

Children's Services Quick Guide


Social Care step out to TAC – External Lead Professional

An External Lead Professional is defined as a Health Visitor or someone that does not work for Lincolnshire County Council i.e. a professional working in an educational setting.

Stepping out to an External Lead Professional when there is existing Early Help involvement

A case can be stepped down to TAC using a **Clipboard Request** available within the **SC Child and Family Assessment**, **SC Child and Family Progress Meeting** or the **SC Review Child Protection Conference**.

Once it has been agreed that the case can step out to TAC, the Social Worker will need to complete the following steps:

- Click on the  requests icon at the top of the screen
- Select the request **CS Early Help Manager: Social Care involvement ended, step out to TAC Monitoring (External LP)**
- **Pass to Worker** – find the Early Help Manager for this case. They will be listed in the involvements section of the Person summary screen
- Select **OK**
- **Save and Close** or **Finish** the workstep, whichever is appropriate for your recording purposes
- **Next actions** – when you are ready to **Finish** the workstep, add the **Next action of SC Social Care Case Closure** to the **Child and Family Progress Meeting** or **Review Child Protection Conference**. In the **SC Child and Family Assessment**, you will add the Next action of **SC No Social Care Intervention Required – Case to close** instead.

The Early Help Manager will receive the notification **CS Early Help Manager: Social Care involvement ended, step out to TAC Monitoring (External LP)**.

The Early Help Manager will need to complete the following steps:

- Access the **EH Early Help Case Supervision** step by clicking Start or Resume

- Click on **Section 2. Next actions**
- Add the **Next action** of **EH Decision on Significant Information**, tick the subjects that this applies to.
- Tick **Send Immediately?**
- Pass to Worker – click on **Assign to Me**
- **Save and Close** the workstep

The **EH Decision on Significant Information** step will now need completing to update the Case Status and assign the TAC Plan Monitoring step to the TAC Monitoring team.

The Early Help Senior or PS will complete the following:

- In **Section 1. Details of Change Requested, Case Status (prior to decision)** will default in and likely be Open to Social Care (Early Help Support)
- **What has triggered this decision?** – tick **Step out from Social Care to TAC (External LP)** – send **TAC Monitoring to TAC Admin**
- **Significant Information** – complete the mandatory free text field as appropriate
- Clipboard Request – click on the clipboard and select the mandatory **REQUIRED CS Manager: Please review and authorise**
- **Pass to Worker** – **Find** and add yourself
- Click **OK** to close the clipboard and **Save** the workstep without closing
- The clipboard will now be highlighted in red, click on it and access the mandatory request you have just added
- Tick **Completed**
- Clipboard Request – click on the clipboard and select the mandatory **CS TAC Admin: Please transfer TAC to External LP**
- **Pass to Worker** – select the relevant TAC locality
- Click **OK** to close the clipboard and **Save** the workstep and close the workstep

The following tasks will be completed by TAC Admin:

- In the locality Virtual Worker box, an Incoming Request will display of **CS TAC Admin: Please transfer TAC to External LP:EH Decision on Significant Information**
- **Resume** the Incoming request
- In **Section 1. Details of Change Requested**, complete from **Case Status (following decision)** – **Has there been a change to the Case Status** – tick **Yes**, please detail below
- **Case Status** – tick **TAC (External LP)**
- **Completed by** – tick

- In **Section 2. Next actions**, add the action of **EH TAC Monitoring External Lead Professional**, tick the subjects that this applies to
- **Pass to Worker** - select the appropriate locality TAC Admin
- **Add and Close**

- **Finish** the workstep

The TAC Monitoring step will now be allocated to the TAC Administrator and the Case Status has been updated.

Stepping out to an External Lead Professional when there is no Early Help involvement

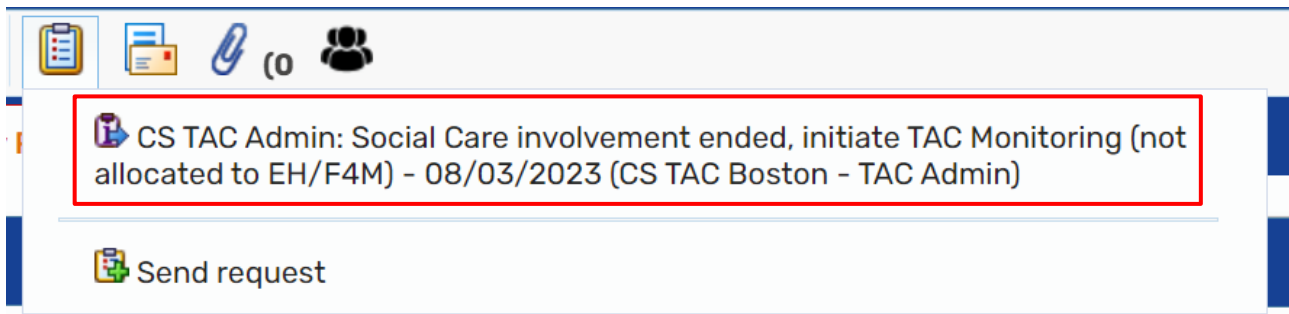
A request can be made by a Social Worker or Conference Chair to step a case down to TAC when there is no existing Early Help involvement by sending a clipboard request to the TAC Admin team from within the **SC Child and Family Assessment, SC Child and Family Progress Meeting** and **SC Review Child Protection Conference**.

Once it has been agreed that the case can step out to TAC, the Social Worker or Conference Chair will need to complete the following steps:

- Click on the clipboard
- Select the notification – **CS TAC Admin: Social Care involvement ended, initiate TAC Monitoring (not allocated to EH/F4M)**
- **Note** – use the Note field to record name and contact details of the External Lead Professional
- **Pass to Worker** – select the appropriate locality TAC Admin
- Click **OK**
- Then **Save** or **Finish** the workstep whichever is appropriate

Please note: Authorising managers and Conference Chairs will be responsible for checking that this clipboard notification has been sent before Finishing the Assessments and Child Protection Conference worksteps.

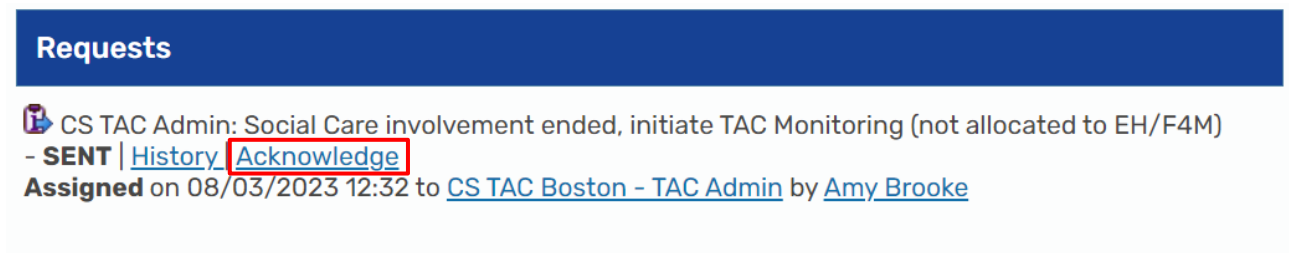
This can be done by clicking on the clipboard, if added the notification will appear in the drop down menu.



The TAC Administrator will receive the Notification – **CS TAC Admin: Social Care involvement ended, initiate TAC Monitoring (not allocated to EH/F4M)**.

The TAC Administrator will complete the following steps:

- Click on the **Incoming notification** title to access the workstep summary screen.
- On the right side of the page a section titled Requests will appear. Click on **Acknowledge** for the notification assigned to the locality TAC Administrator.



- An **Early Help Contact** will then be completed to initiate the TAC Monitoring workflow.