful information regarding E-CINS

8.1 Case change history/system audit trail

There is a history tab on each case which shows all the updates on the case, what the update was, when it happened and who completed it.

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit. 16

Area/District: Shropshire Central Case Priority: Low Case Status: Open

Owner: Helena Leclizio [Change Ownership](#) [Link to another case](#)

Team: [Shropshire Strengthening Families Team](#) No Cases.

Email: helena.leclizio@shropshire.gov.uk

Telephone: n/a

Date Created: 13 days ago (13/09/2016)

Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Reports Log & Actions Task Docs Access Agencies **History** Perpetrator Victim Vulnerable Family Other All

Date	Action
26-09-2016 at 13:32	Rachael Harrison changed this case additional information from: to: Mother is very nervous around strangers
26-09-2016 at 13:20	Rachael Harrison Family Profile Lead Worker has been updated.
23-09-2016 at 11:31	Kay Smallbone added case log id 340786 to this case from task ID 190669
22-09-2016 at 14:57	Helena Williams Nomination Assessment Criteria

Name: **Marz NOBODY**

DOB / Age: 11-05-1992 (24 yrs)

NO IMAGE AVAILABLE

[Create Assessment](#)

To get to the history tab, on the case home page click on the history tab at the bottom.

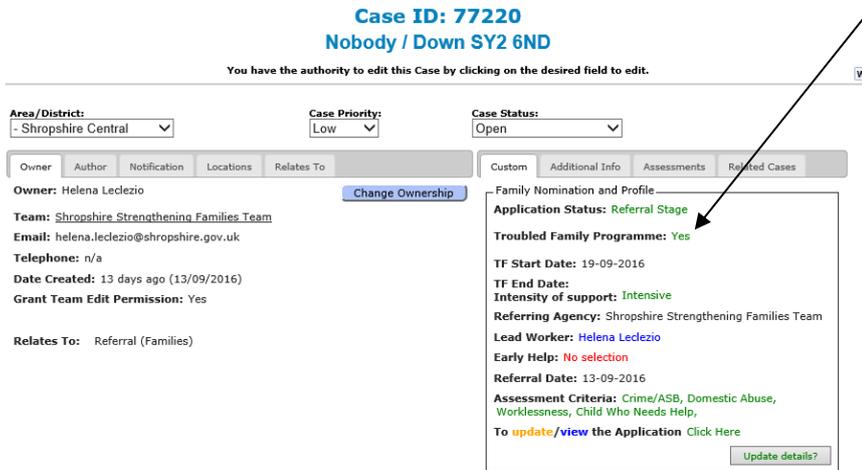
Reports Log & Actions Task Docs Access Agencies **History**

Date	Action
19-01-2016 at 16:08	Helena Leclizio added case log id 677 to this case
19-01-2016 at 15:36	Helena Leclizio deleted case log ID 668
14-01-2016 at 10:08	Helena Leclizio removed the agency 'Fire Service' from this case
14-01-2016 at 10:06	Helena Leclizio added case log id 668 to this case
14-01-2016 at 10:05	Helena Leclizio updated the case title from 'Young SY2 6ND' to 'Young SY2 6ND'
14-01-2016 at 09:57	Helena Leclizio changed this case additional information from: to: Mom doesn't like strangers
13-01-2016 at 12:47	Helena Leclizio added agency 'Fire Service' to this case
13-01-2016 at 12:47	Helena Leclizio changed this lead agency from: to: Tamworth Borough Council
13-01-2016 at 12:47	Helena Leclizio added agency 'Fire Service' to this case
13-01-2016 at 12:28	Helena Leclizio changed this case additional information from: to: No Additional Info Added
13-01-2016 at 12:27	Helena Leclizio changed this case additional information from: to:.

This is an example of what will be listed in the history tab

8.2 Troubled Families Flag

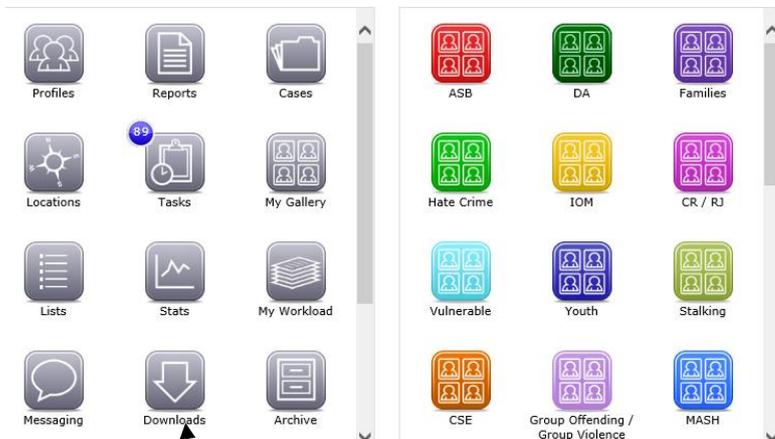
There is an option on E-CINS to flag a family as part of the Troubled Families Programme (Strengthening Families) and is being monitored as part of the National Programme. This to be used **only** by the Shropshire Strengthening Families Team



If you feel that your family (case) is eligible for the Troubled Families programme contact the Shropshire Strengthening Families Team with the Case ID and details of why you feel they are eligible.

8.4 Intensity of Support

The intensity of support is the level of support the family are receiving. Guidance for this can be found in the downloads section of E-CINS



From the E-CINS Dashboard (homepage) click on Downloads.

Downloads



Add Download



View Downloads

Click on View Downloads

This will then take you through to the documents that are available to download.

Downloads

File Name: Search

File	Filesize	Uploaded by	Date Added	Action
Consent form	999 KB	lucy howells	5 days ago	
Intensity of Support Levels	26 KB	Rachael Harrison	Today, at 13:13	
KR assessment	780 KB	Angela Cole	Today, at 12:22	
Shropshire Strengthening Families Consent Form	80 KB	Kay Smallbone	23 weeks ago	
Shropshire Strengthening Families Consent Leaflet	611 KB	Kay Smallbone	23 weeks ago	
Shropshire Whole Family Action Plan	850 KB	Kay Smallbone	23 weeks ago	

The document you need for Intensity of Support guidance is Intensity of Support Levels. Click on the Blue paper symbol and save the document to your computer or drive. This will then help you decide which level of the support the Family are in receipt of, therefore chose the correct Intensity of support level.

Follow the guidance below for how to change the level on E-CINS

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit.

Area/District: Shropshire Central Case Priority: Low Case Status: Open

Owner: Helena Leclizio [Change Ownership](#)

Team: [Shropshire Strengthening Families Team](#)
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Family Nomination and Profile

Application Status: Referral Stage
Troubled Family Programme: Yes
TF Start Date: 19-09-2016
TF End Date:
Intensity of support: Intensive
Referring Agency: Shropshire Strengthening Families Team
Lead Worker: [Helena Leclizio](#)
Early Help: No selection
Referral Date: 13-09-2016
Assessment Criteria: Crime/ASB, Domestic Abuse, Worklessness, Child Who Needs Help,
To update/view the Application [Click Here](#)

[Update details?](#)

To change the Intensity of Support on the case, click on Update Details?

Case ID: 77220
Nobody / Down SY2 6ND

You have the authority to edit this Case by clicking on the desired field to edit. 

Area/District: Case Priority: Case Status:

Owner: Helena Leclizio **Change Ownership**

Team: Shropshire Strengthening Families Team
Email: helena.leclizio@shropshire.gov.uk
Telephone: n/a
Date Created: 13 days ago (13/09/2016)
Grant Team Edit Permission: Yes

Relates To: Referral (Families)

Application Status:

Troubled Family Programme:

TF Start Date:

TF End Date:

Early Help:

Intensity of support:

Referral Date:

Click on the drop down list next to Intensity of Support and select either Intensive or Less Intensive. Once the correct level has been selected click on Save.

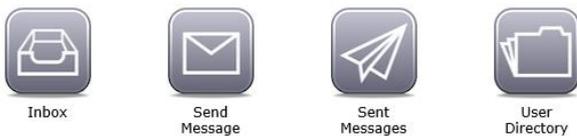
8.5 Messaging through E-CINS

There is a messaging section in E-CINS. This works like an email system but within E-CINS. *These are not recorded in the audit trail of the cases.*



Click on the Messaging button on the E-CINS dashboard (homepage).

Messaging



Within Messaging there are four options. Inbox, Send Message, Sent Messages and User Directory. *The User directory is helpful to check whether the individual you want to message is a user on E-CINS.*

Click on Send Message.

Send Message
*Any fields marked with * are required.*

Message

Subject: *

Message:

B I | | | | | | | | | | |

chars:0 source:0 words:1

The recipient: None set

Individual user:

OR

Team:

Send email too? (This will send the message text above as an email to the user as well as an internal E-CINS message)

Replacement Vars: [Click To View List](#)

Untick the 'Send email too' option

This will then bring up the message section. This is the same as your emails. Type in the subject and the message details.

You can then send this message to either a specific individual their team. Type in the Professionals name in the individual user and select the relevant person. *If you want to message Shropshire Strengthening Families use the Team section.*

Once you have selected the relevant individual and/or team you can select whether to send an email to their work account as well as through E-CINS.

UNTICK THIS OPTION AS IT SENDS THE FULL MESSAGE DETAILS TO THEIR WORK ACCOUNT.

Once you have sent the message, it is recommended to send them an email stating that you have sent them a message through E-CINS regarding a case. This is so that they know to check E-CINS to read the message.