

EARLY HELP WORKFLOW IN 9 STEPS

This workflow table describes the typical steps of an Early Help case. **Keep in mind, this is only a starting point**— everything you do should be driven ultimately by the needs of the children you're working for.

#	WORKSTEP	?	(How long after previous step?)	(How often reviewed / repeated?)
	Supervision	Managers record formal supervisions in Mosaic within 3 working days, as well as informal case discussions, especially after any significant changes to the family's situation. Every case should be discussed within at least four weeks of allocation and all cases on caseload discussed within 2 months.		8 WEEKS

STAGE ONE: REFERRAL TO CONTACT WITH FAMILY



Have you read through the whole case file?

1	Referral	The case comes in from the Integrated Referral Hub via a MARF, CAF or EH Assessment, or is stepped down from CCSC	24 HRS	
2	Decision	Duty manager decides whether to accept the case if the threshold is clear. If not, the case is discussed at the daily Early Help meeting to discuss threshold at tier 3/4, or if case should be stepped down to tier 2 / universal services.	24 HRS	
3	Allocation and Direction	An Early Help manager allocates the family to a practitioner, and gives them some direction about next steps.	3 WORKING DAYS	
4	Contact with Family	Practitioner gets in touch with the family by telephone, letter or email.	3 WORKING DAYS	

What's the purpose of your visit?



STAGE TWO: INTERVENTIONS

5	Home Visit	Through your visits, you should regularly see all the children. If you are unable to make contact with the family or see the children within four weeks, you need to raise that formally with your manager.	7 WORKING DAYS	5-10 WORKING DAYS
6	Team Around the Family Meeting	A plan is developed at the TAF meeting with professionals and the family, and a review date agreed.	± 10 WORKING DAYS	4 WEEKS
7	Assessment	<i>If an assessment has not been done</i> , you should complete the assessment before the second TAF meeting and then review it 12 weeks later (if the case is still open). <i>If an assessment has been done</i> , you can use that assessment in the first two TAF meetings and review it before the third meeting.	4 weeks OR 8 weeks	12 WEEKS

STAGE THREE: CLOSURE

8	Prep for Closure	This process includes (in no particular order): <ul style="list-style-type: none"> A supervision or meeting, <i>in which the manager agrees that the case should be closed (stepped down to tier 2).</i> A final TAF meeting with family and professionals, <i>in which the case is stepped down / closed to tier 2.</i> 	A case can last for 4 weeks, 6 weeks, or as long as 6 months. If a case is open for longer than 6 months, it should be reviewed by the service manager.	
9	Closure	This is the last step of any case. It must be completed for every allocated member of the family open to the practitioner. This step required management sign off on Mosaic.	10 WORKING DAYS	

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This workflow map shows the typical flow of an Early Help case, and should be read alongside the full, detailed table. **Keep in mind, this is only a starting point** – everything you do should be driven ultimately by the needs of the children you're working for.

MANAGER

PRACTITIONER

Supervision

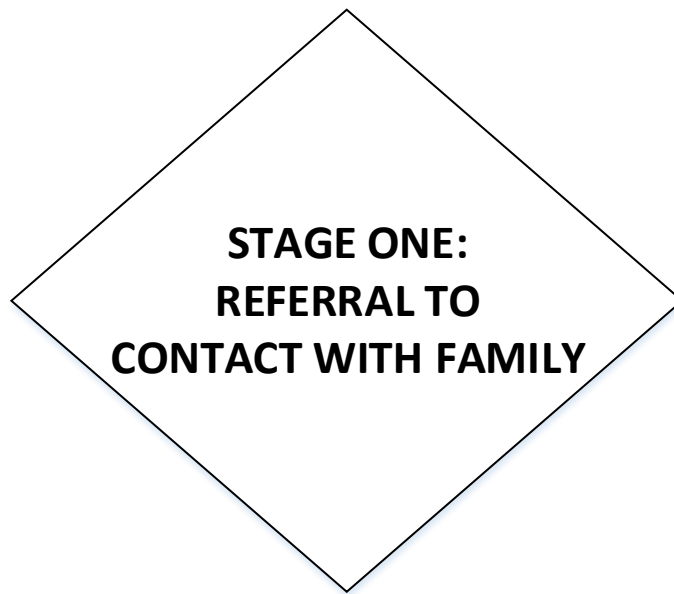


External Contact or Step Down

1 **Referral**

2 **Decision**

3 **Allocation and Direction**



4 **Contact with Family**

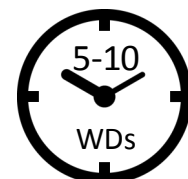
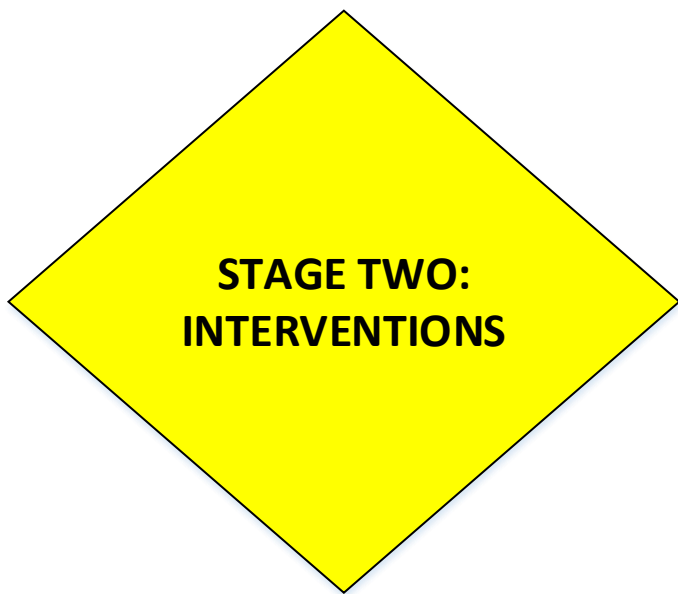
5 **Home Visit**

6 **Team Around the Family Meeting**

7 **Assessment**

If not assessed

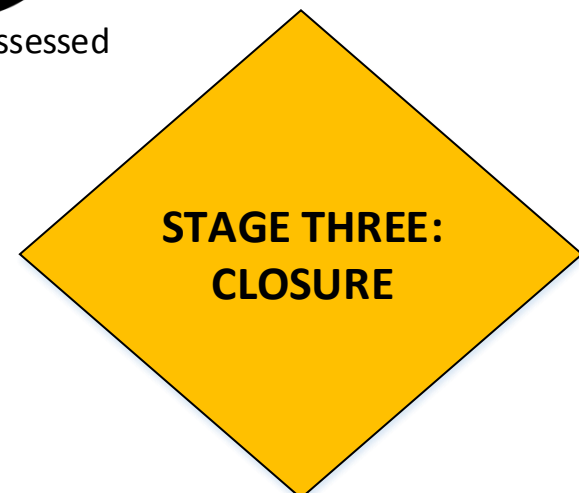
If already assessed



A case can last for 4 weeks, 6 weeks, or as long as 6 months. If a case is open for more than 6 months, it must be reviewed by the service manager.

9 **Prep for Closure**

10 **Closure**



TIER 2 / UNIVERSAL SERVICES