

# Practice & User Guidance - Step Down to Early Help from Children`s Social Care

**If you need help with stepping down families to early help, please speak with your identified champion or a Locality Officer for Early Help.**

[Click Here to Access RfC LIVE Site](#)

[Click Here to Access RfC Training Site](#)

1. Social Worker to obtain a signed copy of 'Early Help Information Sharing Consent Form' (found on the DSCB website) Social Worker to retain signed copy as this will need to be uploaded to Right for Children (RfC), Devon's Multi-Agency Early Help IT Platform.
2. The Social Worker will need to ascertain if the family already has a record on RfC via their local business support.
3. Business Support will check RfC to confirm if family is on the system, and if found invite the social worker through the 'Team Around the Family' option in order to grant access.

➤ [How to log into RFC – Click Here](#)

➤ [How to search for a family/case \(Business Support staff only\) – Click Here](#)

➤ [How to search for a family/case \(Social Workers only\) – Click Here](#)

➤ [How to invite social worker to access case \(Business Support staff only\) – Click Here](#)

4. If the family are not known business support to inform social worker and social worker to create family on RfC.

➤ [How to add a new family to RFC – Click Here](#)

5. The signed consent form will need to be scanned and uploaded as an observation to RfC by business support. In the box 'Related Observations to Note:' please add the text "Copy of signed consent attached".

➤ [How to upload consent – Click Here](#)

6. Social worker to start draft Early Help Assessment (EHA) on RfC and add their analysis to "i.e. what additional support needs have been identified and/ or what are the concerns of the family and any professionals involved?". The remainder of the assessment will need to be completed by members of the Team Around the Family (TAF) / Final Child in Need (CIN) meeting. Social worker to SAVE as DRAFT.

**Important - Only add the information you have consent to share. Don't copy and paste your full analysis, unless the family have explicitly given you consent to share their full information with other agencies. Only share proportionate information related to the family.**

➤ [How to start an Early Help Assessment on RFC – Click Here](#)

7. Social worker to identify lead practitioner and invite other professionals to access case through the 'Team around the Family' option. A TAF invite template can be accessed from fDOCs or Devon Safeguarding Childrens Board

➤ [How to change Team Around the Family roles – Click Here](#)

8. Final CIN or TAF will focus on understanding the unmet needs of the family identified through social work assessment. Other members of the TAF should provide their input into the early help assessment and recognise the withdrawal of the social worker at this time. The TAF will also need to consider an ongoing plan of support for the family, via an Early Help Plan (EHP), after the completion of the EHA. The Lead Practitioner will be responsible for/oversee completion of the EHA and EHP within RfC. If the family has unmet needs and further support is required you will need to agree who will complete a [Request for Additional Service](#) ready for submission to an Early Help Triage Meeting.
9. After the final CIN or TAF, a record of the meeting occurring must be made. Social worker to record two observations.
  - Social Worker to add an observation to RfC. State the type of meeting, meeting date and name of lead practitioner appointed.

➤ [How to add an observation to RFC – Click Here](#)

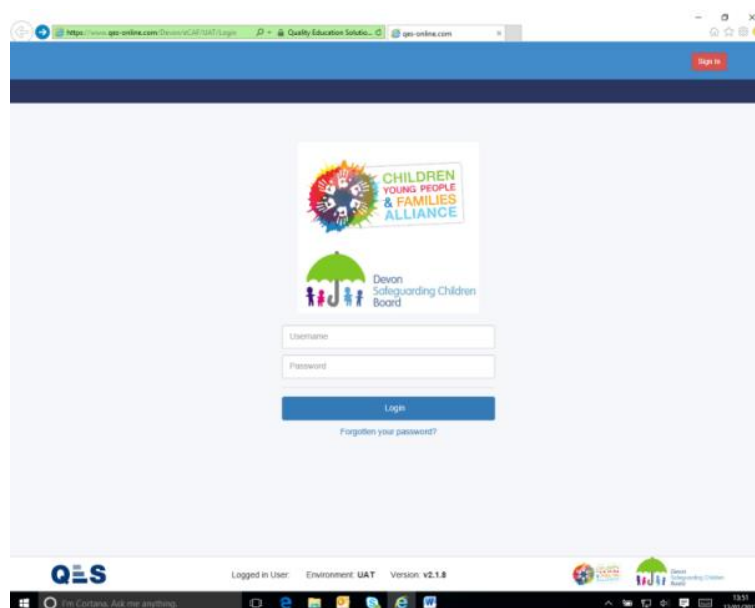
- Social Worker to add a CYPS Case Recording observation on CareFirst detailing the type of meeting, name of lead professional appointed and case closed to childrens
10. Social worker to commence case closure process. [Further information here.](#)
  11. Business support to access case and 'Team around the family'. Ensure that role of the social worker has ended (either as Case Administrator, Lead Practitioner or Practitioner) and the correct lead professional is recorded.

➤ [How to change Team Around the Family roles – Click Here](#)

**If you have feedback about this guidance, please email [rightforchildren@devon.gov.uk](mailto:rightforchildren@devon.gov.uk)**

## How to log into RFC

- Go to the following website - <https://www.qes-online.com/Devon/eCAF/Live/Login>



- Enter your username and password. If it is your first time using 'Right for Children' you will be prompted accept a user terms and conditions and then to reset your password
- After entering your password you will be asked to complete the 2 factor authentication by having an authentication code sent to you via email or SMS (text message).
- [Click here to return to top of this guidance](#)

## How to search for a family/case (Business Support staff only)

- Click my cases
- Enter families surname in search bar
- Narrow search by checking primary address matches the families
- [Click here to return to top of this guidance](#)

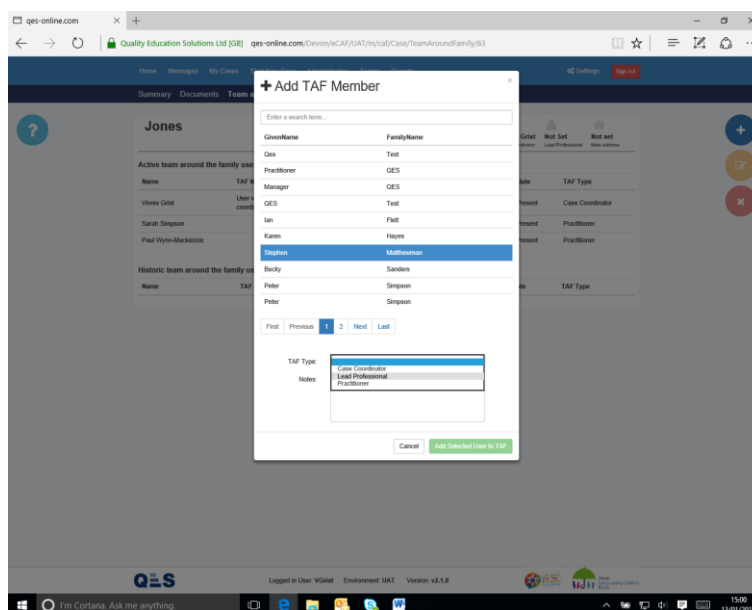
## How to search for a family/case (Social Workers only)

- Click my cases
- Click other cases
- Enter families surname in search bar
- Narrow search by checking primary address matches the families
- Request access to the case from the current case administrator / lead practitioner
- [Click here to return to top of this guidance](#)

## How to invite social worker to access case / How to change Team Around the Family roles

- Click case name to enter case record
- Click Team around the family
- Click Blue Circle with +, Add TAF Member
- Enter social workers surname in search box (if social worker cannot be found, they will need to be added as a new user RfC by business support / champion)
- Choose TAF Member Type, Case Administrator or Lead Practitioner
- Click Add Selected User to TAF

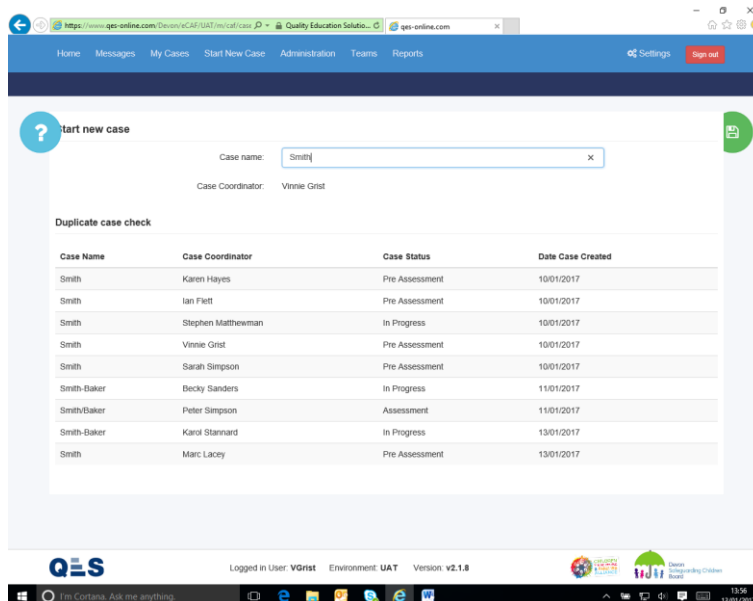
- If you get an error message (e.g. there is already a case administrator), back out and you can remove existing TAF members by highlighting workers name and click the Red Circle with X



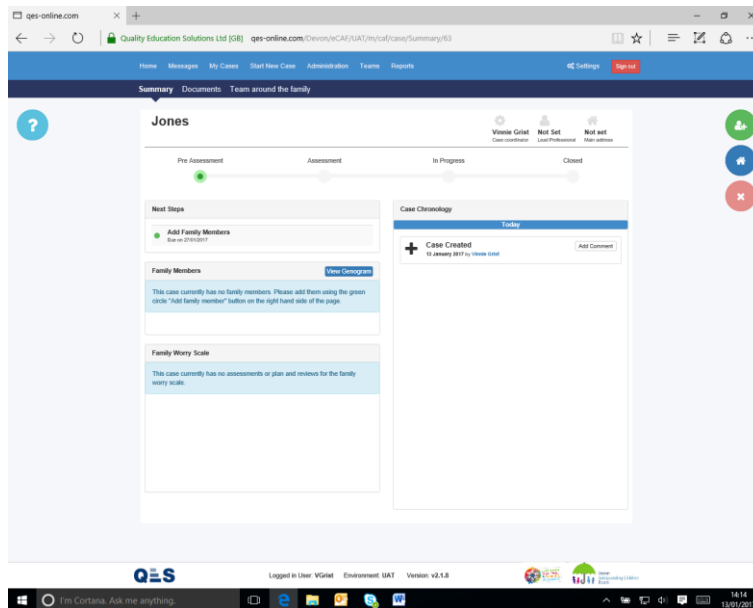
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### Adding a new family to RFC

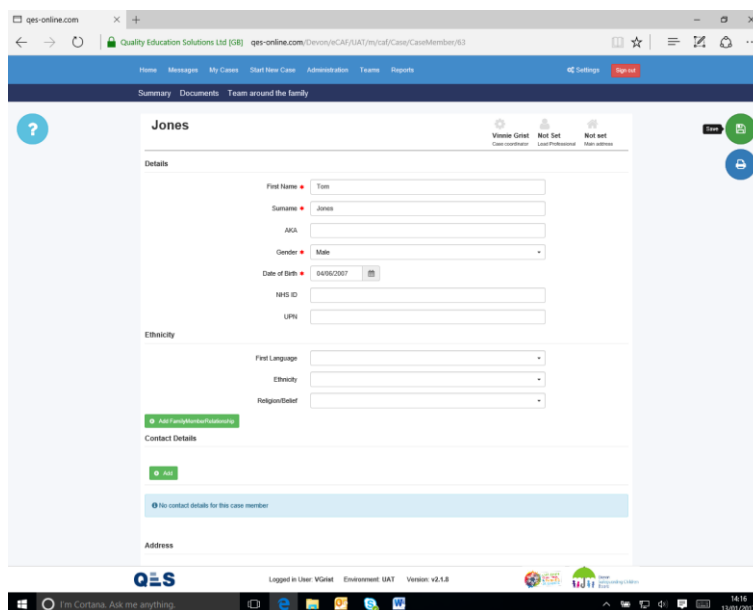
- To start a new case click on 'start new case' at the top of the screen.
- Enter the surname name of the family into 'case name'. The system will run an initial duplicate case check, and display the results of the check below the 'case name' bar.
- If the family are not already on the system you can create a case record by clicking on the green save button on the right hand side of the screen.



- The next step is to start adding the family members. To do this click on the green add family member's button on the right and hand side of the screen.



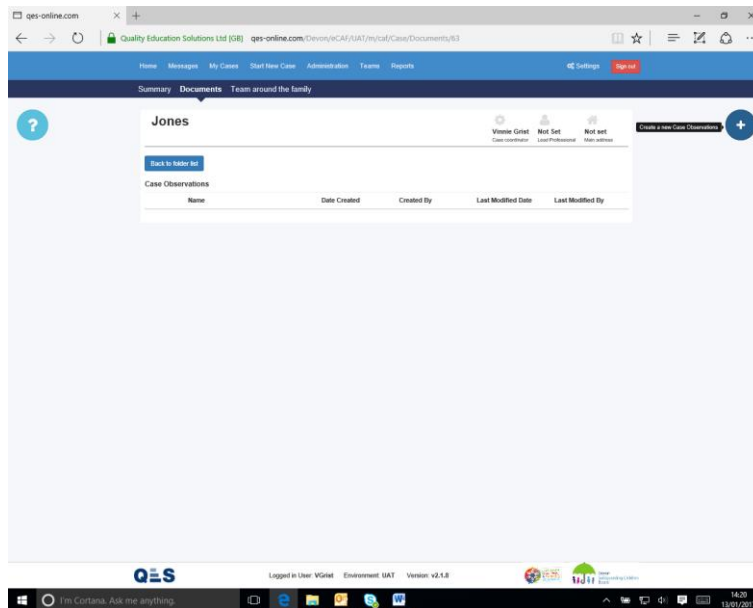
- Enter the details of the family member and then click the green save button on the right hand side of the screen. Essential information is First Name, Surname, Gender and DOB. The other information is desirable, but please add in an address for the family.
- One you have added at least one family member, click summary and then click the blue house icon to set the families primary address.



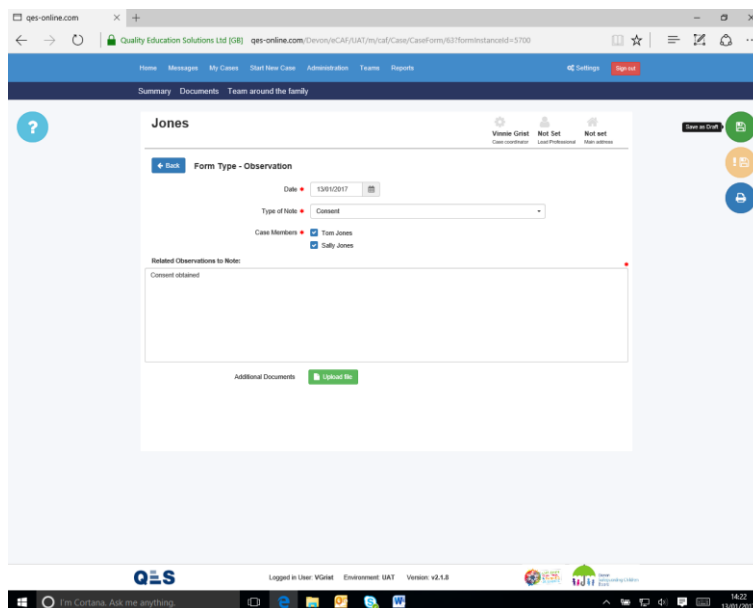
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### How to upload consent

- Observations are used for recording notes related to the case. You record consent by adding an observation. You will need to have scanned and saved locally your consent form first.
- Click Documents and choose the folder 'case observations'.
- Click on the blue add button on the right hand side of the screen.



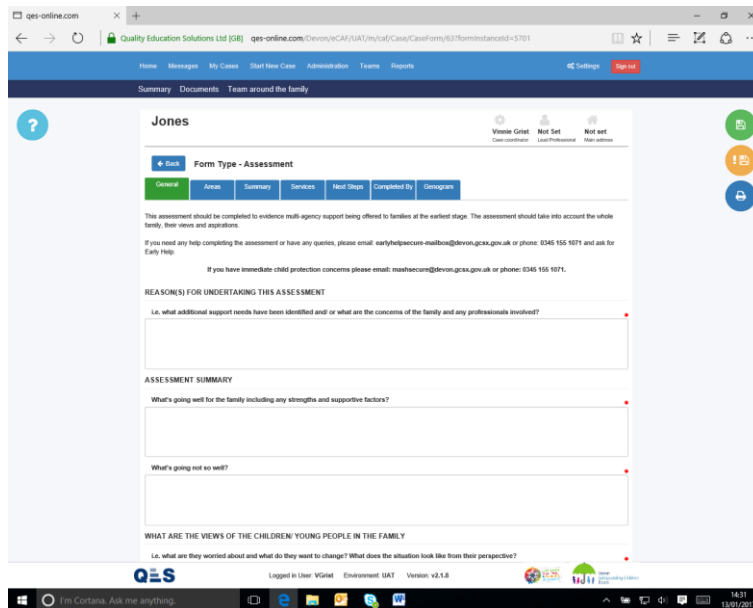
- Add the date of the observation, the type of observation will be 'consent' and chose the case member for whom you have consent. Enter the text "Copy of signed consent attached" in 'Related Observations to Note:'. Click upload and attached the scanned consent form.
- Once completed click the green save button on the right hand side of the screen.



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### Starting an Early Help Assessment (EHA)

- Click Documents and choose the folder 'Assessments'.
- Click on the blue add button on the right hand side of the screen
- Start to complete the EHA by adding in appropriate information from your single assessment.
- You can save as you go by clicking the green save button. Once you have added your information click the green save button.
- The remainder of the EHA should be completed within your next TAF / Final CIN meeting.



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### How to add an observation to RFC

- Click Documents and choose the folder 'case observations'.
  - Click on the blue add button on the right hand side of the screen.
  - Add the date of the observation, the type of note will be 'meeting' and chose the case member for whom the observation relates too.
  - Once completed click the green save button on the right hand side of the screen.
- [Click here to return to top of this guidance](#)