

SIP Panel Guidance

To access the eEHA system, open up your web browser and type the system's URL into the Address bar.

<https://www.qes-online.com/LBTH/eCAF/Live/Login.aspx>

You will then be presented with the eEHA **Log in** page:

Holistix

LBTH Client: TowerHamlets
Version: V2.1.0
Environment: UAT

Login

Username :

Password :

Login

QES

1. Type in your eEHA username and password.
(This is typically your first name and surname all in lower case e.g. firstnamesurname)

2. Click on 'Login.'

You will be emailed an **authentication code** immediately after you click 'Login':

(Email will be sent to your registered email account; please check your junk mail if you have not received email. This is done the first time you login each day.)

Holistix

LBTH

Client: TowerHamlets
Version: V0.0.19
Environment: Live

Login

Username :

Password :

Login

Authentication

A new authentication code has been sent to your email address 'benjenkins@qes-online.com'.

Authentication Code

Authenticate

1. Directly input or Copy and paste the code from your email into this screen.

2. Click on 'Authenticate.'

EHA User Guide – Practitioner Manual

Go to the relevant case that you would like to be reviewed at SIP.

Holistix Welcome to the eEHA system

Logged in as **Shanur Miah (Trainer)** Log out

Client: TowerHamlets
Version: V4.2.9
Environment: Training

My Messages | **My cases** | Check for case | Panel Meetings | My settings | My reports | Administration | Help

Case: 9671 - Rochester Case Coordinator: Trainer5 Trainer5 Status: Delivery

In this section: My Cases > Case Summary

Case Summary

Create Message

Case Items

- Assessment
- Action list
- Consent Statements
- Delivery Plan & Review
- eEHA Score
- Team around the family
- Panel Meeting**

Georgie Rochester
Female, 09/05/2010
Age: 10

Lise Rochester
Female, 05/03/1973

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

Charlie Rochester Lead Professional: Rebecca (other) Thacker Status: Delivery

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	26/02/2020	Trainer5 Trainer5	N/A	N/A
<input type="checkbox"/> Assessment	26/02/2020	Trainer5 Trainer5	1	Final
<input type="checkbox"/> Case Member Details	26/02/2020	Trainer5 Trainer5	N/A	N/A
<input type="checkbox"/> Consent Statement	26/02/2020	Trainer5 Trainer5	1	Final
<input type="checkbox"/> Delivery Plan & Review	26/02/2020	Trainer5 Trainer5	1	Final
<input type="checkbox"/> eEHA Score	26/02/2020	Trainer5 Trainer5	2	Final
<input type="checkbox"/> Team around the family	26/02/2020	Trainer5 Trainer5	N/A	N/A

Prior to making a SIP referral, ensure you have an up to date Assessment or Review in place and finalised. Also, any additional information to support the the request such as:

- Attendance summary
- Medical information

Uploaded to case documents.

On the case items tab, select panel meeting

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This will take you to Request Panel Meetings page below

The screenshot displays the Holistix eEHA system interface. At the top left is the Holistix logo. The main header area includes the text "Welcome to the eEHA system" and the Tower Hamlets Early Help logo with the tagline "Right Help. Right Time." Below this, a navigation bar shows the user is logged in as "Shanur Miah (Trainer)" with a "Log out" button. The system information indicates the client is "Tower-Hamlets", version "V4.2.9", and environment is "Training".

The main navigation menu includes: My Messages, My cases (highlighted), Check for case, Panel Meetings, My settings, My reports, Administration, and Help. Below the navigation, a case summary bar shows "Case: 9671 - Rochester", "Case Coordinator: Trainer5 Trainer5", and "Status: Delivery".

The left sidebar lists options under "In this section": Case Summary, Create Message, Case Items, Case Alert Settings, Case Coordination, Case Administration, View case snapshot, and Audit case events. The main content area shows the breadcrumb "My Cases > Case Summary > Panel Meeting List" and the heading "Panel Meetings". A "Request Meeting" button is visible, with a red arrow pointing to it from a callout box. Below the button, a message states: "No panel meetings have been requested for this case." The QES logo is at the bottom left, and a footer note mentions the acceptable use policy.

Click the request meeting button

The screenshot shows the Holistix eEHA system interface. At the top, it says 'Welcome to the eEHA system' and 'Logged in as Shanur Miah (Trainer)'. The navigation menu includes 'My Messages', 'My cases', 'Check for case', 'Panel Meetings', 'My settings', 'My reports', 'Administration', and 'Help'. The case summary bar shows 'Case: 9671 - Rochester', 'Case Coordinator: Trainer5 Trainer5', and 'Status: Delivery'. The main content area is titled 'Panel Meeting' and contains a form with the following fields:

- Type * (Please Select)
- Reason * (Please Select)
- Additional Comments (text area)
- Supporting info will be provided (checkbox)

A 'Request' button is located below the form. A red callout box points to the 'Supporting info will be provided' checkbox, and two green callout boxes point to the 'Type' and 'Reason' dropdown menus.

Select SIP from the drop down

Select the reason from the drop down box

Add any additional information to support the the request such as:

- Attendance summary
- Medical information

Uploaded to case documents.

Complete the page with the relevant information like below:

Holistix Welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.9
Environment: Training

Logged in as **Shanur Miah (Trainer)** [Log out](#)

My Messages **My cases** Check for case Panel Meetings My settings My reports Administration Help

Case: 9671 - Rochester **Case Coordinator:** Trainer5 Trainer5 **Status:** Delivery

In this section:
Case Summary
Create Message
Case Items ▶
Case Alert Settings
Case Coordination ▶
Case Administration ▶
View case snapshot
Audit case events

[My Cases](#) > [Case Summary](#) > [Panel Meeting List](#) > Panel Meeting

Panel Meeting

Request Information

Type * SIP

Reason * Application for Alternative Provision

Additional Comments
Accident at School alternative provision request

Please ensure that you have already completed a **finalised** eEHA Assessment or Review and have uploaded evidence of consent. If your request is related to health needs; please ensure that you upload evidence of this in the form of health letters - for school age children you must include a recent attendance summary. Please tick this box if you have provided the required information:

Supporting info will be provided

Request

Click the request button

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The following message will be displayed to let you know that the request has been submitted.

In this section:

Case Summary

Case Items

View case snapshot

Audit case events

My Cases > Case Summary > Panel Meeting List > Panel Meeting

Panel Meeting

Request Information

Type *	SIP
Reason *	Application for Alternative Provision
RequestedBy	Practitioner Account
Additional Comments	Accident at School alternative provision requested

Please ensure that you have already completed a **finalised** eEHA Assessment or Review and have uploaded evidence of consent. If your request is related to health needs; please ensure that you upload evidence of this in the form of health letters - for school age children you must include a recent attendance summary. Please tick this box if you have provided the required information:

Supporting info will be provided

This meeting has been requested and is awaiting review.

Message showing case Panel Requested has been submitted awaiting review.

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



If the case is accepted or rejected for SIP review you will receive a message to confirm this in your messages as below:

Welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.9
Environment: Training

Logged in as Practitioner Account [Log out](#)

My Messages | My cases | Check for case | My settings | Help

My messages

This page is your LBTH eEHA messages. Select the message subject to read the whole message. You can only send messages from within a case, but can reply to existing messages from this page.

Inbox | Sent | Filed | Deleted

Flag	Subject	From	Case Id	Received	Read
<input type="checkbox"/>	A panel meeting has been Accepted for case 9671.	Shanur Miah (Trainer)	9671	30/09/2020 10:51:57	<input type="checkbox"/>
<input type="checkbox"/>	Test	Practitioner Account	9708	29/09/2020 13:11:06	<input type="checkbox"/>
<input type="checkbox"/>	check	Practitioner Account	9706	23/09/2020 15:08:33	<input type="checkbox"/>
<input type="checkbox"/>	Bella West	Practitioner Account	9702	16/09/2020 12:41:28	<input type="checkbox"/>
<input type="checkbox"/>	Plan of action for SIP and initial TAF	Practitioner Account	9700	08/09/2020 16:01:20	<input type="checkbox"/>
<input type="checkbox"/>	Update	Practitioner Account	9698	04/08/2020 13:16:01	<input type="checkbox"/>
<input type="checkbox"/>	Taylor	Practitioner Account	9697	08/07/2020 12:46:45	<input type="checkbox"/>
<input type="checkbox"/>	abc	Practitioner Account	9694	01/07/2020 13:35:29	<input type="checkbox"/>
<input type="checkbox"/>	Progress	Practitioner Account	9692	23/06/2020 12:23:44	<input type="checkbox"/>
<input type="checkbox"/>	mlppm	Practitioner Account	9691	17/06/2020 13:32:05	<input type="checkbox"/>

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Delete Update

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).

This is a notification in 'My Messages' to show message that the case has been accepted by SIP.
Click the subject to go to message.

[My Messages](#) > [View Message](#)

My messages ?

Message Details

Related to Case	9671 - Rochester
From	Shanur Miah (Trainer)
Sent	30/09/2020 10:51:57
Subject	A panel meeting has been Accepted for case 9671.
Message	<p>Dear Practitioner Account</p> <p>As you have made a request for the Social Inclusion Panel for the case 9671, please, find below a link to find out if your request has been accepted or rejected:</p> <p>Case Panel Meeting Request</p> <p>NB: Please, ensure that the you follow up the requirements for the Social Inclusion Panel request (such as finalised assessment or review, and any uploaded documents such as attendance summary or health evidence) as overlooking these will likely lead to the request being rejected.</p> <p>Should you have any Social Inclusion Panel queries, please, contact the SIP Administrator on 020 7364 6734.</p> <p>If you are having any difficulty in using the eEHA system, or for other system related queries, please contact the Early Help IT helpdesk on 0207 364 6238 email to EarlyHelpIT@towerhamlets.gov.uk</p>

Click the 'Case Panel Meeting Request' to go to Panel Meeting details.

[Reply](#) [Go To Case](#)

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You can also go to the 'Case Panel Meeting Request' via the options highlighted below at anytime from the 'Case Summary' Page.

In this section: [My Cases > Case Summary](#)

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

Assessment

Action list

Consent Statements

Delivery Plan & Review

eEHA Score

Supporting Stronger Families

Team around the family

Panel Meeting

Athena Test
Female, 05/12/2007
Age: 12

mary test
Female, 05/05/2005
Age: 15

Click the Case Items tab and then 'Panel Meeting' to go to Panel Meeting details.

Supporting Stronger Families

This case was identified as a Supporting Stronger Family on 28/07/2020

Marked Supporting Stronger Families Criteria

- Involved in crime or antisocial behaviour
- Out of work

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

Ann Adam Test Lead Professional: PRAC (Test) PRAC Status: Assessment

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	08/04/2020	Shanur Miah	N/A	N/A
<input type="checkbox"/> Assessment	29/04/2019	Rebecca Thacker	1	Draft
<input type="checkbox"/> Case Documents	04/06/2020	Rebecca Thacker	N/A	N/A
<input type="checkbox"/> Case Member Closure Details	23/04/2019	Rebecca Thacker	1	Draft
<input type="checkbox"/> Case Member Details	12/08/2014	Rebecca Thacker	N/A	N/A
<input type="checkbox"/> Consent Statement	13/06/2018	Rebecca Thacker	1	Draft
<input type="checkbox"/> eEHA Score	15/06/2018	Rebecca Thacker	2	Final
<input type="checkbox"/> Panel Meetings	30/09/2020	Shanur Miah	N/A	N/A
<input type="checkbox"/> Supporting Stronger Families	28/07/2020	Rebecca Thacker	1	Draft

In case items in case summary page Click the 'Panel Meeting' to go to Panel Meeting details.



Welcome to the eEHA system



Logged in as Practitioner Account [Log out](#) Client: TowerHamlets
Version: V4.2.9
Environment: Training

[My Messages](#) **[My cases](#)** [Check for case](#) [My settings](#) [Help](#)

Case: 9671 - Rochester **Case Coordinator:** Trainer5 Trainer5 **Status:** Delivery

- In this section:
- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- View case snapshot
- Audit case events

[My Cases](#) > [Case Summary](#) > Panel Meeting List

Panel Meetings

[Request Meeting](#)

JourneyId	Date	Type	Status	Outcome
4	N/A	SIP	Finalised	N/A

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Click the journeyID to go to Panel Meeting details.

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You will now see that the request for the case to be reviewed at SIP meeting and if it has been accepted you will see screen below. This means that the case has been added to the SIP agenda for the given date.

The screenshot displays the eEHA system interface. At the top, the Holistix logo is on the left, and the text "Welcome to the eEHA system" is in the center. On the right, there are logos for "TOWER HAMLETS" and "early help Right Help, Right Time". Below this is a blue navigation bar with "Logged in as Practitioner Account" and a "Log out" button. On the far right of this bar, it says "Client: TowerHamlets", "Version: V4.2.9", and "Environment: Training".

Below the navigation bar is a grey bar with buttons for "My Messages", "My cases" (which is highlighted), "Check for case", "My settings", and "Help".

Underneath is a blue bar showing "Case: 9671 - Rochester" with a gear icon, "Case Coordinator: Practitioner Account", and "Status: Delivery".

The main content area has a breadcrumb trail: "My Cases > Case Summary > Panel Meeting List > Panel Meeting". A sidebar on the left lists "In this section:" with options like "Case Summary", "Create Message", "Case Items", "Case Alert Settings", "Case Coordination", "View case snapshot", and "Audit case events".

The "Panel Meeting" section is expanded, showing a "Request Information" field, an "Accept Or Reject" section with a dropdown menu currently set to "Accept", and a "Panel Outcome" section. The "Panel Outcome" section includes fields for "Ranking *" (set to "High"), "Update Category *" (set to "On time"), "Chairs Action?" (checkbox), "Notes" (containing "New referral for AP. eEHA Assessment/Attendance/Medical"), and "Outcome *" (set to "Please Select").

Panel Meeting Request: Showing details of Accepted request

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If the case panel meeting request has been rejected, then the following screen will appear with the details of why it has been rejected. You will receive an email notification to advise you of this too.

The screenshot displays the eEHA system interface. At the top left is the 'Holistix' logo. The header text reads 'Welcome to the eEHA system'. On the right, there is a logo for 'early help' with the tagline 'Right Help, Right Time' and 'TOWER HAMLETS'. Below the header, a navigation bar shows 'Logged in as Practitioner Account' with a 'Log out' button. To the right of the navigation bar, it says 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Training'. The main navigation menu includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' menu is active, showing 'Case: 9671 - Rochester', 'Case Coordinator: Trainer5 Trainer5', and 'Status: Delivery'. On the left, a sidebar lists 'In this section:' with options like 'Case Summary', 'Create Message', 'Case Items', 'Case Alert Settings', 'Case Coordination', 'View case snapshot', and 'Audit case events'. The main content area is titled 'Panel Meeting' and shows a breadcrumb trail: 'My Cases > Case Summary > Panel Meeting List > Panel Meeting'. A green notification bar at the top of the main content area states: 'This Panel Meeting Outcome has been finalised.' Below this, there is a section for 'Request Information' and a table for 'Accept Or Reject'. The table has two columns: 'Accept Or Reject *' and 'Reason Why'. The 'Accept Or Reject *' column contains a dropdown menu set to 'Reject'. The 'Reason Why' column contains the text 'Not enough information provided'. At the bottom left of the page, there is a note: 'Use of LBTH eEHA is subject to the following [Acceptable use policy](#).' The 'QES' logo is at the bottom left.

Panel Meeting Request: Showing details of request outcome

Panel Meeting Request: Showing details of rejection and reasons

If this is the case, you will need to re-submit the request again (as shown from page 3 onwards providing the relevant information requested)

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Once SIP meeting has taken place Outcomes will be available on case in Panel Meeting. (See page 10 on how to access)

You will receive SIP Outcomes in your email and in messages too.

New eEHA message - A panel meeting has been Finalised for case 3076.

Dear PRAC (Test) PRAC

As you are listed as a Team around the Family member for the case 3076, please, find below a link to the outcomes following the Social Inclusion Panel meeting held on 08/10/2020.

[Case Outcome](#)

NB: Unless the outcome is stated as SIP closed - all those working with this case should note the date of the next review at SIP. The Lead Practitioner/Professional is responsible for ensuring that an eEHA review and an attendance summary are available on the eEHA system five working days before the next panel. Please ensure that you follow up all of the agreed actions set at this panel and set the action status to **closed**.

If there are concerns about the case, please, feel free to refer back earlier.

However, if you are not the right contact for such update, please end involvement on the eEHA system or contact the Early Help IT helpdesk on 0207 364 6238 mail to EarlyHelpIT@towerhamlets.gov.uk for any system support.

Should you have any queries about Social Inclusion Panel, please, contact the SIP Administrator on 020 7364 6734.

Social Inclusion Panel

Click the 'Case Outcome' to go to Panel Meeting details.

In this section:

- [Case Summary](#)
- [Create Message](#)
- [Case Items](#) ▶
- [Case Alert Settings](#)
- [Case Coordination](#) ▶
- [View case snapshot](#)
- [Audit case events](#)

[My Cases](#) > [Case Summary](#) > [Panel Meeting List](#) > Panel Meeting

Panel Meeting ?

▶ Request Information

▶ Accept Or Reject

▼ Panel Outcome

Ranking *

Update Category *

Chairs Action?

Notes

Outcome *

Action	Who	Last Updated ▼	Updated By	Status
1. May Test (Oaklands School) leading.	Shan TestAccount	30/09/2020	Shanur Miah	Open
2. SIP approve IT at LEAP.				
3. Referral to PFSSS for parenting programme.				
4. Review 22/10/2020				

Page Size

This area will show what has been agreed at the meeting and the next steps and who is responsible for these.

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At this stage a new review to update the case for the next panel will be required. Guidance for the can be found [here](#) or at www.towerhamlet.gov.uk/eeha. The review must address the actions from the SIP meeting. This will be reviewed on the date agreed at SIP meeting.

The screenshot shows the Holistix eEHA system interface. The user is logged in as Shan TestAccount. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', 'My reports', and 'Help'. The current case is 'Case: 3076 - Adam Test' with a status of 'Delivery'. The 'Case Coordination' menu is open, and 'Create Delivery Plan Review' is highlighted. The interface also shows a 'Panel Meeting' section with a 'Request Information' button and a table of case updates.

Who	Last Updated	Updated By	Status
Shan TestAccount	30/09/2020	Shanur Miah	Open

Select Create Delivery Plan Review from Case Coordination Menu

Please Note: The Delivery Plan Review should be completed by the Lead Professional coordinating all the other service updates into the review.

If the review is not completed, then the case will not be heard, and it will be deferred or delayed until an updated review has been submitted.

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The actions/outcome list will grow as updates will be added after each meeting; this cycle will continue until the outcomes are achieved or SIP closes the request. Each update will consist of a new date where the next review is required.

The screenshot shows the eEHA system interface. At the top, it says "Welcome to the eEHA system" and "Logged in as Shan TestAccount". The main navigation bar includes "My Messages", "My cases", "Check for case", "My settings", "My reports", and "Help". The current case is "Case: 3076 - Adam Test" with a status of "Delivery".

The "Panel Meeting" section is expanded, showing a "Panel Outcome" form with fields for Ranking (High), Update Category (On time), Chairs Action?, Notes (New Case Test Case), and Outcome (Please Select). Below the form is a table of actions:

Action	Who	Last Updated	Updated By	Status
1. Ann Adams leading. 2. All Outcomes achieved. 3. SIP to close.	Shan TestAccount	30/09/2020	Denise Mentessi	Closed
1. May Test (Oaklands School) leading. 2. SIP approve IT at LEAP. 3. Referral to PFS55 for parenting programme. 4. Review 22/10/2020	Shan TestAccount	30/09/2020	Shan TestAccount	Closed

The table is highlighted with a red border. At the bottom of the table, there are navigation controls: "<< (1) << Prev Next >> (0) >>" and "Page Size 10".

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).

You will see outcomes/actions added to your request after each meeting. This list will grow the longer the case goes on, there maybe several updates and actions after each Panel Review meeting.

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Once the outcomes have been achieved you will receive a notification for Panel Meeting Outcome. You will be able to see the finalised outcomes from Panel meeting request as below. However, the case overall may still be ongoing with other actions. But the SIP request will be closed.

The screenshot shows the eEHA system interface. At the top, it says "Welcome to the eEHA system" and "Logged in as Shanur Miah". The navigation menu includes "My Messages", "My cases", "Check for case", "Panel Meetings", "My settings", "My reports", "Administration", and "Help". The case details are "Case: 3076 - Adam Test", "Case Coordinator: PRAC (Test) PRAC", and "Status: Delivery".

The main content area shows a "Panel Meeting" section with a notification: "This Panel Meeting Outcome has been finalised." Below this, there are sections for "Request Information", "Accept Or Reject", and "Panel Outcome". The "Panel Outcome" section includes fields for "Ranking *", "Update Category *", "Chairs Action?", "Notes", "Outcome *", "Closure Reason *", and "Closure Date *".

At the bottom, there is a table of actions:

Action	Who	Last Updated	Updated By	Status
1. Ann Adams leading. 2. All Outcomes achieved. 3. SIP to close.	Shan TestAccount	30/09/2020	Denise Mentessi	Closed
1. May Test (Oaklands School) leading. 2. SIP approve IT at LEAP. 3. Referral to PFSSS for parenting programme. 4. Review 22/10/2020	Shan TestAccount	30/09/2020	Shan TestAccount	Closed

The message will show that the Meeting outcome has been finalised.

The details of case being closed, and outcomes achieved

Status will be closed for the actions created at SIP.

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Process flow diagram showing how the cycle will continue:

