



LSAB

Making safeguarding personal

ECINS Operating Guidance for Team around the Adult

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| Version 3 and 4 | 11 th - 15 th February 2021 | Updated after comments/amendments |

Please read this document in conjunction with the Team around the Adult Operating Guidance.

1.0 BACKGROUND TO ECINS

- 1.1 E-CINS is a cloud hosted, profile (person) based multi-agency case management system; produced by Empowering Communities. It is designed to facilitate closer and more effective partnership working by allowing for the secure storage of information in a single place that multiple agencies can access.
- 1.2 E-CINS can effectively be described as a virtual filing cabinet with controlled and recorded access. Permission must be granted by the information owner before content can be shared with other users. Information can be locked down to a single individual or team dependant on need and can be shared or withdrawn as and when required. It is these comprehensive granular access permissions that enable the system to be used by many organisations for numerous business areas/work streams.
- 1.3 It serves to allow multiple agencies to view shared documents to reduce the back and forth exchange of e-mails, shrink the amount of data taken to meetings and cut the unnecessary open disclosure of sensitive data. It also benefits the business practises of participating agencies through facilitating real time updates, instead of having to wait for the next scheduled meeting to share information on a given individual or situation. E-CINS also supports auditable tasking and joint problem solving via the ability to create and then issue automatically tracked tasks between users and agencies.
- 1.4 E-CINS does not replace business specific systems (e.g. MOSAIC) but instead is used to enhance working practices, particularly those requiring a multi-agency response.

2.0 WHY WE ARE USING ECINS FOR THE TEAM AROUND THE ADULT PROGRAMME

- 2.1 E-CINs is being used for Team around the Adult because it has the capability to facilitate the case management of individuals referred into the Team Around the Adult programme. It provides a single platform to share and record information from multiple agencies in a single place.
- 2.2 This means that multiple organisations can share documents, reports, or updates without the back and forth of exchanging emails/telephone calls. The intention is to reduce the time it takes to complete these tasks and create more efficiency.

2.3 ECINs is a system that is already being used by district councils, police and our main registered housing providers for the case management of vulnerable or repeat victims, persistent perpetrators or hotspot locations of anti-social behaviour. It is also used to facilitate the delivery of multi-agency Antisocial Behaviour Risk Assessment Conferences (ASBRAC). It is a system that is effective in communicating efficiently with multiple agencies at any one time.

3.0 ROLES AND RESPONSIBILITIES

3.1 This section will explain the roles and responsibilities for using ECINs from the perspective of the Team around the Adult Co-Ordinator, Agencies, and District Councils. It will explain what role each person has when supporting an individual who is part of the Team around the Adult programme and what is expected of them when using ECINs. The governance arrangements for the TAA rests with the LSAB, therefore the LSAB policies apply, for example, the Information Sharing Protocol and the Escalation Policy.

3.2 Team around the Adult (TAA) Co-Ordinator

- Send electronic Phoenix request form link to District Council employee to complete a request for Team around the Adult.
- TAA Co-ordinator will review the request to ensure it contains all necessary information.
- The Phoenix system will automatically generate a Profile and Case on ECINs and upload a copy of the Request form and triage tool.
- TAA Co-ordinator to communicate Case ID of individual to relevant agencies i.e. District Council/Police etc. TAA Co-Ordinator will be responsible for the regulation of who has access to each individual's case.
- Write a Report about why a request has been created for the individual.
- Inform relevant agencies that a request has been made to Team around the Adult and the expectations going forward.
- Details from VAP meetings to be added as a Report onto the person's E-CINS Case including actions for professionals and whether a Core Group has been agreed for the individual.
- TAA Co-Ordinator will be responsible for writing and reviewing the Assessment Wheel (Action Plan) on ECINs.

3.3 District Council Employees

- To complete and submit the referral request via the Phoenix desk using a web link provided by the TAA Co-Ordinator.

- To update the E-CINS Case at any point during the Team around the Adult programme i.e. meetings held, emails, telephone calls, incidents etc using the appropriate functionality.
- Assign and set Tasks on ECINs that need attention from the TAA Co-Ordinator and/or Case Holder.
- Liaise with TAA Co-Ordinator to discuss Phoenix Request and exchange information regarding the service user in order for TAA Co-Ordinator to complete the Assessment Wheel.

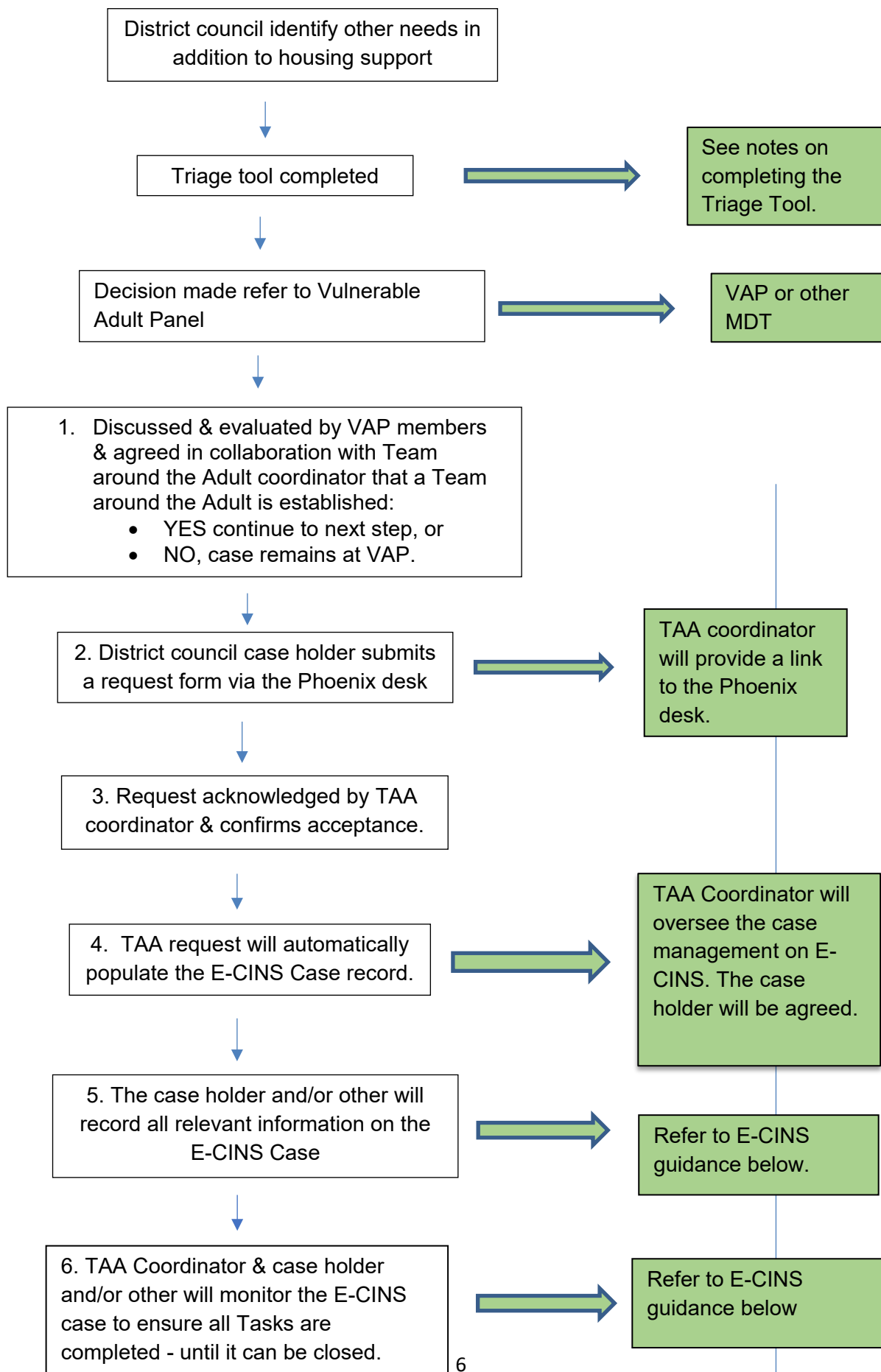
3.4 Agencies/Organisations

- Sharing and discussing any current/historical information and support that has been put in place prior to being referred to VAP/Team around the Adult.
- Liaising with TAA Co-Ordinator to discuss the Phoenix referral/request as well as providing information for the TAA Co-Ordinator to complete the Assessment Wheel.
- Responsible for the completion of any Tasks assigned to them.
- To update the TAA Co-Ordinator with any relevant communications regarding the service user who is part of the Team around the Adult programme.

3.5 Case Holder

- Responsible for ensuring the actions agreed within Team around the Adult meetings are agreed and adhered to i.e. they are completed by the time/date previously agreed.
- Hold Task owners to account. This includes monitoring the case on ECINs.
- Ensuring proactive progress is being made with their assigned case.
- Ensuring that actions are discussed and progress of each action is discussed at every Team around the Adult meeting.
- Record all relevant information on ECINs.
- Hold discussions with TAA Co-Ordinator and come to a joint agreement regarding the closure of a case.

4.0 OVERVIEW OF THE TEAM AROUND THE ADULT E-CINS OPERATING PROCESS



5.0 GUIDANCE NOTES FOR FLOW CHART

5.1 Case discussion at the Vulnerable adult panel or similar

5.1.1 Before a request is made to establish a TAA consideration will be given to:

- Have all options for intervention been exhausted? Including exploring issues around agency involvement and engagement.
- Do they require skills and knowledge outside of the expertise of the VAP?
- Are the person's circumstances complex because of a combination of factors? These may, for instance, include mental health, drug or substance use, physical health, isolation, and / or financial difficulties.
- Is the person at risk of exploitation, including sexual exploitation, by others, which is compounded by their own complex problems and ability to take self-protective actions?

5.1.2. Agreement at the VAP, or similar MDT meeting, and in collaboration with the coordinator results in a request to TAA.

5.2 The link for the electronic Phoenix Request form will be given to the district council officer/case holder by the TAA Coordinator

5.2.1. The district council officer/case holder is asked to provide as much information as they can on the Request Form. Some information may have been gathered during the initial assessment, other information may be available from the person themselves or from other sources.

5.2.2. Once submitted the district council officer/case holder will receive an automated reference number for their record. There is also the option to save a copy of the Request Form.

5.3 Coordinator acknowledges the request and confirms acceptance to the district council officer/case holder

5.3.1. TAA Coordinator will oversee the case management on E-CINS. A lead professional will be identified.

5.4 The Phoenix Desk will automatically generate a Profile and Case in E-CINS using the information recorded on the TAA Request Form

5.4.1. Once in E-CINS the TAA Coordinator will:

- Update the Case Title to reflect the TAA Case title format e.g. TAA/Referred Persons Name/DOB
- Ensure the appropriate access permissions are applied (so only those agencies/individuals that need to view the Profile and Case have access).
- Ensure any additional relevant information is recorded on the Profile e.g. vulnerability factors, warning markers etc.
- Establish the necessary Team Around the Adult membership for initial discussions and planning.

5.5 All activity in response to TAA will be recorded on the relevant E-CINS Case.

5.5.1. The TAA Coordinator will oversee the management of E-CINS Cases to ensure all relevant information is recorded and that any agreed actions are completed (as per Action Plan).

5.5.2. There are a number of ways to record information on E-CINS. For the purpose of TAA the **Report, Actions** and **Tasks** tabs will be those most utilised (**please see the Lincolnshire E-CINS user manual for details on to use these functions**).

5.5.3. As a standard approach:

- All case notes must be recorded in the **Reports** section, as well as any other extensive pieces of information/updates or sensitive information which may require restricted access. This may include meeting notes; police incidents and any additional information in relation to Action i.e. face to face visits, emails, phone calls, meeting notes etc. Users must ensure that the following title format is used, an example would be **TAA/meeting notes/date** or **TAA/email to housing officer/date**.
- All completed actions (as part of the TAA Action Plan) must be recorded as an **Action** e.g .home visit, referral to other agency, meeting arranged etc. The Action Type titled 'Team Around the Adult should be used. This will open a subcategory list with a series of specific options.
- Action updates must remain brief. Substantial updates or sensitive information must be recorded as a Report, referencing the Action for which it relates to.
- **Tasks** will be used to request someone to do something in relation to the Case. This function should be used instead of sending an e-mail via Outlook (unless the person required to carry out the task is not an E-CINS user, in which case the E-CINS user should add an Action as a record of sending the e-mail).

5.5.4. Any new vulnerability or trigger factors or warning markers should be added to the person

5.5.5. E-CINS Profile and any other relevant agencies informed.

5.6 At point of closure all Tasks must be marked as 'complete' and the latest assessment wheel attached.

5.6.1. The TAA Coordinator will close (archive) the Case and associated Profile. They will remain stored on E-CINS until the data retention schedule has been met. At which point E-CINS will notify the TAA Coordinator (as information owner) via e-mail with a request to review the Case and Profile to establish whether it needs to be retained or can be deleted.

6.0 HOW ECINS WORKS WITH MOSAIC

6.1 It is the role of the TAA Co-Ordinator to update mosaic when an individual is part of the Team around the Adult programme.

6.2 This will involve the Co-ordinator inputting the individual's ECINs reference number onto the front page of a person's account in Mosaic. This way anyone who is supporting the individual will know from looking at their front page on Mosaic that they are part of the Team around the Adult process.

6.3 ECINs and Mosaic cannot 'talk to each other' and it is the responsibility of the TAA Co-Ordinators to ensure that Mosaic is updated.

7.0 ACCESS PERMISSIONS

7.1 The Team around the Adult Co-Ordinator will ensure appropriate access to each case will be applied and will advise on access permissions.

7.2 Once a person has been granted access, they will be able to add Reports, Actions and Tasks. However, they will not be able to edit content added by the TAA Co-Ordinator or other contributors.

7.3. The TAA Co-Ordinator will be the user who creates a case on Phoenix/ECINs. This means that other contributors will not be able to change their own access permissions as they will not have been given 'grant access'.

7.4 If you have not been granted permission to view content on ECINs a message in red will be displayed at the top of the page. If you think you should have access to the content please get in touch with a TAA Co-Ordinator.

8.0 CASE CLOSURE PROCEDURE

8.1. The following steps will need to be followed and adhered to when closing a Case on ECINs:

- Once a review has taken place with the TAA Co-Ordinator and Case Holder and it has been agreed that the outcomes have been achieved and the action plan has been completed, a decision may be made to close a Case.
- The decision to close a Case will be communicated to all relevant agencies. The Profile will also be closed.
- When closing a Profile or Case in ECINS it is archived. If the person is referred to TAA again the Profile can be reopened and either a new Case created or the previous Case can be used.

9.0 Appendix

9.1 Glossary

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| ASBRAC | Anti-Social Behaviour Risk Assessment Conference |
| Assessment Wheel | Support Plan/Action Plan |
| ECINs | Cloud hosted multi-agency case management system |
| MOSAIC | Case management system used by Lincolnshire County Council |
| Phoenix | Referral management system for Team around the Adult |
| TAA | Team around the Adult |
| VAP | Vulnerable Adults Panel |