

Prevention Notification Pathway (EHM)

Business Support at the Customer Resolution Centre (EHE) or Safeguarding Unit (MRHC)

Business Support receives a notification to the Prevention Service email address that needs action. MFHC notifications are received by BSS in the Safeguarding Unit.

Search EHM to see if the record exists. If a record exists check to see if it has an open episode and is open to the Prevention Service.

If it is an open Prevention case then a case note (MFHC – Missing) is added to the record with an alert sent to the FOW and the local area referral tray informing them of the missing incident.

If it's not open to the Prevention service check the demographics information and update if necessary. If a record cannot be found after searching several times please create a new one. Once you have a record and all the demographics data is up to date go to the actions on the personal demographic tab and select Start a "Prevention Notification Episode" (You can only start the notification episode if you have the EHE information or both the MFHC missing & found information).

1. Start Prevention Notification Episode,

When selecting start prevention notification from the personal demographic actions it asks you for a start date (put today's date). You will then see the screen below asking you to assign a user. Assign the form to yourself. Go into the form (start Prevention Notification Enquiry) and start to record the Prevention Enquiry Notification Information. When you have entered all the information save and finalise the form.

The screenshot displays the EHM system interface for a user named Fred Flintstone, 7 years old, born 01-Jan-2009 (Case No: P360622). The interface shows a navigation menu on the left with options like 'Full Map', 'Local Map', 'Request for Service Record Details', 'MASH', 'Prevention - Notification Enquiry', 'Prevention - Notification Assessment', 'Prevention - Open', and 'Link to Existing Open Case'. The main content area is titled 'Prevention - Notification Enquiry' and shows an active task assigned to Mr Nick Lowe, started on 29-Sep-2016 and due on 30-Sep-2016. The form includes an 'Assign' button and a prompt to select a user to complete the enquiry. The user selection options are 'Assign to me Mr Nick Lowe' and 'Other...' with a dropdown menu. The form also has a 'Comments' field.

NB If a MFHC episode is already in progress and another notification is received then the missing information is added as in the Prevention – Notification assessment as a new missing incident. The new instance will contain all the missing and found information provided by the Police. (A FOW should be checking prior to undertaking the visit to see if any further information has been added) When re-assigning back put the date of the latest missing incident in the comments

2. When you finalise the enquiry form it takes you to the screenshot below.

- You have to click progress to allocation "Start"
- It then asks you to confirm your decision and select outcomes completed

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- The enquiry then becomes finalised & the prevention – open notification lights up. The task Prevention – Open notification goes to the group tray.

Prevention - Notification Enquiry
 Active Task: Mr Nick Lowe (Reassign) Started: 29-Sep-2016 Due: 03-Oct-2016
 Prevention - Notification Enquiry Decisions Task Details No Other People ▼

Outcomes

Outcome	Action	Assigned To	Date of Initiation or Completion:
Progress to Allocation	Start	(Assigned to Prevention Notification)	29-Sep-2016

Reason for Decision:

3. The task is picked up and decisions tab is highlighted.

- you need to start “Progress to Prevention Notification Assessment” and confirm with today’s date

Prevention - Open Notification Decisions

Outcomes

<input checked="" type="checkbox"/> Progress to Prevention Notification Assessment	Start	(Assigned to Yourself)	Thank you, this task is in your v...
<input checked="" type="checkbox"/> Link to existing open Prevention Case	Start	(Assigned to Yourself)	
<input checked="" type="checkbox"/> Refer to Children's & Families (electronic)	Start	(Assigned to Yourself)	
<input checked="" type="checkbox"/> No Further Action (end notification)			

Prevention - Open Notification
 Active Task: Mr Nick Lowe (Reassign) Started: 29-Sep-2016 Due: unspecified
 Prevention - Open Notification Decisions Task Details No Other P...

Outcomes

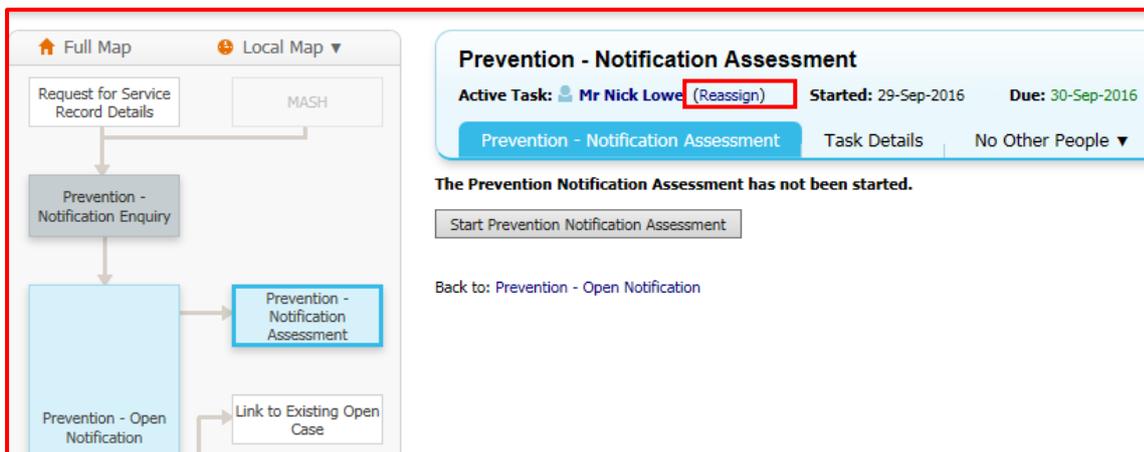
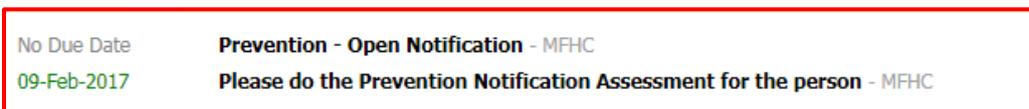
<input checked="" type="checkbox"/> Progress to Prevention Notification Assessment	Start	(Assigned to Prevention Notification)
<input checked="" type="checkbox"/> Transfer to EHM	Start	(Assigned to Yourself)
<input checked="" type="checkbox"/> Refer to LCS (electronic)	Start	(Assigned to Yourself)
<input checked="" type="checkbox"/> End Notification	Start	(Assigned to Yourself)

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- The Prevention - Notification Assessment task and the Prevention Open notification task both then get re-assigned to local area tray for allocation. When re-assigning in the comments section highlight if it's MFHC or EHE and put the dates (e.g. missing date: found date:)

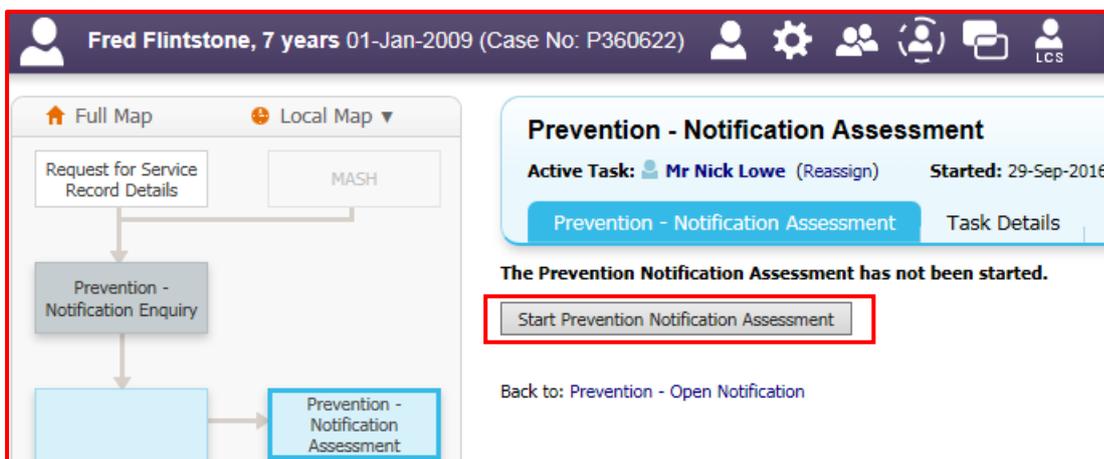
5. Allocating the notification assessment

The TLCW / APM will be able to see two notification tasks sitting in the local prevention area tray. You need to pick both up and put them in your worktray. Clicking on Prevention – open notification will take you into the notification pathway and allow you to look at the completed notification enquiry form (this will be greyed out). By clicking on the Prevention notification assessment you will be greeted by the second screen shot below. Reassign this task to the practitioner you want to complete the notification assessment, in the comments highlight if its EHE or MFHC . **The TLCW keeps hold of the “Prevention – Open Notification” task.**



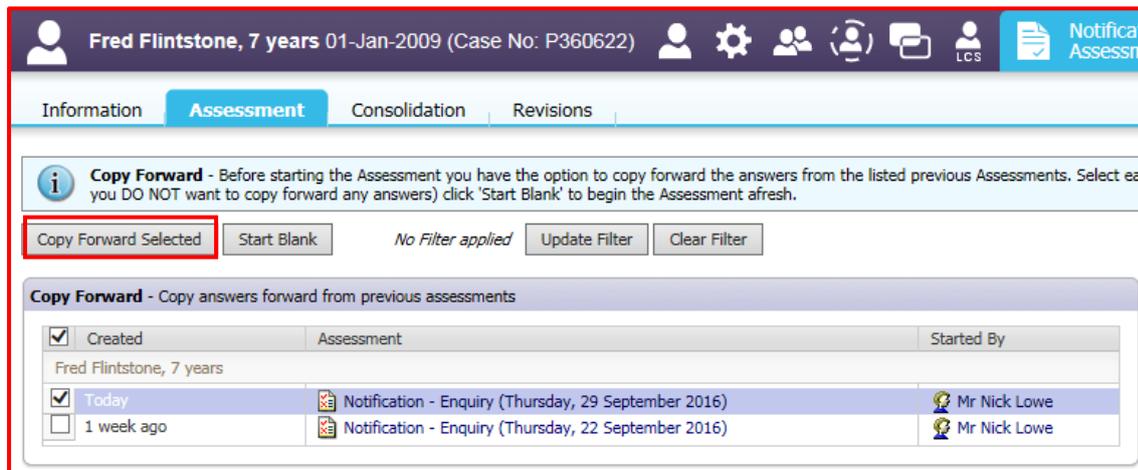
6. Completing the notification assessment

The practitioner then accesses the task from their worktray and clicks “Start Prevention Notification assessment



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- At this point the practitioner needs to copy forward the latest notification enquiry. This will copy forward all the notification information into the assessment and give you the correct template to complete (don't select start blank).



The screenshot shows the EHM system interface for a case named 'Fred Flintstone, 7 years' (Case No: P360622). The 'Assessment' tab is selected. A 'Copy Forward' section is highlighted with a red box, containing an information icon, a 'Copy Forward Selected' button, a 'Start Blank' button, and a 'No Filter applied' status. Below this is a table of previous assessments:

Created	Assessment	Started By	
Fred Flintstone, 7 years			
<input checked="" type="checkbox"/>	Today	Notification - Enquiry (Thursday, 29 September 2016)	Mr Nick Lowe
<input type="checkbox"/>	1 week ago	Notification - Enquiry (Thursday, 22 September 2016)	Mr Nick Lowe

- The assessment form displayed will depend on the information entered into the original enquiry. The assessment will either be for EHE or MFHC.
 - Make contact with the family or young person to arrange visit.
 - Prior to the undertaking the MFHC visit check EHM for all information relating to current missing incidents.
 - Practitioners are encouraged to complete the return interview directly into the live EHM notification form during their visit. If access is unavailable the return interview must be recorded on EHM by the end of the working day and the authorisation task should be assign to their Team Leader to authorise. This will ensure that further missing incidents are not recorded on the open notification episode.
 - If the case is open to Prevention the missing episode also needs recording in the chronology.
 - If the child/young person is unwilling to engage in the interview the parent/carer should be contacted and asked if they are willing to engage in the process. If the parent refuses to engage information should be gathered from other professionals working with the child/young person i.e. their school, to ascertain if the child is safe and is receiving appropriate support.
 - If the outcome is Refer to Children & Families you will need to record * What you are worried about? * What is going well for the child? and * What needs to change or would help this child?

If it's MFHC and a further MFHC incident occurs during the period a notification is open further missing and found information will be added to the Prevention Notification Assessment by BSS in the Safeguarding Unit.

If it's EHE and they have requested an EHE badge you will need to attach a photo of the child to the personal demographics sections. This can be taken using a tablet, smart phone or camera.

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Next Steps

Date Notification Assessment Completed 

Practitioner suggested outcome?

No Further Action

Refer to Children & Families

Link to Existing Open Prevention Case

Reason for Suggested Outcome

What you are worried about

What is going well for the child

What needs to change or would help this child

9. Save and finalise the assessment and assign it to your manager for authorisation.

For MFHC - EHM must be completed and updated on the day of the interview to ensure that any further missing incidents are not recorded by BSS Safeguarding unit within the dates of this notification.

Assign

Please select a user to authorise this Prevention Notification Assessment

Assign to me  Mr Nick Lowe

Other... 

Comments:

Your manager will then have a task "Prevention Notification Assessment – Authorise" in their worktray.

Prevention Notification Assessment - Authorise

10. TLCW / APM clicks on "Prevention Notification Assessment – Authorise" task and goes into the notification assessment. Read the assessment and work down to the practitioners suggested outcomes, complete the managers decision section. Save and finalise the assessment before authorising. **The manager needs to authorise the MFHC assessment within 24 hours.**

Manager Decision

Manager's comments

Did you agree with the Practitioners suggested outcome?

Yes No

Date 

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11. You then need to select “outcomes completed” from the decisions tab.

The screenshot shows the 'Prevention - Notification Assessment' interface. On the left, a flowchart highlights 'Prevention - Open Notification'. On the right, the 'Decisions' tab is active, showing 'Outcomes Completed' selected. The 'Date of Initiation or Completion' is 04-Oct-2016, and there is a 'Reason for Decision' field with a '(reset)' link.

12. From the Prevention – Open notification you will be able to trigger the next step from the decision tab.

- Refer to Children & Families (electronic) - See step 13
- Prevention Notification Closure – See step 14

The screenshot shows the 'Prevention - Open Notification' interface. On the right, the 'Decisions' tab lists four outcomes with checkboxes and 'Start' buttons:

- Progress to Prevention Notification Assessment (Restart button)
- Link to existing open Prevention Case (Start button)
- Refer to Children's & Families (electronic) (Start button)
- Prevention Notification Closure (Start button)

13 Refer to Children & Families

If you need to refer into children & families for the case to be screened by the MAST Team select start at the end of refer to Children and Families. You then start a blank form and enter **referral to Children & Families for screening** in the comments before selecting the latest Prevention Notification Assessment (forms to include in this transfer) to go with the transfer and finalise the form. This will send the assessment including the information the practitioner and yourself contributed.

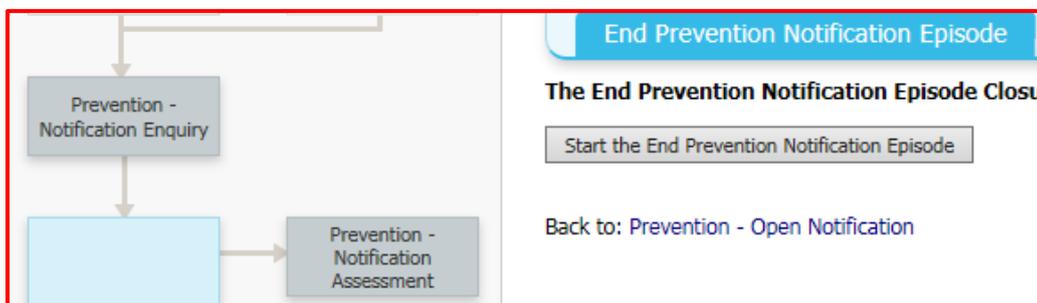
The screenshot shows the 'Transfer Details' form. The 'Date of Transfer' is set to 'today'. The 'Comments' field contains 'referral to Children & Families for screening'. There is a checkbox for 'Are parents aware of this transfer?'. Below, a section titled 'Forms to include in this transfer' shows a list of forms, with the first one 'Notification - Assessment (Monday, 6 March 2017, 21:57)' selected.

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14 Prevention Notification Closure – You will always need to start this decision at the end to trigger the task for Business Support to complete the notification process. The task will go to the group tray Prevention Notification.

15 Business Support will have a task “Business Support – Prevention Notification Closure” in the Prevention notification group tray. They need to pick up the task relevant for their locality. If you click on the task and go into the record you will see what type of notification it was for. Complete the notification closure record.

09-Feb-2017 Business Support - Prevention Notification Closure



Notification Closure Record

Episode Start Date: 04-Oct-2016

Type of notification: Elective Home Education Missing From Home Care Other
 First Youth Caution Teenage Pregnancy

Reason for closing: No Further Action
 Refer to Children & Families
 Link to Existing Open Case

Notification Closure Date:

Date Form Completed:

Did you agree with the Practitioners suggested Outcome? Yes No

- If it's MFHC – Please email a copy of the notification assessment (return interview) back to the Police using GCSX. Then finalise the record. The email address is missingfromhome@northyorkshire.pnn.police.uk
- **NB** - a new MFHC notification cannot be started until BSS have closed any existing one.
- If it's an EHE please update synergy. If they have requested an EHE Badge go to the documents section and create a EHE Badge to send to the print rooms. Then finalise the record.