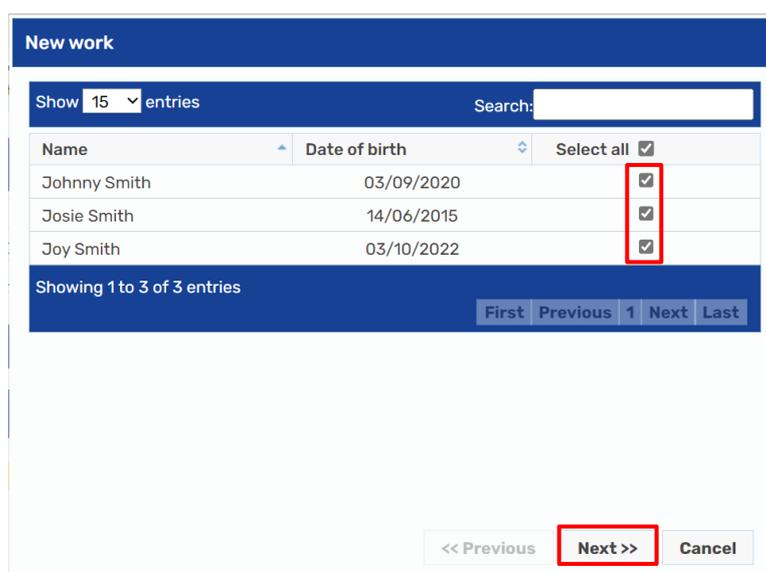## Children's Services Quick Guide

Completing a TAC Monitoring Request

This guide is in two sections which outline the different routes when TAC Monitoring may be required. Please refer to the headings and follow the guide for your scenario.

Request for TAC Monitoring from an External Lead Professional

This workflow will be created by TAC Admin when receiving a Child and Family Assessment from an External Lead Professional. This workflow can be initiated by clicking on **Start** within the **Person summary** screen or from within a **Group summary** screen.

- If the child(ren) is a member of a group, TAC Monitoring should be started from the group summary screen.

- Please do not create a duplicate Group if one already exists that contains one or more of the family members. Additional members can be added to existing Groups by clicking on the Add button on the top right of the Family table. **DO NOT USE CARERS GROUPS**.

- Click on the Start work button on the Current work.

- Select child(ren) required, click **Next>>** and then select **EH Early Help Contact**.

- TAC Admin will complete the contact form selecting the **TAC Monitoring (External LP)** in Section 2 – the form will change dependent on the option chosen.

- **Is this a 'step down' from Social Care?** – tick **No** in this instance.

- Complete the remaining fields as required and add the Next action of **EH Early Help Request and Allocation** assigned to the relevant TAC Admin Virtual Worker. Finish the workstep.

- The **External Lead Professional** should be added as a Worker relationship to each child's record. If working within a Group, this can be completed using the **Professional relationships** tab. This allows the relationship to be recorded against multiple siblings simultaneously.

- Start the **EH Early Help Request and Allocation.** This will map forward some information from the EH Early Help Contact.

- Section 2 contains a **Record of contacts** section to allow all chasing of the completed Assessment to be recorded.

- Once the Assessment has been received, navigate to Section 4 to record a **Case Status** and **Allocated Team**.

- Select Next action of **EH Child and Family Assessment Required**, if on a group you will need to select who the step applies to, click on **Assign To Me** and **Finish** the step.

- Start the **EH Child and Family Assessment** step and upload the assessment received from the external LP using the 📎 view documents icon. The correct naming convention **EH [name of document] YY/MM/DD** should be used.

- There are mandatory fields in the assessment in Section 1 which need to be completed as shown below.

- In Section 9 it is important to identify the correct outcome for each child as this will determine the case status for reporting purposes. Complete the remaining authorisation fields to add your own details.

- In Section 11, add the Next Action of **EH TAC Monitoring External Lead Professional** and assign to the locality TAC Admin team to continue recording future TAC Meetings. **EH TAC Consultant support** can also be added here if required.

- There is a mandatory clipboard request of **CS Manager: Please review and authorise**. This can be found by clicking on the request icon 📋. The mandatory request should be selected and sent to yourself to authorise. Once the workstep has been saved, you should be able to click back onto the request icon, click on the request which is highlighted in red and mark is as **Completed**. **Finish** the step once completed.

Request for TAC Monitoring Step down from Social Care

If the case is open to Social Care and Early Help, the Social Worker can send the Notification **CS Early Help Manager: Social Care involvement ended, step down to TAC Monitoring (External LP)** to the Senior Early Help worker. This notification can be found within the **SC Child and Family Assessment, SC Child and Family Progress Meeting** or the **SC Review Child Protection Conference.** The Senior Early Help worker will add a **Decision on Significant Information** workstep from their workflow and add a Next Action of **EH TAC Monitoring External Lead Professional.** This will be received in the locality TAC Admin virtual worker's Current work.

If the case is not open to Early Help, the Social Worker will contact the TAC Admin team to advise them that the case has stepped down to TAC. SC can do this by sending the **CS TAC Admin: Social Care involvement ended, initiate TAC Monitoring (not allocated to EH/F4M)** Notification from the Child and Family Progress Meeting, Child and Family Assessment or Review CP Conference. This notification will need to be acknowledged by the TAC Admin worker. The TAC Admin team will then add an Early Help Contact and follow the process outlined above to progress to an **EH Early Help Request and Allocation**.

- In Section 2, Service Requested, **TAC Monitoring (External LP)** should be ticked. Is this a 'step down' from Social Care?, **Yes – Step down to External LP (TAC Monitoring)** should be selected.

- If an Assessment has already been completed by Social Care or Early Help and does not need uploading by TAC Admin, the next action from this workstep will be **EH TAC Monitoring External Lead Professional.**

Change of Lead Professional from External to Internal

If the Lead Professional changes from External to Internal, a Next Action of **EH Decision on Significant Information** needs to be added to the final EH TAC Monitoring External Lead Professional workstep that is completed.

- In Section 1, the **Case Status** will be prepopulated – do not amend

- What has triggered this decision? Tick **Transfer TAC (Internal / External)**

- *Please add further detail* – record here that you have been notified of a change in Lead Professional and any other information that will be useful to the person receiving this workstep

- Use the clipboard Request – **Required CS Manager: Please review and authorise**. Send this to the Senior Early Help worker

- Senior Early Help worker will receive the request, screen and update the workstep

- They will then add a Next Action of **EH TAC Plan and Review** assigned to the new Lead Professional

- Senior Early Help worker will update the Lead Professional role for the child(ren)

Request for EH Support (from External LP)

If the External Lead Professional requests Early Help Support then TAC Admin will add a Next Action of **EH Decision on Significant Information** step from the **EH TAC Monitoring External Lead Professional.** Tick **Send Immediately** to access the step now.
- In section 1, tick the options outlined below and complete the *Please add further detail* field to record the concerns raised.

Case Status

○ Open to Social Care (Early Help Support) ○ Child and Family Assessment (Early Help) ○ TAC (Internal LP)

◉ TAC (External LP)

What has triggered this decision?*

○ Transfer TAC (Internal / External) ○ Transfer EH work steps to another team ○ Escalation to Social Care - amend case status

○ Youth Homeless Intervention required ◉ External LP requesting Early Help Support ○ External LP requesting Future 4 Me Support

○ Internal LP requesting Future 4 Me Support ○ Step down from Social Care to TAC (Internal LP) - send TAC Plan and Review to self ○ Step down from Social Care to TAC (External LP) - send TAC Monitoring to TAC Admin

○ Add Case Status (Set up only)

☐ Request has been sent to Front Door for screening

Significant Information

*Please add further detail**

- Send the clipboard request **CS Front Door: Please screen contact.**

New request

Select	Request type		Status (date)	Assigned to
○	**Required** CS Manager: Please review and authorise		📋	
○	CS F4M: Please screen contact		📋	
○	CS Front Door: Please screen contact		📋	
○	CS Notification of allocation		🛈	
○	CS Notification of Youth Homeless Request		🛈	
○	CS Please action		📋	
○	CS TAC Admin: Please transfer TAC to External LP		📋	

Note

OK   Cancel

- Front Door will screen the request and will progress it to either Early Help, Future for Me or add a NFA Next Action to decline the request.