

4 Starting a new Case –Consent

If searching for an existing case has yielded no results, a user can **create a new case**:

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.



Welcome to the eEHA system



Logged in as Shanur Miah [Log out >](#) Client: TowerHamlets
Version: V4.2.9 Environment: Live

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

Initial Results ?

The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.

i To create a new case using the details you entered, click the New Case button New Case

Case Id	Family name ▲	Given names	Date of birth	Gender	Primary address	Source
3076	Adam Test	Ann	01/10/2013	Female		Family eCAF, CM
7087	Adams Test	Jamie	14/08/2011	Male	127 Rugby Road, CV3 2AY	Family eCAF, CM
1599	Adam-test	Robert	12/02/2007	Male		Family eCAF, CM
330	Ali Test7	Wood	04/09/2008	Male		Family eCAF, CM
4501	alitest	john	02/10/1997	Male	13, e14 2ls	Family eCAF, CM
7972	Allen Test	Gerard	04/12/2007	Male		Family eCAF, CM
2765	Baba test	Ali	12/12/2001	Male		Family eCAF, CM
858	Bear-test	Fred	04/05/2006	Male		Family eCAF, CM
2083	begum test	asma	27/07/2007	Female		Family eCAF, CM

<< (1) << Prev **1** 2 3 4 5 ... Next >> (54) >> Page Size 10

To begin click on the 'New Case'

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.

EHA User Guide – Practitioner Manual

You will be taken to the **Child/ Young Person details** page:

Holistix

Logged in as Mack TheKnife [Log out](#)

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

Start new case - child / young person details

[Back](#) [Next](#) [Cancel](#) [Reset](#)

Date case was created: 22/07/2016

Case name *

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person.

Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Child 1

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title

Given name(s) *

Family name *

Family name first

Also known as/previous name

Gender *

Date of Birth/EDD *

Case Member Relationships

There must be more than one case member to add relationships

Contact Details

[Contact 1](#)

Contact Details

Contact Number

The mandatory fields are marked with an *.
You must provide at least:

1. Case Name - This is the surname/s of the case family (Do not enter an individual's full name in here).

2. Given Name(s)

3. Family Name

4. Gender

5. Date of Birth/ EDD

EHA User Guide – Practitioner Manual

Contact Details

Contact 1

Contact Details

Contact Number
Type
Preferred
Email Address
Comments

Address Details

Address 1

Please enter a postcode to search for

Address Details

UPRN
Line 1
Line 2
Line 3
Line 4
Line 5
Postcode
Primary residence
Correspondence address

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the child/young person has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address
Unknown address

Reference number

Unique Pupil Number
Version No
Citizen Number
IES Number
NHS Number
National Insurance
Other

Ethnicity

Ethnicity *
Religion

Further Information

School Name
Immigration Status
First Language
Disabled?
Disability Type

Additional Information

Details of any special requirements (for child and/or their parent) e.g. signing, interpretation or access needs

Back Next Cancel Reset

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

QES

6. Please ensure that you enter an address:

Enter the Post Code, click on the spy glass and click in the address field.

If a list of addresses is displayed, scroll down and select the correct one. The full address information will then appear.

7. Enter a Reference Number (Optional)

8. Select an Ethnicity (Mandatory)

EHA User Guide – Practitioner Manual

When you start entering a child (or adult's) details, eEHA will flag up if there is a **potential duplicate record**. You should check to ensure you don't create a duplicate case for a child:

Start new case - child / young person details ?

Back Next Cancel Reset

Date case was created 09/10/2017 12
Case name * DH Test 0910

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person.
Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Child 1

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title

Given name(s) * T

Family name * Test

Family name first

Also known as/previous name

Gender * Please Select

Date of Birth/EDD *

Duplicate Check

The person you are trying to add may already be in the system. The possible duplicates are listed below. Click on a duplicate case member for more options.

Arthur Test N/A Source: Family eCAF Open: 1 Closed: 0	Pete Test N/A Source: Family eCAF Open: 1 Closed: 0
testing_consent testing_consent 01/01/2000 Source: Family eCAF Open: 1 Closed: 0	kitcat test 01/01/1998 Source: Family eCAF anson house, e3 2... Open: 1 Closed: 0

Case Member Relationships

⚠ There must be more than one case member to add relationships

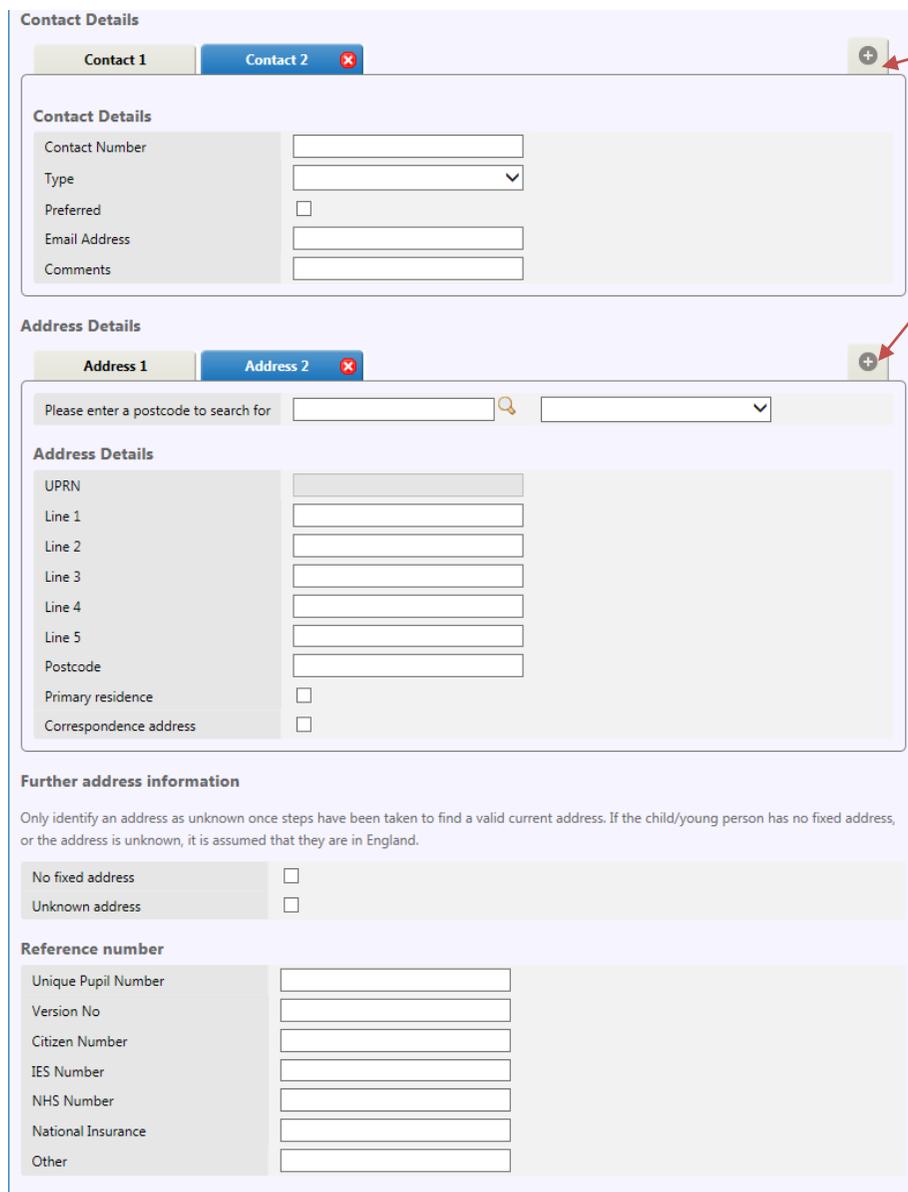
Contact Details

Contact 1

If there is a duplicate, click on the case to request access

EHA User Guide – Practitioner Manual

If the child has a second phone number or lives at a second address, you could add these by clicking on the **plus icon**.



Contact Details

Contact 1 | Contact 2 

Contact Details

Contact Number

Type

Preferred

Email Address

Comments

Address Details

Address 1 | Address 2 

Please enter a postcode to search for

Address Details

UPRN

Line 1

Line 2

Line 3

Line 4

Line 5

Postcode

Primary residence

Correspondence address

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the child/young person has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address

Unknown address

Reference number

Unique Pupil Number

Version No

Citizen Number

IES Number

NHS Number

National Insurance

Other

EHA User Guide – Practitioner Manual

You can add **Multiple Case Members** to a case:

Holistix

Logged in as Mack TheKnife [Log out](#)

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

Start new case - child / young person details

[Back](#) [Next](#) [Cancel](#) [Reset](#)

Date case was created: 22/07/2016 ¹²

Case name *: Sinatra

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person. Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Frank

Child 2 ✖

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title:

Given name(s) *:

Family name *:

Family name first:

Also known as/previous name:

Gender *:

Date of Birth/EDD *:

Case Member Relationships

⚠ There must be more than one case member to add relationships

Contact Details

Contact 1 ✖ +

Contact Details

Contact Number:

Click on the Plus button at the top of the page to add additional Case members.

Once all of the relevant child details have been added, click **Next**.

You will be taken to the **Adult details** page:

Start new case - adult details

[Back](#) [Next](#)

[Cancel](#) [Reset](#)

Adult

In order to create an episode on Family eCAF, some basic details are required. The second step covers the details of the adult.

Please complete at least the mandatory fields (those with an *) below.

[Add Another Adult](#)

Adult 1

Details

Title	<input type="text"/>
First Name(s) *	<input type="text"/>
Surname *	<input type="text"/>
Also known as/previous name	<input type="text"/>
Gender *	<input type="text" value="Please Select"/>
Date of Birth	<input type="text" value="12"/>

Parental Responsibility

Case Member(s)

Case Member Relationships

There must be more than one case member to add relationships

Contact Details

Contact 1

Contact Details

Contact Number	<input type="text"/>
Type	<input type="text"/>
Preferred	<input type="checkbox"/>
Email Address	<input type="text"/>

The mandatory fields are marked with an *.
You must provide at least:

1. First Name(s)

2. Surname

3. Gender

Address Details

Address 1 ✕ +

Known Addresses: Newbrook Bungalow ▼ Select Known Address

Please enter a postcode to search for:

Address Details

UPRN:

Line 1:

Line 2:

Line 3:

Line 4:

Line 5:

Postcode:

Primary residence:

Correspondence address:

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the adult has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address:

Unknown address:

Further Information

Immigration Status:

Adult's First Language:

Additional Information:

Details of any special requirements for the adult e.g. signing, interpretation or access needs:

4. An address is mandatory:
Click on 'Select Known Address' to use the address already associated with the child.

5. Once all of the relevant adult details have been added, click 'Next.'

Back Next

Cancel Reset

EHA User Guide – Practitioner Manual

4a Consent

You will be taken to the **Consent and Coordination** page:

Holistix Welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.9
Environment: Live

Logged in as Shanur Miah Log out

My Messages My cases Check for case **Start new case** My settings Help

Start new case - consent and coordination

Back Save case Cancel

Other required information

Complete the section below to verify that you have gained verbal consent from the family to undertake an assessment and store it on HolistiX Family eCAF. You must not create a case on Family eCAF if you have not gained this consent.

Case coordinator details

Name	Mack TheKnife
National service list category	Assessment & Early Intervention

Frank

Verbal consent to undertake assessment and store on Family eCAF

Date consent given *	22/07/2016
Consent received from child/young person *	No
Who gave consent*	
Relationship to child/young person *	Choose:
Reason for absence of child/young person consent *	

Save case Cancel

1. Enter the date consent was given. (This is the date that on their consent form for signature received/agreed).

2. This should always be No

3. Name of the adult / appropriately aged young person who gave consent

4. Relationship needs to be selected in drop down.

5. Type the following: "Signed evidence of consent to be uploaded to case documents".

6. Once all the relevant details have been entered, click 'Save Case'

PLEASE NOTE:

Who gave consent*	<input type="text"/>
Relationship to child/young person *	Choose: <input type="button" value="v"/>
Reason for absence of child/young person consent *	<input type="text"/>

Type the following: “Signed evidence of consent to be uploaded to case documents”.

It is a **MANDATORY REQUIREMENT** to have a signed document to store as evidence of consent. However the following section still needs completion as you cannot create a case without completing it.

Once the case is created Practitioners will need to upload the consent evidence into Case Documents (This is covered later in the guide)

If you are unsure as to what document to use as evidence of consent, please contact us and we will supply you with two methods for this.

EHA User Guide – Practitioner Manual

Before proceeding to the next page; you must read the following **Early Help Services**

PRIVACY NOTICE LINK: https://www.towerhamlets.gov.uk/content_pages/legal_notices/legal_notices.aspx

Online Services | Contact us | News & events

TOWER HAMLETS

Apply for it Pay it Report it Request it Sign up

Navigate the site Search

Home > Legal notices

More in this section

Legal notices

Tower Hamlets Council cookies policy

Legal notices

General disclaimer

We are not liable for the accuracy of the information on the website. You rely on this information at your own risk. We are not responsible for the contents or reliability of the linked websites and we do not necessarily support the views expressed within them. We cannot guarantee that these links will work all the time and we do not have any control over availability of the linked pages.

Privacy policy and data protection

We respect and protect the privacy of everyone who visits our website. Our website does not store or capture personal information. It will log your IP address (a series of numbers providing a PC with a unique address) but this is not linked to anything that identifies you, so your user session will remain anonymous to us.

We do not use cookies for collecting user information from the site and we will not collect any information about you except the technical information we require for day-to-day running of the web server. [Read our cookies policy.](#)

This privacy policy covers only our website at www.towerhamlets.gov.uk. Other links within this site to other websites are not covered by this policy.

Online Services | Contact us | News & events

TOWER HAMLETS

Apply for it Pay it Report it Request it Sign up

Navigate the site Search

Early Help Services

Data Controller and purpose

This privacy notice applies to you ("the service user") and the London Borough of Tower Hamlets ("the council"). The council takes the privacy of your information very seriously. This privacy notice applies to the council's use of any and all of the data provided by you or collected by the council in relation to your use of this service. It is important that you understand that sometimes we will need to share your data with other agencies where necessary or appropriate and by engaging with our service you understand that that your data may be shared.

The information you provide will be used by the London Borough of Tower Hamlets' Early Help Service, to process your Personal data and Special category data. London Borough of Tower Hamlets will provide services internally, except in the instances where organisations provide services (such as schools/Health and voluntary sector) where this will be a joint service.

We will store your personal and special category data from the Local Authority's Early Help Assessment system (eEHA) for planning and decision making in line with the Supporting Stronger Families (SSF) programme, to provide you with appropriate Early Help support.

We process your data in accordance with the General Data Protection Regulation (GDPR) and if you have any concerns the Council's Data Protection Officer can be contacted on DPO@towerhamlets.gov.uk.

Condition for processing personal data

It is necessary for us to lawfully process your personal data such as name, address, contact details, under GDPR Article 6:

1. 6(1)(a) consent
2. 6(1)(b) performance of a contract
3. 6(1)(c) compliance with a legal obligation

EHA User Guide – Practitioner Manual

You will then be taken to the **Case Summary**, where you will see the components already saved. This typically acts as the home page of a case and can be reached at anytime by clicking these two links. This page is very useful and will take you almost every part of the case very quickly.

(Please note: if at anypoint during navigation you are lost or unsure you should come back to this page)

Holistix Welcome to the eEHA system

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

Client: TowerHamlets
Version: V4.2.9
Environment: Live

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

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

My Cases > Case Summary

Case Summary

Case: 9328 - DH Test 0910 **Case Coordinator:** David QES Test 0910 **Status:** Pre-Assessment

Children

- T Test
Male, 04/07/2017
Age: 0

Adults

- Hfg Ghghg
Male

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

T Test Lead Professional: None assigned Status: Pre-Assessment

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

Select All Unselect All

The Blue Status bar will give you key information about the case.

1. The Case ID & Family Name
2. The Case Coordinator
3. The Case Status which is set to 'Pre- Assessment.'
At present

If you need to update the Child or Adults information; click on their names to go to their details.

Where there are multiple children in a case they will all have separate tabs.

The Case Items list will grow as the case matures and you will appreciate the Case Summary page as the home page of a case.