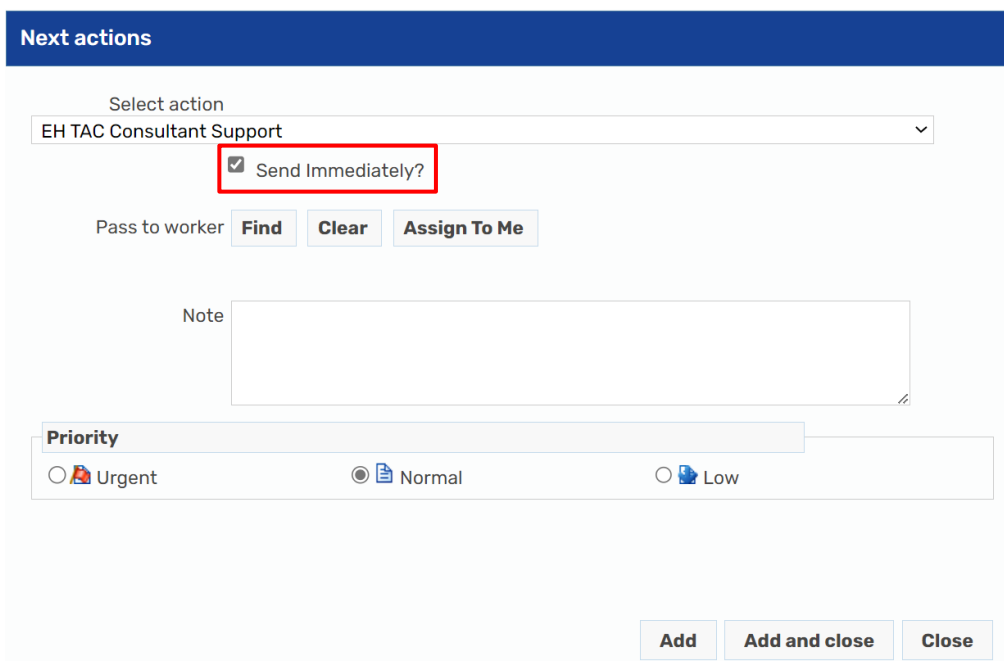


Children's Services Quick Guide

TAC Consultant Support workstep

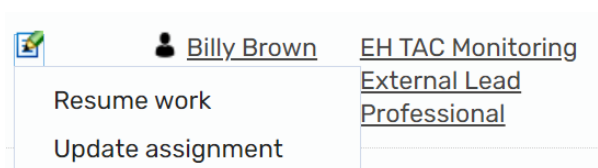
The EH TAC Consultant Support step is no longer available from the start menu as a separate workflow but is now triggered from all relevant steps within the combined Early Help workflow.

If the EH Consultant wishes to initiate the step themselves, they will need to Start the next incoming step (i.e. EH TAC Monitoring External Lead Professional), add the Next action of **EH TAC Consultant Support**, tick **Send immediately** and save and exit the step.



Please note: this will mean that the **EH TAC Monitoring External Lead Professional** step moves into the EH Consultant's 'Incomplete work'. The step will need to be reassigned back to the relevant TAC Admin in box.

- Click on the icon under the type heading – a drop down list will display



- Click on **Update assignment** to select the relevant TAC Admin in box to assign the workstep back to

If there is no **EH TAC Monitoring External Lead Professional** workstep open, then the consultant can start an **EH Early Help Contact** and send a next action of **EH TAC Consultants Support** to themselves using 'send immediately' as shown above.

The **EH Early Help Contact** should then be saved. This step will remain open until it is determined whether the case will open to TAC. EH TAC Consultants Support cannot be the only next action added. **DO NOT ADD THE NFA Next Action** at this point.

If it is decided that the case will open to TAC, the Early Help Consultant will **Resume** the **EH Early Help Contact** and add a Next action of **EH Early Help Request and Allocation** assigned to the relevant TAC Admin team.

If the case is not to open to TAC, then the Next action of **CS No Further Action** must be added and a **Reason** selected. The workstep should then be **Finished**.