

IMPROVING CHILDREN'S SERVICES DECISION MAKING WITH FAMILY CONTEXT

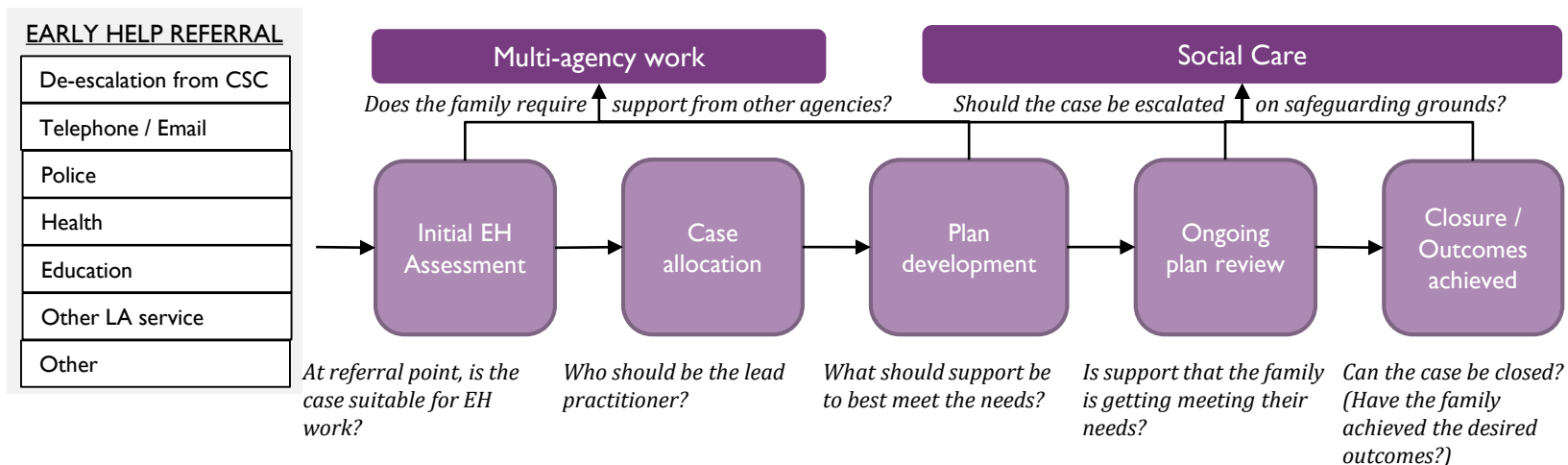
DISCOVERY PROJECT – MID-POINT FINDINGS
USER WORKFLOWS

DRAFT FOR COMMENT

26 OCTOBER 2018

EARLY HELP COMMON WORKFLOW, DECISIONS & INFORMATION¹

Common workflow and decisions map



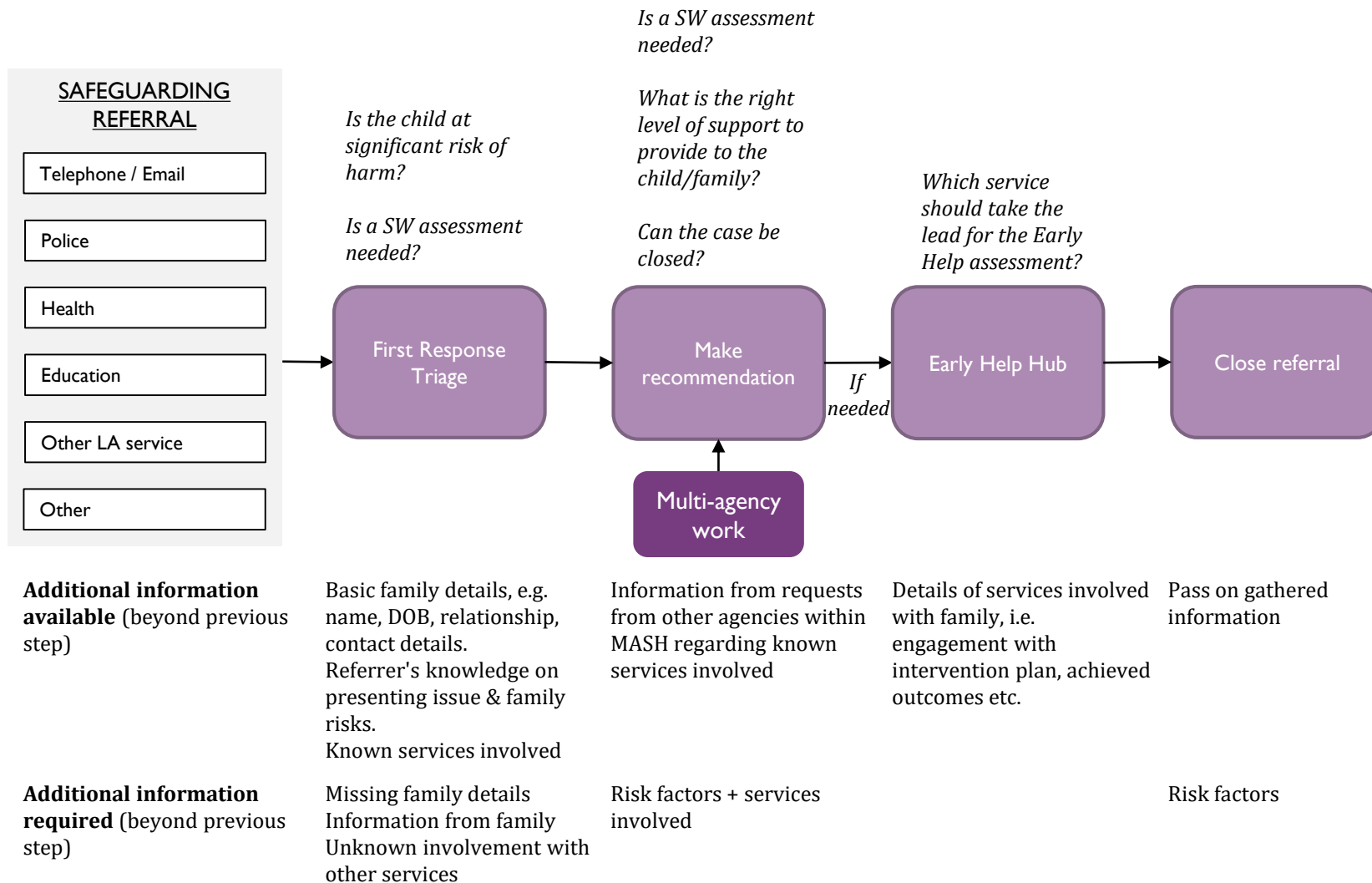
Information available, gathered and needed

Information available systematically (beyond previous step)	Referrer's knowledge on presenting issue & family risks ²	None	None	None	None
Information gathered manually (beyond previous step)	Family & child background & risks (by phoning referrer & any other known services involved)	Views of known services involved (usually within a meeting)	Family's views, better family background (from conversations with family)	Update on family's issues (from family conversations)	Update on family's issues (from family conversations)
Additional information needed but not available (beyond previous step)	Fuller view of presenting issue and risk factors ³ in family	Which services are engaged with family	More detail on presenting issue and family risk factors	Updates on risk factors from other services	Updates on risk factors from other services

1. Precise Early Help work flows differ between councils and between which services are the lead professional e.g. in Leeds the TSL has an additional coordination role which e.g. a School as lead professional would not have. This diagram represents the major common steps across EH services
2. Referral information quality varies dependent on time commitment and on referrer's knowledge of family (schools typically better than e.g. police), but no service will be able to provide full view of family risks and services involved
3. Key risk indicators for families are mental/physical health, substance abuse, domestic abuse, offending, probation, financial stability (e.g. benefits, housing), behaviour, school attendance, child development



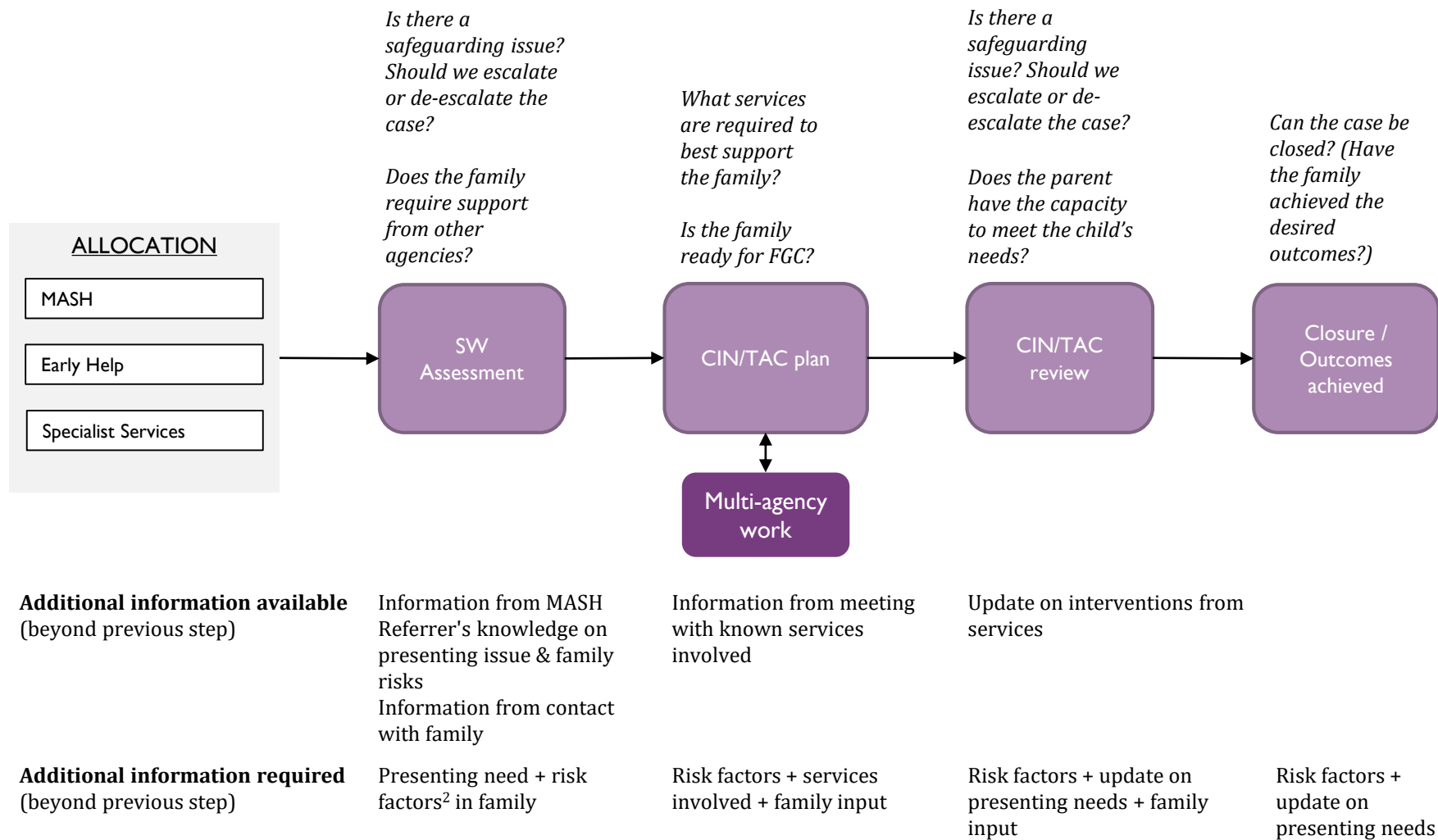
FRONT DOOR WORKFLOW & DECISIONS¹



1. Precise Front Door work flows differ between councils e.g. in Stockport the Early Help Hub sits in the Front to make decisions on EH referrals passed from MASH. This diagram represents the common steps across
2. Key risk indicators for families are mental/physical health, substance abuse, domestic abuse, offending, probation, financial stability (e.g. benefits, housing), behaviour, school attendance, child development



SOCIAL WORKER WORKFLOW & DECISIONS¹



1. This diagram represents the common steps within Social Work teams following receipt of a referral from MASH, however, work flows may differ between the councils.
2. Key risk indicators for families are mental/physical health, substance abuse, domestic abuse, offending, probation, financial stability (e.g. benefits, housing), behaviour, school attendance, child development