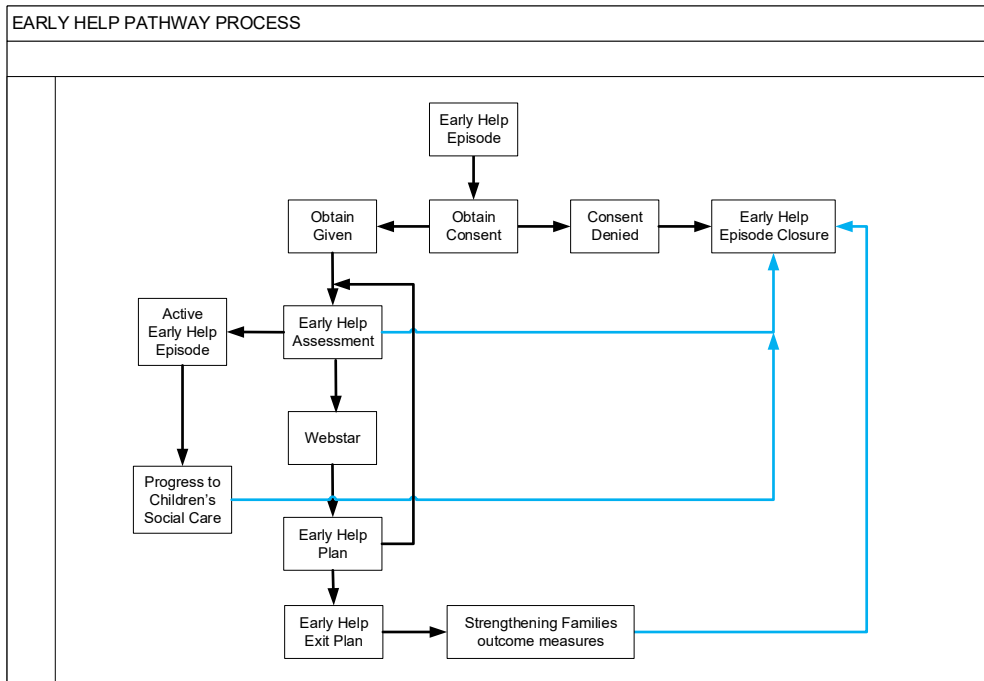# Early Help Pathway

EARLY HELP PATHWAY PROCESS

To start the Early Help pathway search for the and navigate to the demographics screen

In the actions section click on the hyperlink Create a new Early Help Episode

The Early Help Pathway will now open
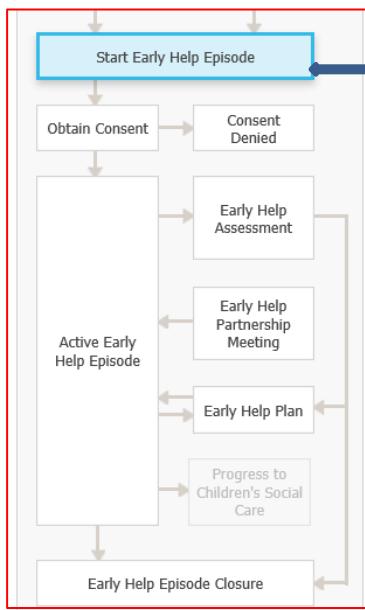
The episode "Start Early Help Episode" box is blue this means this is the current piece of work you are completing. When you have finalised this piece of work the box will automatically turn grey and the next episode you need to start work on will be blue this is the same for each episode in the pathway.

Click in the round button for you as the lead professional then click on the grey "Assign" button

In the Family Pathway make sure you tick/untick the relevant family members that need to be included in the episodes
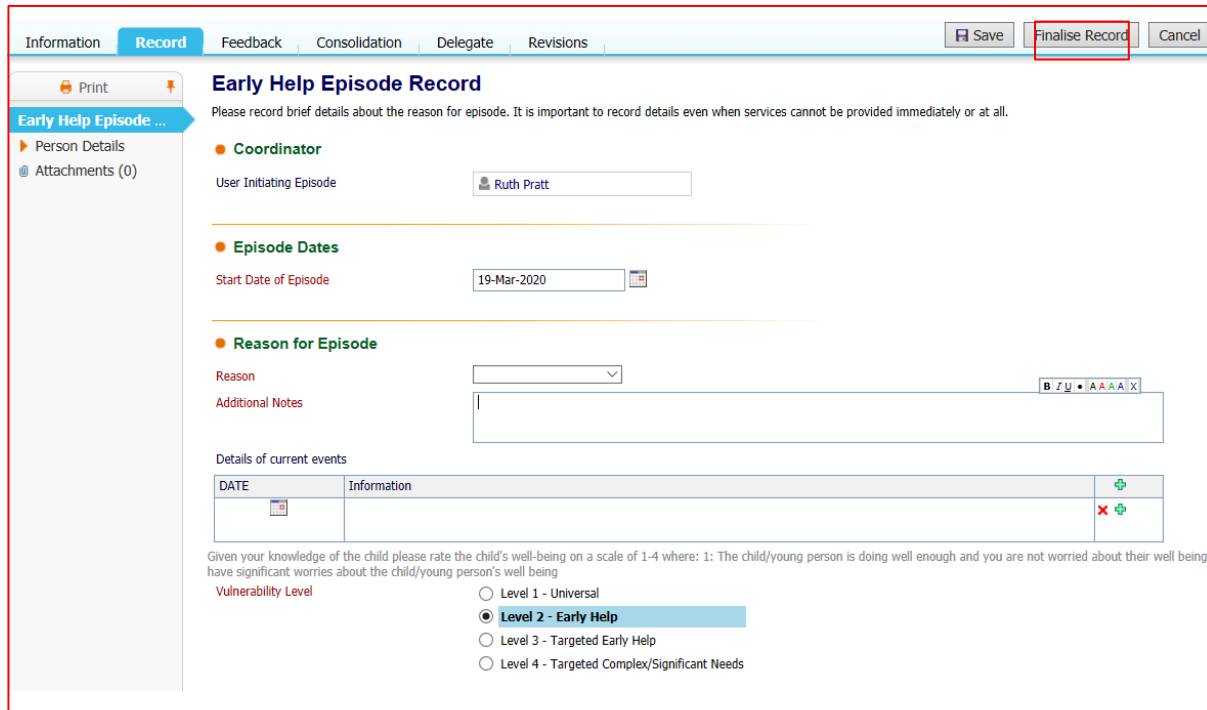
Click on the Start Early Help Episode Grey Button
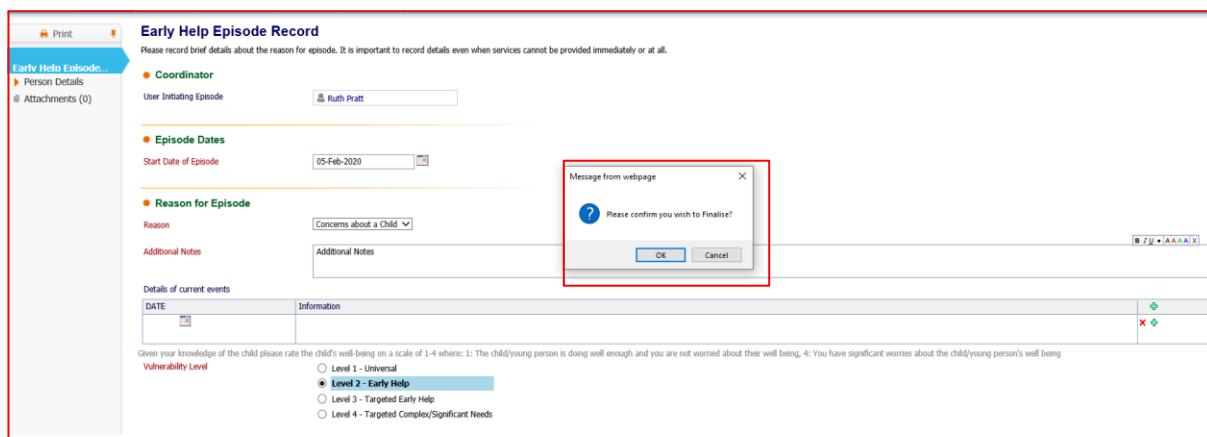
The form opens – by the name you will see the Flag has appeared this means an Early Help Episode is noe open, if you hover over the E is will give you details and date of what the flag is for.

Complete details in each section as relevant on the Early Help Episode Form

When completed lick on the grey Finalise button

a new window appears click OK to confirm

Click on the "Home button from the toolbar and navigate to your Task Tray
Search for the person whose record you are in and click on the Early Help Episode – Obtain Consent

Pitman Abby, 5 weeks 2 days 11-Feb-2020 (Case No: 1002706)

No Due Date   **Early Help Episode - Obtain Consent**

He following screen opens, tick in the created box and then click on the grey button "copy forward selected" this copies some information from the previous form into this form

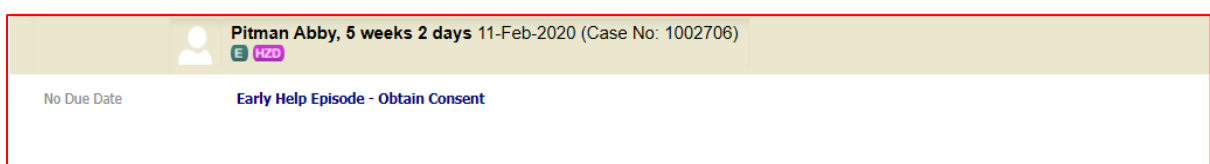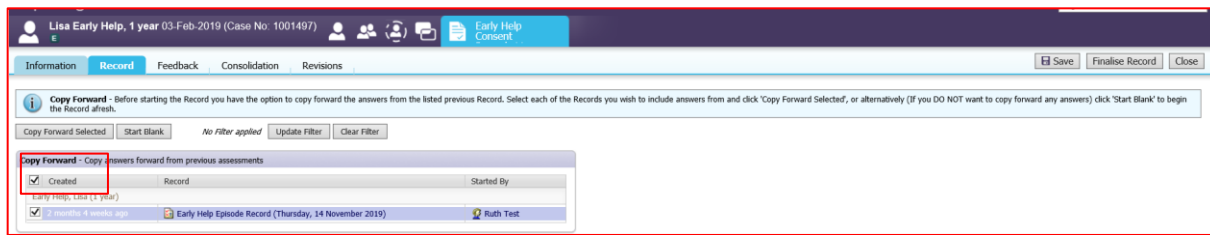The consent form opens, work through the sections entering information in the mandatory fields, "date of consent", "Consent decision maker", "method of consent", "related persons deciding on consent" – select each names as required by selecting and the click on the update button, "other person deciding on consent" – if relevant.
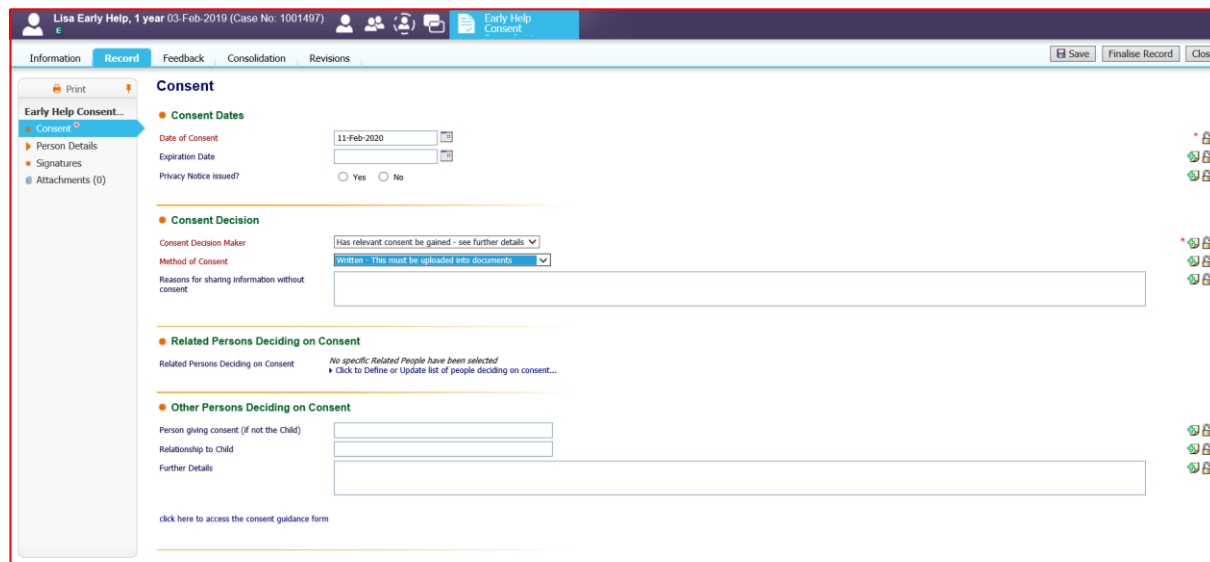
When you are at the Consent restrictions section click on the hyperlink "Specify consent restrictions"

Alongside the green tick you will see that System Support and you as the lead professional have access to the record, **DO NOT CLICK EITHER OF THE X BESIDE THESE NAMES** Underneath the line you can see Click here to add user department of group, if you click n this hyperlink you can give consent to relevant persons or groups.

To find a professional Enter the surname and forename then click on the grey search button

If the person is known a name or a list of names will appear, select the name of the person who needs access to the record
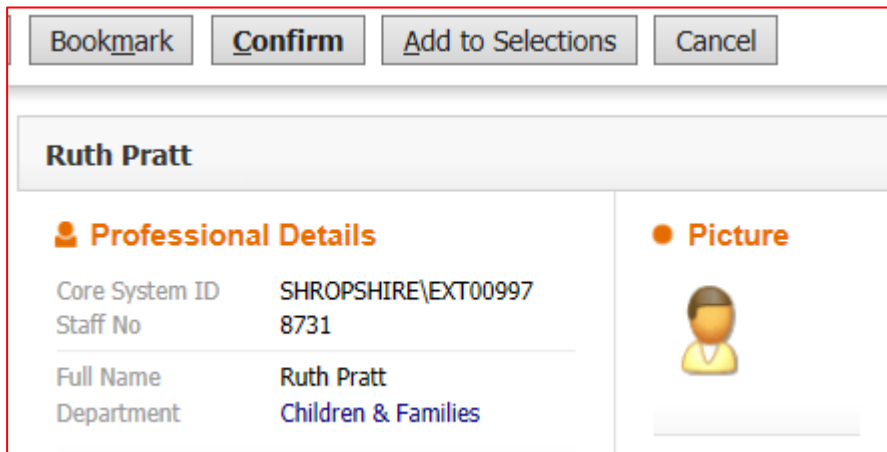
When the next window appears you select the grey button **Confirm** this will then add the person to the Access granted list.
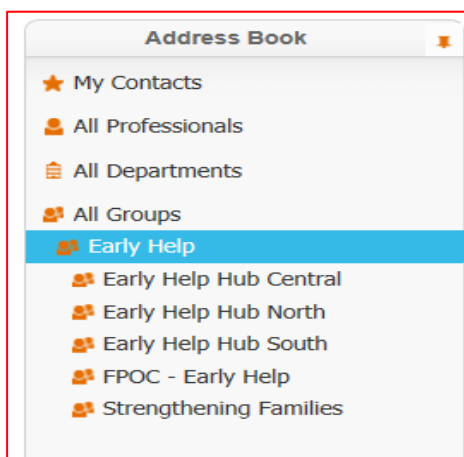
You follow the same process as above if you need to select one of the groups by entering in the group name, remember you can use the wild cards% or *

When you have completed the consent record click on the grey Finalise button

Click Ok to confirm

Navigate back to the task tray – the tasks here will remain in you task tray whilst you are the lead professional for this family

Click on the Early Help Assessment link
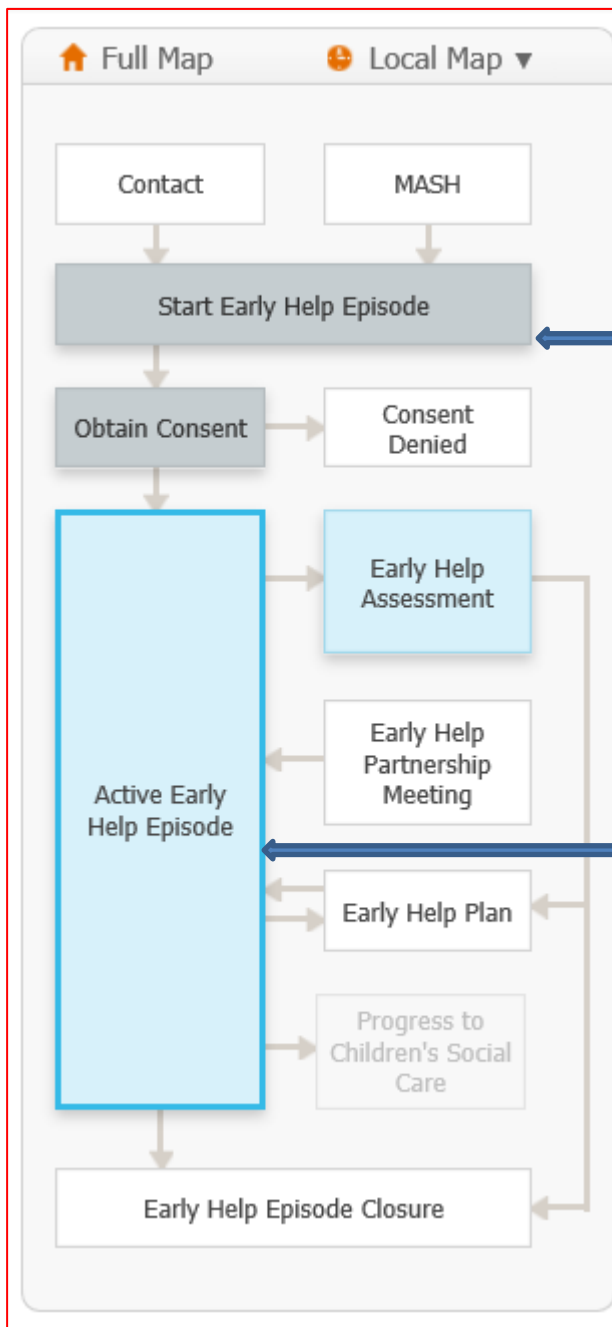
In this example the "Start Early Help Episode" and "Obtain Consent" Episodes have been completed and saved. The boxes have automatically turned grey. The work you now need to complete in the pathway way are the blue boxes
"Early Help Assessment" and "Active Early Help Episode" you will find the episodes in the task tray

When you click on the Large Blue Box "Active Early Help Episode" you are taken to the secure area of the Early Help Pathway. When details have been completed in this section, only people with the correct level of access will be able to view details

Click on the grey Start Assessment Button
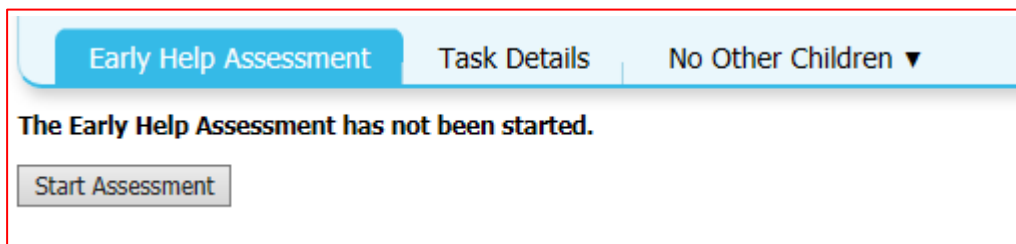
If this is the first assessment Click on start blank, if It is a previous assessment you can select and copy forward answers from a previous assessment

When the form opens you will see sections on the left hand side, work through each section of the assessment

When you start the section "Whole Family Assessment" you will see there are six mandatory criteria questions, if you answer **No** the table does not appear however a score but still be entered. If you select **Yes** the table opens, you will need to enter information into every box. The last section **"What needs to Change"** any information entered into this section will copy forward to your Early Help Plan.

Whole Family Assessment

1) Parent/Children involved in Crime or ASB

Parents/children and/or other members of the household are involved in crime and/or anti-social behaviour.
Parents or other members of the household are leaving prison or serving community orders or suspended sentences.
There is a significant cause for concern regarding possible involvement in crime or anti-social behaviour

Are there concerns regarding this criteria?   ● Yes   ○ No

Please Answer Questions

Describe the family history regarding this category:	Describe the family's current situation, including strengths and what is working well: What support is currently in place?	What needs to change?	✚
Describe the history	What is the current situation	What needs to change this section copies forward to the plan	✖ ✚

Where would the family rate themselves in relation to this concern on a scale of 1-10? (10 = good, 1 = poor)   [2 ∨]

Family Strengths criteria 1

Family Strengths are entered here

When you have completed each of the 6 criteria at the bottom of the page the scores for each section have been automatically populated, these scores will populate the webstar

Totals

Parent/Children involved in Crime or ASB	2
Children not attending school	10
Children who need help	10
Worklessness/Financial exclusion/Housing	10
Families affected by domestic abuse/parental conflict	10
Families affected by domestic abuse/parental conflict	5

The last mandatory questions are in the additional information section answer by clicking in each of the yes or no circles

Additional Information

Print — Early Help Assessm...
- Identifying details
- Information Sharing
- Assessment Inform...
- Whole Family Asse...
- If a safeguarding ri...
- Additional Informat...
- Managers Decisions
- Signatures
- Attachments (0)

Are the family at risk of homelessness? ○ Yes ● No

Is there a young carer in the family? ○ Yes ● No

Is there a child with an additional need in the family? ○ Yes ● No

Are the family happy for the fire service to complete a home safety check? ○ Yes ● No
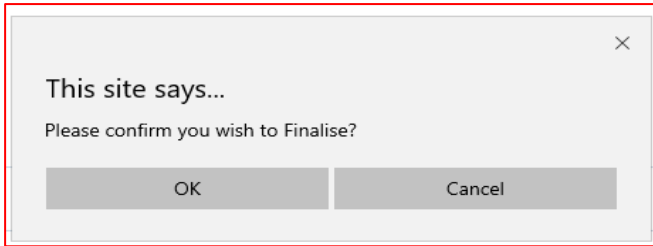
Has worklessness been identified? ○ Yes ● No

Is there a child/YP in the family at risk of exploitation? ○ Yes ● No

Protective Factors

When you have completed all the sections apart from "Managers Decisions" click on

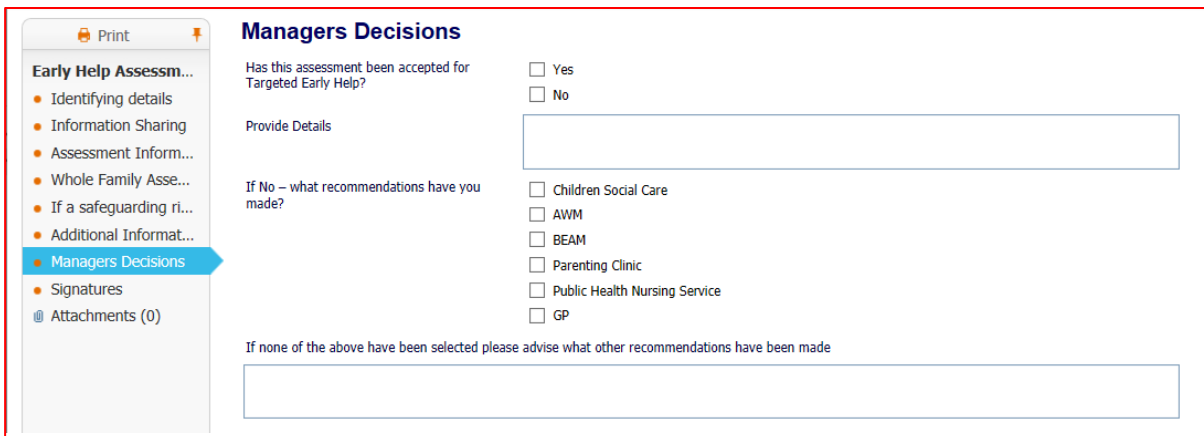the grey [Finalise Assessment] finalise button at the top right hand side then click OK to confirm

Click in the circle of the relevant person to assign this assessment to and click on the grey assign button. If this needs to go to a manager then select and send to the relevant Hub
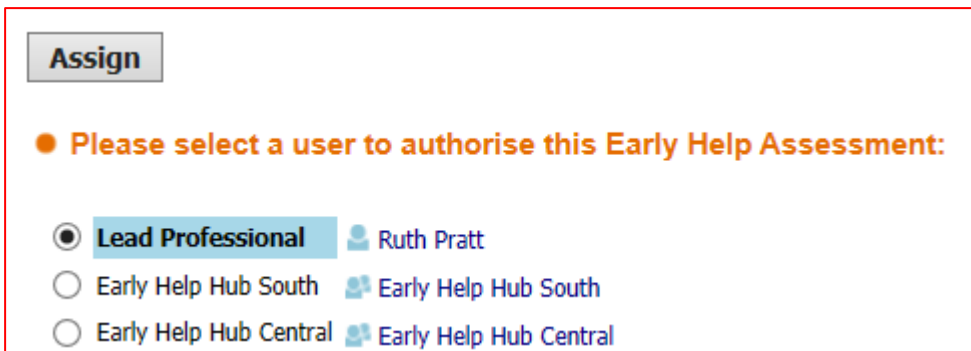
To self authorise click on the grey authorise button
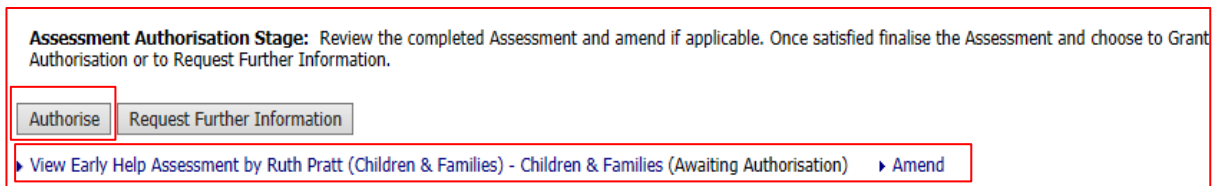
If the assessment has been sent to a manager, the manager clicks on the **Amend** hyperlink to view and read the assessment completing the managers decisions section in the assessment
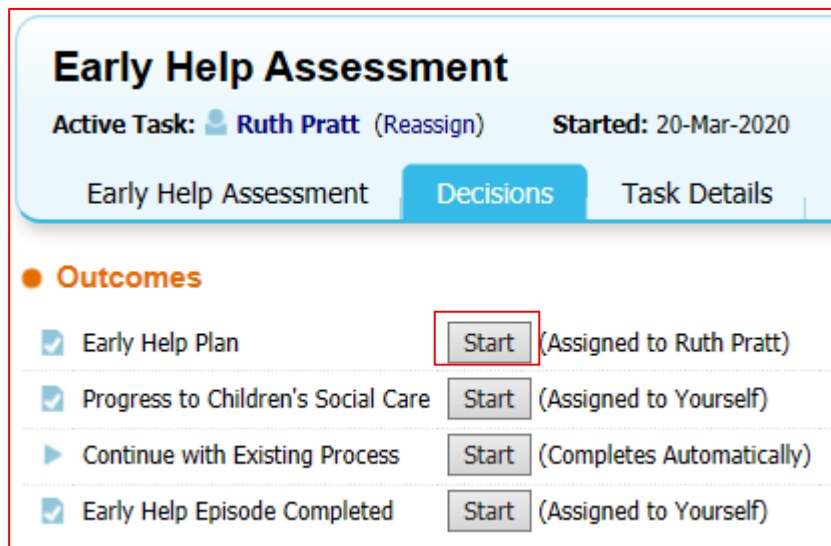
Once completed the manager clicks [Finalise Assessment] finalise assessment then [Authorise] authorise then OK. You are now able to open the Webstar from Standalone Forms- Please see separate USER GUIDE using Standalone Forms

You are taken to the Decision's tab in the Early Help Assessment – click on the Start button for the relevant outcome

- Early Help Plan
- Progress to Children's Social Care (Step Up)
- Continue with existing process (Re-start an assessment or plan)
- Early Help Episode Completed (Close)

To start an Early Help Plan Click on the Grey start button
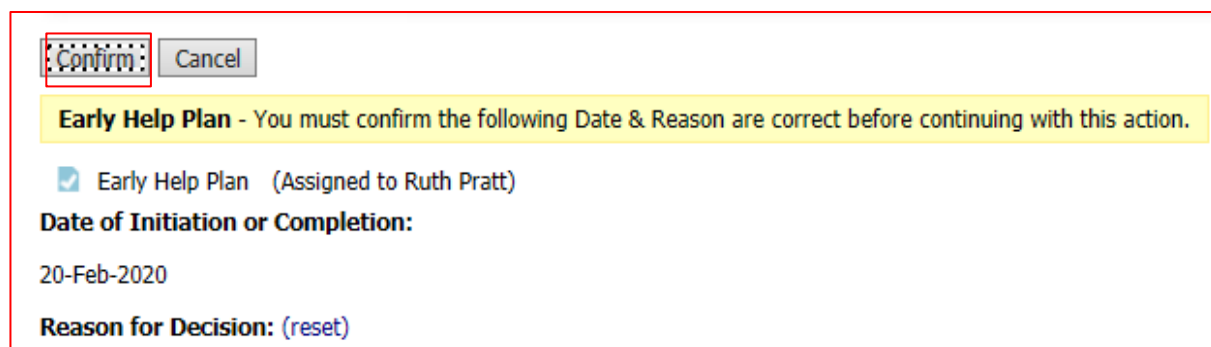
Early Help Assessment

Active Task: 👤 **Ruth Pratt** (Reassign)   **Started:** 20-Mar-2020

| Early Help Assessment | Decisions | Task Details |

● **Outcomes**

☑	Early Help Plan	Start	(Assigned to Ruth Pratt)
☑	Progress to Children's Social Care	Start	(Assigned to Yourself)
▶	Continue with Existing Process	Start	(Completes Automatically)
☑	Early Help Episode Completed	Start	(Assigned to Yourself)

Click on the grey confirm button

[Confirm] [Cancel]

Early Help Plan - You must confirm the following Date & Reason are correct before continuing with this action.

☑ Early Help Plan   (Assigned to Ruth Pratt)

Date of Initiation or Completion:

20-Feb-2020

Reason for Decision: (reset)

Click on the grey button to Start the Early Help Plan

The Early Help Plan has not been started.

Start Early Help Plan

Back to: Early Help Assessment

Click on the copy forward selected button to copy from previous forms

The Plan opens, you will see the information from the assessment has carried forward into the plan, enter the start date and complete the form making any changes to information as appropriate.

In the meeting update section complete the details from the current meeting

If this is the last meeting and you are closing the case you are able to open and complete an exit plan from here by clicking on the hyperlink Start Early Help Exit Plan
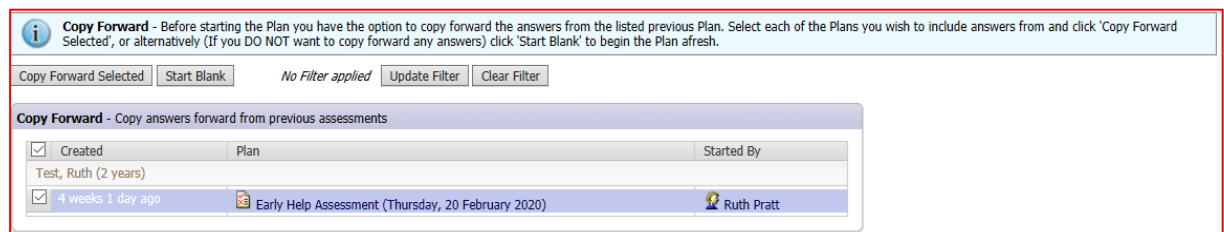
When complete select the grey button Finalise Plan
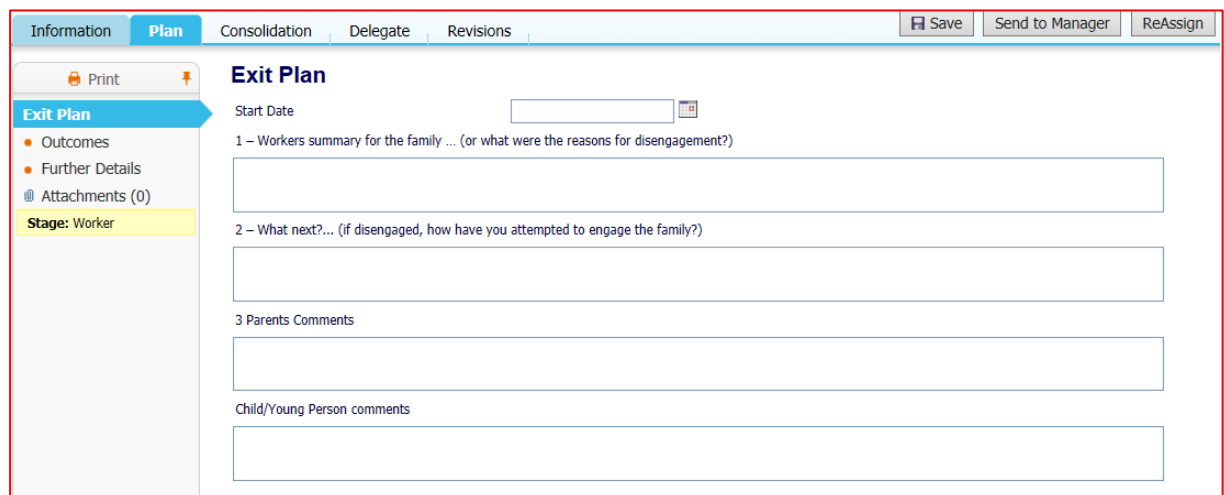
If you need to complete an exit plan click on the hyperlink – this will then present another hyperlink with the date the exit plan is to be completed, click this hyperlink

Click on the grey button - copy forward selected

Enter the details in the exit plan

In the outcomes section there is a hyperlink to the Start Strengthening Families outcome measures if you are closing the case you will need to complete this form by selecting and clicking on the hyperlink

If you are not closing this case but Stepping down then click on the YES circle by the "Step Down to Early Help" a new pop up appears – click on the hyperlink to select a manager to send the exit plan to for authorisation

When the plan is completed click on the **Finalise Plan** button

Now the plan is finalised there are three options to choose from. If work with the family has not competed select continue with existing process then click confirm, this will keep the record open for the next plan/review

- Continue with existing process (Re-start an assessment or plan)
- Progress to Children's Social Care (Step Up)
- Early Help Episode Completed (Close)

This is also shown in the workers task tray this can be selected from here by clicking on the hyperlink

If the episode is not opened from the task tray select from the decisions tab and Click on the grey button to Restart the Early Help Plan this will copy all details from previous plan into the new plan, apart from the meeting as this is new with each plan

Click on the confirm button

Once confirmed the plan will be in the task tray and you can open and complete the plan.

Click on the large Blue box in the pathway Active Early Help Episode a set of sub menus appears

Active Early Help Episode

Active Task: Ruth Pratt (Reassign)   **Started:** 20-Mar-2020   **Due:** unspecified

| Active Early Help Episode | Decisions | Task Details | No Other Children ▼ |

Episode Details
Personal Details
Forms
Activities
Involvements
Access
Case Notes
Documents
Services
Consent
Access Requests

Assessments and Forms

Assessment Date	Assessment Type	Assessor	Status
20-Feb-2020	Early Help Plan	Ruth Pratt - Children & Families	Completed
20-Feb-2020	Early Help Assessment	Ruth Pratt - Children & Families	Completed
19-Mar-2020 10:23	Early Help Consent Record	Ruth Pratt - Children & Families	Completed
05-Feb-2020	Early Help Episode Record	Ruth Pratt - Children & Families	Completed
20-Mar-2020	Early Help Assessment	Darren Foulkes - Children & Families	Draft

Standalone Assessments (across All Episodes)

Assessment Date	Assessment Type	Assessor	Status
20-Mar-2020 11:34	Early Help Exit Plan	Ruth Pratt - Children & Families	Draft

Start New Form

[▼] [Start]

You scan scroll on each tab:
- Episode Details shows who the co-ordinator (Lead professional is) and a new consent statement can be launched from here
- Personal Details show what is in the demographics page
- Forms   –   a)shows all forms that have been completed

Assessments and Forms

Assessment Date	Assessment Type	Assessor	Status
20-Feb-2020	Early Help Plan	Ruth Pratt - Children & Families	Completed
20-Feb-2020	Early Help Assessment	Ruth Pratt - Children & Families	Completed
19-Mar-2020 10:23	Early Help Consent Record	Ruth Pratt - Children & Families	Completed
05-Feb-2020	Early Help Episode Record	Ruth Pratt - Children & Families	Completed
20-Mar-2020	Early Help Assessment	Darren Foulkes - Children & Families	Draft

b) Any standalone forms that have been completed

Please note for Standalone forms if they need copying to siblings this needs to be done manually

Standalone Assessments (across All Episodes)

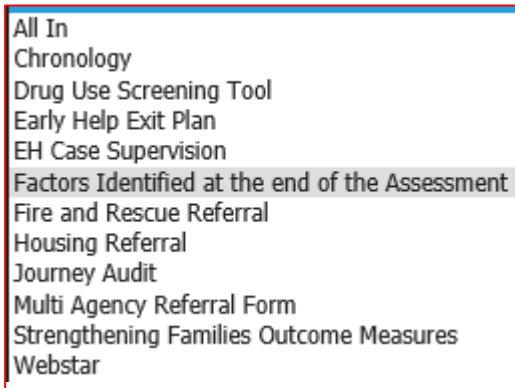| Assessment Date	Assessment Type	Assessor	Status
20-Mar-2020 11:34	Early Help Exit Plan	Ruth Pratt - Children & Families	Draft

c) The ability to start a new standalone form

Start New Form

[▼] [Start]

When you click on the down arrow a list of standalone forms appear
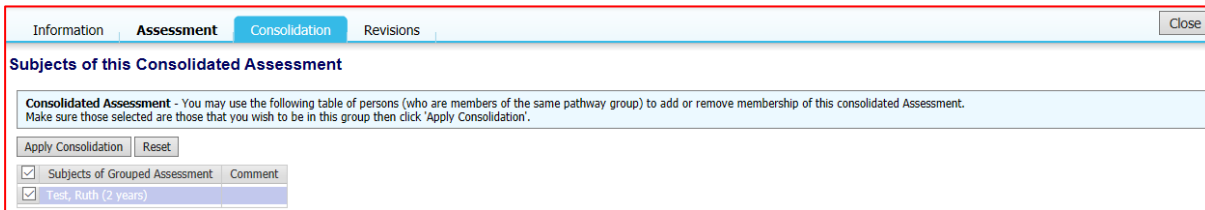
Click on the form to be launched – the webstar has been chosen


```
All In
Chronology
Drug Use Screening Tool
Early Help Exit Plan
EH Case Supervision
Factors Identified at the end of the Assessment
Fire and Rescue Referral
Housing Referral
Journey Audit
Multi Agency Referral Form
Strengthening Families Outcome Measures
Webstar
```

The form will appear in the box – click on the grey start button

if there are siblings that need to be copied into the form then click on the consolidation tab at the top of the screen before you copy forward and tick who needs to be copied in

Now select the Copy Forward Selected

You will see all details have copied forward

Whole Family Assessment

1) Parent/Children involved in Crime or ASB

Parents/children and/or other members of the household are involved in crime and/or anti-social behaviour.
Parents or other members of the household are leaving prison or serving community orders or suspended sentences.
There is a significant cause for concern regarding possible involvement in crime or anti-social behaviour

Are there concerns regarding this criteria?   ● Yes   ○ No

Please Answer Questions

Describe the family history regarding this category:	Describe the family's current situation, including strengths and what is working well: What support is currently in place?	What needs to change?	✛
Family History	Current Situation	What needs to change copies into the plan	✕ ✛

Where would the family rate themselves in relation to this concern on a scale of 1-10? (10 = good, 1 = poor)   [8 ▾]

2) Children not attending school

Children/young people recorded as having more than 10% unauthorised absence.
Children or young people who have received 3 fixed term exclusions and/or permanent exclusions in the last three terms.
Children missing education
Children in alternative provision (behaviour)

Are there concerns regarding this criteria?   ○ Yes   ● No

3) Children who need help – lived experience at home and in the community

Parent is struggling and finds putting boundaries and discipline in place difficult.
Not taking up Early Years entitlement.
Missing and/or at risk of sexual exploitation.
Needing Early Help
Child 'in need', or subject to an enquiry under section 47, or subject to a child protection plan.
The impact of alcohol or substance misuse.
Child/young person is identified as a young carer.
Child has witnessed domestic abuse.

Are there concerns regarding this criteria?   ○ Yes   ● No

Select the webstar section from the side bar menu

You will see the scores have also copied forward and the webstar has been produced

Click **Finalise Assessment** and then OK

- Activities – Will show any cases that have been transferred to social care and any contact that have been opened/closed on the case
- Involvements – Shows the following

- Access - shows who has access to the case- you are able to add access here

- Case Notes – Click on the bottom link add case note

Enter a Contact Date – the date of the note

Enter a contact type – select from the list

Contact Regarding – click on the green arrow and include any siblings and tick the relevant boxes

Reason for Contact – enter details here

If there is not further need to add any more information or to restrict the case note select Finalise

If you need to restrict access to the case note select Create and Close

From the front screen of the case note click on the case note

Finalised?	Significant Event	Contact Date	Contact Type	Contact Regarding	Reason for Contact	Created By	Other Episode
☐ No	☐ No	20-Feb-2020	Early Help Partner	Ruth Test	Type in here the reason for contact	Ruth Pratt	No

From the side bar menu select Restricted Access

Currently **everyone** has access to this record Click on the hyperlink Change Access to this Record. If you want to deny access you would use the red cross X section

Search for a professional, department or group

Click on the person/group/department- lick on the **Confirm** button access has now been given, click on the OK- restrict Access button at the top left hand side.

A Document may need to be attached to the record for example written consent, anything with a signature on it or a report from another professional – Click on the link Create Attach / Document

- Documents-
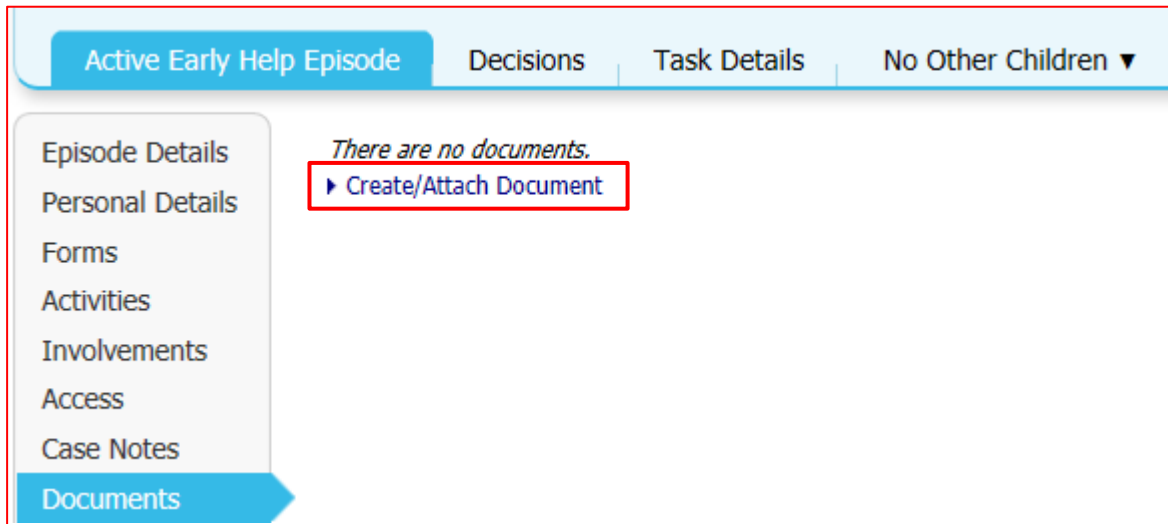
Enter a Category and document type – click next
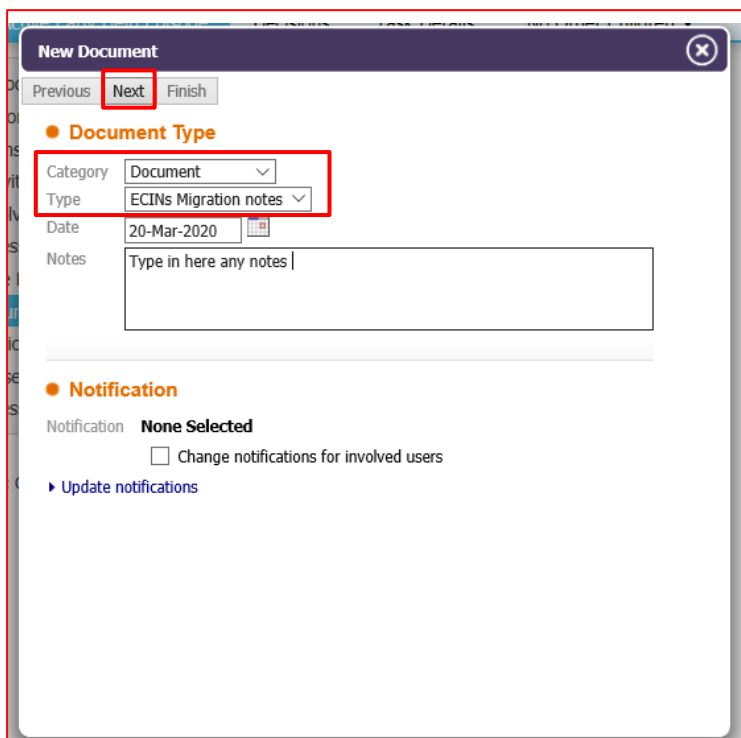
Click on the Browse button – this will take you to where you document is stored on your network drive – click on the document you want to save this will then bring the document back to the attach file click on the Finish button
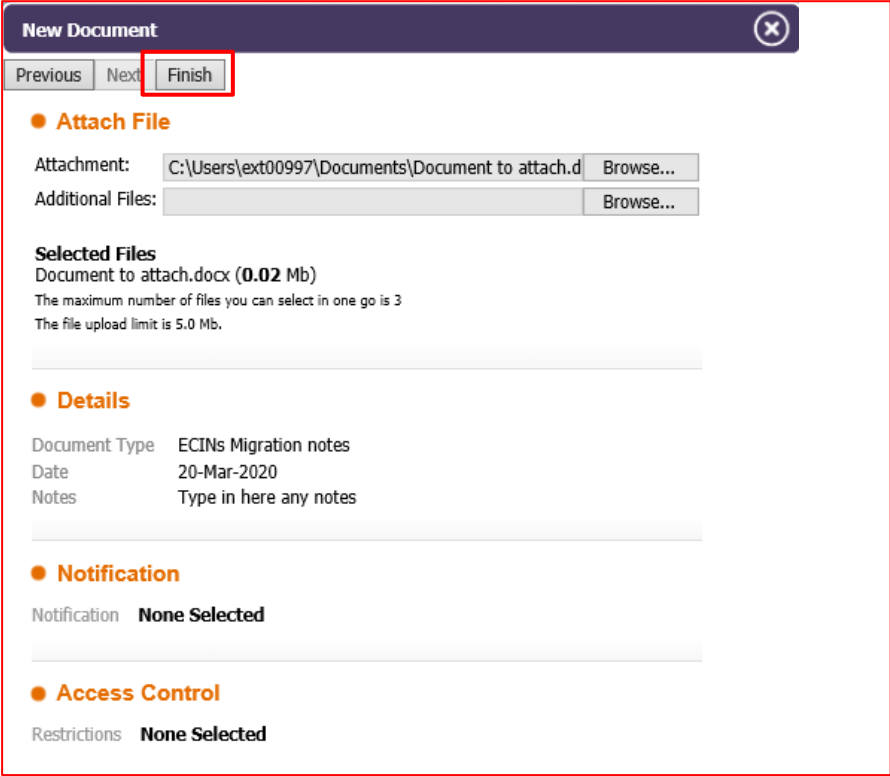
The document is now attached on the front screen you can click on this at any time and it will open the document for you
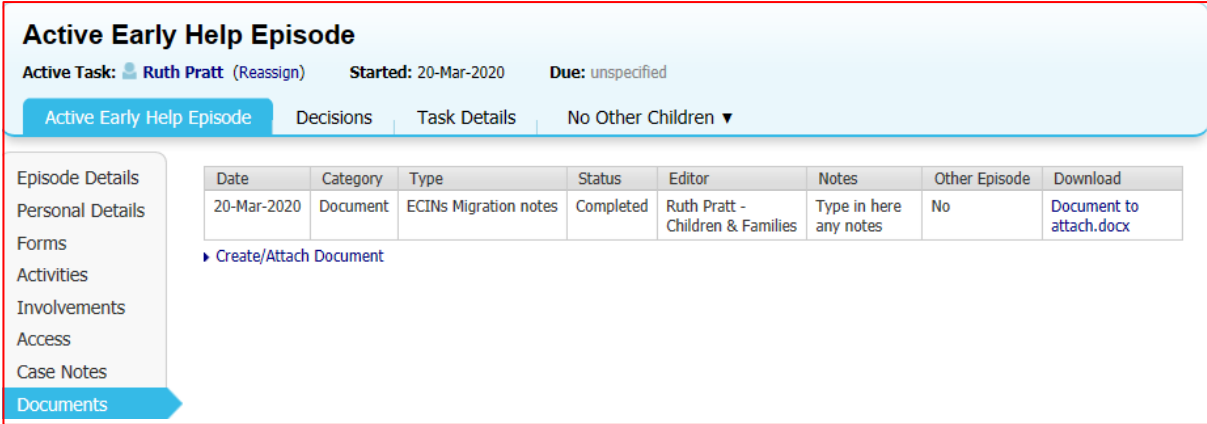
- Services- Will show any services that being provided
- Consent – Shows who has consent
- Access Requests – will show any person who have asked for access

If you have finished working with your family start the Early Help Episode Completed step by clicking on the grey start button

Progress to Children's Social Care [Start] (Assigned to Yourself)
Early Help Episode Completed [Start] (Assigned to Yourself)

Enter the date and click the grey confirm button

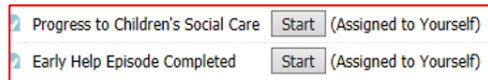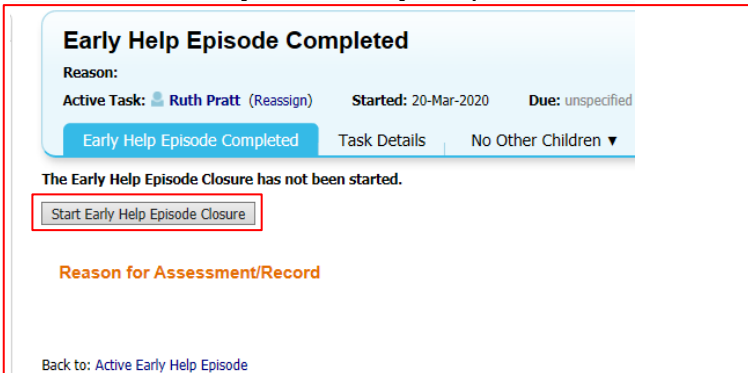**Active Early Help Episode**
Active Task: 👤 Ruth Pratt (Reassign)   Started: 20-Mar-2020   Due: unspecified

Active Early Help Episode | Decisions | Task Details | No Other Children ▼

[Confirm] [Cancel]

Early Help Episode Completed - You must confirm the following Date & Reason are correct before contin

☑ 👤 Ruth Test Early Help Episode Completed (Assigned to Yourself)
Date of Initiation or Completion:

⦿ Today's Date
○ Other Date: [20/02/2020] 📅 (reset)
Reason for Decision: (reset)

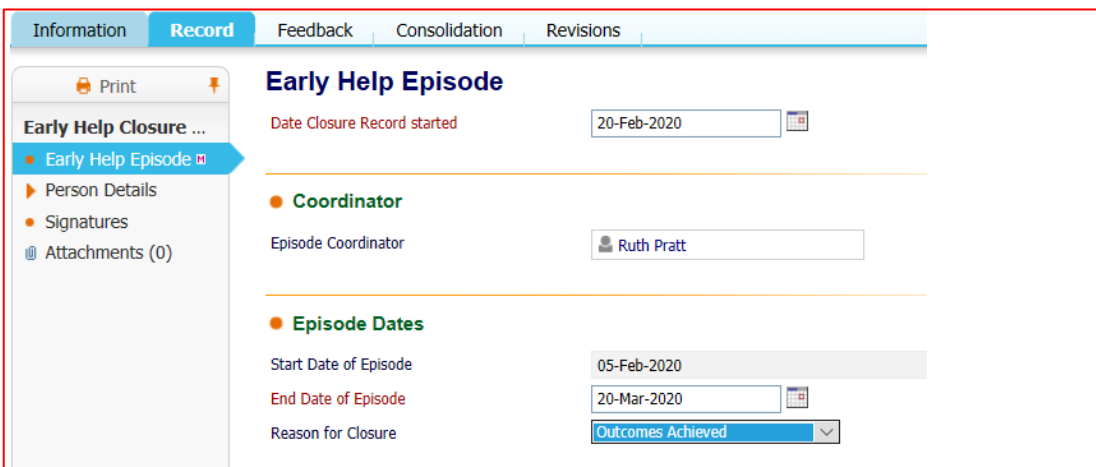Click on the Grey Start Early Help Button

Early Help Episode Completed
Reason:
Active Task: 👤 Ruth Pratt (Reassign)   Started: 20-Mar-2020   Due: unspecified

Early Help Episode Completed | Task Details | No Other Children ▼
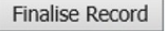
The Early Help Episode Closure has not been started.
[Start Early Help Episode Closure]

Reason for Assessment/Record

Back to: Active Early Help Episode

Enter details in the Early Help Closure Record

| Information | **Record** | Feedback | Consolidation | Revisions |

🖨 Print 📌

Early Help Closure ...
• Early Help Episode 🔴
▶ Person Details
• Signatures
📎 Attachments (0)

Early Help Episode

Date Closure Record started   [20-Feb-2020] 📅

🟠 **Coordinator**

Episode Coordinator   👤 Ruth Pratt

🟠 **Episode Dates**

Start Date of Episode   05-Feb-2020
End Date of Episode   [20-Mar-2020] 📅
Reason for Closure   [Outcomes Achieved ▼]

When details have been entered select the [Finalise Record] and click OK
Select Assign to me by click on the circle by your name of select one of the hubs
is this needs to go to a manager to sign

Before a case can progress to social care the MAAF standalone form must be completed in the FORMS section of the Active Early Help Episode (Large Blue Box on the Pathway) copy instructions as above (page 17)

From the drop down select Multi Agency Referral Form

Click on the boxes to copy forward from previous forms

Complete Each Section of the form

When the form is complete Click **Finalise Assessment** and click OK to confirm

The form is now completed

Standalone Assessments (across All Episodes)

Assessment Date	Assessment Type	Assessor	Status
22-Mar-2020 10:10	Multi Agency Referral Form	Ruth Pratt - Children & Families	Completed
20-Mar-2020 13:52	Webstar	Ruth Pratt - Children & Families	Completed

Click on the decision tab

Active Early Help Episode

Active Task: 👤 **Ruth Pratt** (Reassign)   Started: 20-Mar-2020

| Active Early Help Episode | **Decisions** | Task Details |

● **Outcomes**

☑ Early Help Assessment   Active

☑ Early Help Plan   Active

☑ Progress to Children's Social Care   **Start** (Assigned to Yourself)

☑ Early Help Episode Completed   Active

Click on the start button to Progress to Children's Social Care

Enter date and click on the confirm button

| Active Early Help Episode | **Decisions** | Task Details | No Other Children ▼ |

Confirm Cancel

Progress to Children's Social Care - You must confirm the following Date & Reason are correct before co

☑ 👤 Ruth Test Progress to Children's Social Care (Assigned to Yourself)
Date of Initiation or Completion:

⦿ **Today's Date**
○ Other Date: 20/02/2020 📅 (reset)
Reason for Decision: (reset)

Progress to Children's Social Care

Reason:

Active Task: 👤 Ruth Pratt (Reassign)　　**Started:** 22-Mar-2020　　**Due:** unspecified

| Progress to Children's Social Care | Task Details | No Other Children ▾ |

The form has not been created

Create Form

Tick the forms that need to be copied forward

ⓘ **Copy Forward** – Before starting the Assessment you have the option to copy forward the answers from the listed previous Assessments. Select each of the Assessments you wish to include answers from and click 'Copy Forward Selected', or alternatively (If you DO NOT want to copy forward any answers) click 'Start Blank' to begin the Assessment afresh.

Copy Forward Selected　Start Blank　　No Filter applied　Update Filter　Clear Filter

Copy Forward - Copy answers forward from previous assessments

☑	Created	Assessment	Started By
		Test, Ruth (2 years)	
☑	Today	Multi Agency Referral Form (Sunday, 22 March 2020, 10:10)	👤 Ruth Pratt
☐	2 days ago	Webstar (Friday, 20 March 2020, 13:52)	👤 Ruth Pratt
☑	2 days ago	Early Help Plan (Friday, 20 March 2020)	👤 Ruth Pratt
☑	2 days ago	Early Help Assessment (Friday, 20 March 2020)	👤 Darren Foulkes
☐	3 days ago	Early Help Consent Record (Thursday, 19 March 2020, 10:23)	👤 Ruth Pratt
☐	1 month ago	Early Help Plan (Thursday, 20 February 2020)	👤 Ruth Pratt
☐	1 month ago	Early Help Assessment (Thursday, 20 February 2020)	👤 Ruth Pratt
☐	1 month 2 weeks ago	Early Help Episode Record (Wednesday, 5 February 2020)	👤 Ruth Pratt

Click the copy forward grey button – the forms are then transferred into the transfer form –
1) select the forms that need to be transferred to Social Care
2) Select any case notes that need to be transferred
3) Select forms that need to be transferred – You must transfer the Multi Agency Referral form, if this does not appear in the list then you have not completed or finalised it.

| Information | Assessment | Consolidation | Delegate | Revisions |

🔒 Print

Step Up To Childre...

📎 Attachments (0)

Transfer Details

Date of Transfer　　18-Mar-2020 📅

Comments　　Please see attched forms

Are parents aware of this transfer?　Yes ▾

Refresh list of available items

👶 **Within the context of the Episode**

Forms to include in this transfer

Select None

☑ Early Help Assessment (Friday, 20 March 2020)
☑ Early Help Plan (Friday, 20 March 2020)
☐ Early Help Plan (Thursday, 20 February 2020)
☐ Early Help Assessment (Thursday, 20 February 2020)
☐ Early Help Consent Record (Thursday, 19 March 2020, 10:23)
☐ Early Help Episode Record (Wednesday, 5 February 2020)

Case Notes to include in this transfer

Select None

☐ Ruth Test, 2 yrs 2 mths - Case Note, contact type: Early Help Partner, on 20-Feb-2020

Documents to include in this transfer

Select None

☐ Document - ECINs Migration notes, 20-Mar-2020

👤 **Within the context of the Person**

Forms to include in this transfer

Select None

☑ Multi Agency Referral Form (Sunday, 22 March 2020, 10:10)
☐ Webstar (Friday, 20 March 2020, 13:52)

General Notes to include in this transfer

No other General notes available for transfer

Documents to include in this transfer

No documents available for transfer

Click on the consolidation tab and tick any other siblings to be included in this transfer

Click **Finalise Assessment** the case has now been transferred to Social Care