

Children's Services Quick Guide


Social Care step out to TAC – Internal Lead Professional

An Internal Lead Professional is defined as someone who works for Early Help.

Stepping out to an Internal 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 by the Early Help Manager 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 (Internal LP)**
- **Pass to Worker** – find the Early Help Manager that has approved the step out to TAC
- 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 **SC Child and Family Progress Meeting** or **SC 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 (Internal 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 and Review step to the Internal Lead Professional.

- In **Section 1. Details of Change Requested – Case Status (prior to decision)** will default in
- **What has triggered this decision?** – tick **Step out from Social Care to TAC (Internal LP) – send TAC Plan and Review to self**
- **Significant Information** – complete the mandatory free text field as appropriate
- **Case Status (following decision)** – **Has there been a change to the Case Status** – tick **Yes, please detail below**
- **Case Status** – tick **TAC (Internal LP)**
- **Completed by** – tick
- In **Section 2. Next actions**, add the action of **EH TAC Plan and Review**, tick the subjects that this applies to
- **Find** and allocate this to the Early Help worker
- **Add and Close**
- Clipboard Request – click on the clipboard and select the mandatory **REQUIRED CS Manager: Please review and authorise**
- **Pass to Worker – Find** and add yourself, please consider if you are allocating this to a worker you do not supervise you may at this point need to send this clipboard request to their line manager instead
- 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**
- **Finish** the workstep

The TAC Plan and Review step will now be allocated to the Early Help worker and the Case Status has been updated.

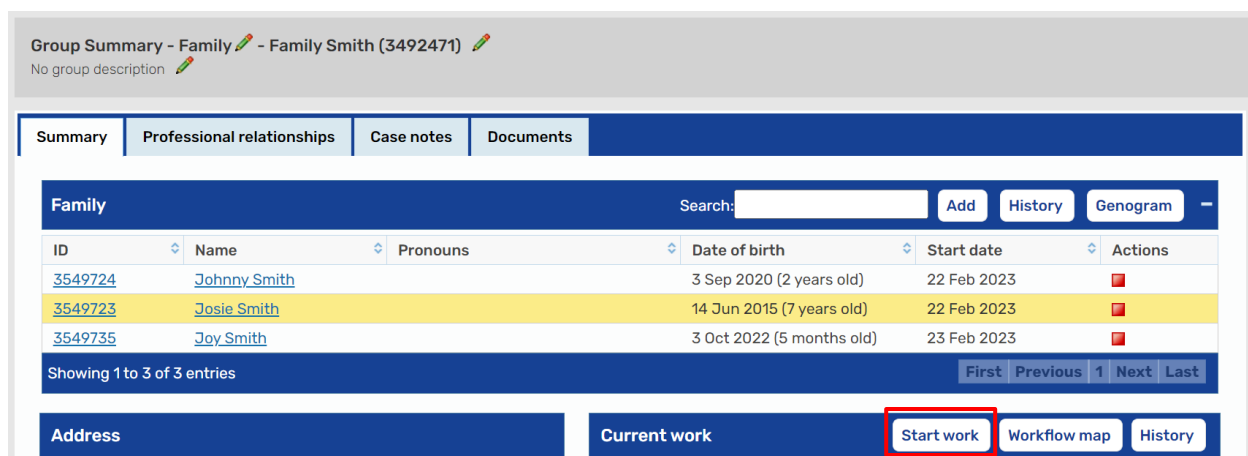
Stepping out to an Internal Lead Professional when there is no Early Help involvement

A request can be made by a Social Worker to step a case down to TAC when there is no existing Early Help involvement by completing an **EH Early Help Contact**.

If no Family Group exists on the record, and you are working with a single subject the **EH Early Help Contact** can be accessed from within the **Person summary** screen by clicking on **Start** within the sidebar menu.

If a **Family** Group exists on the record, please click on the Family hyperlink to add the **EH Early Help Contact**. Please do this even if you are only stepping down one subject within the Group by completing the following steps.

- Within the Family Group Summary screen click on the **Start work** Start work button.



The screenshot shows the 'Family Group Summary' interface for 'Family Smith (3492471)'. It features a navigation bar with tabs for 'Summary', 'Professional relationships', 'Case notes', and 'Documents'. Below this is a table of family members with columns for ID, Name, Pronouns, Date of birth, Start date, and Actions. The table lists three members: Johnny Smith (ID 3549724), Josie Smith (ID 3549723), and Joy Smith (ID 3549735). At the bottom of the screen, there is a 'Current work' section with a 'Start work' button highlighted in a red box, along with 'Workflow map' and 'History' buttons.

ID	Name	Pronouns	Date of birth	Start date	Actions
3549724	Johnny Smith		3 Sep 2020 (2 years old)	22 Feb 2023	
3549723	Josie Smith		14 Jun 2015 (7 years old)	22 Feb 2023	
3549735	Joy Smith		3 Oct 2022 (5 months old)	23 Feb 2023	

- A **New work** screen will display, tick any subjects that you wish to step out to TAC, then click on **Next>>**
- A list of available worksteps will appear, select the **EH Early Help Contact**

The **EH Early Help Contact** will now display for completion. The Social Worker making the request will only need to complete Sections 1, 2 and a clipboard request.

- **Section 1. Child / Family Details** – the subjects you have selected will display. Complete the remaining fields as appropriate including the mandatory question **Are any of the children / young people in the family a 'Young Carer'?**
- **Section 2. Service Request Information** – Service Requested – tick **Early Help / F4M Support**
- **Is this a 'step out' from Social Care? Tick Yes – Please open to Early Help to step out to Internal LP**

- **Source of Contact** – select **LA Services – LCC Social Care**
- **Date/time of request** – defaults in
- **Details of person making contact** – click on **Find**, complete a **Find Worker** search for yourself and select
- Complete the remaining fields to include as much detail as possible. This will prevent any delays in your request being processed
- Clipboard Request – click on the clipboard and select **CS Front door: Please screen contact**
- **Pass to Worker** – select **CS Early Help – Front Door Inbox**
- **Save and close** the workstep.

The Early Help team will screen your request. If your request has been accepted it will be passed to a locality team for allocation.

Please note: If your request is accepted, any outstanding **SC Child in Need Visit, SC Child Protection Visit** and **SC Core Group Meeting** worksteps can be cancelled by your Practice Supervisor once your recording has been completed.

The Early Help team will receive the request **CS Front door: Please screen contact**. The Early Help team will need to complete the following steps:

- Click on the **Incoming Request – CS Front door: Please screen contact**.
- **Resume** the workstep
- Screen the information added by the Social Worker in Sections 1 and 2
- Click on **Section 3. Front Door Screening**
- Complete the **Screening Decision and Required Actions** field
- **Screening Outcome** – select **Progress to Early Help / F4M**
- **Screen by - Find** and add yourself
- **Section 4. Next actions** – add the Next action of **EH Early Help Request and Allocation**, tick all subjects this applies to
- **Pass to Worker** – if assigning to Early Help select a locality inbox. Use **Pass to team** if assigning to Future For Me
- The clipboard will be highlighted in red, click on it and access the **CS Front door: Please screen contact** request
- Tick **Completed**
- **Finish** the workstep

The request has now been screened and passed to a team for allocation.