Children and Families View

TRAINING SESSION – JUNE & JULY 2024

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Welcome to the Children and Families View (CFV) training session.

This training session is split into 3 sections:

1) What is the Children and Families View (CFV)?

2) What are the responsibilities of CFV users?

3) How to use the CFV

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At the end of this training session, you will be able to:

❖ Describe what the Children and Families View (CFV) is.

❖ Explain your responsibilities as a user of the CFV.

❖ Recall how to use the CFV in a compliant way.

❖ Explain how to retrieve information from the CFV.

SECTION 1

What is the Children and Families View?

What is the Children and Families View (CFV)?

What is the Children and Families View (CFV)?
The CFV is a web-based report which displays person-level information from internal and external services across Bristol.

Who is the CFV designed for?
The CFV is designed to make information retrieval quicker and easier for local authority staff in safeguarding roles.

Who developed the CFV?
The CFV was developed in Power BI by Insight Bristol in partnership with social care officers, building upon the Think Family Database (TFD).

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The CFV displays events, vulnerability indicators and professional involvements from a range of services. These include:

❖ Education
❖ Police
❖ Housing
❖ Adult's Social Care
❖ Children's Social Care
❖ Universal Credit
❖ GP Registrations
❖ Health Visiting

New information is continually being added to the CFV based on user feedback and the attainment of new data sharing agreements with other agencies.

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Here are some example applications for the CFV at different stages of a case:

| Referral |

Referral Received

The case worker uses the CFV to review the family's history and known vulnerabilities.

The CFV confirms that:
- The child has been **persistently absent**.
- The mother is in **rent arrears**.
- The brother has an open involvement with the **Youth Justice Service**.

From this, the case worker identifies issues surrounding education, financial difficulty, and a potential risk of criminal exploitation for the child.

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Here are some example applications for the CFV at different stages of a case:

| Referral | Assessment | | | |

New Allocation or Assessment

The case worker uses the CFV to view:
- The full **chronology** recorded on EHM and LCS (case management systems).
- The child's **involvements** and **events** since April 2019.

This information enables the case worker to quickly get up to speed on the child's history and vulnerabilities.

Application in Practice – meetings stage example

Here are some example applications for the CFV at different stages of a case:

Referral → Assessment → **Meetings**

Discussions with Other Agencies

The case worker uses the CFV to find the contact details for:
- The **designated safeguarding lead** at the child's school.
- The **housing officer** for the mother.
- The brother's **Youth Justice worker**.

Discussions with these staff members enable the case worker to quickly identify the needs of the family, and to produce a plan for future support.

Here are some example applications for the CFV at different stages of a case:

| Referral | Assessment | Meetings | **Response** | |

Responding to Events ●

The child and their brother are linked to the commission of an offence.

The case worker uses the CFV to:
- Check the **date** and **type of offence** (e.g. theft).
- Identify **other individuals** linked to the same offence.
- Contact the **lead professionals** for the linked individuals.

The CFV enables case workers to take a trauma-informed approach to group supervision by presenting information from a range of services, including the police.

Here are some example applications for the CFV at different stages of a case:

| Referral | Assessment | Meetings | Response | Reviews |

Case Reviews

When completing a review, case workers can use the CFV to evaluate trends in events in relation to service involvements.

The case worker uses the CFV to:
- Review the child's **attendance** before and after change in provision.
- Monitor **suspensions** from school and involvements with **police**.
- Check the **distance** of the child's new establishment from their current address.

This builds a picture of patterns in events and recurring factors affecting the family, to identify whether a change in support is necessary.
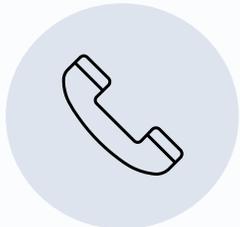
Uses of the CFV

Supporting children and families after traumatic events

Making plans for supporting children and families

Preparing to support a child you have been allocated

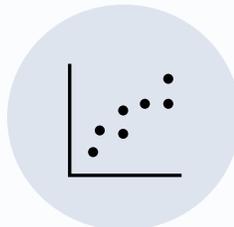Finding contact information for professionals

Keeping files up to date

Viewing current and previous service involvement

Understanding family vulnerability

Seeing patterns in events

View information from external services

Limitations of the CFV:

❖ The CFV does not contain everything.

❖ The CFV only displays information from 1st April 2019 onwards.

❖ Information from LCS & EHM (the case management systems) are refreshed overnight.

❖ The CFV does not contain information from outside Bristol.

What is the Children and Families View (CFV)?

a) A case management system where you enter information.

b) A web-based report which displays information from multiple sources.

c) A Child and Family Assessment.

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You cannot do one of the following actions using the CFV.
Which one is <u>not</u> a use of the CFV?

a) Finding contact information for professionals.

b) Understanding current and previous service involvement.

c) Understanding potential vulnerability.

d) Viewing information from external services.

e) Viewing events prior to 2019.

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The CFV contains information from external services. True or False?

a) True

b) False

The CFV contains **personal information** and **special category personal information**.

We have lawful basis to use and share this information under UK GDPR:
- ❖ **Legal Obligation:** Article 6(1)(c)
- ❖ **Public Task:** Article 6(1)(e)
- ❖ **Social Protection:** Article 9(2)(b)
- ❖ **Substantial Public Interest:** Article 9(2)(g)

- Local authorities have a statutory duty to safeguard the public.

- Privacy and processing notices are publicly available on the Bristol City Council website

- ❖ The Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR) supports the sharing of relevant information for the purposes of **keeping children safe**.

- ❖ Practitioners should be proactive in sharing information as early as possible, where it is proportionate to do so.

- ❖ You **do not need consent** to share personal information for the purposes of safeguarding and promoting the welfare of a child.

- ❖ It is also good practice to **be transparent** with families by letting them know what information you are sharing and with whom, where it is safe to do so.

Before sharing information from the CFV please consider these questions:

❖ Is there a lawful basis to share this information (e.g. public task)?

❖ Is it necessary and proportionate to share this information?

❖ Would I share this information if I received it from another source (e.g. from a phone call)?

❖ What is the minimum amount of information I can share to fulfil the required task?

❖ Will sharing this information cause harm or place a person at risk?

❖ Am I certain that the information is accurate?

If you are unsure whether to share information, please discuss with your supervisor.

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"Can I use information from the CFV in my assessments?"

"Can I speak to family members about information from the CFV?"

"Can I use information from the CFV in evidence for court proceedings?"

Yes, if it is necessary, proportionate and will not cause harm.

Remember to only use the minimum amount of information necessary to achieve the required purpose; you can redact information if needed. If you are concerned that using or sharing information will cause harm, please discuss with the source agency and your supervisor.

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"Do I need permission from the source agency to use or share information from their systems?"

No, unless stated otherwise in that section of the CFV. You can use and share information from other agencies if it is necessary, proportionate and will not cause harm.

"Where can families find details on how and why we use their information?"

Privacy and processing notices on the Bristol City Council website explain what we do with the information we hold. The legal gateways, information sharing agreements, and data flow are linked on the Insight Bristol webpage. During initial conversations with families, it is best practice to inform them of how their information will be used and shared.

By using the CFV, you agree to:

- ❖ Only look up families that you are linked to professionally.

- ❖ Always use your professional judgement when reviewing or acting on information.

- ❖ Remember to use all systems available to you (not just the CFV) when making decisions.

- ❖ Only share data from the CFV when it is necessary in a fair and proportionate way.

- ❖ Lock screen when moving away from your laptop or computer.

Kevin, Fatima and Jacob are discussing sharing personal data without a person's consent:

Kevin: You cannot ever share information without consent.

Fatima: You can, if you think it falls under 'legitimate interest'.

Jacob: You can, if it is proportionate and necessary and will not cause harm. This is authorised by the legal basis of 'public task'

Who has the right answer?

a) Kevin

b) Fatima

c) Jacob

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How do we tell people what our approach is to processing and sharing their information?

a) Hold privacy notices on public websites.

b) Ask them to complete a Data Protection Impact Assessment (DPIA).

Fatima is the lead practitioner for Charlie, who regularly goes missing and is found at a friend's house.

Fatima knows the address for this friend, and she wants to use the CFV to find out who lives there, and if they have any professional involvements.

Is Fatima permitted to use the CFV for this purpose?

a) Yes

b) No

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Kevin is learning how to use the CFV. He would like to look himself up on the system, to practise navigating the different pages and to find out what information is available.

Is Kevin allowed to look himself up on the CFV?

a) Yes

b) No

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The easiest way to access the Children and Families View (CFV)
is by using the **CFV button in LCS or EHM**.

This button can be found at the top of a person's record:

Please note: This button will not work in 'InPrivate' browser windows. If you are using an 'InPrivate' window for LCS/EHM, you will need to right click on the button, select 'Copy link', then paste the link into a standard browser window.

SECTION 3

CFV Demonstration

DEMONSTRATION GIVEN EITHER AS:
- Recorded videos on the e-learning course
- Or as part of the live training course delivery

This demonstration is not available as part of this document.

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Tips when searching for records:

❖ Search by case number, where known.

❖ Click on the magnifying glass next to each search box to apply each filter.

❖ Use Ctrl + V to paste values into the search boxes.

❖ Search by partial names if spelling is uncertain.

❖ Only search by one or two fields at a time, to increase your chance of finding the correct record.

❖ Use the eraser button to clear the adjacent search box.

❖ Use the 'Clear all filters' button to clear all search boxes/dropdowns.

Tips when navigating the CFV:

❖ Hover over the information icons to view further details on a section.

❖ If a scroll bar appears on any visuals (e.g. timelines or tables), this means that there is further information. You can scroll to view additional rows.

❖ To search for another record, use the 'Back to search' button on the left-hand side. Do not use the search box at the top of the window, as this is for Power BI reports instead of the Children and Families View.

❖ If you spot an error in the CFV which was not caused by incorrect information in LCS/EHM/EYES, please report an issue using the button in the top right.

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Person Indicators :	BASE	Commis	CPP	DomInv	EHCP	Misper	PerAbs	RONI	SO	Susp

The test record Indigo Blue has the Indicator "SO" in the 'Person Indicators' section at the top of their Summary page.

How can you find out the definition of this Indicator?

a) Double click on the Indicator.

b) Hover over the Indicator.

c) Click on the information icon to the right.

d) Look up the Indicator on the Insight Bristol webpage.

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Latest Address	Relation	Name	Date of Birth	Relationship on LCS / EHM?	Current / Former
23 Court Road, Bristol BS3 9FS	Father	Cyan Blue	25/01/1985 (39 years old)	Yes	Current

On the Relationships page, Indigo's father is listed at a separate address.

Which one of these methods will <u>not</u> allow you to find out what Indicators he has?

a) Click on the father's name to open his CFV record.

b) Click on the father's row in the table.

c) Hover over the Indicators at the bottom of the page.

d) Use the search bar at the top of the page.

The 'Recent Events' section of the Summary page states that Indigo has been linked to 6 offences in the last 12 months.

Which page contains further information on these offences?

a) Police

b) Crime

c) Involvements

d) Cases

END OF TRAINING

Any Questions?