Status and Status Changes

Recording Status Changes in Insight.

What is Status and why is it important?

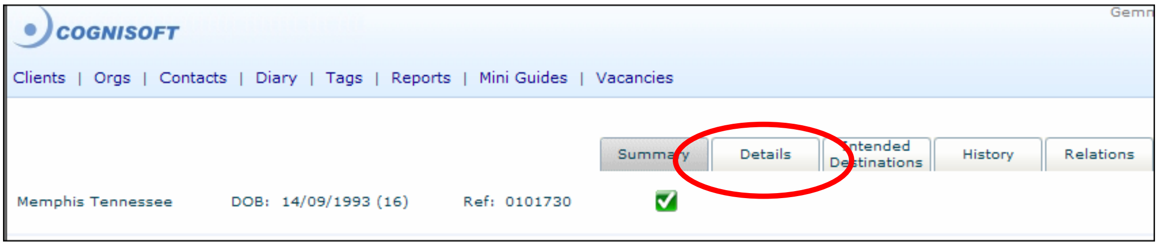
Status is what the young person is doing right now. It is really important that we record accurate Status information for the young people that we work with for a number of reasons. Firstly, it is because we use this information to support Service targets. Targets are an important part of performance management because if we cannot measure how we are doing in relation to supporting young people, we will be unable to improve our services and ensure we are meeting young people's needs. Secondly, if we accurately record the Status of a young person it will help us in identifying those that most need our support, as well as giving us an indication of the key transition points in their life when we they may be needing our advice and guidance.

How to View Status

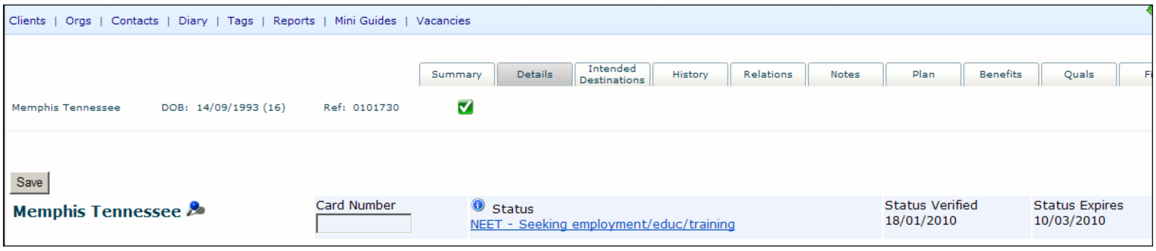
To view the Status in the Client Details screen:

Open up the Client search screen and locate the clients you wish to view the Status for.

Make sure you have opened the record on the Details page (if you haven't, click on the Details tab (circled below in red)).



In the Details page for the client, we will be able to see whether or not a Status is already recorded. Across the top of the Details page is a blue bar with Status, Status Verified and Status Expired as shown below.



Status

The Status box shows you the current Status recorded for the client. It will reflect one of the DCSF categories which you can choose to describe what the client is doing. If no Status has been recorded for the client, it will read NULL.

Status Verified

The Status Verified box shows when the Status for the client was last confirmed. It is usually the last time that the client met with a PA or information was received about that client by the PA.

Status Expires

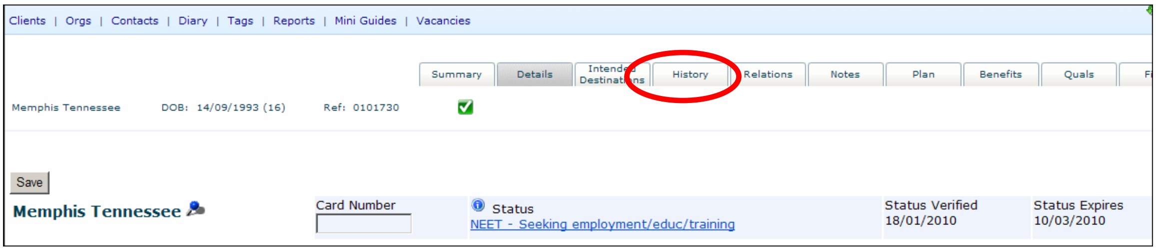
The Status Expires box shows us the date when the young person needs following up and checking to update what their current Status is. It gives an indication of the point of transition at which we need to follow up with the young person and ensure they receive any guidance or support in moving on. If the date appears in red in this box, it means that the follow up date is now in the past and it is important that you now get in contact with the young person and update their Status on the system.

So, by giving a quick glance at the box on the top of the young person's Details page, we can quickly see what they are doing now, when someone last saw them and how current the information about their status is.

Viewing a Status in the History Tab:

Open up the Client search screen and locate the client you wish to view the Status for.

If you have opened the record on the Details page you will need to click on the History header tab as shown below.



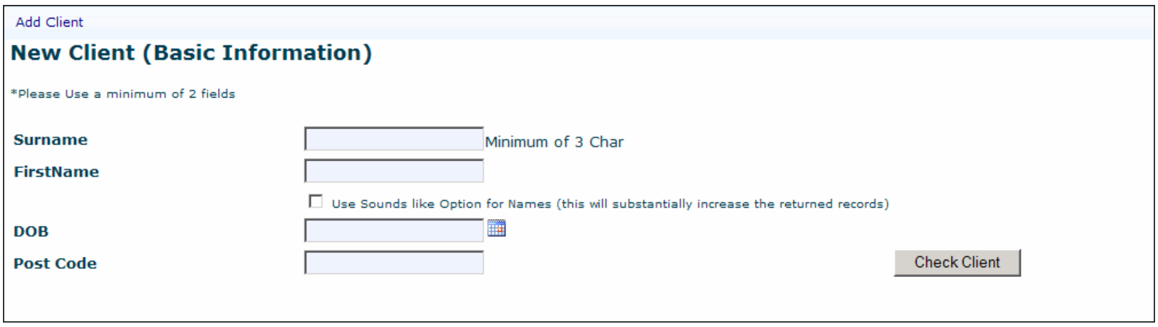
This will open up the History Tab and show the History Summary. This will list all the Contacts, Status Changes, Outcomes and Individual Circumstances. In order to view just the Status Changes, you need to click the Status header and this will sort all the records and only show those that are Status Changes.

Recording a Status

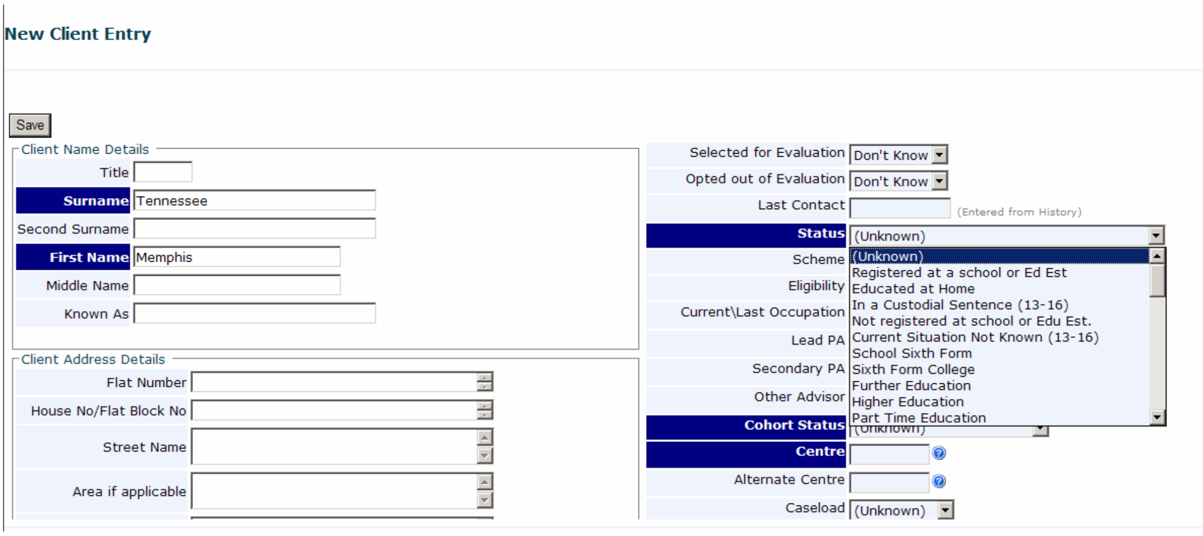
Recording a Status for a Brand New Client

When you are creating a brand new client record, you click on the blue Clients link and, after running a Search to ensure that your young person does not already exist on the system, you click the Add Client link in the top left of the page.

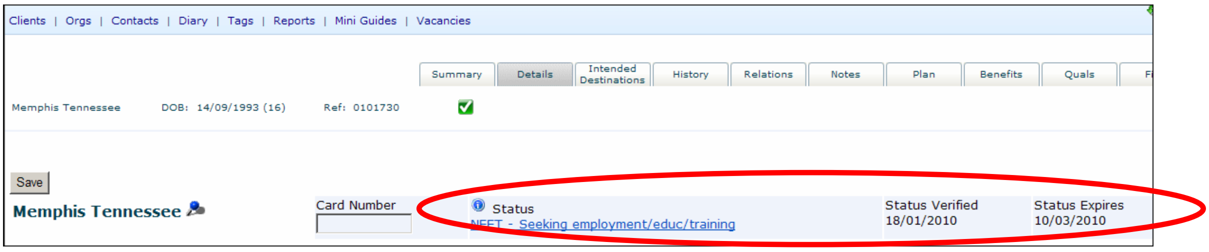
This will bring up a new client entry page as shown. Once you have entered the details and clicked on the grey Check Client button, if there are no other young people that match the details you have entered, you will get a brand new Client screen.



To record the new Status for the client, there is a drop down box that appears on the right hand side of the new client Details page (as shown)

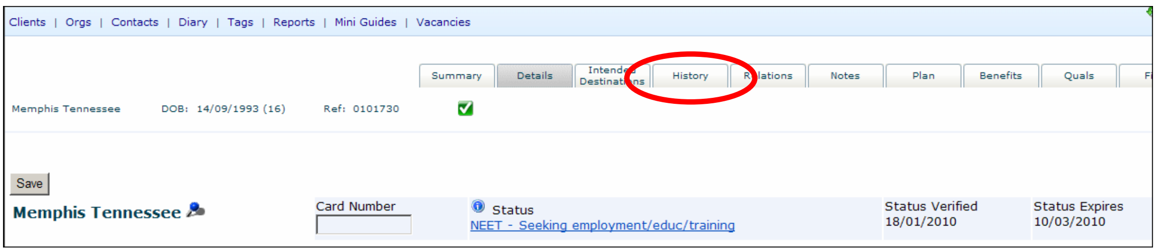


Once you have completed all the details and the mandatory fields and registered a Status, if you Save the record, it will create the new young person on the system and you can view the Status in the top Status bar (circled below in red).



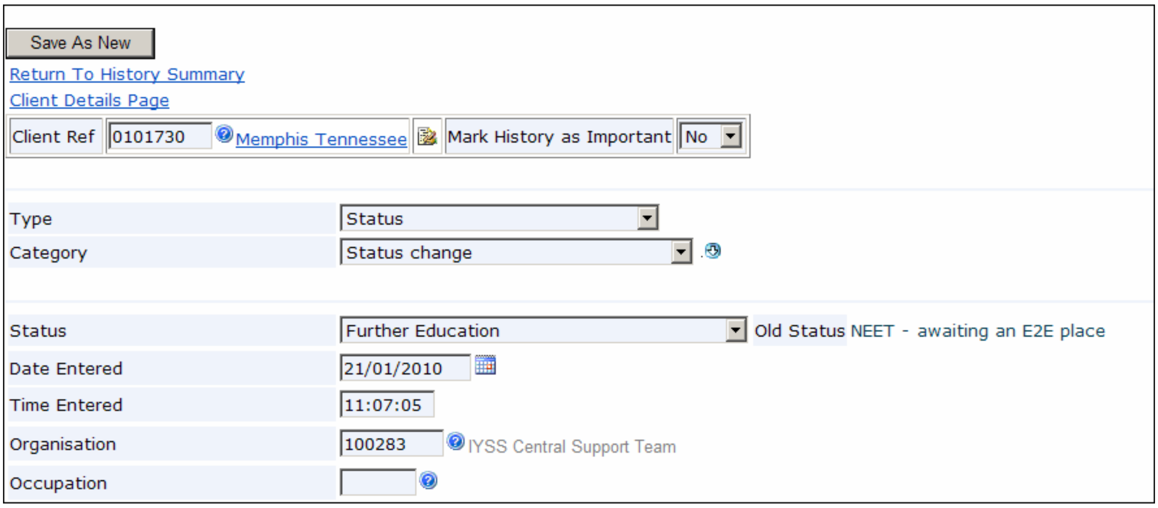
Recording a Status for an Existing Client

Once you have found your young person using the Clients link and using the search screen, open up the record and click on the History tab.



Opening up the History tab displays the overview of all the different Status Changes, Contacts and Individual Circumstances.

To add in a Status Change, click on the Add New History link. This will open up a new record.

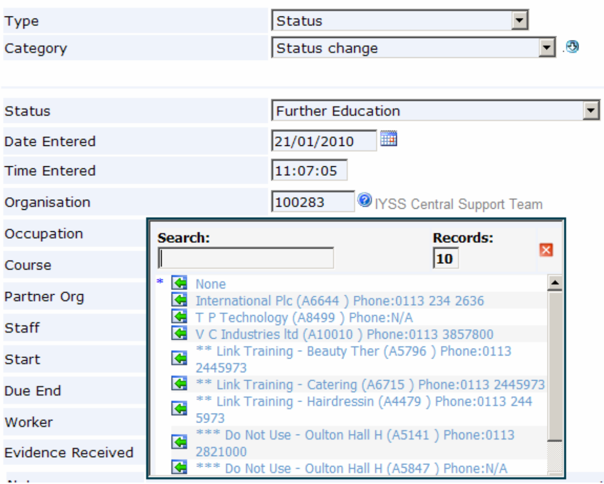


From Type choose Status and from Category choose Status Change (as shown above)

Note: Status Changes will not save without a Type and a Category.

From Status choose from the drop down menu. Descriptions and guidance as to what each of the categories means is available in the CCIS Requirements 2008-9 document.

Scroll past the system generated date and time to the Organisation field. For a Status Change the Organisation field needs to reflect the current or last School that the young person attended. Use the blue search button to locate the correct School.



Then you need to scroll down to the Start, End and Due End dates and fill these in. (If in any doubt refer to the **IO Due End Dates mini guide**).

You can add any notes that you want to accompany the Status Change in the Notes box at the bottom.

Clicking Save will record the Status Change for you and this can be viewed by clicking Return to History Summary on the top left of the page.

Remember: only enter a Status Change if it is a change. If you are not changing the status, use Status Verification.