

E-CAF Frequently Question & Answers

1. **Q. Why when logging on, does the system keep asking me for more letters than my actual password?**
*A. there are various reasons for this, user name should read **jo.bloggs**. The dot in between the first and last name is important otherwise the system will not recognise you as a user and you will be asked for more letters than your actual password as a decoy to login in.*
2. **Q. How do I overcome questions being asked about who has access to the e-CAF system?**
A. When requesting /explaining the need for the consent, professionals should ensure that they explain to the parent/young person who is giving consent that only the professionals from whom you are seeking additional supports will be the only ones who can see their information. This can be done by listing the services that you are wanting involvement from such as Psychology or Connexions etc... Always try to remain generic stating the department rather than an individual unless you know a particular individual that will take on the referral/ work.
3. **Q. There is still often a need to print the CAF form. How can information then remain confidential?**
A. As practitioners we all have a duty of care to ensure that we keep data of children and young people safe and secure. The fact that you have a printed CAF form should not be treated any differently to any other type of paper file/record that you may hold for a particular child/family. Please note that as a practitioner you are also responsible for ensuring that confidential data is disposed of safely and correctly.
4. **Q. Is consent required if the child is on the CP register?**
A. Strictly speaking, consent is useful in any arena, even CP because we want to work in partnership with parents. If the child is subject to a CP plan then the issue of what support and services a child receives should be subject to that plan. If, for example the plan is to refer to a service then professionals should the 'Request for Involvement Form' rather than starting a CAF. Non compliance with a CP plan would lead us to consider issuing PLO (Public Law Outline) and instigating care proceedings. As the system embeds, it is likely that most children with CP issues will already be on the eCAF system.
5. **Q. What do I input as an address for a traveller family?**
A. Most caravan sites have a postal address so the Gazetteer will be able to locate and address via the postcode search. From the address pick list, enter this as the primary address.
6. **Q. How do I input a Teenage Parent?**
A. The Teenage Parent should be input as having a parent relationship despite her age.
7. **Q. How much notice is given for a review of the CAF, i.e. when does it appear in my work tray?**
A. An alert will appear in your work tray 14 days before the review date previously set by you.

8. **Q. If the Child/Young Person is old enough to give consent; does the parent/carer have the right to view or access the CAF?**
A. *There is no set age at which a CYP is considered 'old enough' to give consent, and this is a very difficult area. CYP have to be 'of the age or understanding' to give consent and some teenagers may well not be of an understanding by virtue of their particular needs (eg social, emotional or behavioural needs, or significant learning difficulties).*
- It is always good practice to encourage a young person to allow their parents to be involved if at all possible, although there are some cases where it may not be possible or even advisable. Following the Gillick ruling that minors are competent to give consent, more recent cases have blurred the resulting guidance, particularly with regard to refusing (as opposed to consenting to) intervention. This is complicated further as the legal cases relate specifically to medical treatment.*
- Please refer to the extensive guidance within the eCAF form (green book indicates guidance). There is also a downloadable 'Practitioners' Guide' available from the following website: www.everychildmatters.gov.uk/caf .*
9. **Q. How do we record input from agencies outside of Slough on the eCAF system?**
A. *You should request a word document to be forwarded to you and you can upload the document as an attachment to the child's demographical information **OR** you can hold a copy of an external agency's record within your own file and input the relevant observations onto the eCAF system and make reference to the hard copy of data held (see demographics to record a paper file record). If you are going to do the 2nd option then please ensure that you clearly state whose observations are being quoted.*
10. **Q. What if the previous e-CAF episode co-ordinator has left?**
A. *If you are leaving you have a responsibility to ensure that your worktray is emptied and all existing cases are forwarded to other professionals so that work can continue. You should contact the eCAF support team and notify the name of the person who has left.*
11. **Q. Is there a link to transfer the demographical information from SIMS or Contact Point?**
A. *Not at this stage, we need to wait and see how things are going to progress with the national e-CAF and how e-CAF will be indicated on the database.*
12. **Q. Would an archived record come up if the former child is now a parent? - I can see that this info maybe relevant if there are concerns around parenting issues but would question how long records are kept for to allow this insight**
A. *This is not clear at this stage we need more national guidance.*

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