

Thrive Guidance for Early Help and Preventative Services

Guidance for all Users

Thrive is the system that Kent Early Help and Preventative Services use to securely store and share case information with Early Help Commissioned Services.

Before you start

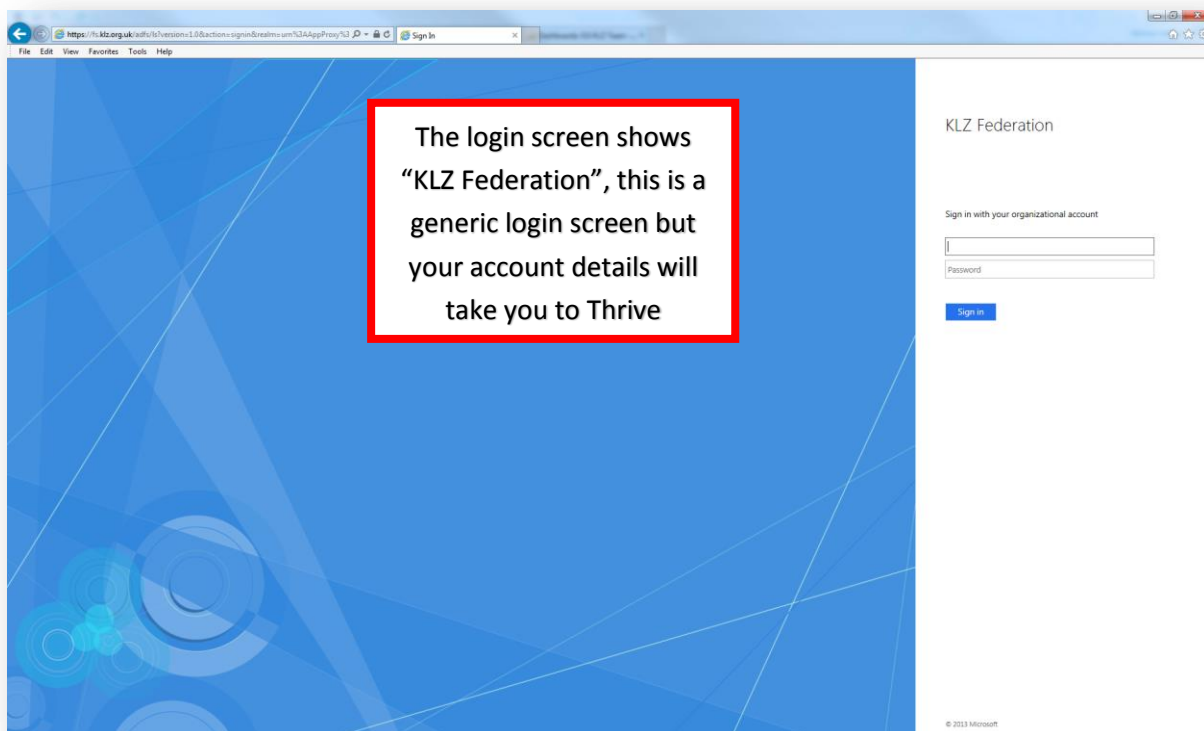
- 1) When you are issued with your Thrive login details the first thing you must do is setup [Self-service](#). Self-service will ask you to setup security questions that will allow you to reset your own password if you ever forget it and when prompted by the system to do so.
- 2) If you ever experience password issues you will be directed to Self-Service in the first instance, so it is critical you complete this setup.
- 3) Access self-service and reset the password you have been issued to something only you know. Your password must meet the minimum security requirements as outlined in the [KCC Acceptable Use Policy](#)

Guidance on using the self-service tool can be found [here](#).

Logging in

To login to Thrive simply open a web browser and navigate to www.kentehps.org.uk

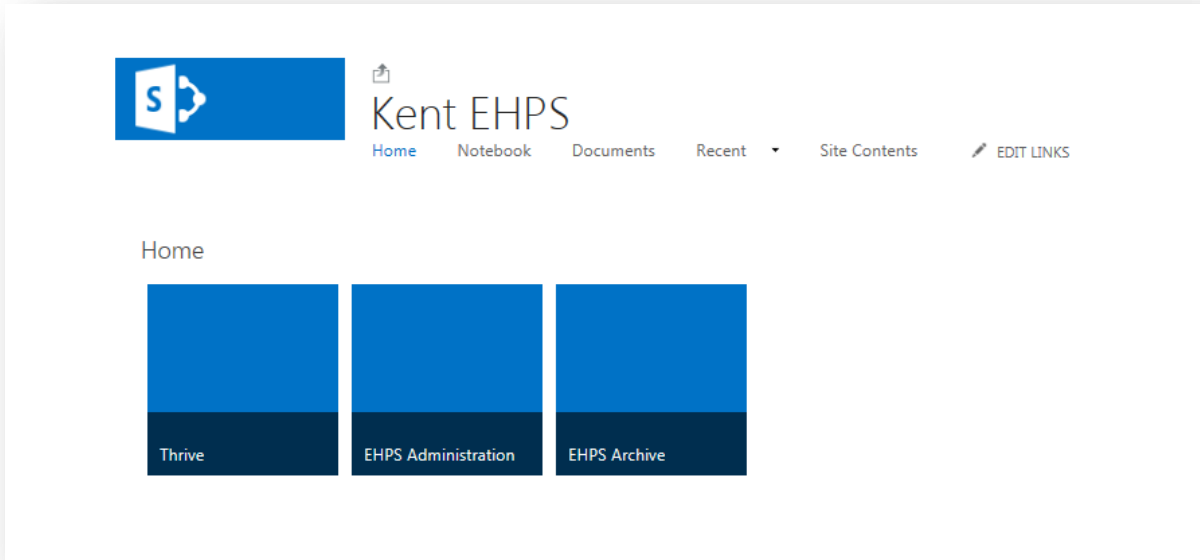
You will be presented with a login screen as shown below:



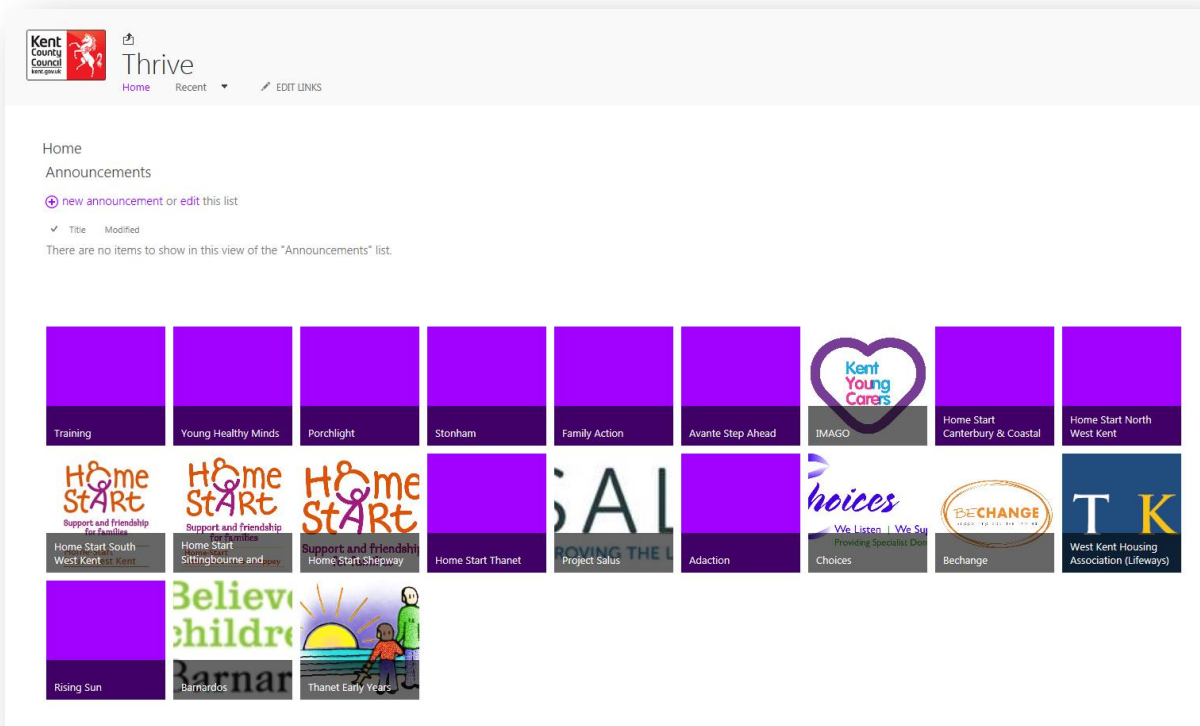
Please enter your Thrive username and the password you have reset in the self-service tool.

Note – KLZ\ must always be entered in the username field e.g. klz\blogsj01

Now select Thrive

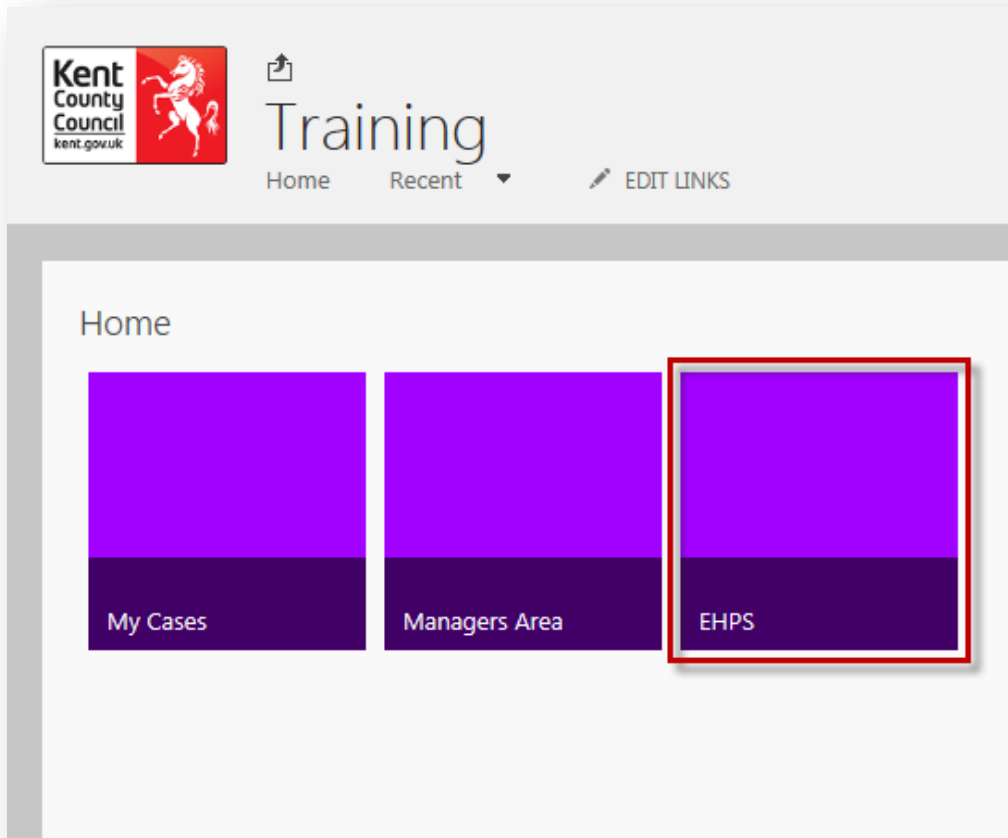


This screen will be shown.

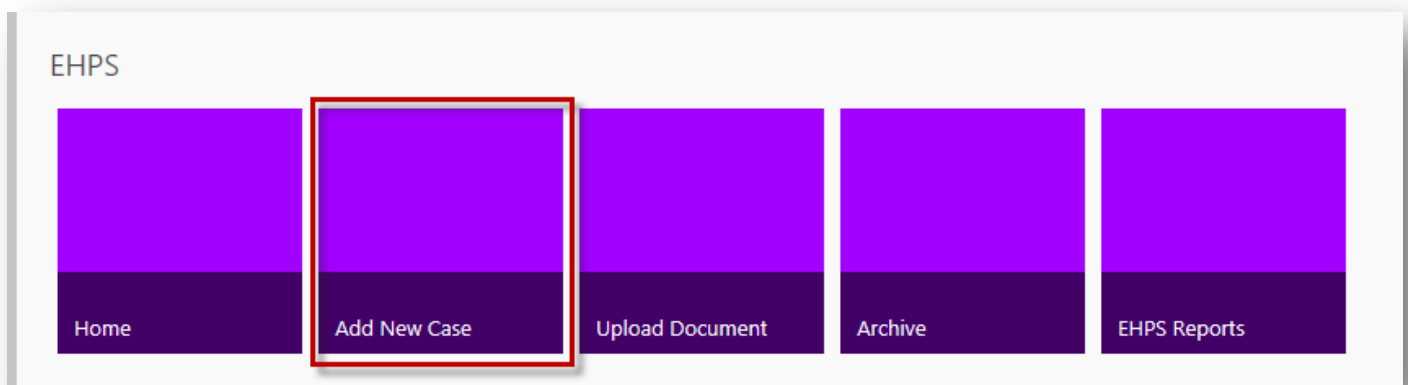


Adding a new request for support from a commissioned service

To add a new request to a commissioned service first you must select the relevant service by clicking the appropriate box. You will then be presented with this screen. Then select “EHPS”.








Select “Add New Case”





Below is an example of the Thrive form to be completed

Demographics and EHPS Information

Date Notification Received by EHPS:	<input type="text"/>  *
Main Child EHM Number:	<input type="text"/> *
Family Second Name/Names:	<input type="text"/> *
Main Child First and Second Names:	<input type="text"/> *
Main Child Date of Birth:	<input type="text"/>  *
Main Child UPN if Relevant:	<input type="text"/>
Family Postcode:	<input type="text"/> *
District:	<input type="text"/>  *
Date Request sent to Commissioned Service:	<input type="text"/>  *
Commissioned Service Support or Lead:	<input type="text"/>  *

Commissioned Services Information

Date of Response to EHPS:	<input type="text"/> 
Is the Case progressing within the Commissioned Service:	<input type="text"/> 

Note: Please do not “re-open” closed cases. Always generate a new request each time.

Enter the case details ensuring all fields are completed under **Demographics and EHPS Information**.

Main child UPN should be entered, if known. All other fields are mandatory.

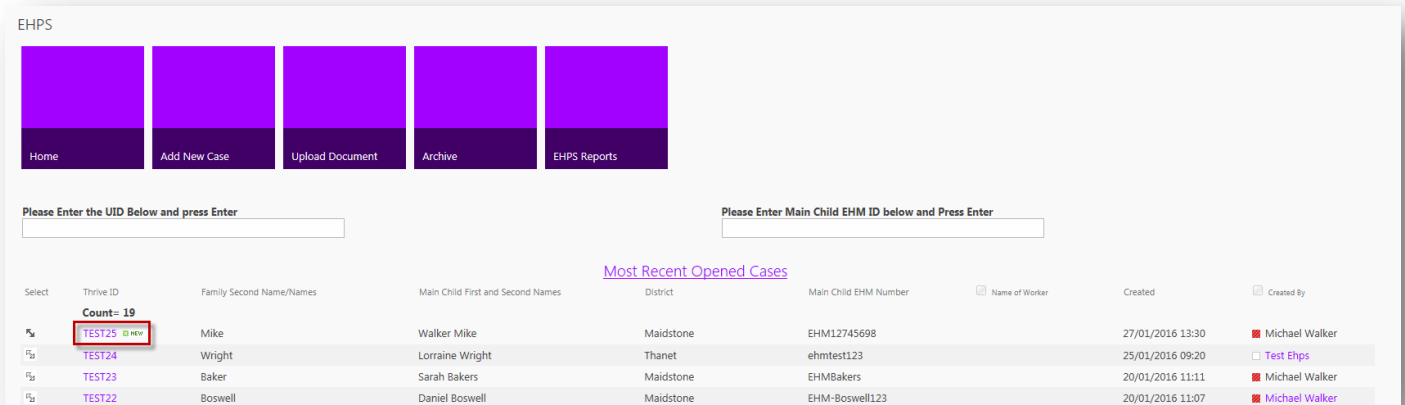
Commissioned Service Support or Lead:

- Select “Lead” where the commissioned service is being asked to take the case forward. Once accepted the case will be closed on EHM
- Select “Support” where the commissioned service is being asked to support the Early Help Worker. Once accepted the commissioned service will provide support as part of an Early Help Plan and the case will remain open on EHM

Press “Submit” to save data, you will then be returned to the EHPS page.

Note: The EHM FAQ document on commissioned services provides further information regarding the use of Thrive and EHM.

Once a new case has been saved to the commissioned service, Thrive will generate a Unique ID for the case as shown below:



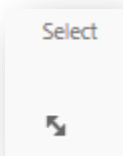
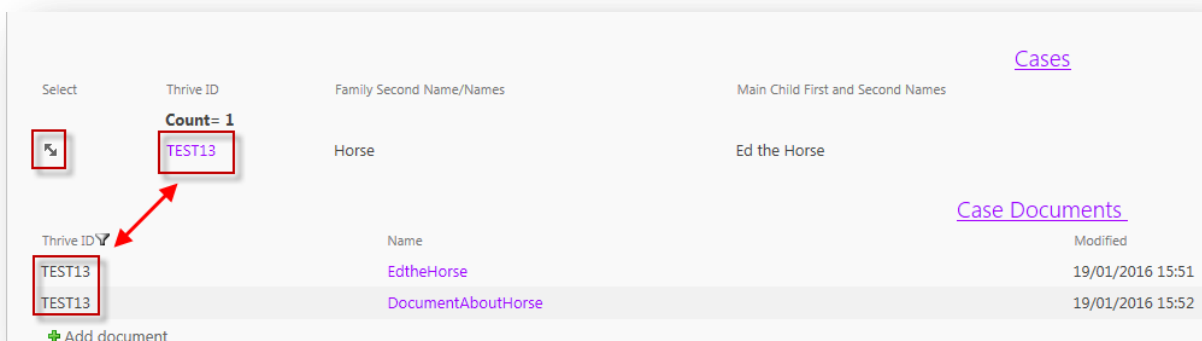
Select	Thrive ID	Family Second Name/Names	Main Child First and Second Names	District	Main Child EHM Number	Name of Worker	Created	Created By
	Count= 19 TEST25 <input type="checkbox"/> NEW	Mike	Walker Mike	Maidstone	EHM12745698		27/01/2016 13:30	Michael Walker
	TEST24	Wright	Lorraine Wright	Thanet	ehmtest123		25/01/2016 09:20	Test Ehps
	TEST23	Baker	Sarah Bakers	Maidstone	EHMBakers		20/01/2016 11:11	Michael Walker
	TEST22	Boswell	Daniel Boswell	Maidstone	EHM-Boswell123		20/01/2016 11:07	Michael Walker

Note – Thrive will take a moment to generate the Thrive ID. If it does not appear straight away, press F5 to refresh the screen

Once you have your Thrive ID you can upload the documents for the case

Case Documents

In Thrive, documents are uploaded separately to the case and are stored in a documents library. To review the documents related to a case you will need to select the relevant double-ended arrow.

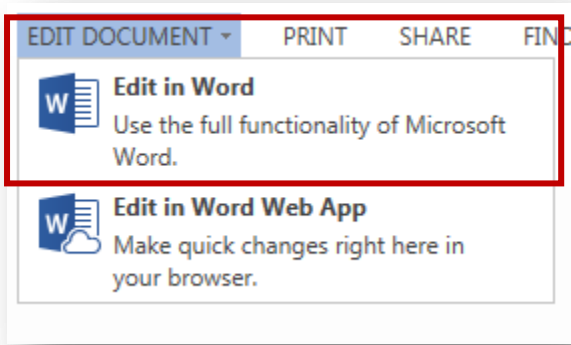



Select	Thrive ID	Family Second Name/Names	Main Child First and Second Names
<input type="checkbox"/>	Count= 1 TEST13	Horse	Ed the Horse

Thrive ID	Name	Modified
TEST13	EdtheHorse	19/01/2016 15:51
TEST13	DocumentAboutHorse	19/01/2016 15:52

[Add document](#)

To view a document, click on the document name in the “Name Column”. Documents will open in Read-only by default, to edit a document select “Edit Document” from the menu bar.

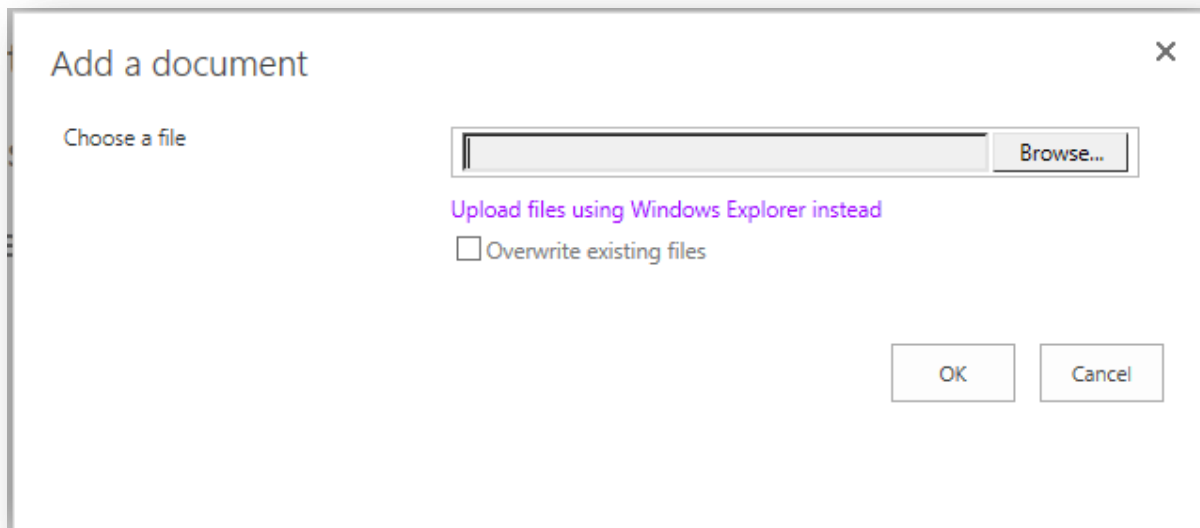


Select “Edit in Word” make your changes and then click on the “Save” icon displaying the two small green arrows (as shown below). This will then save directly back to Thrive.



Before uploading any new documents to Thrive, please make sure that the filenames follow the recommended file naming convention: **ThriveID-Date-Filename** e.g. Test13-210116-ETHFamilyPlan.xlsx

To upload a new document to a case, select the “Upload Document” purple button. The following screen will be shown:



Select “Browse” then navigate to the document on your computer. Select the relevant document and press open. Once the filename appears in the “Choose a file” box select ok

Case Documents - Test13-210116-ETHFamilyPlan.xlsx

EDIT

Save Cancel Paste Cut Copy

Commit Clipboard

Name * Test13-210116-ETHFamilyPlan .xlsx

Title ETH Familyplan 210116
Please use the File Naming Convention of :- ThriveID-Date-Filename

Thrive ID * Test13

Created at 21/01/2016 16:29 by Test Manager
Last modified at 21/01/2016 16:30 by Test Manager

Save Cancel

Then enter the title of the document and the Thrive ID and click “Save”

****IMPORTANT****

Please ensure that you enter the correct Thrive ID when uploading a document.
if the incorrect Thrive ID is applied to a document that document will be linked to an incorrect case, if this happens you will need to find the document and edit the file details.

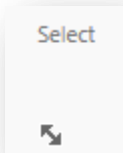
Thrive ID	Name	Modified	Modified By
TEST13	EdtheHorse	21/01/2016 16:13	<input type="checkbox"/> Test Manager
TEST13	DocumentAboutHorse	19/01/2016 15:52	<input checked="" type="checkbox"/> Michael Walker
Test13	Test13-210116-ETHFamilyPlan	21/01/2016 16:30	<input type="checkbox"/> Test Manager

Case Information

The view displayed on the EHPS page within each commissioned service area shows the following:

Select	Thrive ID	Family Second Name/Names	Main Child First and Second Names	District	Main Child EHM Number	Name of Worker	Created	Created By
Count= 19								
	TEST25	Mike	Walker Mike	Maidstone	EHM12745698		27/01/2016 13:30	Michael Walker
	TEST24	Wright	Lorraine Wright	Thanet	ehmtest123		25/01/2016 09:20	Test Ehps
	TEST23	Baker	Sarah Bakers	Maidstone	EHMBakers		20/01/2016 11:11	Michael Walker
	TEST22	Boswell	Daniel Boswell	Maidstone	EHM-Boswell123		20/01/2016 11:07	Michael Walker
	TEST21	Harrison	Becca	Maidstone	EHM Number	Michael Walker	14/01/2016 09:42	Michael Walker

This shows the most recently opened cases for the commissioned service. To view the documents attached to any of these cases change the icon in the “Select” Column to the case you would like to view.



This will change the view under “Case Documents” to display the documents attached to the selected case.

Thrive ID	Name	Modified
TEST1	Michaels Document	19/01/2016 15:49
TEST1	Michaels Document 2	19/01/2016 15:49
TEST1	Michaels Doco 3	19/01/2016 15:49
TEST1	Test (Document)	19/01/2016 15:49

Note: In the original image, a red box highlights the 'TEST1' in the 'Select' column of the cases table above, and a red arrow points from this box to the 'TEST1' in the 'Thrive ID' column of the 'Case Documents' table shown here.

Filters

There are two filters available on the EHPS page for each commissioned service.

1)

Please Enter the Thrive ID Below and press Enter

This filter pictured above will allow you to filter by Thrive ID. Take care to use the correct Thrive ID. Wildcards or partial entries will not work. Entries are not case sensitive. To clear the filter simply remove the entry and press enter.

Please Enter the Thrive ID

Select	Thrive ID
<input type="checkbox"/>	Count= 1 TEST1

2)

Please Enter Main Child EHM ID below and Press Enter

The filter pictured above allows you to filter by the EHM ID for a specific case. Take care to use the correct EHM ID. Wildcards or partial entries will not work. Entries are not case sensitive. To clear the filter simply remove the entry and press enter.

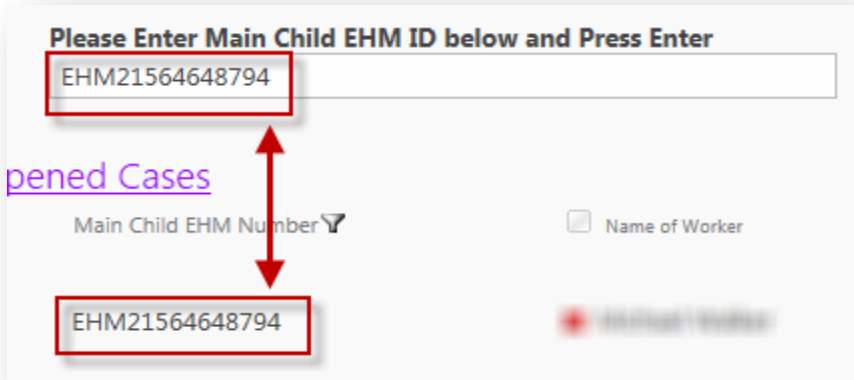
Please Enter Main Child EHM ID below and Press Enter

EHM21564648794

[Open Cases](#)

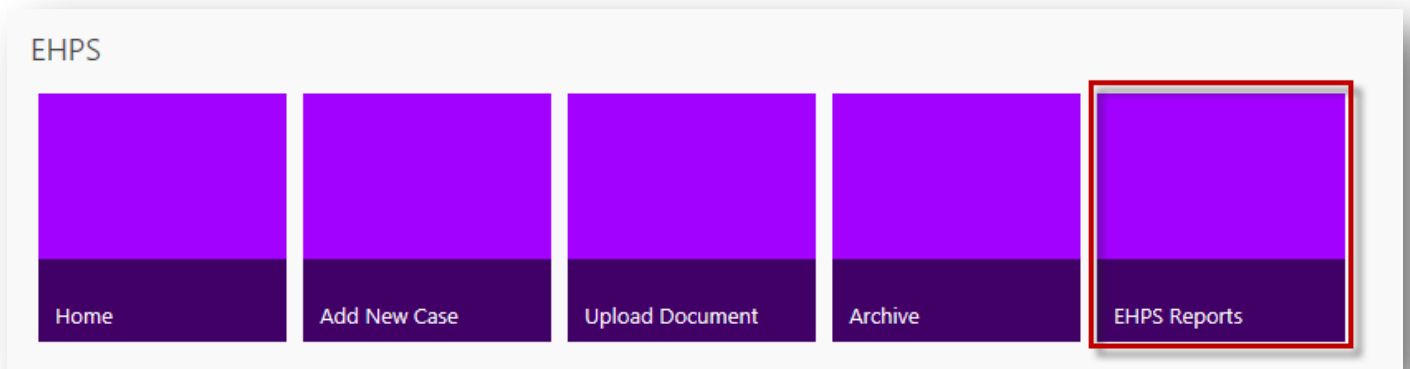
Main Child EHM Number Name of Worker

Name of Worker



EHPS Reports

You should look at your commissioned services EHPS Reports page daily.



The EHPS Reports page will display several views that will help you to see the status of cases.

Contents

- Cases Awaiting Decision
- Cases Pending
- Cases Declined
- Cases Accepted Awaiting Worker
- Cases Accepted With Worker
- Cases Accepted Closed

Cases Awaiting Decision – These are cases within the commissioned service that are awaiting decision from their service manager.

Cases Pending – These are cases that have the progression status of “Pending” where the EHPS team is in discussion with the commissioned service

Cases Declined – These are cases that have been declined by the commissioned service

Cases Accepted Awaiting Worker – These are cases that have been accepted by the commissioned Service but a worker has not been allocated and evidenced on Thrive

Cases Accepted with Worker – These are cases that have been accepted and details of the worker are entered on Thrive

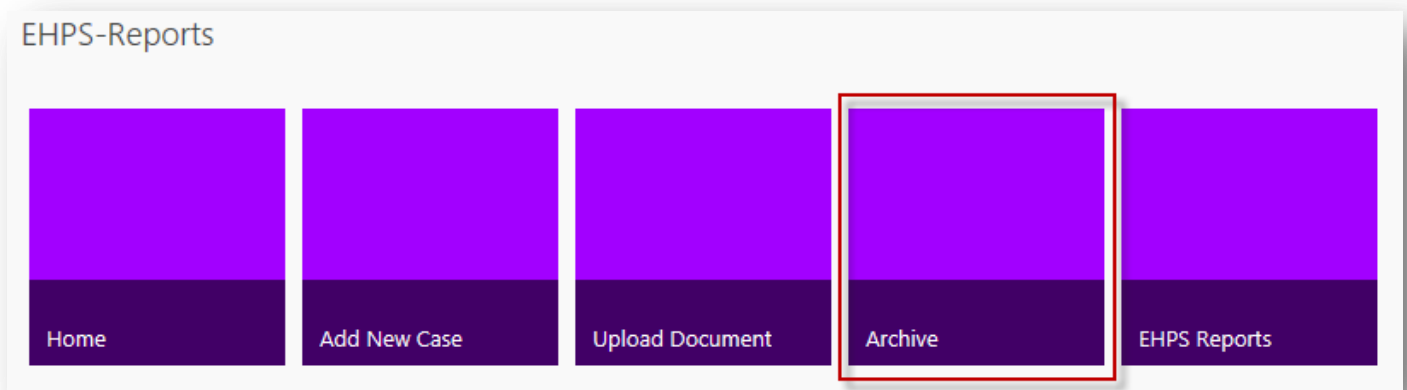
Cases Accepted Closed – These are cases that have been accepted and closed but not yet archived

Archiving

The archive section will show cases that the commissioned service deems to be archived. This means these cases will not show in most views (e.g. the most recent open cases view on the EHPS Page).

When a service closes a case or has declined to accept it they should be archiving the case to remove it from live case lists, this helps to manage caseloads and keeps the lists short on the system. Service Managers have views to assist them with identifying cases that need to be archived.

You can view the archive by selecting the Archive button

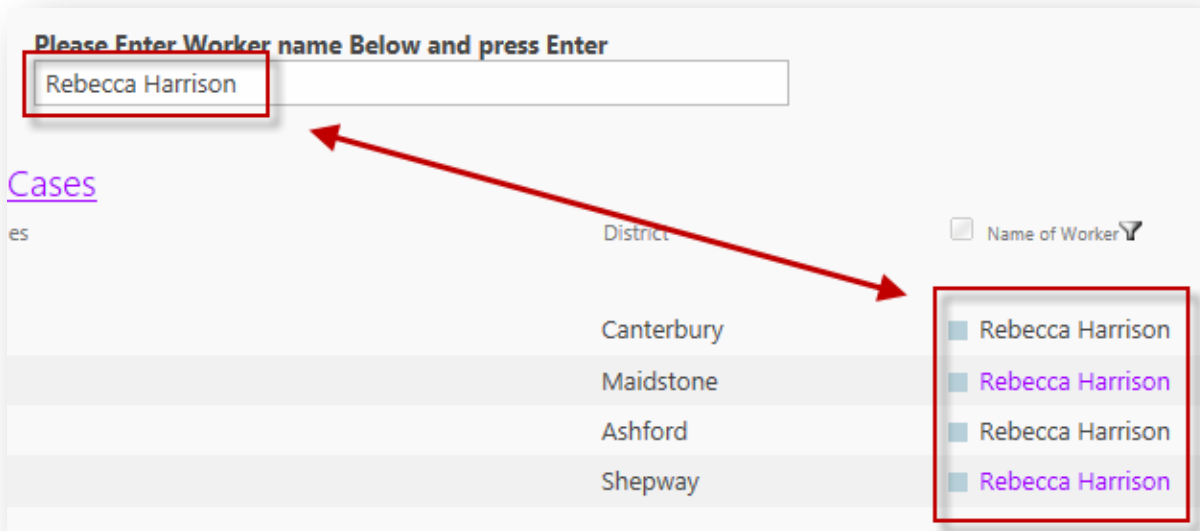


The filter options on the Archive page are as follows:

- [Filter by Thrive ID](#)
- Filter by Worker Name

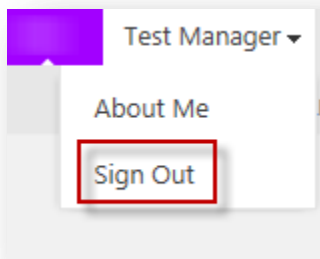
Please enter worker name and press enter

This filter allows you to filter all cases in the Archive for a commissioned service by a workers name. This will need to be exact, no wild cards or partial entries.



Logging Out

To log out of Thrive, please click on your name in the top right hand corner and select “sign out”



IMPORTANT

When you finish your session or are taking an extended break from using Thrive
YOU MUST LOG OUT and close your browser.

Leaving Thrive open and idle for extended periods will result in time out errors and may
cause you to lose work.

Problem Solving

If you have any problems when using Thrive in first instance please speak to your Business Support who will assist you in resolving the issue. If the problem is technical in nature Business Support may log a call to EIS on your behalf.

If your problem relates to your password please use [Self-service](#).