eSAFE

INFORMATION MANAGEMENT SOLUTION
FOR DOMESTIC VIOLENCE SERVICES

System Glossary

About

This is a brief guide to some terms used in the eSAFE system. These terms and their definitions were developed through an extensive consultation process with domestic violence services, as a part of the development of eSAFE.

Rationale

It was recognised, during the development of the system, that a shared language to describe working processes was needed so that sections of the system could be labelled. Services understood that this meant that some of the language used to describe working processes in the system might be different to words they may have used to describe their work. For this reason, this glossary aims to describe what is meant by the labels in the system used to describe certain working processes

Approach

There is an explanation given for each process where the term may be ambiguous. So, for example, there is no explanation given for 'complaints' as this section in the system is self-explanatory and all services use shared language around this.

Glossary of Terms

Accompaniment Record

This is used to record planned accompaniments where clients have requested that staff go with them to any activity or meeting in the community. This can be appointed to particular staff.

Consent to Share

This is completed when it is identified that the service needs to communicate about/on behalf of a client with an external agency or individual. The purpose of the form is to record the person's consent to what information is and is not shared with the identified professional. The form has an expiry date and flags when consent is expired.

Contact Record

This is the space where all of the basic information about the client is entered. This is completed when someone engages with the service, and the worker has established that we are an appropriate service. The purpose of this section is to record essential information needed to engage the woman with the service. It includes information required for any initial engagement prior to an assessment being undertaken. Where contact information has been recorded through an enquiry record, this can be transferred across to the contact record once it is established that she will be a client of the service.

Court Support Records (Court Accompaniment, Other Court/Legal Support)

This is undertaken where client requests support for legal processes, or wants to be accompanied by a staff member to court. It can be part of the one to one support work, or a standalone piece of work done at a court-based outreach service. This will connect to other sections of the system including Court Order records.

Enquiry Record

This is the space where the record of contacts to the service is recorded, where they relate to client work. This might include communications by email, social media message or phone. It may be contacts from potential service users, concerned individuals or professionals that relate to the services provided. Services may choose not to record certain type of calls, such as admin calls. This may also be known by terms such as call record, phone records, daily contact records.

New Service users can be referred or sign-posted to the service. The source of referral can be captured for an enquiry from a new service user, and if an engagement with the service user starts this information is captured as part of a client engagement record.

External Referral

This is a record of when a service user is referred to a service external to the organisation. This includes details of external organisation, dates of communication etc.

Full Assessment

This is completed after, or as a follow on, from initial assessment, where the service user has identified that they would like in-depth support. This is an iterative process and will take as long as is required, often completed over a number of sessions. Continued needs assessment then takes place through support planning once initial needs are established. This process supports in-depth personal care/support planning. It includes more detailed information on issues for support planning and actions to be taken.

Service Intervention Record

A record of an activity being undertaken with a service user, such as a support planning session, an accompaniment or any other activity. This helps the service to ensure you are accurately capturing the work delivered with service users. You can link a service intervention record with one or more support plan objectives. record.

Initial Assessment

An initial assessment supports the service to understand what needs the service user may have in the first days or weeks of engaging with the service. It helps the service ascertain immediate actions and supports, and also whether the SU would like to engage with the full care/support planning process. It is undertaken once there is time to sit down and spend time considering needs, but is not as comprehensive as a full assessment

Internal Referral

This is a method of communicating where the service user requires a specific service within the organisation (as opposed to an external referral, communicating a need for a service in another organisation). This ensures that the date of request and the type of service required are recorded in the system and are visible on task lists, and communicated to the relevant staff member.

Safety Plan

This is a record of progress of a safety plan developed between staff and a service user. The safety plan is developed separately and the most up to date version can be uploaded to the system at any time.

Support Plan

This is the record of goals set between the worker and the service user of actions needed to meet their needs in a variety of areas ranging from housing, health, education, finance and others. This is often undertaken once support needs have been identified in the initial and full assessment. This is retained and updated throughout the duration of their engagement with the service.