DIPS

Doncaster Integrated People Solution

Early Help External Users

Training Guide

Revision History

File Location: S:\Integrated_People_Solution_DIPS_Training\Training Guides\Childrens\2023 Childrens Redesign Guide Updates\Early Help\External

DATE	VERSION	DESCRIPTION	AUTHOR
28.04.2020	1.0	Guide Created	Rachel Shillito
13.07.2020	2.0	Guide Updated with Step Up Information	Rachel Shillito
10.03.2023	2.0	Children's Redesign Update	Natalie McMenamin

Additional Support and Guidance:

This guide should be read in conjunction with the Step Up and Step Down Guides for additional support.

Mosaic Hints & Tips

Icon List:

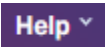| Change Workview	Act For	Team View
Change Workview Workview can be changed to Full, Narrow or Closed.	**Act For** Allows you to Act For another worker.	**Team View** Allows you to view other members of your team and their work.
Incoming Work Start new form.	**Resume Work** Continue a form that is not complete.	**Future Work** Needs to be started in the future.
Save Saves the form.	**Finish Work** Completes the form. Can only be used when all mandatory info is complete.	**Refresh** Refresh the current form. Used to update information.
Requests Send request to be approved by another worker.	**Optional Forms & Letters** Opens optional forms and letters relating to the work/form.	**Paperclip** Attach documents to the work/form.
Show Subject Summary Takes you to the person summary screen. You can update information here. If you update information, you will need to **Refresh** the form.	**Pencil** Edit information in the form. You will not be able to edit the person's information who you are working with.	**Find** Find a person.
Yellow Cog Field is pre-populated but can be changed	**Grey Cog** Field is pre-populated and cannot be changed	**Add** Add an action to the form. This determines the next part of the workflow.
Missing Mandatory Information Mandatory information has not been filled in.	**Workflow Map** View workflow map	**Genogram** View persons relationships

You can use the **Help** section at the top of the page for further assistance.

Contents

Adding and Ending Professsional Involvements

Adding your involvement to a case means that the child's name will appear in the allocations folder in your workview. However you will only see the work in your current folder that is assigned to you.

1. To record any **worker** as a **professional worker** for the child, from the Persons Summary page go to the **Person Details** Section. Then, select **Worker Relationships**.

2. Select **Add.**

3. Use **Find** to search for the Worker.

Add worker relationship - Kai James Peterson (10457023) born 27 Oct 2013 (9 years old)

Fields marked with a * are required

Worker *   [   ] **Find**

Relationship type *   [▼]

From date *   08/02/2023

To date   [   ]

Save   Cancel

4. **Search** for the Workers name and then select **Find.**

🔍 Find workers

At least one field marked with a # is required

Last name #   McMenamin

First name #   N%

Find   Cancel

Other workers	Job title	Role	Organisation

5. Under **Other Workers** – the workers name appears, select their name.

🔍 Find workers

At least one field marked with a # is required

Last name #   McMenamin

First name #   N%

Find   Cancel

Other workers	Job title	Role	Organisation
Natalie McMenamin		Demonstrator	Doncaster Borough Council

6. **Enter the Relationships Details as necessary** (Remember * is mandatory) and then select **Save**.

Add worker relationship - Kai James Peterson (10457023) born 27 Oct 2013 (9 years old)

Fields marked with a * are required

Worker *	Natalie McMenamin	Find
Relationship type *	Lead Professional	
From date *	08/02/2022	
To date		

Save   Cancel

7. Select **Ok** to return to the person's summary page.

8. To **end** a worker as a **professional worker** for the child, from the **Persons Summary page** go to the **Person Details Section.** Then, select **Worker Relationships.**

Person summary - Richard Avila Howard (10456961) born 17 Mar 2013 (9 years old)

Person details >	Basic details	history
Start	Addresses	
Case notes	Telephone numbers / E-mail	formation
Chronologies	Preferred communication method	
Documents		
Events	Classes	and drop image here or
Visits	Other names	Browse file
Education >	Date of death	
Health >	Current communication needs	Change
Looked after >	GP	Civic Offices
Consent	Organisational relationships	Waterdale Doncaster
Legal status	Personal relationships	DN1 3BU (View map) (In authority area)
Offences	Worker relationships	Cluster team(s): No teams serve this address

Current work   Workflow map   History

No current work

Service user groups   Change

Disability

Children suffering from physical illness (primary)   From 26 Jan 2023

Professional and organisational relationships

Professional   Change

9. Select the **Pencil Icon** at the side of the workers involvement ✏️ to **edit / amend** the information.

Worker relationships - Richard Avila Howard (10456961) born 17 Mar 2013 (9 years old)

Worker Relationships	Telephone	From Date	To Date	
Lead Professional : Natalie McMenamin	01302736626	17 Feb 2021		✏️

Add   OK

10. **Insert the End Date** and using the drop-down list **select an End Reason.**

Amend worker relationship - Richard Avila Howard **(10456961)** born 17 Mar 2013 (9 years old)

Fields marked with a * are required

Worker *	Natalie McMenamin **Find**
Relationship type *	Lead Professional ⌄
From date *	17/02/2021
To date	10/09/2021
End reason *	⌄
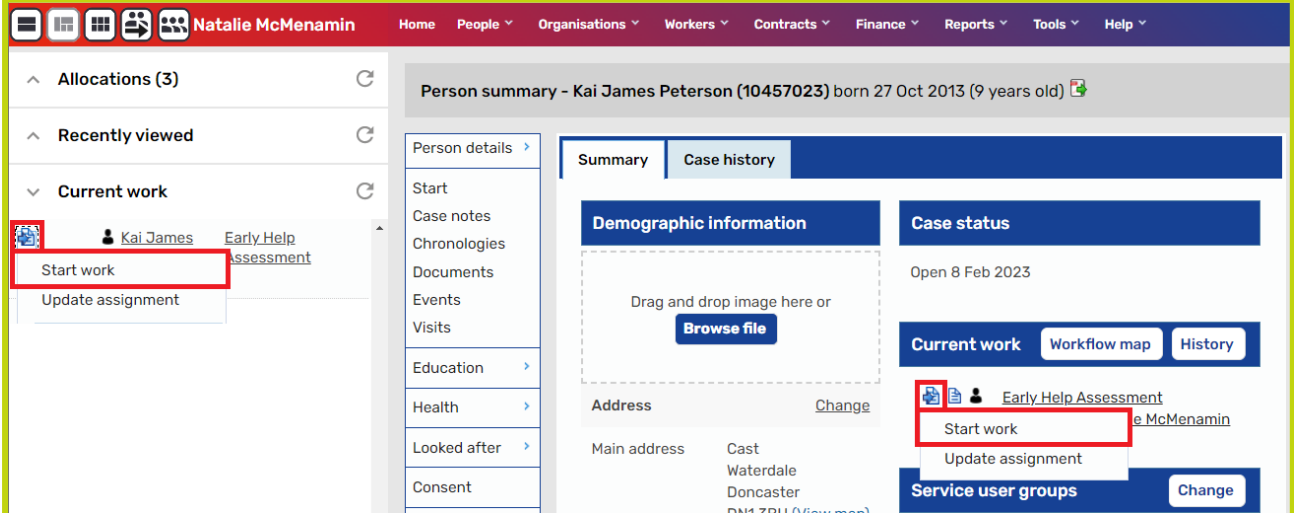
Case closed to worker
Case transferred
Person has died
Person has moved
Worker has left

Save **Cancel**

11. Select **Save** to ensure that the relationship is ended and then Select **Ok** to return to the **Person Summary Page**.

Completing the Early Help Assessment
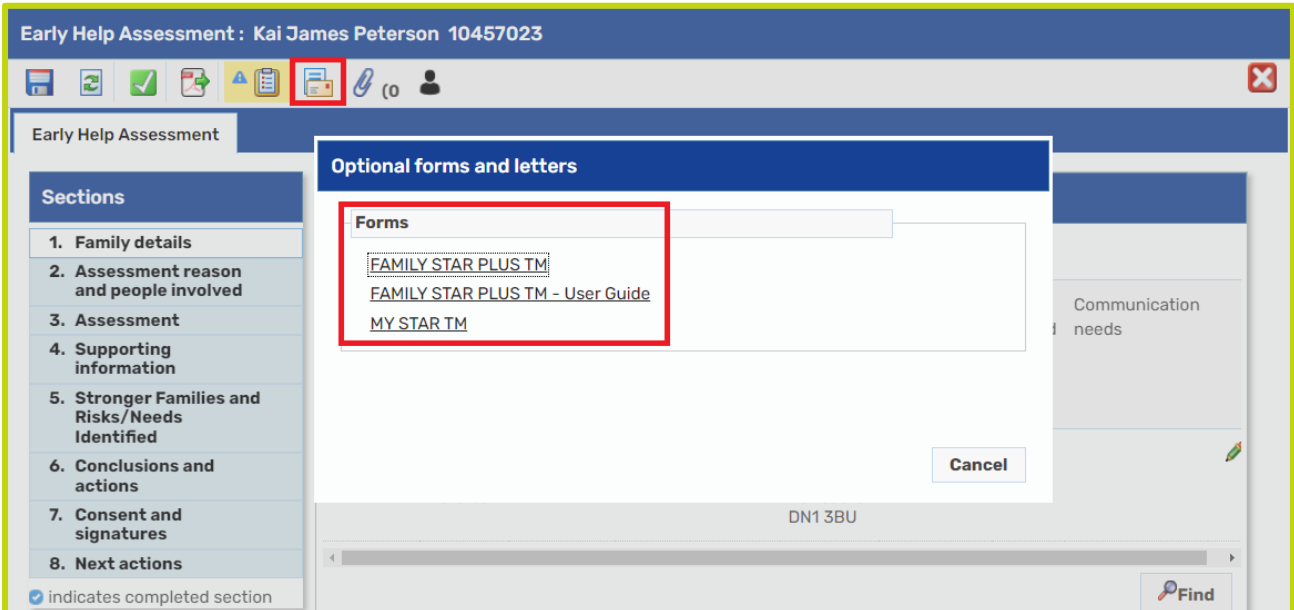
When an Early Help Assessment is allocated to you, it will appear in your current work > incoming work folder as a task called **Early Help Assessment**.

1. Click on the **incoming step icon** and then click **Start.**
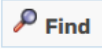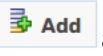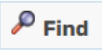
2. To record the Outcomes Star – Select the **optional forms/letters icon** or use the **paperclip icon** to **attach** the outcomes star if this has been recorded outside of the system.

3. Click on the 2nd Tab – Family Star and work through Sections 1 – 4 using the **Find Icon** [🔍 Find], **Add Icon** [📥 Add] and **radio buttons** ⭕ to populate the information.

Early Help Assessment : Kai James Peterson 10457023

[💾 🔁 ✅ 📄 🔺📋 📑 📎 (0 👤]   ❌

| Early Help Assessment | **FAMILY STAR PLUS TM** 🗑 |

Sections

| 1. **Basic Details** |
| 2. **FAMILY STAR™ Assessment** |
| 3. **Action Plan** |
| 4. **Notes on copyright** |
| ✅ indicates completed section |

1. Basic Details

*indicates required field

Outcomes Star™

FAMILY STAR PLUS™

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4. Go back to the first tab – Early Help Assessment and Plan, under Section 1: Family Details - Ensure that all the family details are **accurate** for all family members as this will help to build the genogram.

Use the **Find Icon** [🔍 Find] to **add** in additional family members and significant people and **tick** the **section completed** box once the whole section is finished.

Early Help Assessment : Kai James Peterson 10457023

[💾 🔁 ✅ 📄 🔺📋 📑 📎 (0 👤]   ❌

| Early Help Assessment | FAMILY STAR PLUS TM 🗑 |

Sections

| ✅ 1. **Family details** |
| 2. **Assessment reason and people involved** |
| 3. **Assessment** |
| 4. **Supporting information** |
| 5. **Stronger Families and Risks/Needs Identified** |
| 6. **Conclusions and actions** |
| 7. **Consent and signatures** |
| 8. **Next actions** |
| ✅ indicates completed section |

1. Family details

Details of all subject children

ID	Name	DOB / EDD	Gender	Disability	Address	Ethnicity	Non Looked After Legal Status	Communication needs	
10457023	Kai James Peterson	27/10/2013	Male		Cast Waterdale Doncaster DN1 3BU	Asian/Asian British			🖊

[🔍 Find]

Family members and other significant people

ID	Name	DOB / EDD	Gender	Parental responsibility	Address	Living in household	Ethnicity	Relationship to the above child(ren)	Communication needs	
10457033	Nicola Leanne Peterson	17/01/1990	Female		Cast Waterdale Doncaster DN1 3BU	✔	Black/Black British	Mother		🖊 🗑

[🔍 Find]

Relevant legal status and immigration status for any family household member or significant people not living in the household

☑ Section completed

Remember that the **pencil icon** 🖊 allows you to **edit** and the **bin icon** 🗑 allows you to **remove** information.

5. Section 2: Assessment reason and people involved - Use the **Radio Buttons** ○ and **Find Icons** 🔍 **Find** to complete this section ensuring that all the *** mandatory fields are completed**.

6. Section 3: Assessment – Use the **Text Fields** and **Radio Buttons** ○ to complete this section ensuring that all the *** mandatory fields are completed**.

7. Section 4: Supporting Information – Here, you can upload any relevant material as an image. You can do this for the subject child/young person, and any additional person(s).

8. Section 5: Stronger Families and Risks/Needs Identified – These will auto populate from the Contact, Referral or previous EHA.

8. 1. For the **Stronger Families Outcomes - Family Need** area, you can amend the Yes / No **radio buttons** ◯ and subsequent **checkboxes** ☐ if necessary.

8.2. For the **Risks and Needs Identified** area, you can **add** and **remove ticks** in the **checkboxes** ☐ as necessary, remembering to **update** the mandatory drop-down list for the **primary presenting need** if this has changed and then **tick** the Section Completed Box.

9. Section 6. Conclusions and actions – use the **Add Icon** to record the **Agreed Actions**. There are also some **Rich Text fields** to complete with information.
Rich Text fields mean you can **format the text in the box**, e.g. make text bold, bullet point, etc.

10. Section 7: Consent and Signatures – **Update** and **amend** as necessary and then **tick** the **Assessor Details** box, before **ticking** the **section completed** box.

11. Under Section 8: Actions Taken – Use the **Add Icon** [Add] to access the drop down box, select the appropriate next action/s. Use the **Find Icon** to assign the task to a co-worker or select **Assign to Me** to assign the task to yourself. Then, click **Add** (to then add another Next Action) or **Add and Close** (to add and close the Next Action pop-up).

*** Ticking the Send Immediately Box allows you to send a task to be started without the current form being finalised***

12. Click on the **Request Clipboard Icon** 📋 to send the request to yourself to **authorise**. **Tick** the radio button next to: Please review information and confirm next action and use the **Find Icon** to search for yourself, and select OK.

13. **Save** 💾 the form to trigger the request.

Self-Authorising the Early Help Assessment

1. Select the **Request Clipboard Icon** and select the **Red Highlighted Request**.

2. Select **Completed** and click **OK**.

3. Click on the **Green Tick Icon** to **Finish** the form and trigger the next actions.

Completing the Early Help Visit

1. From **Current Work** > **Incoming Work**, select the incoming step icon to **start** the Early Help Visit.

2. In Section 1: Details of Visit use the **calendar icon** to **insert the date and time** of the visit and **ensure** that the **has the child been seen and seen alone** boxes are **updated** appropriately with the **Edit Icon** .

You can also use the **Find Icon** to add in **Other people seen** as part of the visit.

2.1. Further down in Section 1, make sure you complete the **Observations** and **Summary of Visit** text fields with relevant information, and select the **Visit Completed by** checkbox.
Use the **Question Marks** ⑦ for additional guidance on what information to include in each section.

3. In section 2: Actions Taken – Use the **Add Icon** to access the drop-down list and select **Early Help Direct Work**, and click **Assign to Me** (or use the Find Icon to assign the task to a colleague/co-worker) and Click **Add and Close**.

Please note, if needed you can also select a next action of **End Early Help Visits**, which will **terminate the Early Help Visits workflow**.
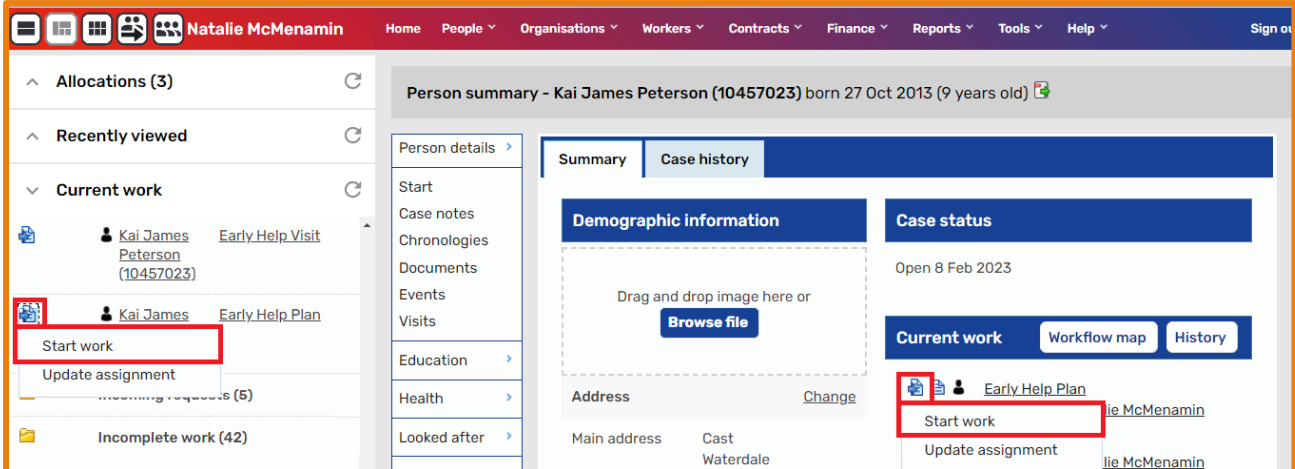
4. Select the **Green Tick Icon** ✅ to **Finish** the form.

Completing the Early Help Plan

1. From **Current Work** > **Incoming Work**, select the incoming step icon to **start** the Early Help Plan.

2. Under Section 1: Family Details - Ensure that all the family details are **accurate** for all family members as this will help to build the genogram.

Use the **Find Icon** to **add** in additional family members and significant people and **tick** the **section completed** box once the whole section is finished.

3. In Section 2: Early Help planning meeting – the **Date of the meeting** will auto-populate as today's date, but can be changed.

Then, use the **Find Icon** [🔍 Find] to add **People involved in developing this plan**.

You can also use the **Add Icon** [📋 Add] to add to the **Plan** table.
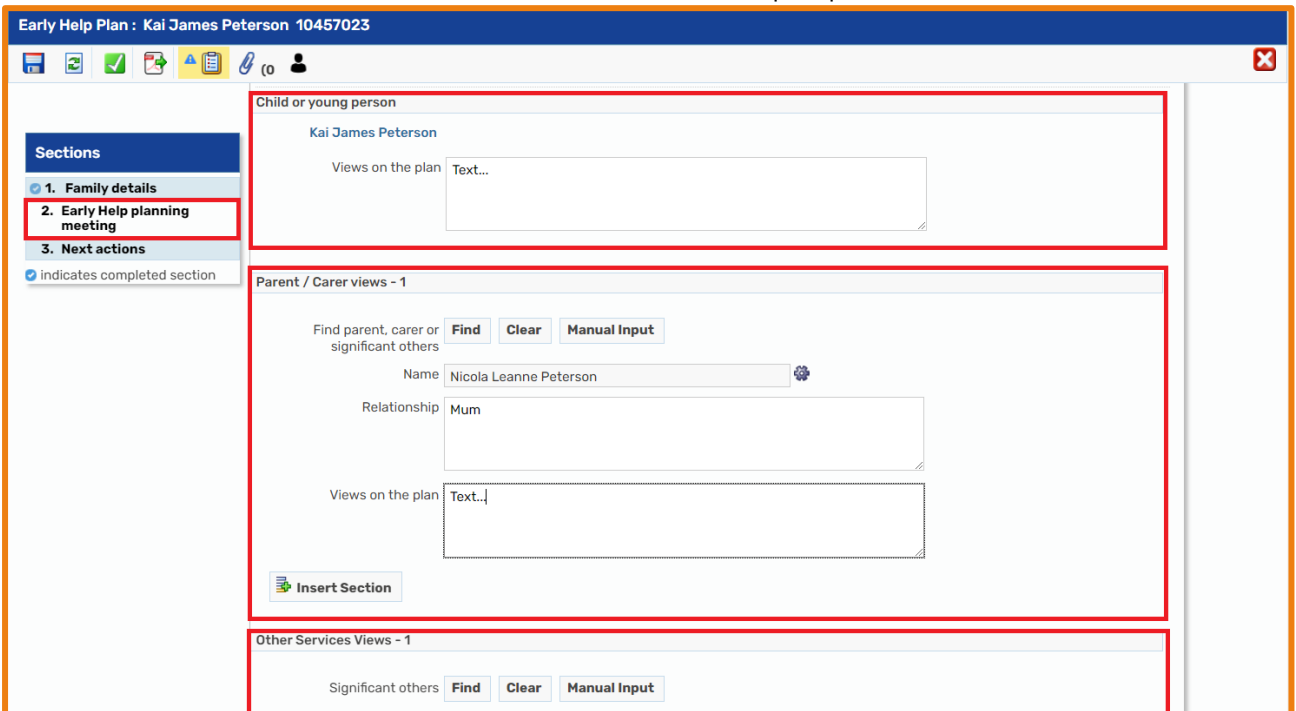
Remember that the **pencil icon** 🖊 allows you to **edit** and the **bin icon** 🗑 allows you to **remove** information

3.1. Next in Section 2, you can fill in the **Views of the child/young person**, **Parent/Carer views** and **Other Services Views**.
You can use the **Insert Section** icon to add more people to each area.

3.2. Then, you can update the **Case Scale and Reason**. You can also select whether a referral to Social Care is needed or not.
The **Arrangements for Review** can also be completed with a **date/time** and location. Use the **Calendar Icon** to set the date and time, and either **Find** or **Manual Input** to choose the location.
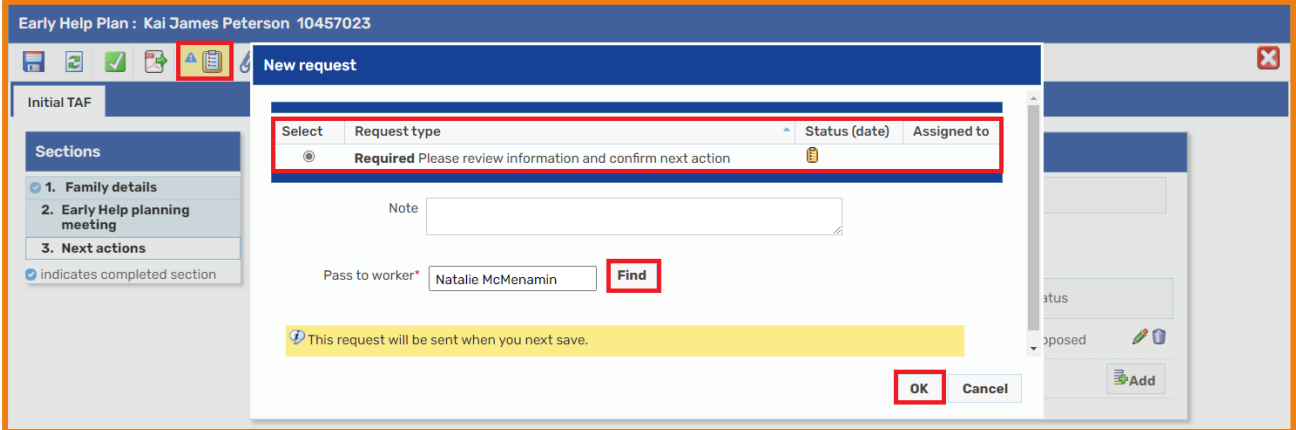
4. Under Section 3: Actions Taken – Use the **Add Icon** to access the drop down box, select the appropriate next action/s. Use the **Find Icon** to assign the task to a co-worker or select **Assign to Me** to assign the task to yourself. Then, click **Add** (to then add another Next Action) or **Add and Close** (to add and close the Next Action pop-up).

5. Click on the **Request Clipboard Icon** 📋 to send the request to yourself to **authorise**. **Tick** the radio button next to: Please review information and confirm next action and use the **Find Icon** to search for yourself, and select OK.

6. **Save** 💾 the form to trigger the request.

Self-Authorising the Early Help Plan

1. Select the **Request Clipboard Icon** and select the **Red Highlighted Request**.

2. To **approve** the Early Help Plan, select **Completed** and click **OK**.

3. Click on the **Green Tick Icon** to **Finish** the form and trigger the next actions.

Completing the Early Help Team around the Family Review

The Early Help Review Team around the Family Review will sit in the Future Work Folder until 14 days prior to the set scheduled date, it will then transfer into the Incoming Work Folder. Reviews can be started earlier from the Future Work Folder if necessary.

1. From the Current Work Folder > Incoming Work or Future Work select the icon to start the work.
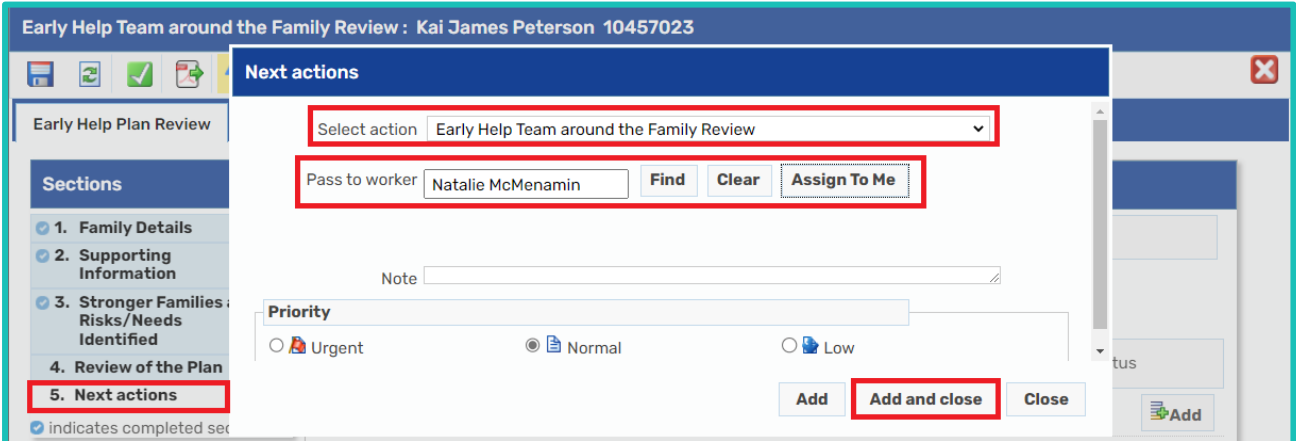
2. Select the **optional forms/letters icon** to record the **Outcomes Star** or use the **paperclip icon** to **attach** the outcomes star if this has been recorded outside of the system.

3. Answers will auto-populate from the previous Early Help Plan, work through Sections 1 – 4 updating the information and ensuring that any ***** **mandatory information** fields are completed. **Tick** the section completed box after completing each section.
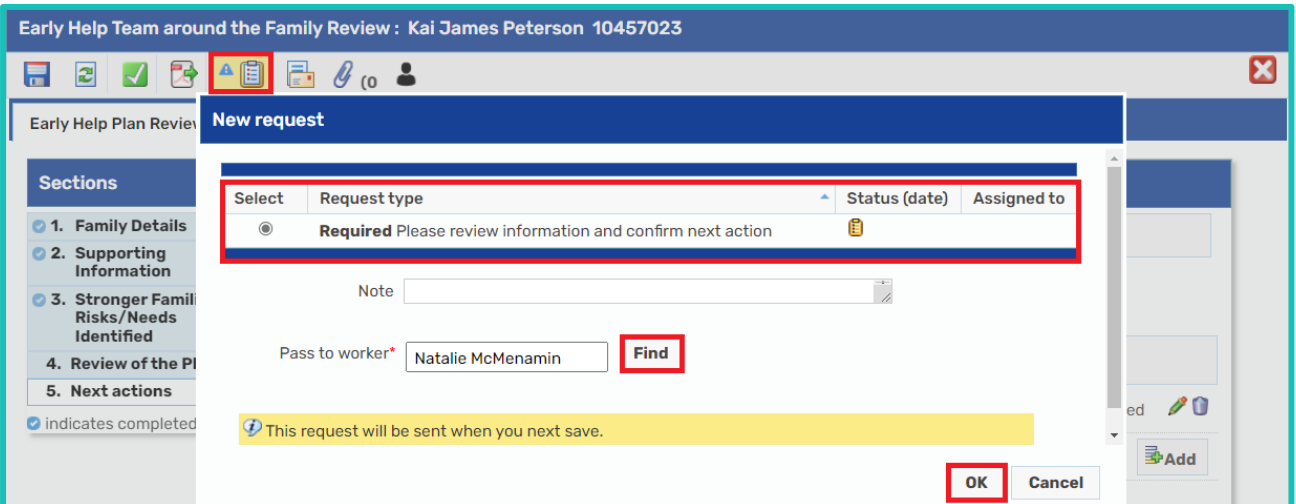
Remember that the **pencil icon** allows you to **edit** and the **bin icon** allows you to **remove** information.

Refer to the section above – Completing the Early Help Plan for further details and support on completing this form.

4. Under Section 5: Actions Taken – Use the **Add Icon** ![Add] to access the drop down box, select the appropriate next action/s. Use the **Find Icon** to assign the task to a co-worker or select **Assign to Me** to assign the task to yourself. Then, click **Add and Close.**

5. Click on the **Request Clipboard Icon** ![clipboard] to send the request to yourself to **authorise**. **Tick** the radio button next to: Please review information and confirm next action and use the **Find Icon** to search for yourself, and select OK.

6. **Save** ![save] the form to trigger the request.

Self-Authorising the Early Help Review Team around the Family Review

1. Select the **Request Clipboard Icon** ⚠️📋 and select the **Red Highlighted Request**.

Early Help Team around the Family Review : Kai James Peterson 10457023

⚠️ Please review information and confirm next action (**Required**) - 10/02/2023 (Natalie McMenamin)

Sections

📄 Send request

1. Family Details

2. To **approve** the Early Help Team around the Family Review, select **Completed** and click **OK**.

Early Help Team around the Family Review : Kai James Peterson 10457023

Sent request

Request ID: 155455

Request type: Please review information and confirm next action (**Required**)

ℹ️ You may complete, withdraw or return the request, change the note or reassign to another party.
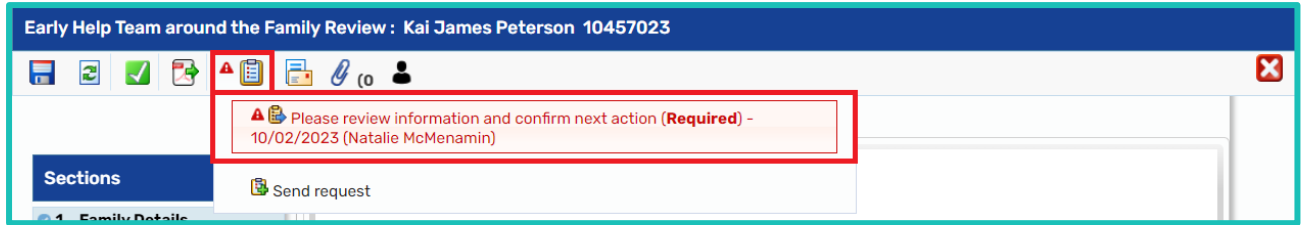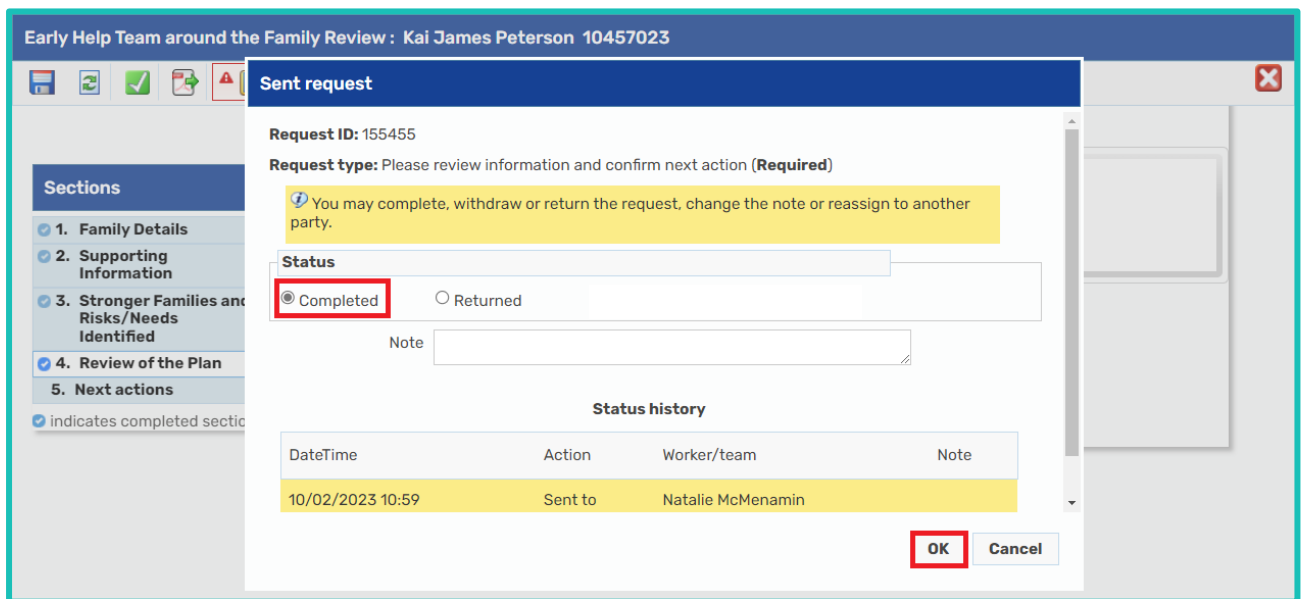
Status

◉ Completed   ○ Returned

Note

Sections

1. Family Details
2. Supporting Information
3. Stronger Families and Risks/Needs Identified
4. Review of the Plan
5. Next actions

indicates completed section

Status history

DateTime	Action	Worker/team	Note
10/02/2023 10:59	Sent to	Natalie McMenamin	

OK   Cancel

3. Select on the **Green Tick Icon** ✅ to **Finish** the form and trigger the next actions.

Early Help Case Closure

1. Under **Current Work** > **Incoming Work** select the **incoming step icon** to **start** the Early Help Case Closure Record.

2. Section 1: Closure Details – Complete the form ensuring that all the **mandatory fields *** are completed.

3. Use the **calendar icon** to insert the **case closure date**, (the yellow cog has populated with the date the form was started but this is editable).

4. The **drop-down list** to select a **Case closure reason and Level of Need at Closure**.

5. Use the **free type text fields** to **record** the reason for early help involvement and summary of interventions.

6. Ensure that any **outstanding steps / services or open plans** are completed/cancelled.

7. To request **Open or incoming steps** are cancelled, select the Requests Icon. Then, send the 'Please cancel Direct Work no longer required' request to the DIPS Support Team Virtual Worker.

Please note**, the '**Required:** Please review information and confirm next action' request **must be complete by a manager** before the DIPS Team can cancel any work

8. In the Stronger Families Outcomes area, use the **add icon** [Add] to insert achievements/outcomes.

Early Help – Case Closure : Kai James Peterson 10457023

Sections

1. Closure details
2. Next actions

✅ indicates completed section

Stronger Families Outcomes

Please review the case and select all of the Stronger Families Outcomes you have been working towards achieving and then record if you have achieved them

1. Getting a good education

○ Yes   ○ No

☐ 1.1 Average of less than 90% attendance for 2 consecutive terms
☐ 1.2 Average of less than 50% attendance for 2 consecutive terms
☐ 1.3 Not able to participate and engage with education
☐ 1.4 Child's special educational needs not being met

Stronger Families Outcomes we wanted to achieve	Achieved?	Closure Outcome	Comments

[Add]

9. The same applies to insert Scale Rating Information.

Early Help – Case Closure : Kai James Peterson 10457023

Sections

1. Closure details
2. Next actions

✅ indicates completed section

Scale Rating

Name	Role	Scale	Reasons for rating	What would you need to see that would move your rating higher?		
Natalie McMenamin		Level 1	Text....	Text....	✏️	🗑️

[Add]

Overall Safety Scale

On a scale of 0 to 10 where 10 means everyone involved is confident the child/young person will be kept safe even when problems happen and the danger is present and children's services can close the case and 0 means no one knows how the child will be kept safe when the danger is happening, where do you rate this situation today?

Case Scale

○ 0   ○ 1   ○ 2
○ 3   ○ 4   ○ 5
○ 6   ● 7   ○ 8
○ 9   ○ 10

Case Scale Reason [Reason...]

Remember that the **pencil icon** ✏️ allows you to **edit** and the **bin icon** 🗑️ allows you to **remove** information.

10. The File Retention Details are recorded via the Person Summary Page, ensure that you have saved the closure form and then from the Person Summary Page select **File Management** > **File Retention**.

File management ›	File location
	File retention
External system administration	Merge and delete
	Delete person
Restrictions	

Lead Professional   Natalie McMenamin (Doncaster Borough Council)

...bers   [Change]

11. Complete the File Retention Information, ensuring that all the *** mandatory fields** are populated and then select **Save**.

12. Go back to the Early Help Closure form and select the **Refresh Icon** [icon], this will then insert the File Retention Information.

13. Tick the Completed By Box, leaving the Supervisor's Authorisation Box unticked.

14. Section 2: Actions Taken – Use the **Add Icon** [Add icon] to access the drop-down list and **select** the next action: **Early Help Case Closed**. Select **Add and Close**.
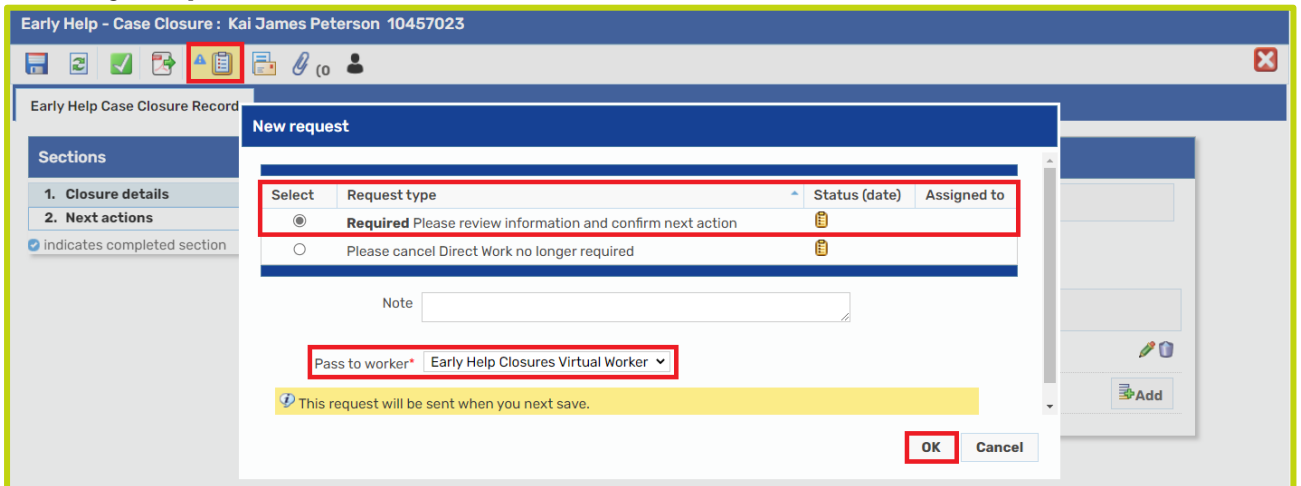
15. Select the **Request Clipboard Icon** [icon] and **tick** the request: Please review information and confirm next action. Then, use the **drop-down list** to select the **Early Help Closures Virtual Worker**. Select **OK**.

16. **Save** [icon] and **Exit** [icon] the form to allow an Early Help Hub Team Manager to access, approve and finalise the request.