Sandwell SPOC
(Single Point of Contact)
and
MASH
(Multi Agency Safeguarding Hub)
Process Maps
<table>
<thead>
<tr>
<th>Process Map</th>
<th>Description</th>
<th>Document</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Control</td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Document History</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abbreviations</td>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Contact v1_3 – Contact Centre / Service Support Assistant (stage 1)</td>
<td>How to create a contact</td>
<td>Contacts v1_3 TS</td>
<td>7</td>
</tr>
<tr>
<td>Contact v1_3 – SPOC Duty (stage 2)</td>
<td>Recording Social Worker enquiries</td>
<td>Contacts v1_3 TS</td>
<td>8</td>
</tr>
<tr>
<td>Contact v1_3 – SPOC Manager (stage 3)</td>
<td>Management authorisation stage of contact</td>
<td>Contacts v1_3 TS</td>
<td>9</td>
</tr>
<tr>
<td>Contact v1_3 – Outcomes- Link to existing Early Help Episode</td>
<td>Outcome of contact- Link to existing Early Help Episode</td>
<td>Contacts v1_3 TS</td>
<td>10</td>
</tr>
<tr>
<td>Contact v1_3 – Outcomes- No Further Action- Contact Completed</td>
<td>Outcome of contact- No further action</td>
<td>Contacts v1_3 TS</td>
<td>11</td>
</tr>
<tr>
<td>Contact v1_3 – Outcomes- Transfer to Children’s Social Care</td>
<td>Outcome of contact- Transfer to Children's Social Care</td>
<td>Contacts v1_3 TS</td>
<td>12</td>
</tr>
<tr>
<td>Contact v1_3 – Outcomes- MASH Episode</td>
<td>Outcome of contact- MASH Episode</td>
<td>Contacts v1_3 TS</td>
<td>13</td>
</tr>
<tr>
<td>MASH v1_3 – MASH Manager (stage 1)</td>
<td>Mash Manager assessment delegation stage</td>
<td>MASH v1_3 TS</td>
<td>14</td>
</tr>
<tr>
<td>MASH v1_3 – Outcomes - Link to existing Early Help Episode</td>
<td>Outcome from Mash-Link to existing Early Help Episode</td>
<td>MASH v1_3 TS</td>
<td>15</td>
</tr>
<tr>
<td>MASH v1_3 – Outcomes- No Further Action- Contact Completed</td>
<td>Outcome from MASH-Not further action</td>
<td>MASH v1_3 TS</td>
<td>16</td>
</tr>
<tr>
<td>MASH v1_3 – Outcomes - Transfer to Children’s Social Care</td>
<td>Outcome from MASH-Transfer to Children’s Social Care</td>
<td>MASH v1_3 TS</td>
<td>17</td>
</tr>
<tr>
<td>Step Down from Single Assessment – v7_2 20170327 RS</td>
<td>Step Down from Single Assessment</td>
<td>Step Down from Single Assessment – v7_2 20170327 RS</td>
<td>18</td>
</tr>
<tr>
<td>Step Down from Care Management CIN – v5_1 20170213</td>
<td>Step Down from Care Management CIN</td>
<td>Step Down from Care Management CIN – v5_1 20170213</td>
<td>19</td>
</tr>
<tr>
<td>Step Up from EHM to CSC LCS v1_1 20170404</td>
<td>Step up from EHM to CSC- LCS Process</td>
<td>Step Up from EHM to CSC LCS v1_1 20170214</td>
<td>20</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>----------------------------------</td>
<td>---------------------------------</td>
<td>----</td>
</tr>
<tr>
<td>SPOC Professional Consultation Line Process v1_0</td>
<td>SPOC Professional Consultation Line process</td>
<td>SPOC Professional Consultation Line Process v1_0 ST 20170401</td>
<td>21</td>
</tr>
<tr>
<td>SPOC Mash DV</td>
<td>SPOC Mash Domestic Violence process</td>
<td>SPOC MASH DV V3</td>
<td>22</td>
</tr>
<tr>
<td>Sandwell Prevent Referral Process</td>
<td>Sandwell Prevent referral process</td>
<td>Prevent_Referral_Map_011216</td>
<td>23</td>
</tr>
</tbody>
</table>
### Document Control

<table>
<thead>
<tr>
<th>Title</th>
<th>Sandwell SPOC and MASH Process Maps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date finalised:</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; April 2017</td>
</tr>
<tr>
<td>Date presented to Senior MASH Managers Meeting (SMMM):</td>
<td></td>
</tr>
<tr>
<td>Date presented to xxxxxxxx board</td>
<td></td>
</tr>
<tr>
<td>Next Review Date:</td>
<td>5&lt;sup&gt;th&lt;/sup&gt; May 2017</td>
</tr>
<tr>
<td>Ownership of the document:</td>
<td>Melanie Barnett - Group Head</td>
</tr>
</tbody>
</table>

### Document History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Editor</th>
<th>Previous Version</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
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<td>Tanya Sandhu</td>
<td>N/A</td>
<td>Compilation of all SPOC/ MASH process maps</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; April 2017</td>
<td>Melanie Barnett</td>
<td>V1_0</td>
<td>Approvals</td>
</tr>
<tr>
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<td>V1_0</td>
<td>Amendment to DV Process</td>
</tr>
<tr>
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<td>Tanya Sandhu</td>
<td>V1_1</td>
<td>Amendments to DV Process</td>
</tr>
<tr>
<td>Abbreviations</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BST</td>
<td>Barnardos Screening Tool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LCS</td>
<td>Liquid Logic Children’s Social Care System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAF</td>
<td>Common Assessment Framework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSCB</td>
<td>Local Safeguarding Children’s Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIN</td>
<td>Child in Need</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARF</td>
<td>Multi Agency Referral Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COGS</td>
<td>Community Operating Groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MASH</td>
<td>Multi Agency Safeguarding Hub</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CSC</td>
<td>Children’s Social Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARAC</td>
<td>Multi-Agency Risk Assessment Conference</td>
<td></td>
<td></td>
</tr>
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<td>Customer Services Officer</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>National Society for the Protection of Cruelty to Children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DA</td>
<td>Domestic Abuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POT</td>
<td>Position of Trust</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DASH</td>
<td>Domestic Abuse, Stalking and Honour Based Violence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PPRC</td>
<td>Person Posing Risk to Children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DASP</td>
<td>Domestic Abuse Strategic Partnership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RAG</td>
<td>Red, Amber, Green</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DFE</td>
<td>Department for Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMBC</td>
<td>Sandwell Metropolitan Council</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDS</td>
<td>Emergency Duty Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMMM</td>
<td>Senior MASH Managers Meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHCP</td>
<td>Education, Health and Care Plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPOC</td>
<td>Single Point of Contact</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHM</td>
<td>Early Help Module (Liquid Logic)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSCB</td>
<td>Sandwell Safeguarding Children’s Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IDVA</td>
<td>Independent Domestic Violence Advocate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSP</td>
<td>Safer Sandwell Partnership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LADO</td>
<td>Local Authority Designated Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
If case is not open on LCS, input contact on EHM

BSO to search for child on EHM
Ensure that the "3 Check Rule" is followed (Please see user guide)

If child record does not exist create record (following user guide 'how to create an adult or child')

On the demographics page click the link 'create a new Contact'

Click 'OK' to the question - Are you sure you want to create a new Contact?

Select which family members to include in the contact. At this point you can de-select any family members that do not need to be included in the contact.

Click 'Start Contact'

Complete the mandatory fields (shown in red) and any additional information fields.
Click 'save'

Once you are happy that all information is complete click 'finalise record'

Click 'OK' to the question - Please confirm you wish to finalise?

The contact will automatically move to the SPOC Duty Team worktray.
You can navigate away from the record / logout.

If DV Notification is received, additional BST information is to be completed on the contact form

END

Family members should only include children that live in Sandwell. These may or may not be at the same address depending on the information received. DO NOT INCLUDE ADULTS. (Business Rule 1)

If any additional children have been identified at this point by the BSO, children are to be created and added to relationships. BSO to "Copy Contact" which will open contact on additional children (Business Rule 2)
Contact v1_3 – SPOC Duty (stage 2)

Phone call received from contact centre to duty SW to inform of contact

From your homepage on EHM select the ‘SPOC Duty’ tray on the left hand panel

Find the child you wish to update and click ‘pickup’ on the right of the list. This will move the task to your tray and make it editable

You will now see the contact page that the contact centre/ BSO has completed

Contact made any other way (e.g MARF, BST, email)

SPOC Manager - From your homepage on EHM select the ‘SPOC Duty’ tray on the left hand panel

Find the child you wish to update and click ‘pickup’ on the right of the list. This will move the task to your tray and make it editable

SPOC Manager to allocate to SPOC Duty SW

If any additional children have been identified at this point by the SPOC Duty SW, children are to be created and added to relationships. SPOC Duty to “Copy Contact” which will open contact on additional children (Business Rule 2)

Duty Social Worker
On the left hand side you can review ‘other involved persons’ to view relationships and agencies working with the family

Duty SW is to complete section ‘please record your enquiries’ complete the mandatory fields and any additional information

In ‘action taken’ please complete your suggested outcome for the contact – the SPOC manager will review this. Outcomes can be separated for each child so they can be given different outcomes and more than one outcome can be selected for each child (Business Rules 3 & 6)

Click ‘save’

Once you are happy all information is correct complete the mandatory date field using the calendar. Click ‘finalise record’

Click ‘OK’ to the question - Please confirm you wish to finalise?

The form will close, click the ‘send to SPOC Manager’ button

The contact will automatically move to the SPOC Manager worktray.
You can navigate away from the record / logout.

END
You will now see the contact page that the contact centre completed.

On the left hand side in the section SPOC Managers decision complete all fields and amend the date if required.

Please consider which siblings would require each outcome. Ensure that the team, outcome and category of need are recorded if Transfer to CSC.

In ‘action taken’ please amend if required. Outcomes can be separated for each child so they can be given different outcomes and more than one outcome can be selected for each child (Business Rules 3, 4 & 6). Click ‘save’.

On the left hand side in the section SPOC Managers decision complete all fields and amend the date if required.

In ‘action taken’ please amend if required. Outcomes can be separated for each child so they can be given different outcomes and more than one outcome can be selected for each child (Business Rules 3, 4 & 6). Click ‘save’.

Click ‘finalise record’ Click ‘OK’ to the question - Please confirm you wish to finalise?

The form will close, click the ‘authorise’ button to action the suggested outcome.

The workflow will display the action(s) selected. Click ‘start’ next to the outcome you wish to complete. Only actions ticked in the contact form will display. Complete the action.

You can navigate away from the record / logout.

END
The workflow will display the action(s) selected. Click ‘start’ next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Assign the task the relevant COG group worktray

COG manager picks up task from COG worktray

COG manager reviews contact, adds comments into the comments box if required and clicks “Update Record”

END
The workflow will display the action(s) selected. Click 'start' next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Insert Start Date and Details of work carried out then click Create Record. This will then close and finalise the contact record.
The workflow will display the action(s) selected. SPOC Manager to click 'start' next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Click Task Details and reassign the Transfer to Children’s Social Care task to "SPOC BSO" group worktray

BSO to pick up task from SPOC BSO group worktray

BSO to click Start Blank on form

BSO to enter date, comments and select the following documents to transfer up -
- Contact Record
- Mash Assessment if applicable
- Select EHA (if completed within the last 3 months)
- Most recent plan
- Outcome stars (if completed within the last 3 months)
- CSE screening tool
- Weekly COG discussion if required
- Management case note if applicable
Also select any other documents management have advised to select
Click Finalise Assessment. This then transfers the case to LCS

If CSC outcome needs to be initiated due to Strat or Refer to Responsible team, this can be started along side a MASH outcome if required (Business Rule 4)

MASH outcome can be initiated.
CSC outcome to be initiated and sent to SPOC BSO

END
The workflow will display the action(s) selected. Click ‘start’ next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Click Task Details and reassign the task to the “MASH Manager” worktray

MASH Manager to select the MASH episodes from the MASH Manager worktray, click Pick Up

Follow MASH process guide

END
Await contributions from agencies

From your homepage on EHM select the ‘MASH Manager’ tray on the left hand panel

Find the child you wish to MASH and click ‘pick-up’ on the right of the list. This will move the task to your tray and make it editable

Click on the tab labelled MASH Episode
Click the link ‘add priority’ select the RAG rating from the list and click ‘create’

This will add the RAG rating to the MASH record and display the relevant coloured MASH flag on the child’s record

Click on the tab labelled Decisions
In other date type the word ‘now’
Click the ‘start’ button
Click ‘confirm’ to begin the MASH process

On the flowchart select MASH Assessment
Click ‘Start Assessment’
On the next page click the ‘copy forward selected’ button

In the MASH Assessment enter the date and select the circumstances that led to the risk

The MASH Assessment has now been delegated to the statutory contributors to MASH discussions for their completion
You can choose to delegate the MASH Assessment to other agencies if you wish (see user guide)
Click ‘save’
You can navigate away from the assessment

Await contributions from agencies

If required retract agencies that have not contributed from Delegation tab

Once MASH discussion has taken place MASH Manager to complete MASH Decision with outcome and reasons for decision then finalise assessment.
Ensure that the team, outcome and category of need are recorded if transfer to CSC
Outcomes can be separated for each child so they can be given different outcomes and more than one outcome can be selected for each child (Business Rule 3)

The workflow will display the action(s) selected. Click ‘start’ next to the outcome you wish to complete. Only actions ticked in the contact form will display.
Complete the action.
The workflow will display the action(s) selected. Click 'start' next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Assign the task to the relevant COG group worktray

COG Manager picks up task from COG worktray

COG Manager reviews contact, adds comments into the comments box if required and clicks “Update Record”

END
The workflow will display the action(s) selected. Click ‘start’ next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Insert Start Date and Details of work carried out then click Create Record. This will then close and finalise the contact record.
The workflow will display the action(s) selected. Click 'start next to the outcome you wish to complete. Only actions ticked in the contact form will display.

Click Task Details and reassign the Transfer to Children's Social Care task to “SPOC BSO” group worktray

BSO to pick up task from SPOC BSO group worktray

BSO to click Start Blank on form

BSO to enter date, comments and select the following documents to transfer up -

- Contact Record
- MASH Assessment if applicable
- Select EHA (if completed within the last 3 months)
- Most recent plan
- Outcome stars (if completed within the last 3 months)
- CSE screening tool
- Weekly COG discussion if required
- Management case note if applicable

Also select any other documents management have advised to select

Click Finalise Assessment. This then transfers the case to LCS

END
Social Worker agrees with Team Manager that case can de-escalate to Early Help at end of Single Assessment

SAAT Team Manager/ SW contacts the relevant COG manager to discuss case. (check postcode for relevant COG)

SAAT Team Manager/ SW adds a casenote on LCS using Casenote type – Stepdown and sends to MASH Managers Tray with full details and date of next home visit with family within 5 working days notice

SPOC Duty Manager forwards case note to appropriate SPOC BSO

SPOC BSO creates child on eCAF if they are not on the system. Sends general note to both appropriate COG Tray and Triage group advising of receipt

Early Help SPOC Snr logs on EH MASH DB with source of: LCS Stepdown – Step Down Decision
Outcome of: Awaiting Step Down Decision
Add action notes as appropriate

COG Manager to allocate a Key worker to attend home visit and records in general note with type “Integrated Services Key Worker Allocation” restrict to “eCAF Group”

Key Worker informs COG Manager and Triage Group of outcome via general note with type of “Single Assessment Visit - Accepted” restrict to “eCAF Group”

Early Help SPOC Snr update EH MASH DB outcome to Step Down Accepted – Awaiting handover

SAAT SW completes Single Assessment with an outcome of Referral to EHM and sends to SAT TM for authorisation.

SAAT TM adds Management Decision casenote and authorises Transfer to Early Help & selects info to step down (See User Guide to include – Single Assessment, CSE Screening Tool and Management Decision casenote )

SAAT TM closes case on LCS as appropriate

Early Help SPOC Snr update EH MASH DB outcome to Step Down Rejected.

Adds casenote on LCS to reflect outcome of meeting

END

SPOC BSO to run report from EH MASH DB weekly to identify cases where:
- outcome of Step Down Accepted – Awaiting handover has been outstanding for 15 working days and report to Early Help SPOC Snr who will notify the relevant Group Head.

Follow dispute resolution process

Exceptions
Step Down from Single Assessment – v7_2

END
Step Down from Care Management CIN Plan – v5_1

Care Management Social Worker/Team Manager makes decision that case can de-escalate and liaises with COG Manager

SW adds a casenote on LCS using Casenote Type = CIN Stepdown to MASH Managers Tray with date of meeting (minimum 10 working days notice)

SPOC Duty Manager forwards case note to appropriate SPOC BSO

SPOC BSO creates child on eCAF if they are not on the system & TM

COG Manager to allocate a Key worker to attend RCPC/CIN Meeting and records in general note with type ‘Integrated Services Key Worker Allocation’ restrict to ‘eCAF Group’

Agreed to remain At Social Care level

RCPC/CIN Meeting takes place

Step Down Agreed

Case remains with Care Management

EH Key Worker records outcome of meeting via general note with type of ‘CIN Meeting - Rejected’ and sends to COG Manager and Triage Group and attaches relevant documentation and restricts access to eCAF Group.

Early Help SPOC Snr update EH MASH DB outcome to Step Down Rejected. Adds casenote on LCS to reflect outcome of meeting and copies to SW & TM

SPOC BSO Completes transfer and starts episode with date of CIN meeting – reason = Step Down from Care Management - CIN

- Complete Consent
- Complete EHA – in assessment complete Please identify the child and/or family’s needs’ put ‘Please see attached CIN Plan and minutes’
- Populate and Finalise EHA
- Send letter to parent
- Safetynet/triage check
- Attach plan and minutes to documents restrict to eCAF group
- View received documents and restrict to eCAF group
- Update case statuses with relevant sending team

If workflowed change outcome SPOC BSO update EH MASH DB outcome to Step Down Accepted

Reassign decision to ‘Triage’ Group for allocation

If existing case to EH:
- Early Help SPOC Snr to add a casenote to Lead Professional and COG Manager advising of receipt of step down using type ‘Level 4 case note’
- Update vulnerability level as appropriate

Early Help SPOC Snr chooses progress to meeting, reassigns to appropriate COG BSO tray

COG BSO to create meeting from date of RCPC/CIN meeting and utilise minutes from SW as First TAF. Finalise and send to COG Manager for approval. EH Coordinators minutes to be attached in documents. Key agencies should be updated with the Targeted Services Key Worker details.

SW Transfer Received

Transfer not received after 5 days

Early Help SPOC Snr chooses progress to meeting, reassigns to appropriate COG BSO tray

COG BSO to create meeting from date of RCPC/CIN meeting and utilise minutes from Early help coordinator as First TAF. Finalise and send to COG Manager for approval.

SW minutes to be attached in documents as and when they are received.

Key agencies should be updated with the Targeted Services Key Worker details.
Transfer task appears in LCS worktray “EHM TRF”

BSO to pick up task from worktray and match record to record in LCS. If record does not exist in LCS, BSO to create

BSO to click Start Referral

BSO to enter:
- Contact Details
- Ethnicity & Religion
- Key Agencies
- Relationships

Save and Close Referral

BSO to reassign task to Mash Team Manager worktray

MASH Manager to pick up referral from work tray and insert following details into referral record:
- Category of Need for Referral
- Reason for Referral
- Further action section

Click Save and Finalise Record

Assign task to suggested team

If No Further Action MASH Manager to close referral

End
Safeguarding Lead requires further advice and consultation on a non case specific issue

Calls SMBC Children's Services Contact Centre. Contact Centre CSO puts Safeguarding Lead through to SPOC Consultation Line Duty Worker

SPOC Consultation Duty Worker requests Name of Professional, Role, Organisation & Contact details and enters them onto SPOC Consultation Log

SPOC Consultation Duty Worker requests nature of enquiry and advices as appropriate...

NOTE - No Child and/or Family Details to be disclosed

SPOC Consultation Duty Worker will record details of discussion and outcome on SPOC Consultation Log and finalise record entry. NOTE - No Child and/or Family Details to be recorded

Safeguarding Lead to take appropriate action following consultation with SPOC Consultation Duty Worker.

END
<table>
<thead>
<tr>
<th><strong>User Guide</strong></th>
<th><strong>Contents</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Help System- MASH Manual v1.2</td>
<td>How to complete a MASH assessment</td>
</tr>
<tr>
<td></td>
<td>Outcomes from MASH</td>
</tr>
<tr>
<td>Early Help System- Contacts User Guide v.1.1</td>
<td>How to complete a contact</td>
</tr>
<tr>
<td></td>
<td>SPOC Duty SW contribution</td>
</tr>
<tr>
<td></td>
<td>SPOC Management authorisation</td>
</tr>
<tr>
<td></td>
<td>Outcomes from contact</td>
</tr>
<tr>
<td>LCS- Transfer to Children’s Social Care LCS User Guide v1.1</td>
<td>How to complete transfer to Children’s Social Care on LCS</td>
</tr>
<tr>
<td>LCS- Step Down to EHM from Single Assessment User Guide v1.0</td>
<td>How to step down from Single Assessment to EHM on LCS</td>
</tr>
<tr>
<td>Early Help System- Contacts User Guide for EDS Staff</td>
<td>How to complete a contact</td>
</tr>
<tr>
<td></td>
<td>EDS Duty SW Contribution</td>
</tr>
<tr>
<td>Early Help System- Transfer to Early Help from LCS EHM User Guide v1.0</td>
<td>How to transfer to Early Help from LCS on EHM</td>
</tr>
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