Holistix

User Guidance

West Sussex's Early Help Family Plans

Guide for Professionals

4th Edition

April 2017

Table of Contents

1. Requesting Access to Holistix

1.1 Before you can access the system

If you are a new user who has not been provided login credentials to Holistix, you can request access though the dedicated Holistix Support Team, who will be able to provide you with details of what is required and subsequently, grant you access to the system.

There are three Support Teams responsible for specific geographical locations within West Sussex, and they are displayed below:

Adur/Worthing	WorthingFSN@westsussex.gcsx.gov.uk AdurFSN@westsussex.gcsx.gov.uk	033022 23759
Arun/Chichester	ArunFSN@westsussex.gcsx.gov.uk ChichesterFSN@westsussex.gcsx.gov.uk	033022 23753
Crawley/Horsham/Mid Sussex	CrawleyFSN@westsussex.gcsx.gov.uk HorshamFSN@westsussex.gcsx.gov.uk MidSussexFSN@westsussex.gcsx.gov.uk	033022 23111

Should you require further guidance with using Holistix, user training sessions take place weekly in Worthing, Bognor Regis and Horsham.

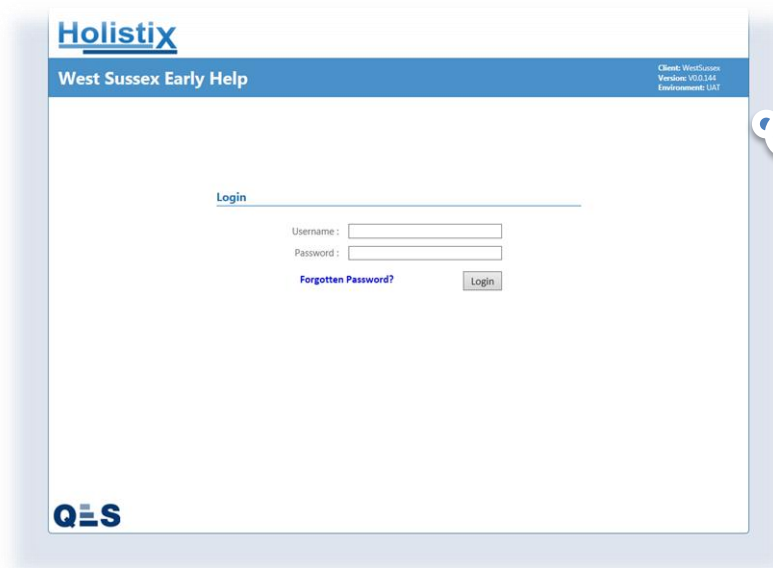The Holistix training & support package is available through the Learning & Development Gateway. This includes:
- Think Family/Early Help Briefing and West Sussex Continuum of Need
- Signs of Safety and Wellbeing
- Implementing Early Help Plans
- Holistix Training
- Effective Team Around the Family (TAF)
- Early Help Direct Work Tools
- Think Family Champions Network (Holistix)
- HolistiX Q&A Drop-ins

2. Accessing Holistix

2.1 Logging on for the very first time

Once you have received your access credentials, you can proceed to the Holistix web address at https://www.qes-online.com/WestSussex/fCAF/Live, where you will be presented with the login portal, as per the picture below:

Useful Tip: By adding the address of Holistix to your browser favourites, you'll ensure that you can easily access it next time you need to log on.

After entering your credentials, a pop-up window will appear, requesting an Authentication Code*. The code is a one-time access token, generated automatically by Holistix and sent to your designated email address. You should refrain from closing the pop-up and re-attempting to log in, as by doing so, you will invalidate the Authentication Code. For a successful login, please follow the easy steps below:

*Q: Why does Holistix require an Authentication Code every time I log on?

A: As the system is entirely web-based, the authentication code is required in order to ensure that the user accessing the system is authorised to do so – this is why the authentication code is sent to their accredited email address, for confirmation.

Please note: Although we have taken many steps, including an automatic system time out after 30 minutes of idle time, it is each Holistix user's responsibility to protect the information and personal details held on the system and not share information without the full and exclusive consent of the family.

It is the system owner's recommendation that screens are not left unlocked while unattended. For the full West Sussex Early Help Acceptable Use Policy, please refer to the help pages available on Holistix.

2.2 Authentication Code (One-time access token)
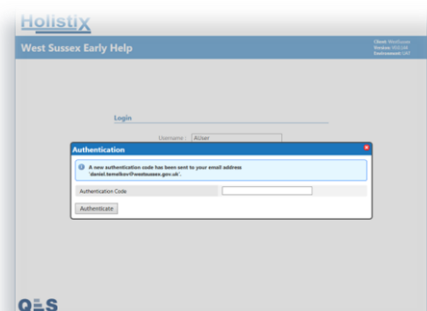
Step 1: Enter your login credentials, after which a pop-up will appear, as shown in the picture below:

Step 2: Access your email and open the message sent by Holistix:

Step 3: Enter the code into the relevant field and click the 'Authenticate' button:
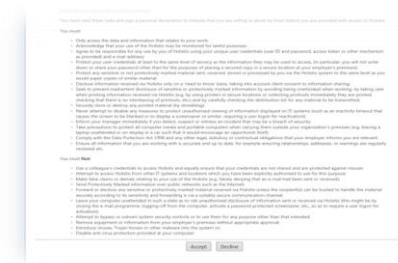
Step 4: After your very first login, you will be presented with Holistix 'Acceptable Use' Policy, which you must read and accept before you can use the system.

Step 5: After accepting the Acceptable Use Policy, you are required to change your password, please ensure that your new password is one you're likely to remember.

Step 6: You are now logged on to Holistix:

Once logged in, your home screen will display the Holistix messages inbox – This is a place that allows you to track any notifications relevant to families you're working with and any new developments that may have taken place.

3. Summary of system icons and their meaning

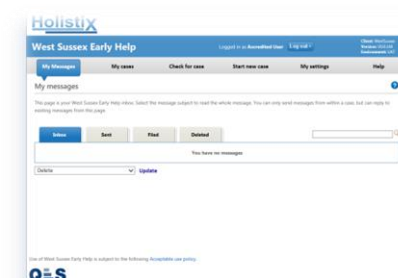|	
	Add item – This icon allows you to add another item to the section that you are working on e.g. add child, add new address etc.
	Add item – This icon also allows you to add items to a section. This button will have narrative to show what you are adding e.g. Family member relationships.
	Print – This button allows you to print the document or page you are currently on. This will be useful if you want to print an assessment before you go and meet with a family to fill it out.
	Select individual Family member – This button allows you to select case members individually e.g. when adding actions to family members. You will encounter this button a number of times throughout the system.
	Select all Family members – This button allows you to select all Family members at once.
	Comment – This button allows you to view comments related to the section you are in e.g. comment on progress of an action.
	Edit – If you click this button you will be able to edit the section it is attached to.
	Help – This button will give you advice on the section you are on or load up the Help function available within the system.
	Green Flag – If a child has a green flag next to them on the case summary screen then the child is not currently taking part in an assessment.
	Blue Flag – If a child has a blue flag next to them on the case summary screen then the child has a completed Early Help Plan.
	Red Flag – If a child has a red flag next to them on the case summary screen then the child is currently involved in an assessment and the Early Help Plan is not yet complete.
	View Genogram – You can view a pictorial display of the Family relationships using the View Genogram button.
	View Family Journey – You can view a snapshot of the progress the family has made through the Early Help Plan using the View Family Journey button.
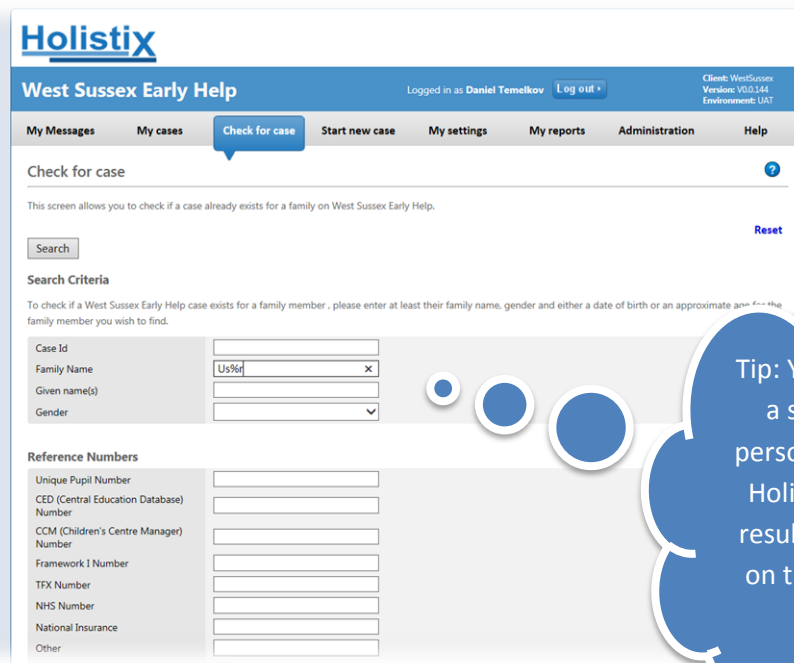
4. Checking if a family has a Family Plan on Holistix

4.1 Searching for a family member

We recommend that you use the search function prior to creating a new plan, in order to ensure that the family is not already on the system, thus saving you time.

Click **'Check for case'** tab and then search for a Family member using the different information options available. If you are unsure how a name is spelt then you can search using a wildcard option which involves adding a '%' to a search term - e.g. Sm%th. Please see below:

Enter one or more search terms:

Tip: You can perform a search using a person's current age. Holistix will display results for all people on the system +/- 1 year.

After clicking the **'Search'** button, the matching result will be displayed:

4.2 Requesting and gaining access to an existing Family Plan that is open

If the family you have searched for is on the system as shown on the previous page, you can select a family member to see their basic case information and ensure that they are the person that you were looking for.

After confirming that this is the correct person, you can select the **'Request case access'** button at the bottom of the page. A new page will come up prompting you to provide a brief reason for the access request and consequently send to the current Lead Worker of the family, as shown below:

Detailed Results

Case Details

| Case Id | 577 |
| Start Date | 20/03/2015 |

Lead Worker Details

Lead Worker	John Riseborough
National service list category	Additional Services
Phone	0330 22 26972
Email	john.riseborough@westsussex.gov.uk

Family Member Details

Name	Test1, Super
Gender	Male
Date of birth	23/03/2003

Family Member Primary Address

Line 1	Select & Save, 128 Parkhouse Farm Way
Line 2	
Line 3	
Line 4	Havant
Line 5	Hampshire
Postcode	PO9 4DP

Back   **Request case access**

Request Case Access

This page will send a message to the lead worker of the case that you are interested in. Please provide some background as to why you require access to this case. The lead worker will then arrange any next steps.

Case Id	577
Lead Worker	John Riseborough
Subject	Accredited User is requesting access to case 577
Reason for access	Case Id: 577

Send

Once you have sent the request the current Lead Worker will receive a message in Holistix asking them to accept or decline your request in the system.

*Please don't hesitate to contact the Lead Worker directly to speed up the process.

4.3 Requesting and gaining access to an existing Family plan that is closed

If the family plan you want to view is closed on the system then you will need to contact the Holistix Support Administrator for your area, as detailed on Page 4 of this guide.

4.4 Granting access to a Family Plan to other professionals

In order to grant another professional(s) access to a case you can click **'Go To Case'** in the access request message you have received, and add them via the **'Team around the family'** section on the case summary screen.

The Forward/Reply button will allow you to send a message back to the requestor within the system.

For information on the Team around the family see section **7.4**.

*Please ensure that your details on Holistix are complete and always kept up to date in order to enable other professionals identify you more easily and successfully get in contact with you, should they need to.

*Section 11.3 will guide you through all you need to know in order to keep your details up to date.

5. Creating a new Early Help Plan on Holistix

Once you have ensured that a family is not already on Holistix, you can create a new Family. You can start by clicking the **'Start new case'** tab at the top of your screen.

*In order to comply with Data Protection, verbal consent is required from the family to enable us to record their information on the system. You will not be able to record family details without their consent.

5.1 Recording Children's details

After selecting **'Start new case'** you have the opportunity to enter the details starting with the first Child.

Please note that you will not be able to move between screens until all mandatory information is complete. If you are trying to move onto a new page and the button isn't responding, it is likely that you have not completed all mandatory information. You can scroll up the page to find what information is missing. Missing information will be highlighted in red.

Date case created – This will automatically pre-populate to the current date.

Case name – Please use this field to enter the Surname(s) in the Family e.g. Smith or Smith/Taylor/Brown.

Child 1 details – This area allows for the entry of the child's basic details, such as names and DoB.

Expectant mothers: If you are adding an unborn child please put the first name **as 'unborn'** and the date of birth as the estimated delivery date – you will be able to update the details at a later date, when they become available.

Family member relationships – This section becomes relevant once any further children and/or adults have been added to the Family. Please see section **5.3** on how to add a Family member relationship.

Contact details – Please enter contact details for the child. Holistix needs to verify the validity of each address, therefore you are required to search for an address using the postcode finder and selecting the correct address. You can do this by typing in the postcode field and then clicking the magnifying glass icon, this will allow you to select your address from the drop-down section on the right of the page.

Adding additional contact number or address – You can add another contact number or address by clicking ⊕

Please Note – When you add additional contact details you are required to confirm the preferred contact details for the Family using the tick box.

Further address information – You can select a Child/Adult as having no fixed address or unknown address. Please only select unknown address once you have taken all steps to find a valid current address.

Reference Numbers – Here you can add in any reference numbers you know related to the child.

At least one number has to be entered on to the system. If you don't know any of the reference numbers you can select the 'not known' tick box.

Additional information – If the Child does not speak English as a first language then you may want to describe how good their English is in the additional information box.

Adding further children – There are 2 ways you can add further child(ren) to the Family. Once you have completed the information for the first child then you can click the [Add Child] button at the bottom of the page or you can scroll to the top of the page and click the ⊕ located to right at top of the Child's details page.

5.2 Recording Adult's details

Once you have added all of the children in the family you can click the **'Next'** button located at the bottom of the Child's details page.

Selecting known address – There is an option to automatically select an address already linked to the family plan. You can do this by selecting the address in the known address drop-down bar and clicking 'select known address'.
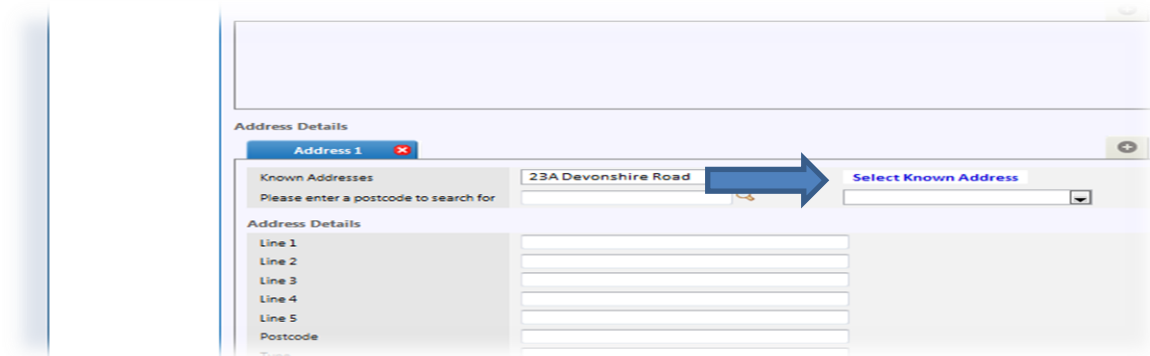
5.3 Recording relationships between family members

Once you have entered two or more family members you can record the relationships linking them. You can also select who has **Parental responsibility** for the Children.

First you will need to click **'Add Family Member'** or **'Add all Family Members'** tab which will now be available to you.

You can select the relationship via the first drop-down list followed by drop-down list for the name of the Family member you are linking them to - e.g. Lucy is the parent of Chelsey and Joshua and is the Partner of Derek.
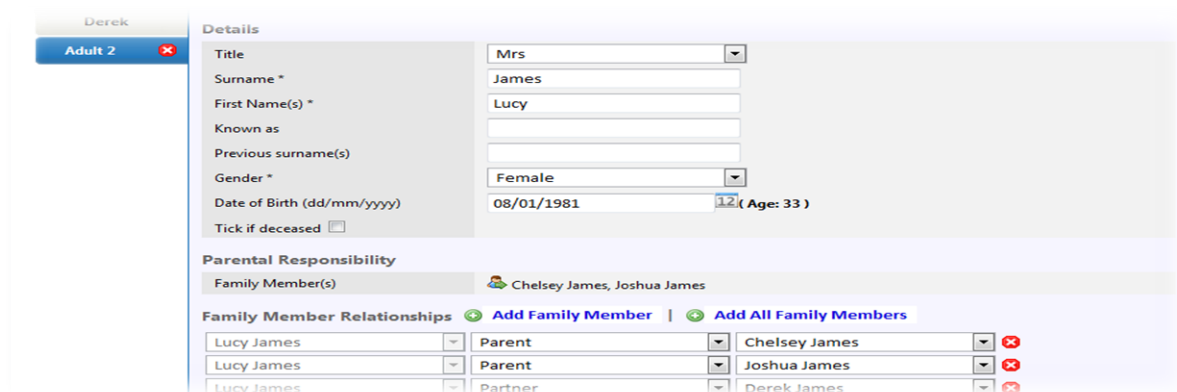
Once you have selected a relationship for one of the family members, this will automatically pull through to the other members you have linked them to.

Other family members also need to be linked - e.g. Lucy has been linked to Chelsey and Joshua as a Parent but Derek has not yet been linked as a parent. You can do this by selecting Derek on the screen and following the same steps.
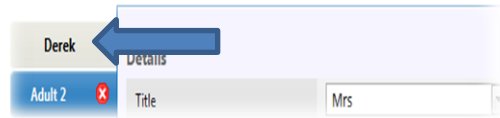
5.4 Recording verbal consent

Before saving the family's information on Holistix, each practitioner is required to indicate that the family has given verbal consent for an Early Help Plan to be initiated. The two options are highlighted below:

Consent received from whole family - You will need to add the date consent was given and choose **'Yes'** in the 'consent given from family' drop-down box.

Consent not received from whole Family – If consent hasn't been given for the whole family then you should provide evidence in the additional information box that the information can be stored on the system e.g. 'Father works away but mother happy for the Early Help Plan to commence'.

Saving the family's information – Now you will be able to save the Case. Once saved, you will be taken automatically onto the Case Summary screen where you can add to or modify the Family.

5.5 Recording significant others

Significant others are any persons who may be closely associated with the family members and may have an impact on their day to day life, but are not going to form part of the assessment, e.g. a close family friend or a relative. You can add significant others via the **'Case Summary'** Screen by clicking the ⊕ in the 'Significant Others' section, located underneath the family details.

You will be taken to a new screen where you can add all personal information including all relationships of the significant other to Family members, and once ready, click **'Save'**. Significant others are connected to the case for information only.
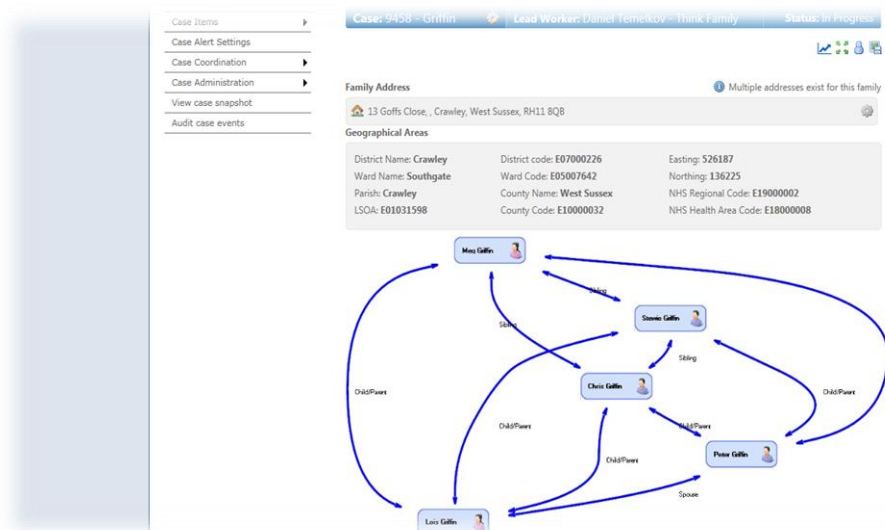
5.6 Family Tree/Genogram

Once you have created a family you can view the family Genogram. To do this you will need to be on the **case summary** screen, and then you will need to click the 🔳 button on the right hand side of the screen.

You will now be able to see the basic Genogram for the Family where you can save it as a .pdf. You can also view the full Genogram by clicking ⠶ .

6. Modifying a Family

6.1 Amending the personal details of Children or Adults

Once you have selected the Family Plan you wish to modify, you can select the Family member and this will take you to their information screen which you can now change. You will need to click **'Save'** once you have made your changes.

6.2 Adding further family members

To add a new member to the Family Plan, you will need to be on the **'Case Summary'** Screen, you will then need to click the ⊕ button above the Children to add a child, or above the Adults to add an adult.
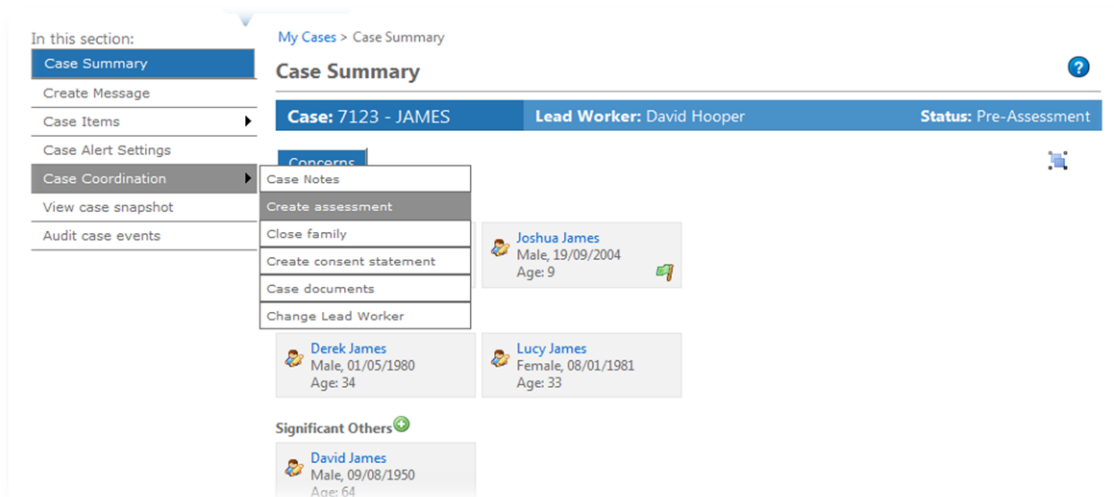
Please refer to sections 5.1 and 5.2 for more information on how to add Children and Adults to the Family.

7. Recording the family needs and the Signs of Safety conversation

7.1 Starting the assessment
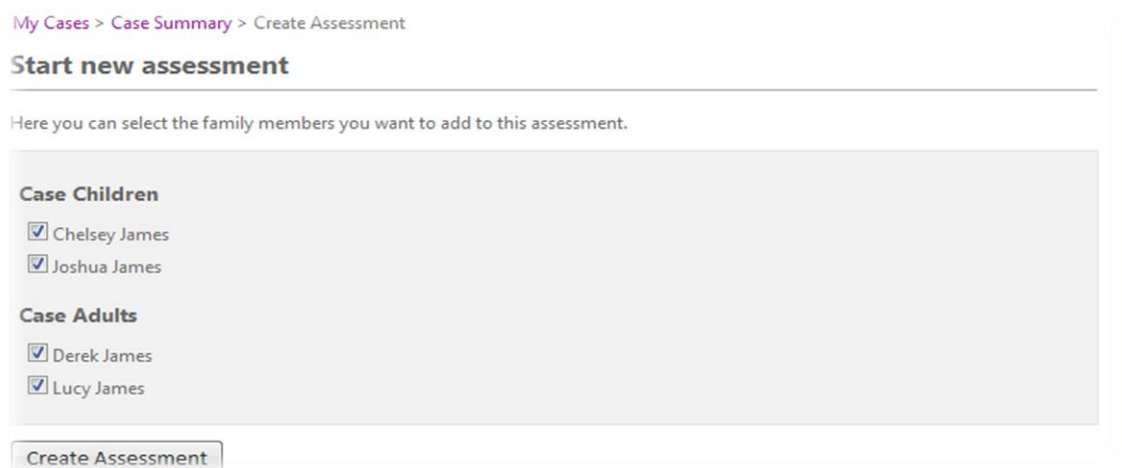
From the 'Case Summary screen' of the Family hover other the **'Case Coordination'** tab on the navigation bar to the left then click **'Create assessment'**.

At this point you can pick who will be part of the assessment by putting a tick by their name (if you do not tick the whole family, you can bring them in once the assessment has started).

Once the family members to be included in the assessment are selected, click **'Create Assessment'**.

Useful information:

The **blue** tab denotes the tab you are currently on

A **grey** tab denotes that there is mandatory information still required
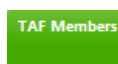
A **green** tab denotes that all mandatory information is complete
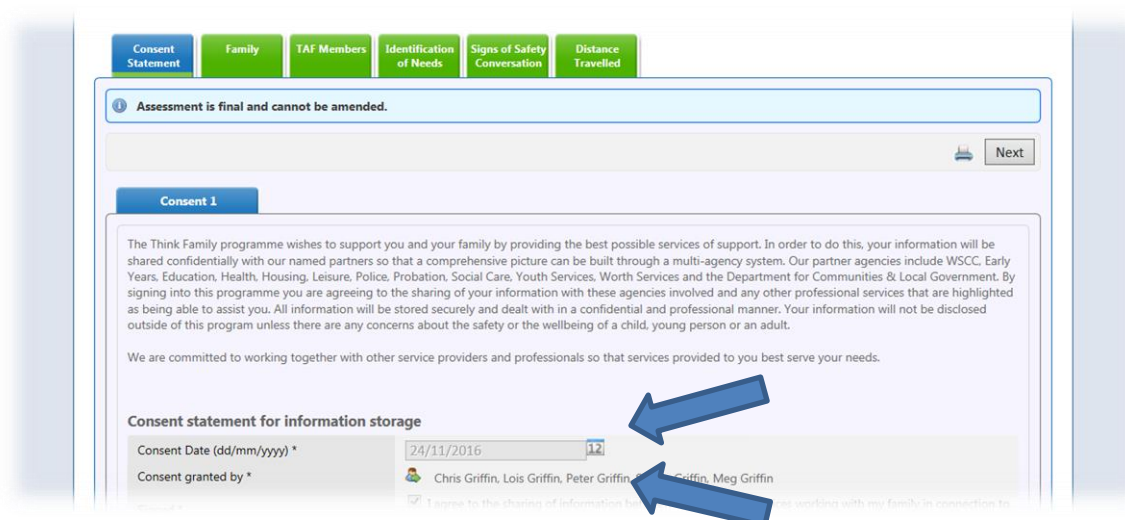
7.2 Consent statement

Before you can complete the assessment, you have to obtain the Family's agreement to the information being recorded and their consent to sharing their plan with other organisations/services that may be able to provide support as part of the Early Help Plan.

The consent form (along with the whole assessment) can be printed from Holistix by clicking the printer icon. This form must be signed by an appropriate member(s) of the family. The signed form should be scanned and uploaded onto the case record (see section 7.6.1); following which it should be **destroyed**. (Note: if you do not have scanning facilities, you can contact the Holistix Support Team who will be able to do this for you.)

Once you have gained the family's written consent and completed an assessment you can record it on the system.

Select the date the consent was granted, followed by who granted the consent.

Services/Practitioners to be invited to the TAF – This is a free text box for the family to confirm who they would like invited.
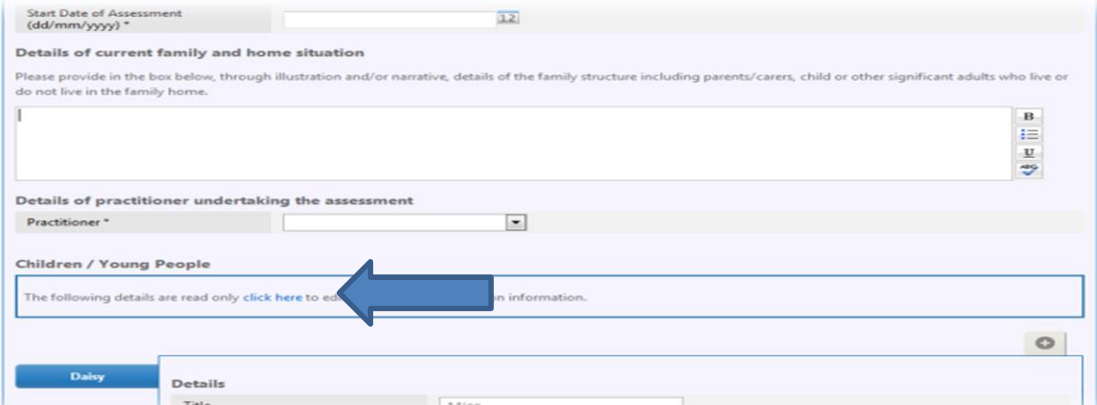
Once you have completed this step, you can move on to the **'Family'** section of the assessment by clicking **'Next'**.

7.3 Family details

The majority of the information on the **'Family'** tab of the assessment is automatically pulled through from the Family Member(s) details. You will need to fill out the first section with details of the current family and home situation.

You can edit a Family member's details using the links available on the page.

If at this stage you have identified Family members that have not yet been added to the assessment you can do this by clicking 🟢

A pop up box will appear where you can select or de-select family members as necessary.
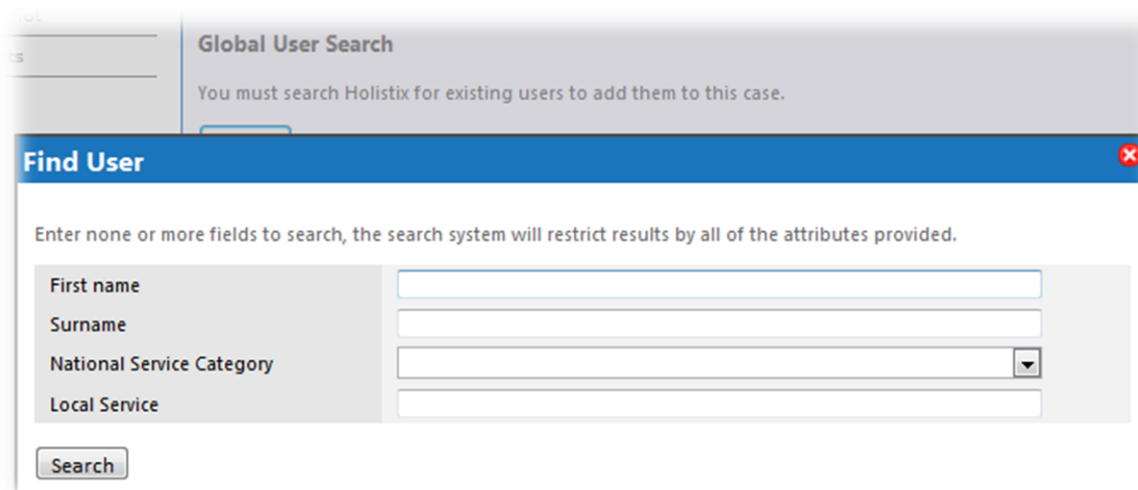
7.4 Team around the family (TAF)
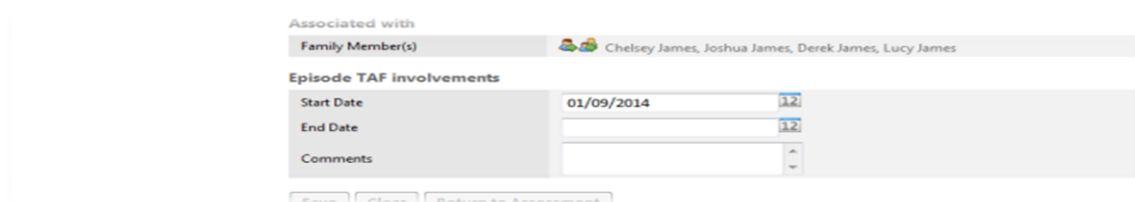
You can add Practitioners to the TAF once the consent has been gained. You can do this by clicking ⊕ located to the right of the 'Practitioners' section.

7.4.1 Adding existing system users to the TAF

In order to add an existing user you can click the **'Search'** button where you will be able to search using First Name, Surname, National Service Category or Local Service. To search all users of the system leave the search options blank and click **'Search'**.

Once you have selected the Practitioner you wish to add to the TAF it will take you back to the previous screen and pre-populate the details. Now you can select the Family members they are working with, followed by start and end dates and comments (if applicable).Then click **'Save'**.

If the user has the correct alert set up on their user settings (see 11.2) then they will receive a message in the system to confirm they have been added to the TAF.

7.4.2 Adding non-system users to the TAF

To add a Practitioner that is not on the system then you will need to select **'non-system user'** from the drop-down box on the **'add practitioner'** screen and then enter the details manually and click **'Save'**. You will not be able to send any information to these users via Holistix and this will need to be done externally.

7.4.3   Adding TAF members outside of consent

The system will allow you to add someone to the TAF even if the Family have not given consent. You do this using a **'Consent Override Decision'**. This would only be used in exceptional circumstances, e.g. if you need to give access to a Social Worker because of child protection reasons.

When you put in the details of the practitioner and save, the system will give you a message telling you that you have tried to add someone outside of consent. Click **'Consent override decision'** followed by the reasons for the decision and the date when access to the Family's information will end, and click **'Save'**.

7.4.4   Services involved with the family members

You can add services that are currently working with the Family by clicking

You will be taken to another screen where you will need to add the information on the Service. The mandatory information required are the National Service, Local Service and Case Members involved with the service.

7.5 Identification of Needs

This section allows the professional completing the assessment to identify the specific needs of the Family. The system will then record their needs. Please note that, should you discover further underlying needs, not noted in the initial form, you will be able to create a new one at any time during intervention through the navigation bar on your **'Case Summary'**.

The ID of Needs tool is a useful way of recording the needs of the family members across various themes – very useful in providing the completing practitioner with a clear understanding of complexity/services to be involved and will also underline the overarching outcomes that need to be set out(e.g. if unauthorised absence is identified as a need, one of the outcomes of the plan will be to reduce the absence)

Once you have completed the Identification of needs by selecting the appropriate number of Family members affected by each indicator, you can move on to the **'Signs of Safety Conversation'** section of the assessment by clicking **'Next'**.

7.6 Signs of Safety Conversation

In this tab, you can provide information around the Family, elaborating on worries and needs, add desired outcomes, and actions needed to achieve them, as well as record any potential health or safety risks to other professionals visiting the Family and also upload key documents.

7.6.1 Uploading documents

To upload a document you will first need to give it a title, then press the **'Browse'** button and locate the file you wish to upload on your computer. Once located, you can upload the file.

7.6.2 Adding immediate next steps

Once you have provided information about the Family you will need to add at least one action (or next step). These are immediate next steps to support the Family and prepare for the first Team Around the Family (TAF) meeting and are **not part of the action plan**, e.g. 'Speak to School'.

7.6.3 Identifying Risks to other Professionals

This is where you will be asked to note any concerns associated with working with the Family e.g. violent partner, aggressive family dog etc. If there are **no concerns**, you are advised to note that none were identified. You will not be able to save the final assessment without completing the 'Working Safely' section.

Concerns can be edited by clicking

7.7 Distance Travelled Tool

As part of the Assessment, we are asked to complete the Distance Travelled Tool, which will give us an accurate reflection of the current level of worry across different aspects of the family's life. The tool contains 37 questions, split across the 6 areas of need. We can visit and mark all questions that are relevant to the family and note the level of the worry, while leaving areas that are irrelevant, or there are no worries, blank.

Please note: You must mark areas as 'Working Well' **only** where there was previously a worry, which has now been resolved. Do **not** complete questions that have **not** been of a worry as 'Working Well', as this will invalidate the calculation carried out by the tool.

7.8 Finalising the Assessment

Once you have completed your assessment you will be able to save your assessment as a final version. Please note that once you do this you will not be able to edit this document and it will become a **'read only'** document.

7.9 Wider Assessment

If you feel that there are further factors and areas of need that the 'Simple Assessment' could not fully cover and you would like to elaborate further on specific aspects of the family life, you can consider starting a standalone Wider Assessment for the family – the option to do so will now be available within your 'Case Coordination' menu.
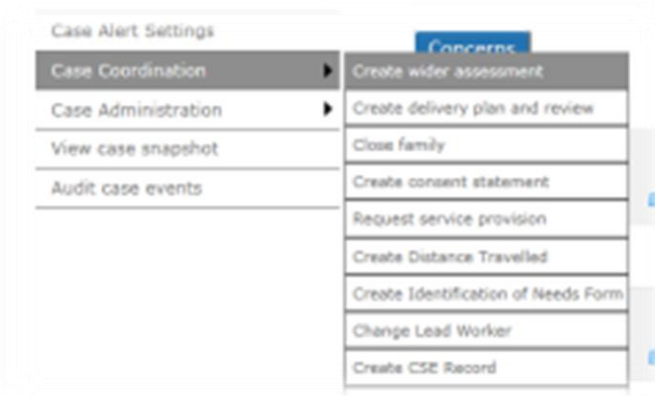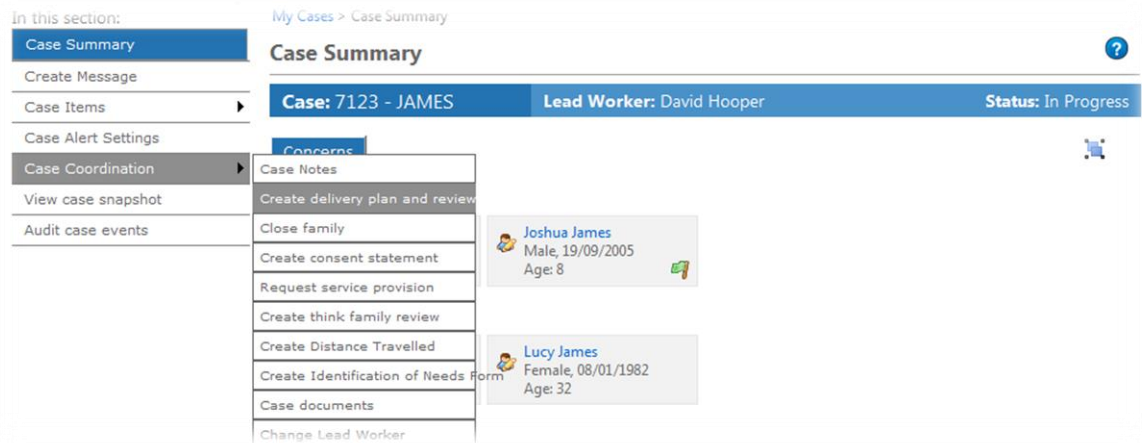
HolistiX will open a new Wider Assessment, allowing you to elaborate on aspects of the current family and home life including, neighbourhood, community, health needs as well as capturing the family members' views on the current situation.

8. Creating a Delivery Plan & Review (DPR)
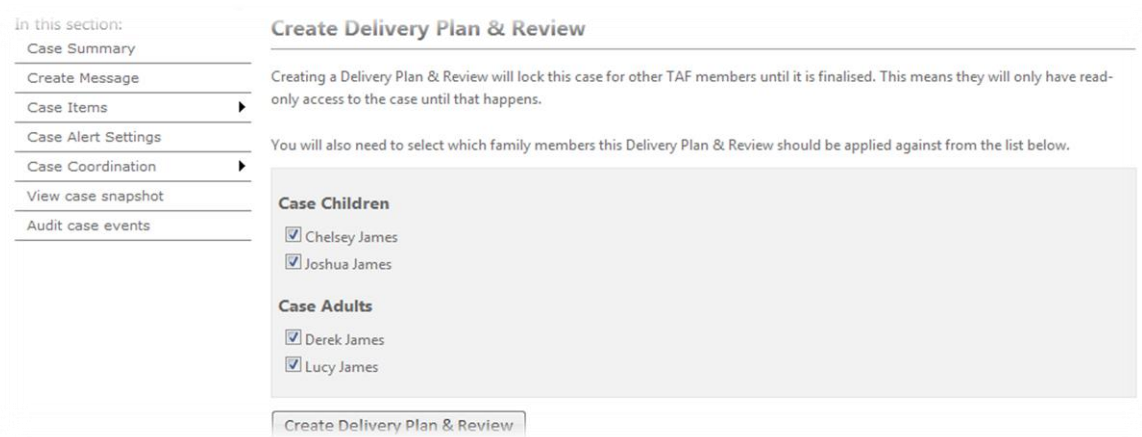
8.1 Starting a DPR

Once you have organised the TAF review meeting you can input the information & outcome from it on the system. To do this you will need to start a '**delivery plan and review**' which is available on the Case Summary screen. Once on the Case Summary Screen you will need to select **'Case Coordination'** tab and then **'Create delivery plan and review'.**

You can then, similarly to the assessment, select and de-select individual family members to include in the Delivery Plan & Review.

8.2 Planning and Review

8.2.1 Meeting attendees

Here you can log who attended the review, who has sent in a report prior to the meeting and who sent their apologies.

8.2.2 Desired Outcomes

The first outcomes box is pulled through from the latest Signs of Safety Conversation and is not modifiable.

They are repeated further down the page and this is where the outcomes can be modified.

The rest of the fields are consistent with the assessment fields, and based on the Universal Signs of Safety approach.

If it is decided at the TAF meeting that a Wider Assessment is required, even if this wasn't identified at the Assessment stage, you can tick the box entitled **'Is a wider assessment needed?'** This will record the TAF's decision for a Wider Assessment to be completed.

8.2.3 Adding new actions following a TAF Meeting

All actions included in the assessment are available to view and edit at the bottom of the page. You can also add any new actions that have come out of the review.

Note: Before you close an action please add a new comment stating whether the outcome was or was not achieved

8.2.4   Allocating expenses to an action

There is also the opportunity to add in the cost associated to an action e.g. mum attends a parenting class which costs £25.

Note: This is only required if there is a family budget and is for information and reporting purposes only.
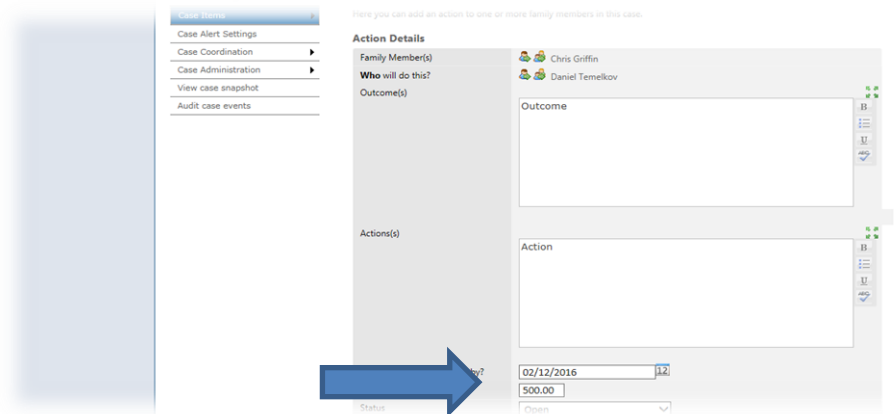
8.2.5   Scaling tools

Impact on well-being of children

This scale is intended to measure how the current situation is affecting the child's day to day life on a scale of 0-10 e.g. lack of school attendance is impacting their learning. (0 = serious worries and 10 = no worries).
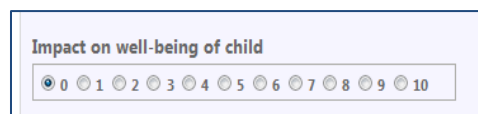
Parents' confidence to create & maintain change

This scale measures the confidence of the parents and their ability to make the changes they have identified and or maintain the changes they have already achieved. (0= Serious worries 10= no worries).

8.2.6   Voice of the Family

In this section you can record each individual Family member's view of the process and the outcome of the review.

You will have the opportunity to add a brief summary of the progress made and the main worries you still have with the Family and their ability to make/maintain change.
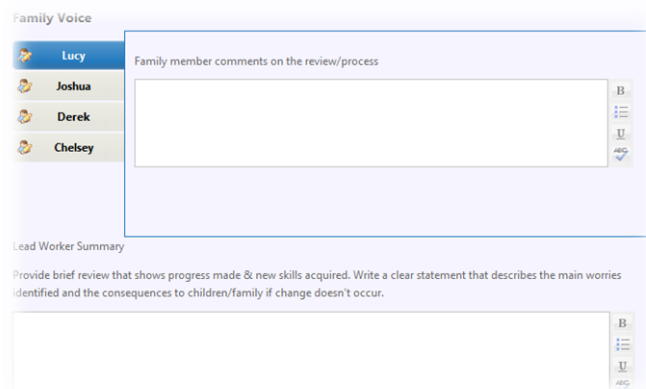
8.3 Distance Travelled Tool

For the completion of the Distance Travelled Tool, please refer to Section 7.7.

NB: The questions scaled as part of the Distance Travelled Tool that we completed while filling in the Simple assessment will be, at this point carried over to our new tool, enabling us to consistently answer the same questions.

Please see Appendix A for a printable version of the tool, and Appendix B for further guidance.

8.4 Revision of Identification of Needs

If any of the needs of the Family have changed you can update the Identification of Needs section. You can either create a blank form to fill out a new checklist, or you can copy through and edit the latest finalised version to see what has been previously entered. All needs that we have previously identified will be included in brackets to the right.

Please refer to section 7.5 for further information on the Identification of Needs.

8.5 Revision of Consent

There will already be a Consent Statement in existence, so only add a new consent statement if information has changed e.g. Family no longer want their information shared with Police. If you add a new consent statement, then the previous one will no longer be valid and will be replaced.

If you have started a new consent form and need to cancel the form then you will need to click the 🗙 button.

8.6 Finalising the DPR

Once you have completed the plan you can save it as a 'final'. Please note that once you do this you will not be able to edit this document and it will become a **'read only'** document. You can however, initiate a new DPR at any time through the **'Case Coordination'** option within the **'Case Summary'**.

8.7 Family Journey

After recording the first Delivery Plan & Review, HolistiX would contain enough information to give you a visual representation of the family's journey so far.

In order to access this, you can select the 📈 button, located at the top right of the Case Summary. HolistiX will display a graph, highlighting the average scores of previous Distance Travelled Tools and the dates they were completed on.
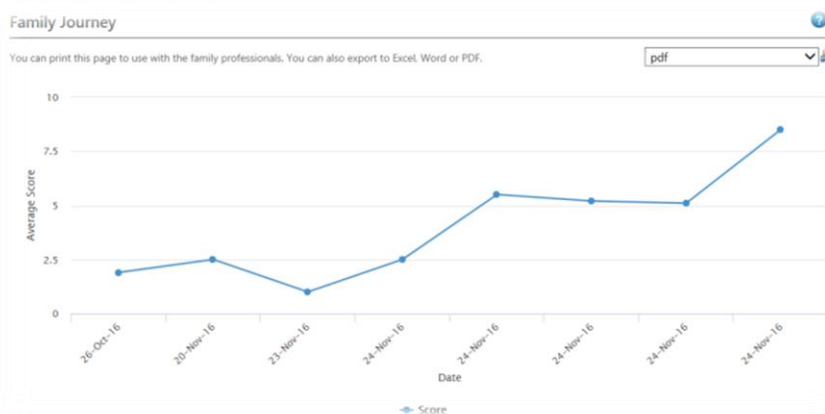
Underneath, it will also provide detailed information on the progress the Plan has achieved in the different areas of worry and also highlight any worries that have increased.

Distance Travelled Scores

	26-Oct-16	20-Nov-16	23-Nov-16	24-Nov-16	24-Nov-16	24-Nov-16	24-Nov-16	24-Nov-16	Overall Change
Education - 'Be able to learn and be ready for school and work....'									
1. Are there any worries about parents / carers engagement in their child's education?		1	1	1	4	4	4	7	⬆ +6
2. Are there any worries about children's engagement in learning?		4	1	4	7	1	7	10	⬆ +9
3. Are there any worries about children's school attendance?	4	1	1	1	4	4	4	7	⬆ +6
4. Are there any worries about the children's behaviour in school?		4	1	4	7	7	7	10	⬆ +9
5. Are there any worries about bullying (children & young people)?		1	1	1	4	1	4	7	⬆ +6
Family Life - 'Families receive the support they need early....'									
6. Are there any worries about relationships between family members/issues with secure attachments?		4	1	4	7	7	7	10	⬆ +9
7. Are there any worries about caring responsibilities impacting negatively on children within the family?		1	1	1	4	4	4	7	⬆ +6
8. Are there any worries about boundary setting and discipline?		4	1	4	7	7	7	10	⬆ +9

9. Case Coordination

9.1 Case Notes
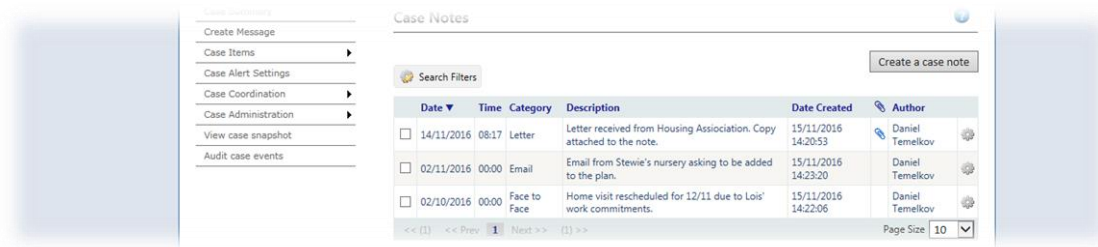
You and the rest of the professionals supporting the plan can log any key information or contacts on the system via the **'Case notes'** section. This can be accessed by clicking **'Case Items'** followed by **'Case Notes'** on the right hand side of the screen.

You can upload a document to support the Case Note. All uploaded documents have their own folder in the Case Documents screen which can be accessed by clicking **'Case Items'** followed by **'Case Documents'**

After having created a Case Note, you can also **edit** this note if necessary by clicking the ⚙ button.

To **print** a Case Note (s) you will need to select the case notes you want using the tick box selection (where you can select more than one) and clicking the 🖨 button.

You can **search** for a Case Note by clicking the 'search filters' button and searching by category, description, date or author.

9.2 Actions

You can view, add and update any actions by clicking **'Case Items'** followed by **'Action List'**. Any actions due in the next 5 days will appear in red.
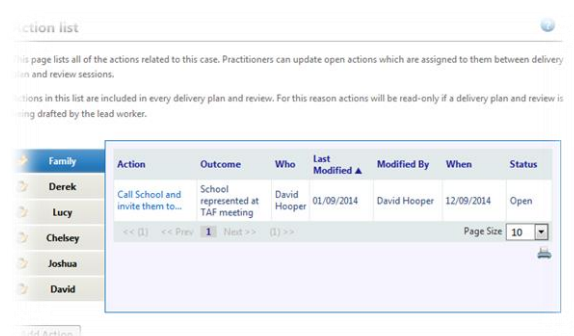
To update an Action, click the Action itself.

Note: Before you close an Action please add a new comment stating whether the outcome was or was not achieved

9.3 Case Documents

Case Documents section can be accessed by clicking **'Case Items'** followed by **'Case Documents'** from the menu on the left hand side on your **'Case Summary'**.

The documents will be filed into folders, and you can create new folders, should you need to at any time.
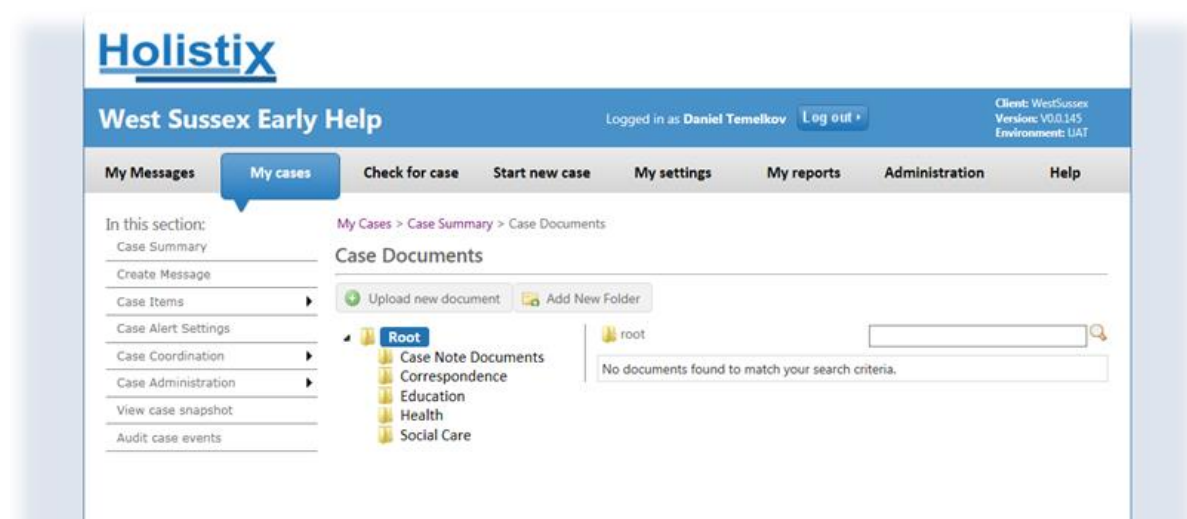
9.4 CSE Records

You can create Child Sexual Exploitation Records at any time during the life of the plan. To do so, select the 'Create CSE Record' option from within the 'Case Coordination' menu. You can select the family member the record relates to, the score (High, Medium, Low), according to the LSCB risk assessment and the start and end date. You can then upload a copy of the completed risk assessment to the Case Documents.
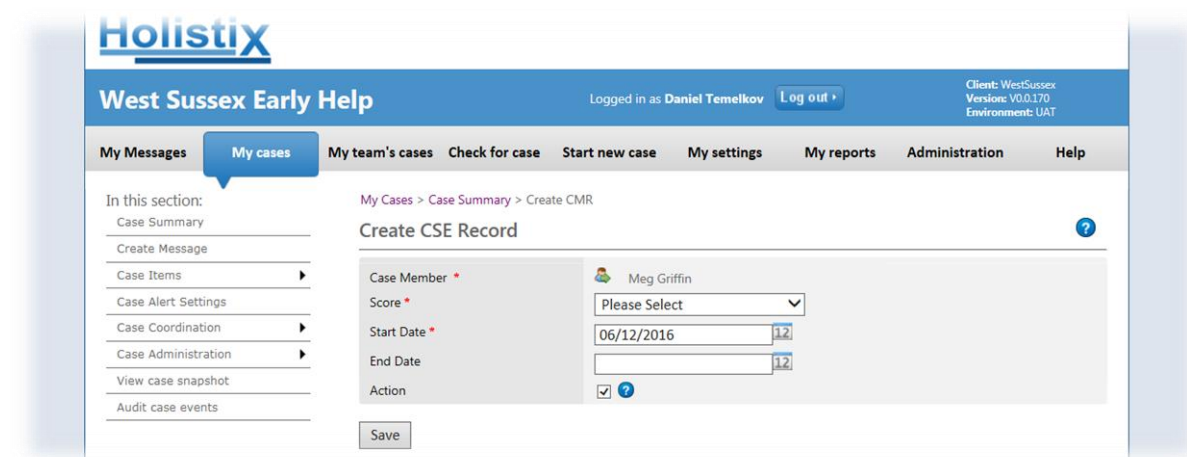
9.5 Safety Concerns

You can create Safety Concern Records at any time during the life of the plan. To do so, select the 'Create Safety Concern' option from within the 'Case Coordination' menu. You can select the family member the record relates to and provide details of the concern.
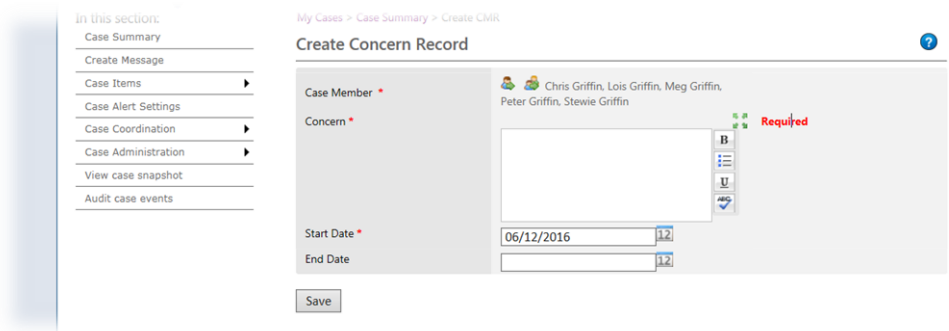
9.6 Creating a stand-alone Distance Travelled Tool (DTT)

A new DTT can be created at any time, should the level of worry change suddenly, or a significant event has a sudden impact on the Family wellbeing.

As usual this can be initiated via the **'Case Coordination'** menu on the left hand side of the **'Case Summary'** screen and selecting the **'Create Distance Travelled'** option.

Once opened, you can refer to item 7.7 for details on completing the tool.

9.7 Creating a standalone Identification of Needs form

If the needs of the Family change outside of the latest assessment and Delivery Plan and Review, then you update the Identification of Needs section by clicking **'Case Coordination'** tab on the left side of the screen, followed by **'Create Identification of Needs form'**. For information on the Identification of Needs form see section 7.5 of the user guide.

9.8 Adding/Removing other Professionals from the Team Around the Family (TAF)

You can add/remove members from the TAF at any point. To do this you will need to be on the case summary screen and in the **'Case Items'** section click **'Team around the family'.**

For more information on how to add members to the TAF then see section 7.4.

9.9 Changing the Lead Professional

After the TAF meeting it may have been decided that another member of the TAF is better suited to be the Lead Worker. To do this on the system you will need to select the **'Case Coordination'** tab followed by **'Change Lead Worker'.**

Choose a new Practitioner from the drop-down list (these are taken from the TAF list) followed by the reason for the change and click **save**.

Please note: Once you change the Lead Worker, you will no longer have the ability to add or modify the Early Help Plan and will have read-only access.

9.10   Closing the Early Help Plan

Note: Please ensure that all goals you have set out within the Plan have been achieved, prior to closing it. Should the family still be receiving support from other professionals, it is recommended that instead of closing the Plan, the Lead Worker is changed to the professional currently supporting the Family or individuals.

You can close the Plan either during Delivery Plan and Review (see section 7.2.8) or by selecting **'Case Coordination'** followed by **'Close family'** from the left hand side of any screen inside the case.

Prior to closing a Family Member all outstanding actions, Assessments, DPRs must be completed

Distance travelled – You must complete a Distance Travelled form before you close the Family. This is key to knowing how far the Family have come during their Early Help Plan. For more information on the Distance Travelled Tool see section 7.7.

Identification of Needs Tool – You must also complete an ID of Needs Tool at the point of closure, accurately reflecting the changes and any current needs that remain within the family.

Now you can enter your **Final Comments** and the reason for closure from the drop-down list, and click '**save'**.

9.11   Viewing a Case Snapshot

If you want to view the case details as they existed at any point in the life of the case, then you can do this via the **'View case snapshot'** tab on the **Case Summary** screen.

You need to select the date and time you want to view and click '**view'**. This will take you back to what the case looked like at that given date.

10.   User Settings/My Settings

10.1   Viewing, responding to, filing and deleting Messages

If you would like to view your Messages then you will need to click on the **'My Messages'** tab on the top left hand side of the screen. If you wish to send a message about a case, then you can only do so through the case concerned.

The drop-down box underneath your Messages gives you the opportunity to mark as Read, Unread or File and Delete messages.

Once done, you can find messages by selecting the appropriate tab as shown below:
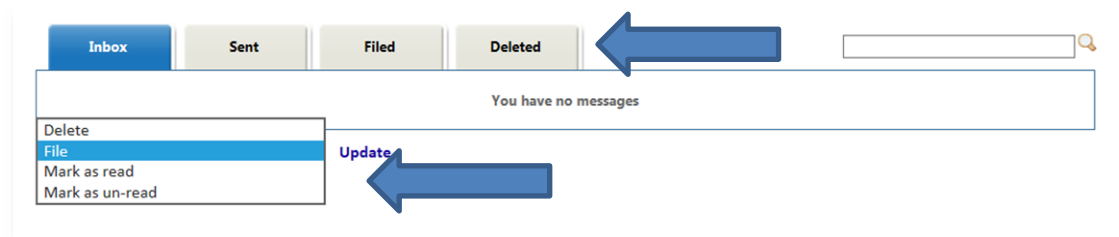
10.2   System Alerts

You can manage the messages you receive about cases by clicking the **'My Settings'** tab followed by **'My Alert Settings'.** You can choose to receive a message on several Alerts within the system. You can also select whether you would like to receive an e-mail reminding you that you have a new message to read in the system.
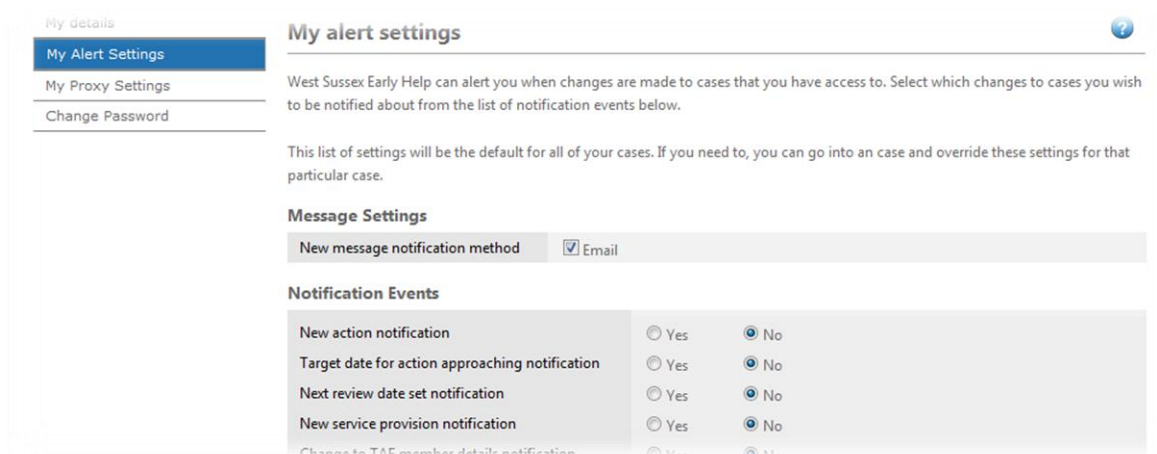
For the detailed description of System Messages and their meanings, please refer to the detailed list overleaf.

Notification	Description	Action needed
New action notification	A new action has been set against the Family following assessment or Delivery Plan & Review	You will need to check new Actions and see whether any affect you
Target date for Action approaching notification	Target date for an Action is approaching, and will need to be updated on the system	You will need to check whether this Action affects you
Next review date set notification	Next review date following Delivery Plan & Review	You will need make a note of the new date
New service provision notification	A new Service has started working with the Family	No action, for information only
Change to TAF member details notification	Details of a TAF member has changed e.g. Address	No action, for information only
Archive case administrator change	Closed case transferred to another team	No action, for information only
New draft assessment notification	New Assessment has been generated on the system at draft stage	No action, for information only
Case reopened notification	Previously closed case has been reopened on the system	No action, for information only
Service provision request accepted notification	A Service has accepted the request to work with the Family	No action, for information only
New Distance Travelled	A new Distance Travelled Tool has been created	No action, for information only
Change of child/young person	Child/Young person details have been changed	No action, for information only
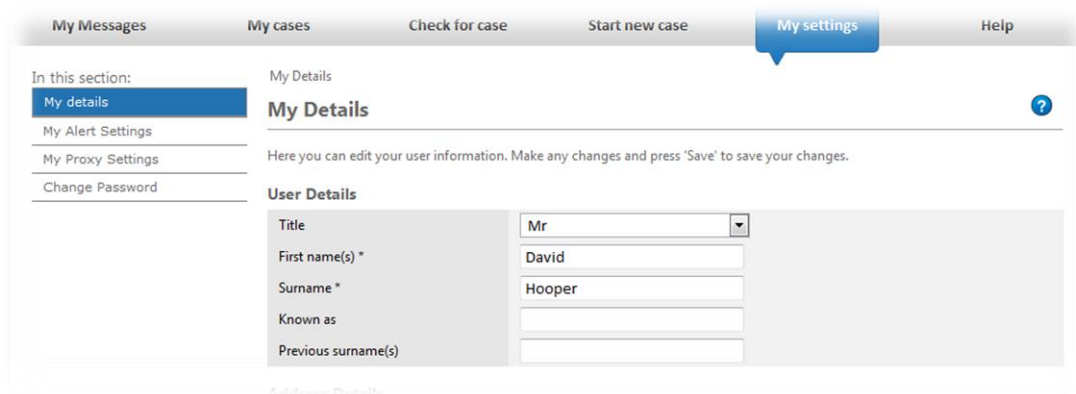
details notification		
Target date for Action missed notification	Action has been missed and needs updating on the system	You will need to check whether this Action affects you
New TAF member notification	A Practitioner has been added to the TAF	No action, for information only
Family Member Added To Case	A new person has been added to the Family/Case	You may need to find information in your Service on the new Family member
Change to service provision notification	A Service has been added/removed from working with the Family	No action, for information only
Finalised assessment notification	Assessment is now finalised and ready to view	No action, for information only
Service provision has no end date notification	New Service Provision which will be on-going	No action, for information only
New Lead Worker notification	A new Lead Worker has taken over the case	No action, for information only
Case closure notification	A case has been Closed on the system	No action, for information only
New draft Delivery Plan and Review notification	Draft Delivery Plan and Review has been created	No action, for information only
Service provision ended notification	A Service has ended their involvement with the Family	No action, for information only

Consent statement being modified notification	Consent statement is being updated	No action, for information only
Finalised Delivery Plan and Review notification	Delivery Plan and Review has been finalised and ready to view	No action, for information only
Finalised Consent statement notification	Consent statement has been updated and changes in place	No action, for information only
New Service Provision request notification	A request has been made for your Service to work with a family	You will need to accept or reject this request. The Lead Worker should contact you with more information
Next review date missed notification	The next review date for the Family has been missed and needs updating	The Lead Worker needs to check the review date and update the system
Adult Age notification	A child/Young Person has reached the age of 18	No action, for information only
Service Provision request rejected notification	Service Provision request has been rejected by the Service	The Lead Worker will need to confirm why it has been rejected
TAF member removed notification	A Practitioner has been removed from the Team Around the Family	No action, for information only
Service Provision end date change notification	The end date of a Service working with a Family has been extended/shortened	No action, for information only

10.3   Updating your personal details

It is recommended that you always keep your personal details up to date, thus ensuring that other professionals have access to your most recent contact details should they need to contact you regarding an Early Help Plan.

You can edit your user details, address and contact number at any point by selecting the **'My settings'** tab followed by **'My details'.**
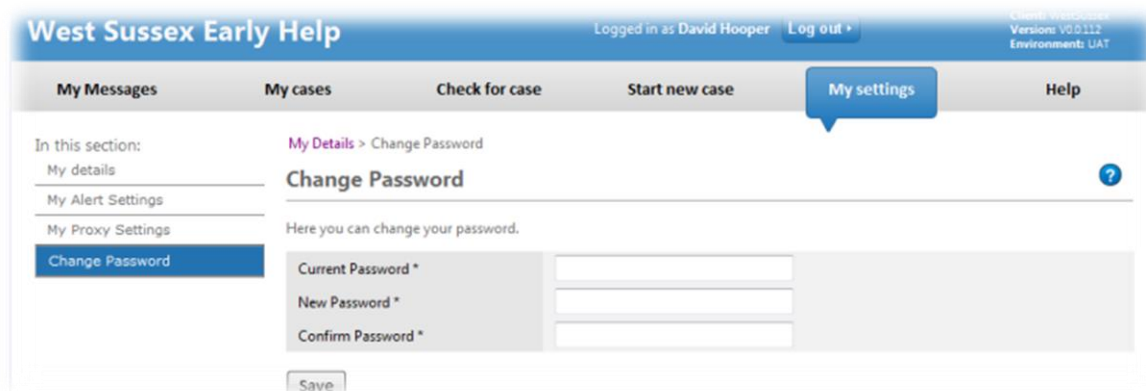
10.4   Changing your own Password

You can change your Password by selecting the **'My Settings'** tab followed by '**Change Password'.**

You are advised to change your Password on a regular basis in order to ensure that information on Holistix is kept secure and reducing the risk of unauthorised access to the system.

10.5   Proxy Settings – Allowing a colleague to act on your behalf or acting on behalf of a colleague

If at any point you need someone to act on your behalf in the system e.g. you are taking leave, you can contact the Holistix Support Team for your area (see p.4). You will need to provide them with details on who needs the access and the duration they need to act on your behalf.

Once you have been set up to access another user's caseload, you can access it via your own Login account. To select which user account you want to work from, you will need to select the **'My Settings'** tab followed by **'My Proxy Settings'**. Once you are on the page you can select the user you want to work as using the drop-down box.
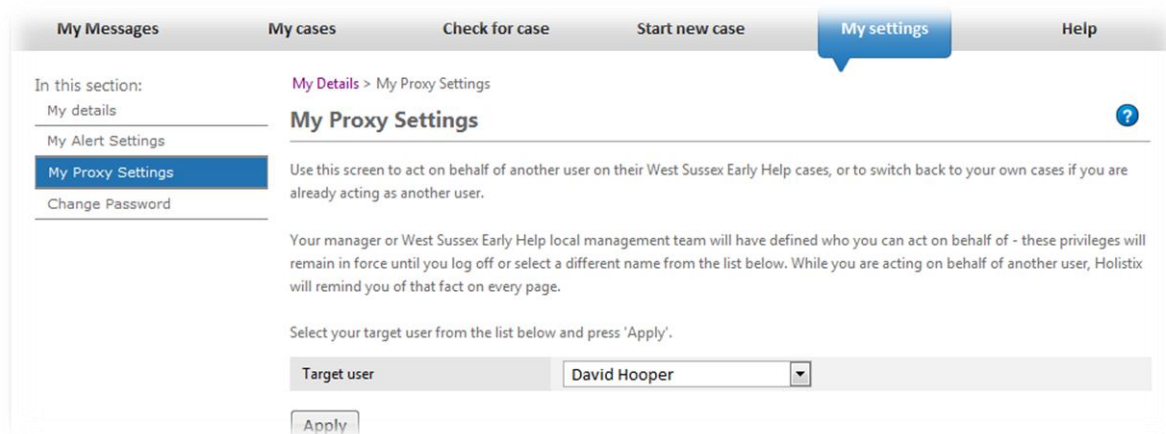
Note: If at any point you are logged out of the system, you will be logged back in as yourself and you will need to go back to Proxy Settings to change user.

11. Pathways of Support

The Support structure in place to help you with any obstacles you may encounter while using Holistix is outlined below.

HolistiX Pathways of Support

1st level

On-line resources	
User Guide	https://www.qes-online.com/WestSussex/fCAF/Live/help/HolistixEarlyHelpUserGuidance.pdf
FAQs	https://www.qes-online.com/WestSussex/fCAF/Live/help/HolistixFrequentlyAskedQuestionsv01.pdf
Assessment template	https://www.qes-online.com/WestSussex/fCAF/Live/help/WestSussexEarlyHelpPlanAssessmentv01.pdf

Where available, screen help can be accessed by clicking the ❓ icon within HolistiX.

2nd level

Early Help Champions

Your organisation should have a named Early Help Champion who will be able to assist with your query.

Support for Early Help Champions

Early Help Champions Network

Early Help Champions are invited to attend Network Meetings to feed back issues that need to be addressed and to get additional support.
Early Help Champions Network Meetings take place regularly across the County. Please look for dates/ locations and book yourself a place on the Learning and Development Gateway (www.westsussexcpd.co.uk)

3rd level

HolistiX Support			
Adur/ Worthing	AdurFSN@westsussex.gcsx.gov.uk WorthingFSN@westsussex.gcsx.gov.uk	Mel Benham	033022 23759
Arun/ Chichester	ArunFSN@westsussex.gcsx.gov.uk ChichesterFSN@westsussex.gcsx.gov.uk	Lawrence Reeves	033022 23753
Crawley/ Horsham/ Mid Sussex	CrawleyFSN@westsussex.gcsx.gov.uk HorshamFSN@westsussex.gcsx.gov.uk MidSussexFSN@westsussex.gcsx.gov.uk	Nicola Milner Holly Muggeridge	033022 23111

12. Timescales

Below is a snapshot of the timescales considered to be acceptable for completion of each segment of the Early Help Plan:

Step within the Early Help Plan	Timescale for completion	Additional information
Finalising the simple Assessment and Signs of Safety Conversation.	It is recommended that the Assessment is saved as final within **20** working days from initiation of the Plan.	All family members are recorded, the SoS conversation is present and the Simple Assessment is saved as final.
Finalising the initial Delivery Plan & Review/Distance Travelled Tool.	It is recommended that the initial Delivery Plan & Review is finalised within 6 to 8 weeks from the date that the Simple assessment was finalised.	A record of a TAF (Team around the Family) meeting is finalised, capturing a current SoS conversation, Distance Travelled tool, Action Plan and the voice of all family members.
Finalising subsequent Delivery Plan & Review/Distance Travelled Tool.	It is recommended that any subsequent Delivery Plan & Review is finalised within 6 to 8 weeks from the date that the Simple assessment was finalised.	As above.

Appendix A: Distance Travelled Tool

	⛈️ 1	🌨️ 4	☁️ 7	☀️ 10	Not an issue √
Education - 'Be able to learn and be ready for school and work....'					
1. Are there any worries about parents / carers engagement in their child's education?	○	○	○	○	○
2. Are there any worries about children's engagement in learning?	○	○	○	○	○
3. Are there any worries about children's school attendance?	○	○	○	○	○
4. Are there any worries about the children's behaviour in school?	○	○	○	○	○
5. Are there any worries about bullying (children & young people)?	○	○	○	○	○
Family Life - 'Families receive the support they need early....'					
6. Are there any worries about relationships between family members/issues with secure attachments?	○	○	○	○	○
7. Are there any worries about caring responsibilities impacting negatively on children within the family?	○	○	○	○	○
8. Are there any worries about boundary setting and discipline?	○	○	○	○	○
9. Are there any worries about family engagement with other professionals or services?	○	○	○	○	○
10. Are there any worries about the availability of family support networks?	○	○	○	○	○
11. Are there any worries about the supervision of children within the family?	○	○	○	○	○
12. Are there any worries about the provision of a stimulating environment for children within the family e.g. age appropriate toys/activities?	○	○	○	○	○
13. Are there any worries about personal hygiene?	○	○	○	○	○
14. Are there any worries that the housing/environment impacts the child's wellbeing?	○	○	○	○	○
Health and Wellbeing - 'Have improved mental and physical health....'					
15. Are there any worries about any children with a conduct disorder in the family?	○	○	○	○	○
16. Are there any worries about engagement with health professionals?	○	○	○	○	○
17. Are there any worries about drugs, substance or alcohol misuse by any of the child/ren in the family?	○	○	○	○	○
18. Are there any worries about drugs, substance or alcohol misuse by any adult in the family?	○	○	○	○	○
19. Are there any mental health and wellbeing worries affecting any child/ren in the family?	○	○	○	○	○
20. Are there any mental health and wellbeing worries affecting any adult in the family?	○	○	○	○	○

Question						
21. Are there any worries about chronic health condition/ disability?	?	○	○	○	○	○
22. Are there any worries about children meeting speech, language and communication milestones?	?	○	○	○	○	○
23. Are there any worries about children meeting physical child development milestones?	?	○	○	○	○	○
24. Are there any worries about a new mother in respect of their mental or physical health?	?	○	○	○	○	○
Community Life - 'Be part of and contribute to the local community….'						
25. Are there any worries about child/ren engagement in positive activities outside the home?	?	○	○	○	○	○
26. Are there any worries about children's relationships with peers?	?	○	○	○	○	○
27. Are there any worries about offending by any family member?	?	○	○	○	○	○
28. Are there any worries about anti-social behaviour (ASB) by any family member?	?	○	○	○	○	○
29. Are there any worries about family/individual participating in racial or other discriminatory harassment/intimidation?	?	○	○	○	○	○
30. Are there any worries about being subject to other intimidation/harassment?	?	○	○	○	○	○
Domestic Violence or Abuse - 'Be safe and secure….'						
31. Are there any worries about family violence or abusive behaviour (this could be between any members of the family)?	?	○	○	○	○	○
32. Are there any worries about personal safety for one or more of the family members?	?	○	○	○	○	○
Social & Financial Independence - 'Have the skills to increase their independence and fulfil their ambitions….'						
33. Are there any worries about employment/ worklessness within the family?	?	○	○	○	○	○
34. Are there any worries about family debt? (This may include rent arrears, credit card bills, utility bills)	?	○	○	○	○	○
35. Are there any worries about financial exclusion?	?	○	○	○	○	○
36. Are there any worries about housing?	?	○	○	○	○	○
37. Are there any worries about a young person who is not in employment, education or training?	?	○	○	○	○	○

Appendix B: Tips for completing the Distance Travelled tool

The below information provides guidance around establishing the relevant levels of worry while completing the Tool.

Education - 'Be able to learn and be ready for school and work….'

	High	Medium	Low	Working Well	Not an issue
1. Are there any worries about parents / carers engagement in their child's education?	Parents/carers show no interest/are not involved in children's education e.g. no help with homework or support for learning at home, do not attend meetings at school or meet/engage with school staff to discuss progress/address issues	Parents provide low levels of support	Parent(s) support is inconsistent, although children's are doing well in school	Parents are engaged positively in supporting their children's education	Selected for questions where the indicated worries were never present.
2. Are there any worries about children's engagement in learning?	Disengaged from learning	Little engagement in learning, regular truanting, serious behavioural issues	Engaged in learning but issues starting to emerge, i.e. occasional truanting, low level behavioural issues	All the children in the family are engaged with their school and learning plan	Selected for questions where the indicated worries were never present.
3. Are there any worries about children's school attendance?	Attendance levels below 65% or permanently exclude	Attendance levels at 66%-85%	Attendance levels of 86%-94%	All children attending school on a regular basis	Selected for questions where the indicated worries were never present.
4. Are there any worries about the children's behaviour in school?	Child attending PRU or equivalent with high risk of exclusion, chronic school refusal	Behavioural issues leading to including internal or fixed term exclusion or specialist	An emerging pattern of worrying behaviour that impacts their ability to learn	No worries about a child's behaviour in school	Selected for questions where the indicated worries were never present.

	High	Medium	Low	Working Well	Not an issue
		school intervention			
5. Are there any worries about bullying (children & young people)?	One or more children involved in bullying others or a child discloses that they are being bullied (physically or emotionally)	Low level bullying has been identified and is being managed by the parents and/or school	No outward signs bullying is taking place	There are no concerns about bullying	Selected for questions where the indicated worries were never present.

Family Life - 'Families receive the support they need early….'

	High	Medium	Low	Working Well	Not an issue
6. Are there any worries about relationships between family members/issues with secure attachments?	Family relationships are always inconsistent, unpredictable & chaotic. There are strong signs of poor attachment in the parent child relationship. Issues arise on an almost daily basis	Family relationships are regularly inconsistent, unpredictable & chaotic. Issues arise two to four times a week	Family relationships are occasionally inconsistent, unpredictable and chaotic. Hard to resolve issues arise less than twice a week	Family relationships/ attachments are warm, nurturing and consistent. Family can resolve tensions and arguments in a constructive way	Selected for questions where the indicated worries were never present.
7. Are there any worries about caring responsibilities impacting negatively on children within the family?	Caring responsibilities having a significant negative impact on child or young person and may deteriorate further. E.g. children are completely isolated from peer groups	Caring responsibilities impacting negatively on this child or young person e.g. limited in their free time compared to peers	Caring responsibilities have the potential to have a negative impact on child or young person now or in the future	Children in the family are not negatively impacted by holding inappropriate caring responsibilities within the family	Selected for questions where the indicated worries were never present.
8. Are there any worries	Inappropriate	Challenges for	Boundary	Parents are able to set	Selected for questions

	High	Medium	Low	Working Well	Not an issue
about boundary setting and discipline?	boundaries/discipline (too much or too little)	parents/carers in boundary setting &/or imposing discipline evident with all children within the family	setting/imposing discipline is an issue for parents/carers for children who have particularly challenging behaviour, e.g. ADHD, truanting, offending	and adhere to consistent boundaries for all children in the family. The children have a secure sense of routine and discipline	where the indicated worries were never present.
9. Are there any worries about family engagement with other professionals or services?	Chronic history of non-engagement and resistance that impacts the child's health and safety	Evidence that family has missed key appointments to support a child's wellbeing	Emerging pattern of missed appointments	Family engages well with services	Selected for questions where the indicated worries were never present.
10. Are there any worries about the availability of family support networks?	Family has few or no family/friends to act as a support network	Struggling to deal effectively with day to day tasks due to lack of support network	Family relatively isolated from wider support network, although managing well	There is a consistent and positive support network provided by family and friends to help achieve change and meet the needs of family members	Selected for questions where the indicated worries were never present.
11. Are there any worries about the supervision of children within the family?	Inappropriate supervision of children by parents/carers e.g. home alone	Parents/carers regularly do not know the whereabouts of their child/ren. By regularly we mean two to four times a week	Parents/carers sometimes do not know the whereabouts of their child/ren. By sometimes we mean once per week or less	Parents provide appropriate supervision for all children and ensure they are safe at all times	Selected for questions where the indicated worries were never present.
12. Are there any worries about the provision of a stimulating environment for children within the family e.g. age appropriate	Children within the family rarely have access to age appropriate toys and/or activities.	Children within the family rarely have access to age appropriate toys and/or activities. By	The home environment is stimulating, although they have limited access to age appropriate toys	Parents provide promote a stimulating environment for all children	Selected for questions where the indicated worries were never present.

	High	Medium	Low	Working Well	Not an issue
toys/activities?	Parents fail to provide stimulating environment	rarely we mean less than once per week			
13. Are there any worries about personal hygiene?	Significant hygiene issues leading to negative impacts on individual and home environment	Escalating issues related to personal hygiene, negative impacts starting to emerge	Emerging issues related to personal hygiene, no significant impact on individual or family	There are no concerns about personal hygiene	Selected for questions where the indicated worries were never present.
14. Are there any worries that the housing/environment impacts the child's wellbeing?	The child's health and wellbeing is significantly impacted by the housing environment	There is a significant lack of hygiene and appropriate accommodation to meet the needs of the children	Low level housing needs that could impact the child's health and wellbeing	There is a stable and safe home environment with good hygiene and appropriate furniture	Selected for questions where the indicated worries were never present.

Health and Wellbeing - 'Have improved mental and physical health....'

	High	Medium	Low	Working Well	Not an issue
15. Are there any worries about any children with a conduct disorder in the family? **Note:** Conduct disorder includes; Physical cruelty, destructiveness, lying and stealing, truancy and running away from home	Where there is a child with extreme behaviour issues; causes considerable harm to others	Several conduct problems and causes moderate harm to others	A child in the family with a diagnosed disorder that is being well managed	There are no children in the family with a conduct disorder	Selected for questions where the indicated worries were never present.
16. Are there any worries about engagement with health professionals?	Refuse to engage with health professionals	Inconsistent engagement with health professionals,	Engage with health professionals but limited action on advice	The family are engaged with health professionals	Selected for questions where the indicated worries were never

	High	Medium	Low	Working Well	Not an issue
		no action on advice			present.
17. Are there any worries about drugs, substance or alcohol misuse by any of the child/ren in the family?	Dependent drug or alcohol user – psychological dependence, difficulty controlling its use despite negative consequences	Any use of drugs or alcohol should be considered harmful. The assessment should take the age of the child into account	No obvious sign of alcohol or drug use	There are no concerns about drug, alcohol use/misuse	Selected for questions where the indicated worries were never present.
18. Are there any worries about drugs, substance or alcohol misuse by any adult in the family? **Note:** Record detail appertaining to individual family members in the assessment and review pages of Holistix	Dependent drug or alcohol user – psychological dependence, difficulty controlling its use despite negative consequences	'Harmful drug use' – pattern of drug use, or regular drinking which is causing damage to physical or mental health	'Hazardous drug use' – no specific disorder but involved in recreational drug taking or limited alcohol consumption	There are no concerns about drug, alcohol use/misuse	Selected for questions where the indicated worries were never present.
19. Are there any mental health and wellbeing worries affecting any child/ren in the family? **Note:** Record detail appertaining to individual family members in the assessment and review pages of Holistix	Serious and enduring mental health issues	Significant emotional experiences such as depression, anxiety or panic attacks	Low levels of concern in relation to mental health, such as short term depression, low level anxiety	There are no concerns about mental health and wellbeing	Selected for questions where the indicated worries were never present.
20. Are there any mental health and wellbeing worries affecting any adult	Serious and enduring mental health issues	Significant emotional experiences such as depression, anxiety or	Low levels of concern in relation to mental health, such as short	There are no concerns about mental health and wellbeing	Selected for questions where the indicated worries were never

	High	Medium	Low	Working Well	Not an issue
in the family? **Note:** Record detail appertaining to individual family members in the assessment and review pages of Holistix		panic attacks	term depression, low level anxiety		present.
21. Are there any worries about chronic health condition/ disability?	Family member's chronic health condition/disability impacting negatively on other members of the family	Escalating concerns regarding family member with chronic health condition /disability	Family member has a chronic health condition /disability which is managed but has the potential to deteriorate	There are no concerns about chronic health condition disability	Selected for questions where the indicated worries were never present.
22. Are there any worries about children meeting speech, language and communication milestones?	Child has profound and multiple speech, language and communication difficulties	Child appears to be significantly delayed in meeting speech, language and communication milestones	Child appears to be delayed in meeting speech, language and communication milestones	There are no concerns about children meeting speech, language, and communication milestones	Selected for questions where the indicated worries were never present.
23. Are there any worries about children meeting physical child development milestones?	Child has profound development difficulties, which can be physical, emotional, social or cognitive	Child is significantly delayed in meeting development milestones	Child appears to be delayed in meeting development milestones	There are no concerns about meeting child development milestones	Selected for questions where the indicated worries were never present.
24. Are there any worries about a new mother in respect of their mental or physical health?	There is serious risk of harm to one or more children within the family	Undiagnosed condition such as stress, anxiety and post-natal depression where there are no support networks in place	Issues are well managed with a plan in place	There are no concerns about the new mother's mental or physical health	Selected for questions where the indicated worries were never present.

Community Life – 'Be part of and contribute to the local community….'

	High	Medium	Low	Working Well	Not an issue
25. Are there any worries about child/ren engagement in positive activities outside the home?	Children in the family have no engagement in positive activities outside the home	Children have limited access to outside activities or engage infrequently	Children are able and do engage in activities outside the home	There are no concerns about a children's engagement with positive activities outside the home	Selected for questions where the indicated worries were never present.
26. Are there any worries about children's relationships with peers?	Unable to sustain peer relationships	Inappropriate peer group	Some difficulties developing and maintaining peer relationships	There are no identifiable concerns	Selected for questions where the indicated worries were never present.
27. Are there any worries about offending by any family member?	Has criminal convictions/has received a custodial or community sentence in the last year /is under Probation Services	Has received final warnings/referral order/ received a caution	Is known to the police/received a reprimand	No concerns about offending by any member of the family	Selected for questions where the indicated worries were never present.
28. Are there any worries about anti-social behaviour (ASB) by any family member?	Engaged in anti-social behaviour which has resulted in formal actions being taken i.e. court related orders/convictions	Engaged in anti-social behaviour which has resulted in direct intervention from ASB Team. May have received a warning but no conviction. Is at risk of formal action	Is engaged in anti-social behaviour but no formal actions have been made. May be being monitored by or is known to ASB Team	No concerns about ASB by any family member	Selected for questions where the indicated worries were never present.
29. Are there any worries about family/individual participating in racial or other discriminatory harassment/intimidation?	Family experiencing racial abuse or intimidation on a regular basis	The family have experienced some form of racial abuse or harassment	No obvious signs of racial intimidation or harassment	No concerns about racial intimidation or harassment	Selected for questions where the indicated worries were never present.

	High	Medium	Low	Working Well	Not an issue
Note: This includes groups or individuals making threats, verbal. Family/individual involved in or victim of racial harassment/intimidation abuse, bullying, following people, pestering people, voyeurism, sending nasty/offensive letters, obscene/nuisance phone calls, menacing gestures					
30. Are there any worries about being subject to other intimidation/harassment? **Note:** This can be on the grounds of sexual orientation, gender, religion, disability, age. This includes groups or individuals making threats, Selected for questions where the indicated worries were never present. verbal abuse, bullying, following people, pestering people, voyeurism, sending nasty/offensive letters, obscene/nuisance phone calls, menacing gestures	Individual(s) involved in or victim of harassment. As a consequence [something that impacts on day to day living]	Individual involved in or victim of other harassment/intimidation	Some family members are exhibiting behaviour which could be interpreted as intimidation/harassment	Family not experiencing or involved in intimidation or harassment	Selected for questions where the indicated worries were never present.

Domestic Violence or Abuse - 'Be safe and secure....'

	High	Medium	Low	Working Well	Not an issue
31. Are there any worries about family violence or abusive behaviour (this could be between any members of the family)?	Evidence of family violence/abusive behaviour	Frequent verbal arguments triggering unpredicted behaviour	Some evidence of verbal arguments with the potential to escalate	There are no worries about family violence or abusive behaviour. All family members are able to manage feelings of anger and frustration without being violent or abusive to each other	Selected for questions where the indicated worries were never present.
32. Are there any worries about personal safety for one or more of the family members?	One or more individual's behaviour or actions place themselves in situations where they are physically and/or sexually vulnerable	One or more family members are clearly unable to identify danger	Some concern about one or more family member's ability to identify danger	There are no concerns about personal safety for any member of the family	Selected for questions where the indicated worries were never present.

Social & Financial Independence - 'Have the skills to increase their independence and fulfil their ambitions….'

	High	Medium	Low	Working Well	Not an issue
33. Are there any worries about employment/ worklessness within the family?	No eligible adults in the family are currently in full or part time employment and one or more are claiming Universal Credit	One or more eligible adults unemployed for 6 months or more and claiming Universal Credit or child at risk of becoming NEET	No eligible adult member of the family unemployed for more than 6 months or claiming Universal Credit	All eligible adults in the family are in full or part time employment	Selected for questions where the indicated worries were never present.
34. Are there any worries about family debt? (This may include rent arrears, credit card bills, utility bills)	Where court orders are being sought to reprocess goods or accommodation	Where the issues of debt are been ignored by the family and/or first stage of repossession are	Family receiving professional support to manage debt	The family are financially secure	Selected for questions where the indicated worries were never present.

	High	Medium	Low	Working Well	Not an issue
		intended			
35. Are there any worries about financial exclusion?	There is a reliance on alternative forms of credit such as Doorstep Lenders and Pawn Brokers	Low income family with limited access to recognised forms of credit	Family able to access appropriate financial support	The family are financially secure	Selected for questions where the indicated worries were never present.
36. Are there any worries about housing? **Note:** Includes Tenure, Overcrowding etc.	Living in a hostel/B&B/homeless/living with friends/relatives. Or, Home environment (e.g. space & physical conditions such as damp, heating, poor state of repair) having a negative impact on health & wellbeing of family members	Struggling to meet payments/may lose tenancy/under threat of losing their home from debt/ASB etc.	In temporary accommodation/ frequent house moves/short-term tenancy. Mild concerns about space, tidiness and/or state of repairs	The family are living in secure and adequate accommodation which is kept in a clean and reasonably tidy condition that meets their needs	Selected for questions where the indicated worries were never present.
37. Are there any worries about a young person who is not in employment, education or training?	Young people resistant and not engaging with NEET services	Emerging pattern of disengagement from NEET services	There is an emerging risk that the young person may not engage in education, employment or training after the age of 16	The young person is in education, employment or training	Selected for questions where the indicated worries were never present.