



*"I want to support this family in need to get
the services that will help them"*

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[FUTURE STATE DIGITAL]



PCSO Jane Taylor

Jane is a Police Community Support Officer. She is visiting a family after reports of anti-social behaviour.

She wants to offer support and ensure the safety of the children present.

Problem for SMBC:

Currently Jane would ask the questions that she judged relevant and either phone in or email her report.

As she is unable to easily find the information and advice she needs to help the family, their queries will need to be addressed at a second level. Similar initial contacts are referred to the MASSH.

1 PCSO called out to family



Jane is concerned by the number of problems this family are experiencing and the potential risks to the children present.

It is apparent that they are struggling financially and Jane recognises the need for help with benefits and job seeking, alcohol dependency support, nursery places and school applications. Jane has no safeguarding concerns about the children.

As a PCSO she has received specialist training on the importance of her role in these situations. She knows that she has access to all the information she needs on the extranet.

2 PCSO refers to Services Directory



As there are no safeguarding concerns, she understands that she needs to try to deal with some of their problems on the spot, by giving advice and referring the family directly to services that can help them, rather than passing the problem to the MASSH. To do this, Jane accesses the Service Directory on the Council website using the extranet portal for partners and follows the online prompts to outline the circumstances.

She shows the family how to access the details of the local food bank and refers them to the [Better Off website](#) for benefits and debt advice and help to find a job. She also points them to the [Nursery & Schools Admissions webpages](#) for free early years and education provision, provides a contact at a local alcohol support group and helps them set up an online appointment with their GP.

Key Funding streams



Extranet Development Team



IAG Development Team (Directory)



UX and web content design team



Mobile Working



Single View



EHA rollout



Case Management scripts

3

Single View



When Jane is back at the office reflecting on the case, she uses the Single View dashboard to check any other available records against this family's history.

Further issues are identified, however there is no current [Early Help Assessment](#) (EHA) for the family.

4

Completes EHA



From the professional portal on the extranet she navigates to 'Start an EHA' to ensure that the specific issues relating to child safeguarding will be checked.

She then returns to the family to explain the process of an EHA and gain their consent. While she is with the family, she follows the smart questions and on-screen prompts to ensure she asks the right questions and that nothing is missed.

The completed form is submitted directly into the automated Case Management System.

Outcomes / Benefits

**Improved Customer Experience:**

Family receives immediate advice which stops some problems from escalating

Less re-telling of their story

**Time and budget saving for Council:**

Rules-based assessment will enable some cases to be resolved without reference to MASSH

EHA integrated with Case Management System reducing time spent on case notes

**New technology capabilities:**

SF Extranet for partners

Standardised EHAs for partners

Smart Questions using corporate Case Management System

**Policy objectives:**

Delivering customer self-service capabilities

Enabling Partners to share in delivery of services

Feature details / Products



Builds on content rich Services Directory



Builds on website intelligent search that identifies key search terms



Builds on Single View database to complete child & parent checks



Builds on Mobile Working



Creates EHAs that feed directly into Case Management System for SF Partners



Creates Extranet for SF Partners, with Smart Answers



Creates staff and Partner training on referring and services



Creates Smart Questions and on-screen prompts



"I want to understand the risk to a child"

"I want to understand the risk to a child"

[FUTURE STATE DIGITAL]



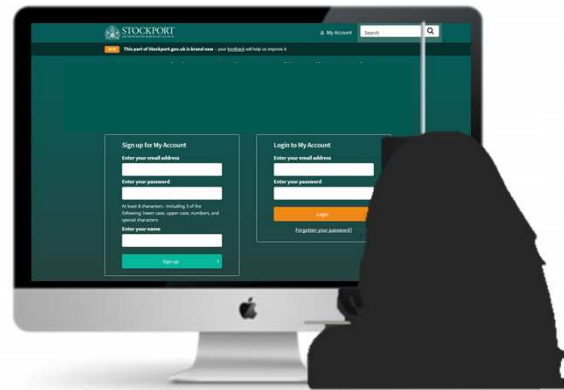
Joanne Lee

Joanne works as a Social Worker in the First Response Team which is part of the MASSH at Stockport Council. She is responsible for triaging cases as they are referred into the MASSH and ensuring that families receive the right help and support according to their level of need.

Problem for SMBC:

Unstructured referrals received via phone and email often lack elements of information, so follow up calls may have to be made before the situation can be fully assessed. Information also needs to be gathered from a wide range of sources to complete the triage and to make a decision.

1 Triage of MASSH form



Joanne is notified that a new MASSH Form has been received. This is a structured form that directs information needed for decision making. As she conducts her initial triage it is automatically added to the MASSH dashboard.

Because Joanne has all the detail required from the key worker, all the key questions are answered and she no longer needs to call back for missing information.

2 Social worker calls key worker



However, sometimes further clarity or information is required so Joanne calls the key-worker.

Joanne has a conversation to gain the information she requires and asks any further questions.

Key Funding streams



EHA rollout



EHA Manager dashboard



Single View



Extranet Development Team



IAG Development Team (Advisor part of Service Directory)



UX & Web Content Design Team



Case Management Team MASSH forms & scripts

3

Single View



Joanne has access to Single View and the EHA to identify other risks and contacts associated with this family and understand the timeline.

This also helps to complete the risk assessment form and she is able to schedule a visit to that family if required.

4

EHA Manager Dashboard



All cases currently under investigation are supervised by the Early Help Team Leaders using the EHA Manager dashboard.

This ensures that reports are completed within the specified timeframes and reminders are sent if necessary.

Automated data processing, analysis and reporting also informs the manager's decision-making on a day to day basis and can identify data trends to inform longer term commissioning arrangements.

Feature details / Products



Builds on Single View database to complete child & parent checks



Builds on Case Management system that automatically updates case notes



Builds on new MASSH form & Smart Questions



Creates EHA Manager dashboard ensuring cases dealt with according to rules relating to timescales



Creates automated data analysis tools that allow daily and periodic analysis by managers



Creates Smart Questions / scripting guides for Social Workers

Outcomes / Benefits

**Improved Customer Experience:**

Family gets the support they need more quickly

Family receive the correct level of support, with fewer unnecessary escalations

**Time and budget saving for Council:**

Reduction in hours taken to assess a child

Reduction of backlog reduces likelihood of escalations to Child Protection Case for wrong reasons

Reduction in time taken writing up notes

**New technology capabilities:**

EHA Manager dashboard

Social worker scripts

Automated data analysis tools

**Policy objectives:**

Creating a joined-up view of our customers