

Step by step guide to using the Early Help Module (EH)

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1 Introduction

1.1 Overview and context

Early help can support children and young people to develop the skills they need to live happy, healthy and successful lives. It can improve the quality of children's home lives and their family relationships, increase educational attainment and support positive mental well-being.

We all have moments in family life when things don't go to plan, when a little help and advice would make the difference. Whether it is just knowing where to find information, accessing a local group, seeking out specialist advice or actually having the opportunity to talk to someone, to put things into perspective and plan for the future. Early help is about all these things, and because family life can be rocky at times, we want to make it easy to find the right type of support when a family needs it most.

Starting an Early Help Episode on the Early Help Module (EHM) of Liquidlogic, when issues are first identified, helps to ensure the right information/support is given at the right time by the right people. Understanding what lies behind the presenting issue, engaging families in the process, making the journey theirs, starting the intervention at the right point and communication between partners and the family are all key to success.

For information about registering for the Early Help Module (EHM) on Liquidlogic please contact SupportingFamiliesTeam@shropshire.gov.uk

The Supporting Families Team members are available to support practitioners to start the Early Help Episode, record on EHM and to provide advice and guidance about how best to manage the episode. Once you have started the episode, it may become apparent that the family needs more intensive support. You will need to have completed the assessment and evidence that all has been done to support the family with the tools and resources that you have available to you, before you can request this level of intervention for the family.

Remember Supporting Families Team are here to help.

Phone – 01743 253921

Or

E-mail SupportingFamiliesTeam@shropshire.gov.uk

1.2 Glossary

Assessment / Whole Family assessment

A Whole Family Assessment should be used as a starting point for a discussion with family members where there are early help needs emerging. A whole family assessment doesn't need to be completed by one person; multiple practitioners can contribute. The assessment should be reviewed a minimum of twice a year unless circumstances have changed significantly.

Research shows that the key strengths of the whole family assessment models include:

- strong levels of family engagement in the process, which means that family members and practitioners have a greater awareness of each other's needs and support requirements
- the identification of additional needs, which may have previously stopped the family engaging with support or making progress, or the identification of gaps in the provision of existing support; and the
- intensity of the assessment process means that practitioners are able to develop relationships with family members, facilitating engagement and trust, and ensuring a more accurate assessment of need.

The use of whole family assessment to identify the needs of families with multiple problems DfE 2010

Consent

All early help is underpinned by the consent of all the members of a household. All professionals must obtain parental consent when they wish to record, seek or share information with other agencies. This consent must be re-sought for each episode of work that a professional undertakes with a family (for example: if a case is closed and re-opened, consent must be re-sought when the case is re-opened).

If anyone in the family home is aged 13 or over, their individual consent must be sought to record, seek or share information about them, with other agencies. For children and young people aged under 13 years, an individual with parental responsibility must sign the consent form on their behalf.

Consolidation

EHM allows an Early Help Episode to be set up to include all members of the household, with consent. This means that all members of the family are consolidated to be included in the episode.

Copy forward

The whole family assessment and plan on EHM are finalised each time they are reviewed. However, the information can be copied forward when a new form is started, which minimises the need to re-enter all the pertinent information which has been previously recorded.

Demographics

Liquidlogic use the term 'demographics' to describe the main page on their database about an individual, which shows their name, age, date of birth, address, ethnicity, relationships etc.

Early Help Episode

An early help episode is the period from the first discussions with a family about their concerns to the closure of early help. This may be a few weeks or last for several months and may involve a single agency or a number of professionals, as every family and their circumstances are unique.

For partners using EHM, the Early Help Episode is a discrete section within the database, where the early help progress of a household, with their consent, is recorded using a whole family assessment and whole family plan. The information in the Early Help Episode is only accessible to those working with the family at this time.

Early Help Module (EHM)

The Early Help Module is a general case management tool, provided by Liquidlogic, for children outside of social work, which allows agencies to work together and share information securely.

Liquidlogic EHM provides the following:

- Case Management and record keeping facilities for children and families who do not reach social work thresholds, but require support and attention; including forms, assessments, plans, alerts and workflow
- Recording and management of the whole early help process, including the necessary consent and security measures
- The ability to set up the appropriate team around the child or family to coordinate all their activities, using whole family assessments, whole family plans and family meetings.

Early Help Plan

The Early Help Plan on EHM is the main way of recording actions and progress. There should be an action for each concern identified in the whole family assessment. These concerns should be reviewed and updated at each family meeting.

EHM Identifier

Every individual on the database has a unique identifying reference number, their EHM Identifier. This may consist of 7 numbers or a series of numbers prefaced by a P (often referred to as the P number).

Family Meeting

Family meetings should take place every 4 – 6 weeks to ensure that momentum is not lost. This is the opportunity for the family and all partners to give updates about concerns and progress. All actions should be SMART. The meeting is led by the Lead Professional and is recorded on the Early Help Plan.

Lead professional

The Lead Professional is the practitioner who co-ordinates early help with the family. If meeting the needs of the family requires two or more agencies working together delivering services, the Lead Professional role is to make sure that the different agencies act as a team and that the help they are all offering fits together seamlessly to provide appropriate support for the child and family. Practice evidence and feedback from families suggests that the Lead Professional role is a key element of effective frontline delivery of integrated support for families. It ensures that professional involvement is streamlined, coordinated and that communication is effective.

Levels of need

Shropshire Safeguarding Community Partnership has identified four levels with the continuum of need and intervention. Within the *Shropshire Multi-agency guidance on Threshold Criteria to help support Children, Young People and their Families in Shropshire - Accessing the Right Service at the Right Time*, which can be found [here](#).

Universal / Level 1 - Children with no additional needs and where there are no concerns.

Early Help / Level 2 - These children can be defined as needing some additional support without which they would be at risk of not meeting their full potential. Their identified needs may relate to their health, educational, or social development, and are likely to be short term needs.

Targeted Early Help / Level 3 - This level applies to those children identified as requiring targeted support. It is likely that for these children their needs and care are compromised. Only a small fraction of children will fall within this band. These children will be those who are vulnerable or experiencing the greatest level of adversity.

Complex / significant needs / Level 4 - These are children whose needs and care at the present time are likely to be significantly compromised thereby requiring assessment under Section 47 or Section 17 of the Children Act 1989. These children may become subject to a child protection plan and need to be accommodated (taken into care) by Children's Social Care either on a voluntary basis or by way of Court Order.

Early help is delivered at both levels 2 and 3. Both require a lead professional, who will coordinate a whole family assessment and plan around the child. This can involve a single agency working with the family or a co-ordinated team of practitioners, again working with the family to improve outcomes for the children and young people.

Liquidlogic

Liquidlogic is a company which provides software to support local authority social care and education management services. It provides the Early Help Module (EHM), which Shropshire uses.

Relationships

Each individual on EHM can be linked with other family members or significant people. These relationships are set up before an Early Help Episode are started and all members of a household should be included, with consent, by consolidating their information.

Supporting Families Team

In Shropshire, support for the infrastructure around early help and the delivery of the national Supporting Families programme is delivered by the Supporting Families Team. They are here to support you with understanding your role in early help, the systems and processes and to share information about a range of relevant local, regional and national resources to support you and the families.

Whole family intervention

Whole family interventions have a family focused approach and consider the parent, the child and the family as a whole, when assessing the needs and planning. This is in response to an acknowledgement that addressing the presenting concern may not be sufficient, as change may not be sustainable if the underlying causes of the concern have not been addressed.

Workflow

EHM is designed with a defined workflow, in which each step must be completed before the next step can be started.

2 Initial Conversations and Consent

Have a conversation with the family, explain why you are having the conversation and what early help may be able to offer to support them. For a range of useful tools around offering early help, [click here](#). At this point, if they are happy to engage with the process, you must gain consent. For relevant forms, including the consent form and guidance, click [here](#).

2.1 Completing the consent form

An Early Help Episode is a whole family intervention and therefore needs everyone to agree to the process. All members of the family will need to sign the consent form, including children over 13. An adult with parental responsibility should sign the form for each child. The address recorded on the consent form should be the family's address.

It is important that as much information as possible is completed on the consent form. The relationships page is important, as without this the Supporting Families Team cannot set up the demographics correctly on EHM.

You should then send it, using encrypted email, to SupportingFamiliesTeam@shropshire.gov.uk who will create the demographics on EHM and start a new Early Help Episode for the Lead Professional (as named on the consent form). This will be reassigned on EHM to the Lead Professional, who can arrange to meet with the family to complete the assessment.

For guidance on completing an assessment, click [here](#).

If you wish to use a paper/electronic copy to capture the assessment, please go [here](#).

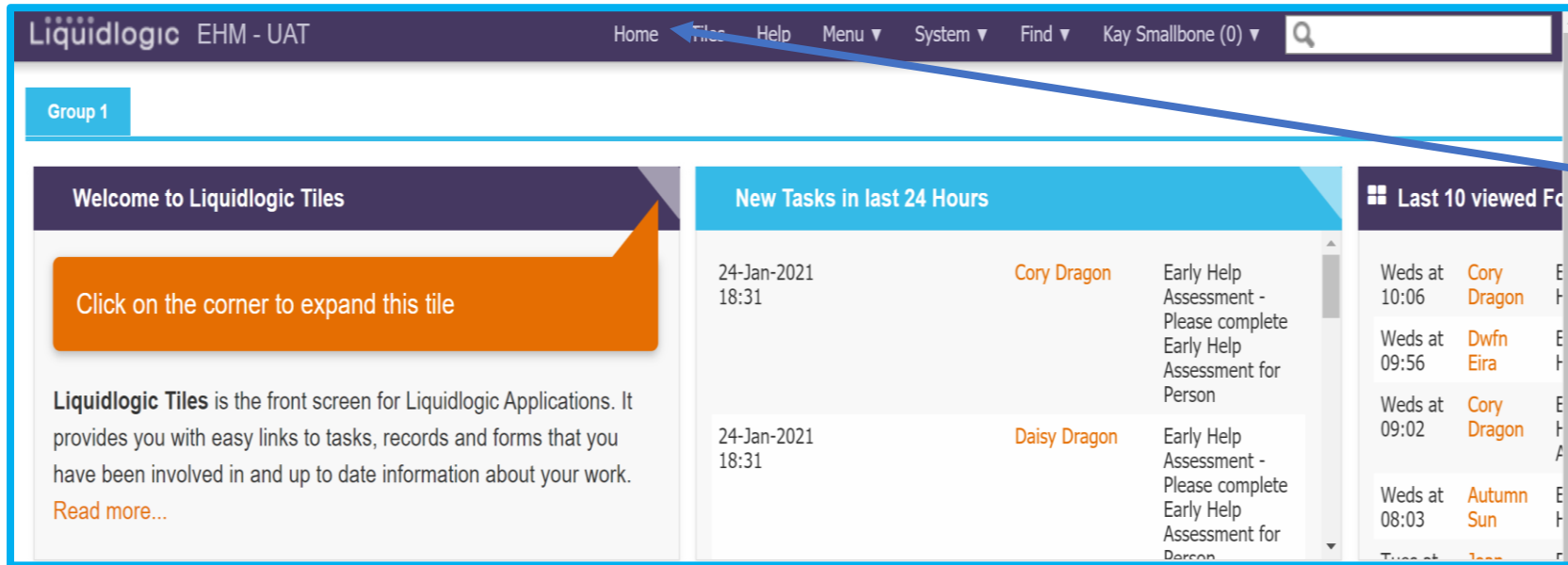
Top tips – Gaining consent

- Please ensure there is always written consent uploaded on to the system.
- Please ensure that all those signing the consent form understand what they are agreeing to.
- Never apologise for asking them to sign a consent form, it is something they do all the time when using social media, buying goods on line, registering for schools etc. etc.
- You should record the conversation you have about consent, including who you have spoken to and any written/on-line information you have given them to support that conversation.
- You can direct people to the Strengthening Families Privacy Notice [strengthening-families-privacy-notice.pdf \(shropshire.gov.uk\)](#)
- Remember all adults in the household and young people aged 13 or over should sign the consent form.

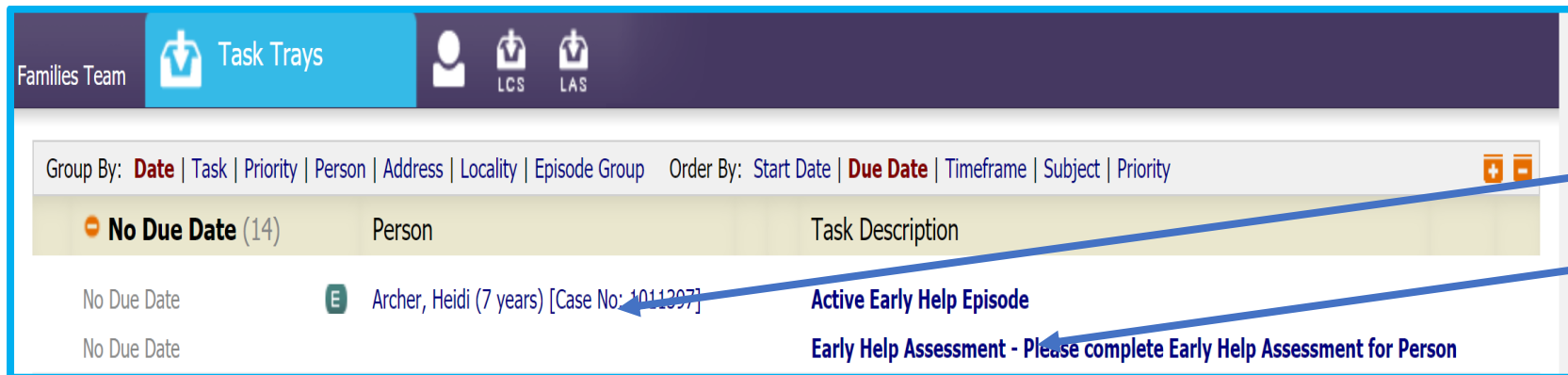
3 Finding a new Early Help Episode

3.1 Finding the new Episode in your Work Tray

Once the Supporting Families Team have created the demographics and started the Early Help Episode, they will reassign the case to the named Lead Professional. This will appear in your work tray.



To access the case when it is assigned to you, click on *Home* - this takes you to your work tray.



Look for the case ID Number or name.
Click on *Active Early Help Episode*

3.2 Using the Find function

You will be sent the EHM Identifier of the eldest child when the Supporting Families Team notify you the Early Help Episode is on EHM, which you can use to locate the Episode.

Enter the number (all numeric or numbers prefaced by a P) in the Identifier box.

Click Search.

If you want to search for a particular individual, remember to search at least three different ways and include use of the 'wild cards' (% or *).

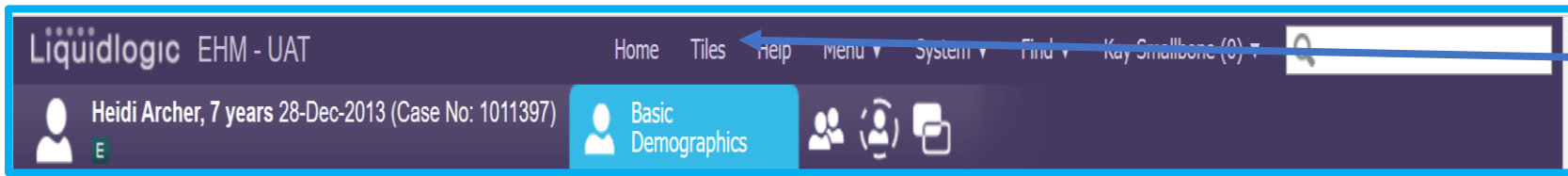
Query Results (1)														
•	Case No	R.	!	A.	Forename ▲	Surname ▲	Age	Date of Birth	Address Type	Address	Area	Town	County	Post Code
1	1011397				Heidi	Archer	7 years	28 Dec 2013	Primary Address	Guildhall, Frankwell Quay		Shrewsbury		SY3 8HB

Check:

- the name
- date of birth
- and address

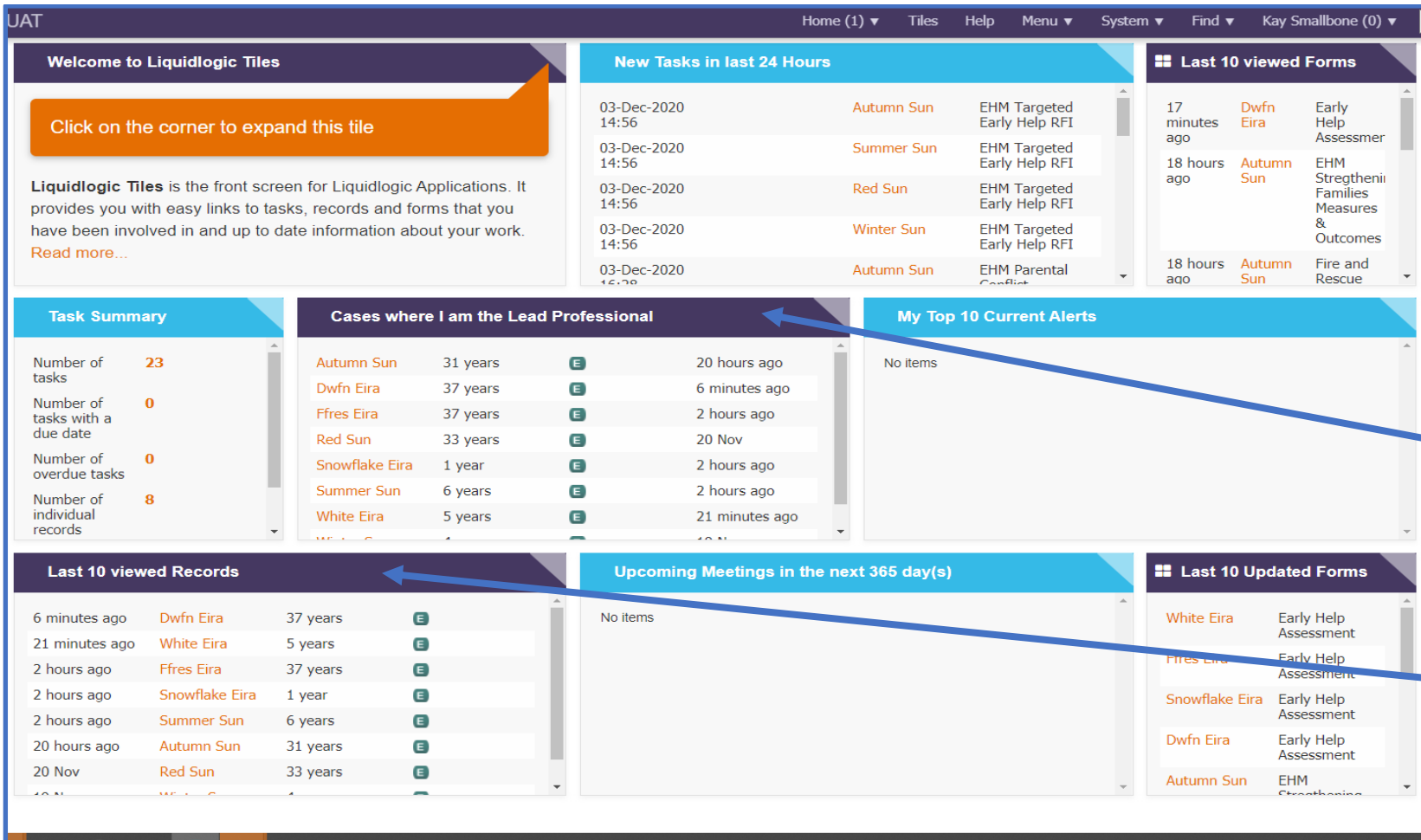
If they are correct click on the name

3.3 Finding the Episode from the Tiles Page



Click on the Tiles tab.

You can use your tiles to find episodes you have viewed previously.



You can format your Tiles to suit your personal preference. See the section on Formatting your Tiles page.

To gain quick access to records you could:

Look in 'Cases where you are the Lead Professional'

OR

'Last viewed Records'

4 Checking and Updating information on individual demographics

4.1 Checking and updating personal information

You now need to check all the details for the family are correct before continuing.

Personal

Case Number 1011397
Title
Surname Archer
Forename Heidi
Gender Female

Age / Date of Birth

Actual DOB 28-Dec-2013
Age 7 years
 Unborn Child
▶ Update Personal Details
▶ Send a message about this Person

Status Details

Marital Status

Other Names

▶ Add Other Name

Addresses

Primary Address Guildhall
Frankwell Quay
Shrewsbury
SY3 8HB
▶ Address History / Update Addresses

Troubled Family

Is this a Troubled Family cohort?

Locality

Locality
Locality Notes

Telephones

▶ Add Contact Number / View Historic Numbers...
▶ Show Relevant Contact Methods

Disability

Important Information

- ★ Current episode, started 25-Jan-2021
- ★ No NHS Number recorded
- ★ No UPN recorded

Actions

▶ Create a new Contact

Relationships

- Heidi Archer** - 7 years
This Child **E**
- Sebastian Archer** - 4 years
Heidi's Brother **E**
- Mabel Archer** - 37 years
Heidi's Mother **E**
- Jed Pinky** - 40 years
Heidi's Father **E**

Click the *Personal* Tab

Check the *Address*

Check the *Age/Date of Birth*

You can see relationships in the bottom right of the demographics page for each person.

Check the information for each member of the family that you have on the consent form by clicking their name in the *Relationships* area and again checking their personal information.

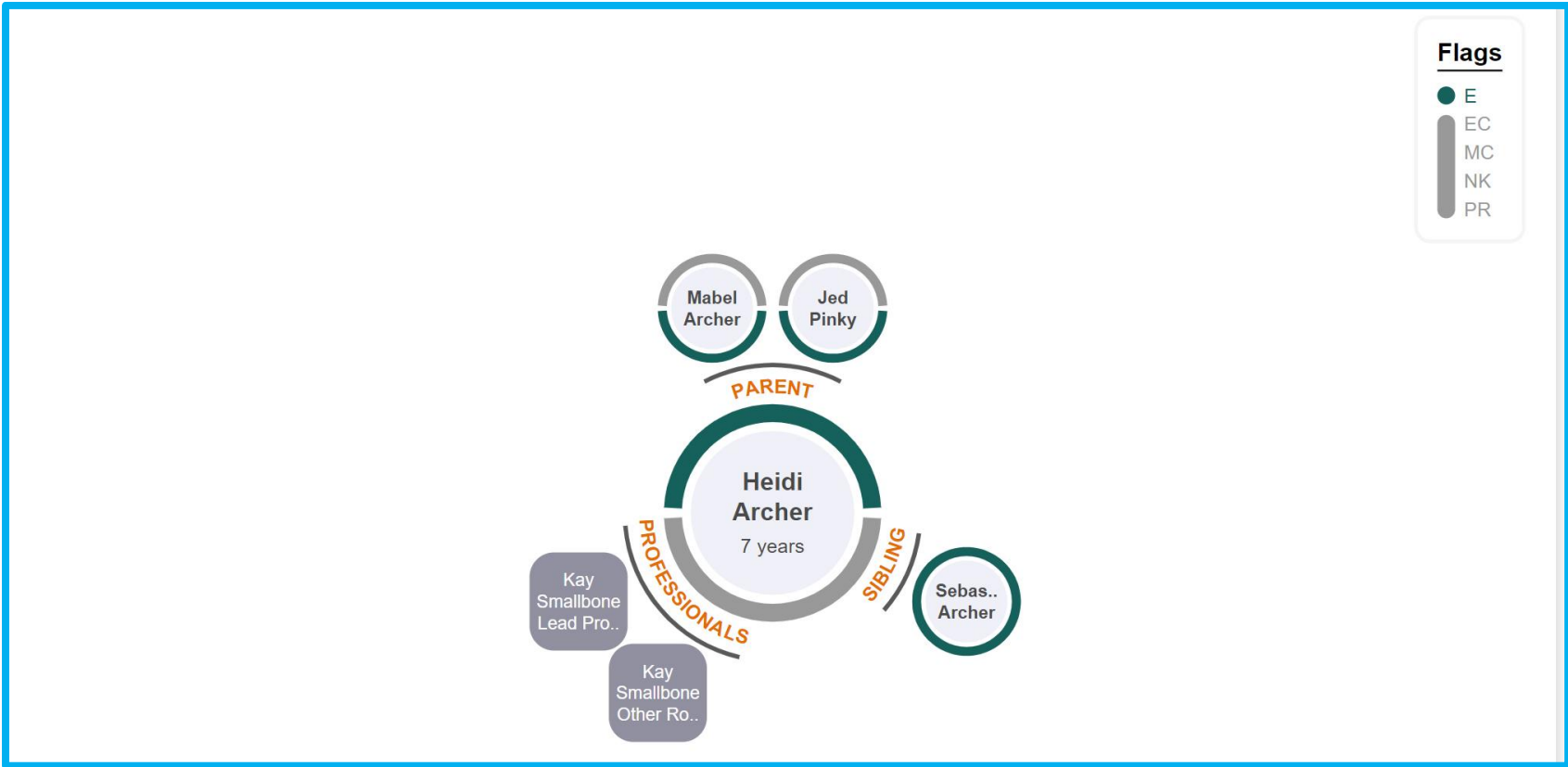
Liquidlogic EHM - UAT

Home Tiles Help Menu System Find Kay Smallbone (0)

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Basic Demographics

You can also have a visual view of the family relationships by viewing the Atom. Click this icon.



This opens a different view of the family relationships, with the relevant professionals too.

You can use the atom to check relationships are correct for each member of the family.

Important:

If the relationships are not correct e-mail ShropshireStrengtheningFamilies@shropshire.gov.uk giving the Case ID number, your contact details and a brief outline of what needs amending.

4.2 Making changes to personal information

Liquidlogic EHM - UAT Home Tiles Help Menu System Find Kay Smallbone (0)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396) Basic Demographics

Personal

- Personal
- Further Details
- Relationships
- Key Agencies
- Time Line
- Costs

Name & Gender

Case Number 1011396
Title
Surname Archer
Forename Mabel
Gender Female

Age / Date of Birth

Actual DOB 20-Apr-1983
Age 37 years
 Unborn Child

▶ Update Personal Details
▶ Send a message about this Person

Status Details

Marital Status

Other Names

▶ Add Other Name

Addresses

Primary Address Guildhall
from 25-Jan-2021 Frankwell Quay
Shrewsbury
SY3 8HB

▶ Address History / Update Addresses

Troubled Family

Is this a Troubled Family cohort?

Locality

Locality
Locality Notes

Telephones

▶ Add Contact Number / View Historic Numbers...
▶ Show Relevant Contact Methods

Disability

Is Disabled?
 Is on a Disability Register?
See Further Details for disability details

SEN / EHCP

Has special education needs No

Important Information

- ★ Current episode, started 25-Jan-2021
- ★ No NHS Number recorded

Actions

▶ Create a new Contact

Relationships

- Mabel Archer** - 37 years
This Child E
- Sebastian Archer** - 4 years
Mabel's Son E
- Heidi Archer** - 7 years
Mabel's Daughter E
- Jed Pinky** - 40 years
Mabel's Partner E

If you need to change anything click on either

- a pencil

or

- link to add or make changes

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Basic Demographics



Personal

Personal

- Further Details
- Relationships
- Key Agencies
- Time Line
- Costs

Name & Gender

Case Number 1011396
Title
Surname Archer
Forename Mabel
Gender Female

Age / Date of Birth

Date of Birth / Expected DOB 20-Apr-1983
OR
Approximate Age
 Unborn Child

Status Details

Marital Status

Other Names

Add Other Name

Addresses

Primary Address Guildhall
from 25-Jan-2021 Frankwell Quay
Shrewsbury
SY3 8HB

Address History / Update Addresses

Troubled Family

Is this a Troubled Family cohort?

Locality

Locality
Locality Notes

Telephones

Add Contact Number / View Historic Numbers...
Show Relevant Contact Methods

Disability

Is Disabled?
 Is on a Disability Register?
See Further Details for disability details

SEN / EHCP

Has special education needs No

Important Information

- Current episode, started 25-Jan-2021
- No NHS Number recorded

Actions

Create a new Contact

Relationships

- Mabel Archer - 37 years
This Child
- Sebastian Archer - 4 years
Mabel's Son
- Heidi Archer - 7 years
Mabel's Daughter
- Jed Pinky - 40 years
Mabel's Partner

Remember to save your changes either by clicking on the tick, update or create.

4.3 Adding a New Address

Liquidlogic EHM - UAT

Home (1) Tiles Help Menu System Find Kay Smallbone

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Create Cancel - New Address

New Address

Address Information

Type: [Dropdown menu open with options: Home/Current Address, Parent's Home Address, Primary Address]

Address: [Text field]

More Details

Flat No: [Text field]
Floor: [Text field]
Room: [Text field]
Notes: [Text field]

Effective Date

From: 25-Jan-2021 [Calendar icon]
To: [Text field] [Calendar icon]

This address is confidential
 If outside England, is there intention to return in the next 3 years?

Complete the *Type* by clicking on the dropdown options and choosing the appropriate type.

Always choose *Primary Address*.

Note: If you chose a different type to the previous address you will not get the drop down list to tick for other members of the family, but will need to update each personal record.

Liquidlogic EHM - UAT

Home (1) Tiles Help Menu System Find Kay Smallbone (0)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Create Cancel - New Address

New Address

Address Information

Type: Primary Address

Address: Please search for an address...
Lookup Address

More Details

Flat No: [Text field]
Floor: [Text field]
Room: [Text field]
Notes: [Text field]

Effective Date

From: 25-Jan-2021 [Calendar icon]
To: [Text field] [Calendar icon]

This address is confidential
 If outside England, is there intention to return in the next 3 years?

Other Household Members

Please select those who will also be moving to this address

Heidi Archer (7 years)
 Sebastian Archer (4 years)
 Jed Pinky (40 years)

Complete *Effective Date From*.

Note: you cannot backdate the change of address.

To search for an address click *Lookup Address*.

Select the *Other Household Members* who will be living at this address.

Liquidlogic EHM - UAT Home (1) Tiles Help Menu System Find

Gazetteer / Address Lookup ... Cancel

Search for Address Reset

Gazetteer Type
Gazetteer Type

Address
House No / Name
Secondary Name
Street
Area
Town / City
County
Post Code
Country

Clear Address

Help
Locating or changing an address
You can search for a known address by entering details in this form and selecting 'Search for Address'. Use house number and postcode if possible since this will often uniquely identify an address. The example below shows how such queries should be entered.
House No / Name: 23
Postcode: LS12 34R
If you don't have a postcode, try using street and town instead.
House No / Name: 23
Street: Northern Road
Town/City: London
If you are unable to find the address, complete the details in the form and select 'New Address'. Should you need to remove an existing address, select 'Clear Address'.

Enter the Post Code.

Gazetteer / Address Lookup ... Cancel

Search for Address

Click on Search for Address

Gazetteer / Address Lookup ... Cancel

Search for Address Reset

Gazetteer Type
Gazetteer Type

Address
House No / Name
Secondary Name
Street
Area
Town / City
County
Post Code
Country

Help
Matching addresses are listed below. If the address you require is listed, select it. If not, try repeating your search with more general details.

Type	Address	Town	County	PostCode	Country
LPG	Shropshire Council, The Shirehall, Abbey Foregate	Shrewsbury		SY2 6ND	
LPG	Car Park, The Shirehall, Abbey Foregate	Shrewsbury		SY2 6ND	
Not from Imported LPG	SHIREHALL, ABBEY FOREGATE	SHREWSBURY		SY2 6ND	
Not from Imported LPG	SHIREHALL, ABBEY FOREGATE	SHREWSBURY		SY2 6ND	
Not from Imported LPG	SHIREHALL, ABBEY FOREGATE	SHREWSBURY		SY2 6ND	

Select the correct address from the options. Click.

Liquidlogic EHM - UAT

Home (1) Tiles Help Menu System Find Kay, S... (9)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Create Cancel - New Address

New Address

Address Information

Type: Primary Address

Address: Shropshire Council
The Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Lookup Address

More Details

Flat No:

Floor:

Room:

Notes:

Effective Date

From: 25-Jan-2021

To:

This address is confidential

If outside England, is there intention to return in the next 3 years?

Other Household Members

Please select those who will also be moving to this address

Heidi Archer (7 years)

Sebastian Archer (4 years)

Jed Pinky (40 years)

Address History

Type	From	To	Address	Area	Town	County	Post Code	Country	Conf.	Invalid
Primary Address	25-Jan-2021		Guildhall, Frankwell Quay		Shrewsbury		SY3 8HB		No	No

If you wish you can add more details and notes about the address.

Tick the members of the family also living at the same address.

Liquidlogic EHM - UAT

Home (1) Tiles Help Menu System Find Kay, S... (9)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Create Cancel - New Address

Click *Create*.

Address Type: Primary Address

Address Information

Type: Primary Address
 Address: Guildhall, Frankwell Quay, Shrewsbury, SY3 8HB

Effective Date

From: 25-Jan-2021
 To: 26-Jan-2021

Was this address invalid (e.g. entered by mistake)?
 This address is confidential
 If outside England, is there intention to return in the next 3 years?

▶ Update this Address...
 ▶ Add New Address

Address History

Type	From	To	Address	Area	Town	County	Post Code	Country	Conf.	Invalid
Primary Address	26-Jan-2021		Flat 12, Shropshire Council, The Shirehall, Abbey Foregate		Shrewsbury		SY2 6ND		No	No
Primary Address	25-Jan-2021	26-Jan-2021	Guildhall, Frankwell Quay		Shrewsbury		SY3 8HB		No	No

The old address will now have an end date and the new address a start date.

4.4 Making changes to or adding a contact phone number or other contact method

Liquidlogic EHM - UAT

Home Tiles Help Menu System Find Kay Smallbone (0)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Basic Demographics

Click on the Basic Demographics Icon.

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396)

Basic Demographics

Personal

- Personal
- Further Details
- Relationships
- Key Agencies
- Time Line
- Costs

Name & Gender

Case Number 1011396
Title
Surname Archer
Forename Mabel
Gender Female

Age / Date of Birth

Actual DOB 20-Apr-1983
Age 37 years
 Unborn Child

- Update Personal Details
- Send a message about this Person

Status Details

Marital Status

Other Names

- Add Other Name

Addresses

Primary Address from 26-Jan-2021
Flat 12
Shropshire Council
The Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Primary Address from 25-Jan-2021 until 26-Jan-2021
Guildhall
Frankwell Quay
Shrewsbury
SY3 8HB

- Address History / Update Addresses

Troubled Family

- Is this a Troubled Family cohort?

Locality

Locality
Locality Notes

Telephones

- Add Contact Number / View Historic Numbers...
- Show Relevant Contact Methods

Disability

- Is Disabled?
- Is on a Disability Register?

See Further Details for disability details

Important Information

- Current episode, started 25-Jan-2021
- No NHS Number recorded

Actions

- Create a new Contact

Relationships

- Mabel Archer - 37 years
This Child
- Sebastian Archer - 4 years
Mabel's Son
- Heidi Archer - 7 years
Mabel's Daughter
- Jed Pinky - 40 years
Mabel's Partner

Click on the Personal tab.

Click Add Contact Number/View Historic Numbers...

Contact Methods for Person: Mabel Archer

Close

Create Record

Cancel

New Telephone

Type

Contact Detail

Notes

Start Date

End Date

- Email Address
- Emergency Number
- Facsimile
- Home Phone Number
- Mobile Phone Number
- Office Phone Number
- Work Phone Number



If this is a new contact that needs to be added.

Click on the drop down and choose contact *Type*.

Liquidlogic EHM - UAT

Contact Methods for Person: Mabel Archer Close

Create Record Cancel

New Telephone

Type: Home Phone Number

Contact Detail: 01743887766

Notes: The children often pick up the home phone.

Primary Contact

Start Date: 25-Jan-2021

End Date:

Add the contact information.

Note: Do not leave space between numbers when entering a phone number

Record any notes e.g. work hours or signal issues.

Tick if this is the *Primary Contact*.

Add the date that this is active from.

Liquidlogic EHM - UAT

Contact Methods for Person: Mabel Archer Close

Create Record Cancel

New Telephone

Type: Home Phone Number

Contact Detail: 01743887766

Click on create record

4.5 Updating or correcting a contact method

Liqidlogic EHM - UAT Home Tiles Help Menu ▾

Contact Methods for Person: Mabel Archer Close

Please select a contact method to update:

Primary Contact	Type	Contact Detail	Notes	Start Date	End Date
<input type="checkbox"/> No	Home Phone Number	01743887766	The children often pick up the home phone.	25-Jan-2021	
<input checked="" type="checkbox"/> Yes	Mobile Phone Number	07841122334	Limited signal in the house.	25-Jan-2021	

New Contact... <- Click here to add a new contact method.

Click on the contact you wish to update

Liqidlogic EHM - UAT Home Tiles Help Menu ▾

Contact Methods for Person: Mabel Archer Close

Update Record Cancel

Update Telephone

Type: Home Phone Number
Contact Detail: 01743887766
Notes: The children often pick up the home phone.

Primary Contact

Start Date: 25-Jan-2021
End Date:

Please select a contact method to update:

Primary Contact	Type	Contact Detail	Notes	Start Date	End Date
<input type="checkbox"/> No	Home Phone Number	01743887766	The children often pick up the home phone.	25-Jan-2021	
<input checked="" type="checkbox"/> Yes	Mobile Phone Number	07841122334	Limited signal in the house.	25-Jan-2021	

New Contact... <- Click here to add a new contact method.

Make any changes required to the contact record

Click *Update Record*

4.6 Adding or updating further personal information (Disability, vulnerability, ethnicity, immigration, language, NI, NHS and pupil numbers)

Personal

- Personal
- Further Details**
- Relationships
- Key Agencies
- Time Line
- Costs

Disability

- Is Disabled?
- Is on a Disability Register?

Disabilities

No Disabilities Recorded

[New Disability](#)

Vulnerability History

Start Date	End Date	Vuln. Level
25-Jan-2021		Level 2 - Early Help

Ethnicity & Nationality

Ethnicity: A1 - White British

Ethnicity Notes

Place of Birth

Nationality

Immigration

No immigration statuses recorded

[Add an Immigration Status record](#)

Port Reference

Home Office Registration

Application Registration Card (ARC)

Religion

Last Modified

Modified By: Kay Smallbone - System Support

Modified Date: 25-Jan-2021 10:40

[Update Personal Details](#)

Click on the *Further Details* Tab.

Either:
Click on relevant hyperlink and update details.

Or

Use the pencil sign to change some areas.

Liqidlogic EHM - UAT Home (2) Tiles Help Menu Sys

Create Cancel - Create New Disability

New Disability

Relating To: Mabel Archer, 37 years

Notification Date

Date Disability Ended

Nature of Disability

Severity

Disability Notes

On Disability Register

Parents consent to be placed on Register

Recorded by
Modified on

The hyperlinks will open another page

Complete:

All areas in red must be completed.

Click *Create*.

Liqidlogic EHM - UAT Home (1) Tiles Help Menu System Find

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396) Basic Demographics

Personal Further Details Relationships Key Agencies

Disability

Is Disabled?

Is on a Disability Register?

Disabilities

Last Modified

Modified By Kay Smallbone - System Support

Modified Date 25-Jan-2021 10:40

Update Personal Details

To update other details click on *Update Personal Details*.

Liquidlogic EHM - UAT Home (2) Tiles Help Menu System Find Kay Smallbone (0)

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396) Update Demographics

Update Cancel - Update: Mabel Archer, 37 years

Update Archer, Mabel (37 years)

- Name & Gender**
 NHS Number
 Unique Pupil Number
 Former Unique Pupil Number
 National Insurance Number
 Title
 Surname: Archer
 Forename: Mabel
 Gender: Female
- Age / Date of Birth**
 Date of Birth / Expected DOB: 20-Apr-1983
 OR
 Approximate Age
 Unborn Child
- Deceased**
 Date of Death
 DOD Estimated?
 Unborn or Stillborn
- Status Details**
- Disability**
 Is Disabled?
 Is on a Disability Register?
- SEN / EHCP**
 Has special education needs
- Ethnicity & Nationality**
 Ethnicity: A1 - White British
 Ethnicity Notes
 Place of Birth
 Nationality
- Immigration**
 Port Reference
 Home Office Registration
 Application Registration Card (ARC)
- Religion**
 Religion
- Language**
 Interpreter Required?
- Other Information**
 Other Details

Check and change or complete information.

Don't forget to click on *Update* when you have finished

You are now ready to continue with the Early Help Episode

5 Opening the Early Help Episode

Liquidlogic EHM - UAT Home (1) Tiles Help Menu System Find Kay Smallbone (0)

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397) Basic Demographics

Personal

- Personal
- Further Details
- Relationships
- Key Agencies
- Time Line
- Costs

Name & Gender

Case Number 1011397
Title
Surname Archer
Forename Heidi
Gender Female

Age / Date of Birth

Actual DOB 28-Dec-2013
Age 7 years

Addresses

Primary Address from 26-Jan-2021
Flat 12
Shropshire Council
The Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Primary Address from 25-Jan-2021 until 26-Jan-2021
Guildhall
Frankwell Quay
Shrewsbury
SY3 8HB

Address History / Update Addresses

Important Information

- Current episode, started 25-Jan-2021
- No NHS Number recorded
- No UPN recorded

Actions

- Create a new Contact

Once you have located one member of the family, you can open the Early Help Episode by clicking on this icon.

When the case is reassigned to you, all household members on the consent form will be included in the episode, the consent form will be uploaded into Documents and the consent section of the workflow completed.

Liquidlogic EHM - UAT Home (1) Tiles Help Menu System Find Kay Smallbone (0)

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Active Early Help Episode

Active Task: Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode Decisions Task Details All Persons (4)

Episode Details

Episode Coordinator Kay Smallbone - Shropshire Strengthening Families Team
Episode Date 25-Jan-2021

Full Map Local Map

Contact MASH

Start Early Help Episode

Obtain Consent Consent

Check all members of the family are included in the Episode.

Click on the All Persons Tab.

All members of the family should appear here.

Click on Open grouped episodes

Relation	Person	Age	Latest Episode	Action
People in Episode Group				
Self	Heidi Archer	7 years	Started on 25-Jan-2021	Remove from Group
Father	Jed Pinky	40 years	Started on 25-Jan-2021	Remove from Group
Brother	Sebastian Archer	4 years	Started on 25-Jan-2021	Remove from Group
Mother	Mabel Archer	37 years	Started on 25-Jan-2021	Remove from Group

All individuals involved in the Early Help Episode should appear here.

You can return to the Early Help Episode by clicking on View Episode Pathway.

You are now ready to record on the Early Help Episode and complete the assessment.

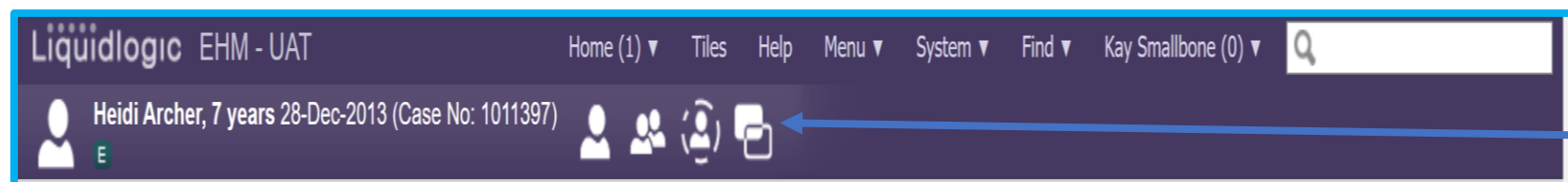
6 Case Notes and restricting Case Notes

At any point during the Early Help Episode, you may want to record a case note. These should record every contact made with the family or with other professionals about the family. When you record a case note, you should be thinking who needs to see this. In the main, case notes should be available to all practitioners who have access to the Early Help Episode. However, there are times when this is not the case:

- The family may not want a piece of information shared
- It is a piece of sensitive information
- There are certain information sharing agreements that do not allow specific information to be shared.

Please ensure you are familiar with the following documents regarding information sharing, which can be found [here](#).

6.1 Recording a Case Note

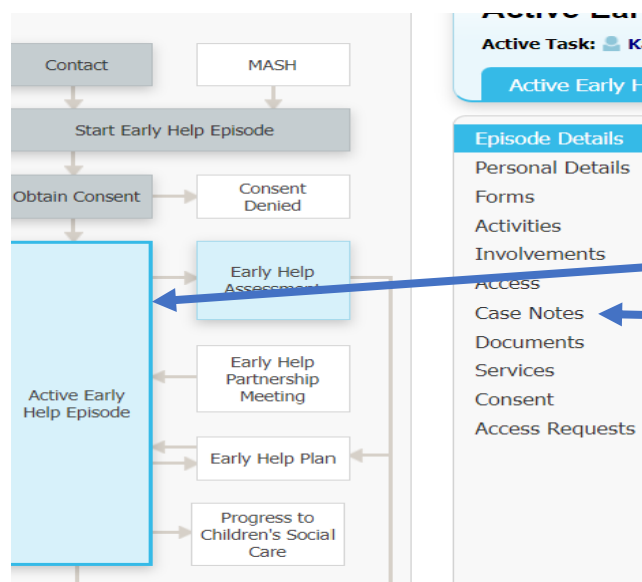


If you are not already in the Early Help Episode click on the screens Icon to open.

Open the Early Help Episode

Click on the Active Early Help Episode box

Click on Case Notes



- Forms
- Activities
- Involvements
- Access
- Case Notes
- Documents
- Services
- Consent

► Update Case Summary

● Case Notes

Free Text Filter

Go

Reset

► Add Case Note

List is empty

► Add Case Note

Click on Add Case Note.

Liquidlogic EHM - UAT
Home (2) | Tiles | Help | Menu | System | Find

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)
Update Heidi Archer, 7 years ...

Finalise | Create | Create and Close | Close - Update: Heidi Archer, 7 years - New Case Note

This case note is within the context of an episode. It will be added to the open episode of **Heidi Archer**

This case note is within the context of an episode. It will be added to the open episode of **Jed Pinky**

This case note is within the context of an episode. It will be added to the open episode of **Sebastian Archer**

This case note is within the context of an episode. It will be added to the open episode of **Mabel Archer**

New Heidi Archer, 7 years - New Case Note

● Part 1 - Contact

From Context Of

Contact Date

Contact Type

Follow-Up Date

Contact Regarding

Heidi Archer

Compass Notes

Early Help Partner

Employment Advisor

ESWT - Case Note

Exploitation

FPOC Notes

Management Oversight

Management Supervision

Meeting

Parenting Notes

Peer Supervision

	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assess
New Case Note							
Meeting	4 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
Parenting Notes	7 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
Peer Supervision							

Note: All areas that are red must be completed.

Click Contact Type to get the drop-down box, this will always be **Early Help Partner**.

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
People involved in this Case Note								
<input type="checkbox"/>	Brother	Sebastian Archer	4 years	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	Self	Heidi Archer	7 years	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	None
Adults also present / interviewed								
<input type="checkbox"/>	Mother	Mabel Archer	37 years	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes			
<input type="checkbox"/>	Father	Jed Pinky	40 years	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes			

State who the contact was with and if they were seen. You can complete the information for more than one person.

Reason for Contact
To discuss Mabel and Jed's housing issues and introduce them to Ben Marr, Employment Advisor. To start the family assessment.

Detailed Notes
Face to Face contact at Jed and Mabel's home. Jed and Mabel have been housed in emergency accommodation as they were made homeless by their previous landlord due to none payment of rent. We met today to check they have everything they need in the accommodation, discuss options for permanent housing and to allow Ben to check their benefits and look at how they can start to pay off their debt. Seb and Heidi were playing with some toys that had been provided by the local church group. They seemed settled. The assessment was completed and a family meeting organised for next week to start the family plan

Analysis of information

Management Decision

Action
Ben to have weekly contact with Jed and Mabel
Kay to arrange Heidi and Sebs school to be represented at the family meeting.
Mabel would like her sister Tara to attend.
Kay to arrange the Housing Options Team to send a representative.

Finalise Create Create and Close Close

State the Reason for Contact.

State in the Detailed Notes where / how (e.g. phone, e-mail, zoom) the contact was made and what was discussed, observed etc.

Any actions from the contact should be recorded here and may inform recording on the plan.

Finalise the case note. Once the case note is finalised, you cannot make amendments.

IMPORTANT

Everybody that has access to the Active Early Help Episode will be able to view case notes, forms and documents saved within the episode, unless you have individually restricted access to these. You will need to consider after every visit whether the family are happy to share the information with those who have access to the episode. If a family has told you something that they have asked you not to share, you may need to restrict access to a case note, form or document. Always consider who needs to know this information. You may be the only one who has access at his time, but at some point, other partners may have access.

It important to share as much information as possible in the case notes, but consider the family's wishes and ask yourself is the information:

- Necessary and proportionate
- Relevant
- Adequate
- Accurate
- Timely.

If you are unsure, please discuss this with your line manager / safeguarding lead.

If you decide access to the information should be limited, you can restrict the case note. It should be restricted to:

- Yourself
- Strengthening Families and Compass
- Other practitioners who are involved in the Early Help Episode and need to know the information.
- Guidance on how to restrict a Case Note is below

6.2 Restricting Access to Case Notes

Liquidlogic EHM - UAT

Home Tiles Help Menu System Find Kay Smallbone (0)

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Active Early Help Episode

Active Task: Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode Decisions Task Details All Persons (4)

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

Case Summary
 Case Summary No case summary has been recorded
 Update Case Summary

Case Notes
 Free Text Filter Go Reset

Case Note Report
 Add Case Note

Finalised?	Significant Event	Contact Date	Contact Type	Contact Regarding	Reason for Contact	Created By	Other Episode
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	25-Jan-2021	Early Help Partner	Heidi Archer, Jed Pinky (Father), Sebastian Archer (Brother), Mabel Archer (Mother)	To discuss Mabel and Jed's housing issues and introduce them to Ben Marr, Employment Advisor. To start the family assessment.	Kay Smallbone	No

Add Case Note

To restrict access to a case note, click on the case note you wish to restrict.

Liquidlogic EHM - UAT

Home Tiles Help Menu System Find Kay Smallbone (0)

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Case Note, 25-Jan-2021

Case Note

Part 1 - Contact

Restricted Access

Audit

From Context Of Heidi Archer

Contact Date 25-Jan-2021

Contact Type Early Help Partner

Add to Chronology No

Contact Regarding

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
People involved in this Case Note								
<input type="checkbox"/>	Brother	Sebastian Archer	4 years	4 years	Yes			None
<input checked="" type="checkbox"/>	Self	Heidi Archer	7 years	7 years	Yes			None
Adults also present / interviewed								
<input type="checkbox"/>	Mother	Mabel Archer	37 years	37 years	Yes	Yes		
<input type="checkbox"/>	Father	Jed Pinky	40 years	40 years	Yes	Yes		

Reason for Contact To discuss Mabel and Jed's housing issues and introduce them to Ben Marr, Employment Advisor. To start the family assessment.

Detailed Notes

Detailed Notes Face to Face contact at Jed and Mabel's home. Jed and Mabel have been housed in emergency accommodation as they were made homeless by their previous landlord due to none payment of rent. We met today to check they have everything they need in the accommodation, discuss options for permanent housing and to allow Ben to check their benefits and look at how they can start to pay off their debt. Seb and Heidi were playing with some toys that had been provided by the local church group. They seemed settled. The assessment was completed and a family meeting organised for next week to start the family plan

When the case note opens, click on *Restricted Access*.

Liquidlogic EHM - UAT

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Case Note

Restricted Access

Audit

Restriction of Access

- Update Security Information
- Change Access to this Record**

Click on *Change Access to this Record*.

Note: Always remember to give access to yourself first.

Liquidlogic EHM - UAT Home Tiles Help Menu System

OK - Restrict Access Cancel **Restrict Access to Case Note, contact type: Early Help Partner, on 25-Jan-2021**

Configure Security Restrictions

✓ Access will be granted to:

- Users, Groups or Departments**
Everyone.
Click here to add a user, department or group...
Clear all current selections...
- Users with access to...**
No Access rights specifically granted access.
Click here to add specific application access rights...
Clear all current selections...

✗ Access will be denied to:

- No one.
Click here to add a user or department...
Clear all current selections...

Click on hyperlink to add a user, department or group.

Liquidlogic EHM - UAT Home Tiles Help Menu System Find Kay

Allow access to User or Department Previous Bookmark Cancel

Address Book

- ★ My Contacts
- All Professionals
- All Departments
- All Groups

Manager Contacts

+ Kay Smallbone (Yourself) External Acct - Trouble Fam Strat Co-Ord Shropshire Strengthening Families Team

Bookmarked Contacts

Recent Contacts

+ Charlotte Evans	Early Help Family Support Worker	System Support
+ Julie Duncan	Strength Famili Loc Dev Off	System Support
+ Restricted Group Access	Early Help	
+ Kay Smallbone	External Acct - Trouble Fam Strat Co-Ord	Shropshire Strengthening Families Team
+ Strengthening Families	Early Help	
+ Employment Advisors	Early Help	

Look in My Contacts first, the people you need may already be here – including yourself.

Remember to always add yourself first

Click on your name

Liqidlogic EHM - UAT Home Tiles Help Menu System Find Kay Smallbone

Allow access to User or Department Previous Bookmark **Confirm** Add to Selections Cancel

Address Book

- My Contacts
- All Professionals
- Kay Smallbone, External Acct - Trouble Fam Strat Co-Ord**
- All Departments
 - ECAF - SS
 - System Support - Business Support Team
 - Shropshire Organisations - Not Specified
 - Social Services Team - Not Specified
 - Early Help Team - Not Specified
 - Shropshire Strengthening Families Team - Early Help Team**
- All Groups
 - Early Help
 - Strengthening Families**

Kay Smallbone, External Acct - Trouble Fam Strat Co-Ord

Professional Details

Staff No	10234
Full Name	Kay Smallbone
Department	Shropshire Strengthening Families Team
Job Title	External Acct - Trouble Fam Strat Co-Ord

Picture

Actions

- Open Full Record

Profile

Active Status	Active
Security Profile	EHM External Lead Professional

Contact Details

Add Contact Number...

EMail kay.smallbone@shropshire.gov.uk

Check the details.

If correct click *Confirm*

Important

You should always give access to Strengthening Families and Compass. We have a statutory duty to access information if a concern/contact comes into Shropshire Councils First Point of Contact. We also have a duty to manage all information held on EHM.

Liqidlogic EHM - UAT Home Tiles Help Menu System

OK - Restrict Access Cancel **Restrict Access to Case Note, contact type: Early Help Partner, on 25-Jan-2021**

Configure Security Restrictions

Access will be granted to:

Users, Groups or Departments

- Kay Smallbone - Shropshire Strengthening Families Team** ✘

Click here to add a user, department or group...

Clear all current selections...

Your name should now appear in the *Access will be granted to:* section.

Click the hyperlink to add Strengthening Families and Compass.



Allow access to User or Department

Previous

Bookmark

Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 🏢 All Departments
- 👥 All Groups**
- 👥 Children's Social Care
- 👥 Early Help



Search Groups

Reset

Search

● Group Name

Description

● Group Details

Category

Active Status

Professional Portal Group?

- Children's Social Care
- Early Help**

● Identifiers

Group ID

To add Strengthening Families and Compass, click on the All Groups Tab

Click on Early Help

Liquidlogic EHM - UAT

Allow access to User or Department

Address Book

- ★ My Contacts
- 👤 All Professionals
- 📁 All Departments
- 👤 All Groups
- 👤 Early Help**
- 👤 Early Help Hub North
- 👤 Early Help Hub South
- 👤 FPOC - Early Help
- 👤 Restricted Group Access
- 👤 Step Down
- 👤 Strengthening Families

Click on Restricted Access Group

EHM - UAT - Logged On | Yammer | Allow access to User or | Intranet Search - SC Intranet | Children's S

https://protocolshrop.syhapp.com:53020/web/addressbook.htm?get

Liquidlogic EHM - UAT Home Tiles Help Menu System

Allow access to User or Department Previous Bookmark **Confirm** Add to Selections Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 📁 All Departments
- 👤 All Groups
- 👤 Early Help
- 👤 Restricted Group Access**

Restricted Group Access

● **Workgroup Details**

Description	Restricted Group Access
Category	Early Help
Info	
Active Status	Active
Email	
Professional Portal Group?	No

Click on Confirm

Note: In all other circumstances, please always give access to individuals, not departments or groups. You can add as many individuals as you need.

Liquidlogic EHM Train

Home Tiles Help Menu System Find

Allow access to User or Department Previous Bookmark Cancel

Address Book

My Contacts

All Professionals

All Departments

All Groups

Search Professionals Reset Search

Professional Name

Surname evans

Forename charlotte

You now need to add the other professional/professionals that need access to the case note.

The person you are looking for might not be in My Contacts.

You can search for a person by clicking on the All Professionals Tab

Complete the Surname and Forename of the professional

Click Search

Liquidlogic EHM - UAT

Allow access to User or Department Previous Bookmark Cancel

Address Book

My Contacts

All Professionals

All Departments

All Groups

Search Professionals Back Printable View

Query Results (1)			
	Full Name ▲	Job Title	Dept
1	Ben Marr		Shropshire Strengthening Families Team

If you have already used the search function you will need to click on back to get to the search function

Address Book Search Professionals

- ★ My Contacts
- 👤 All Professionals**
- 📁 All Departments

Query Results (2)		
Full Name ▲	Job Title	Dept
1 Charlotte Evans		SF Team

Click on the professional's

OK - Restrict Access **Restrict Access to Case Note, contact type: Early Help Partner, on 25-Jan-2021**

● **Configure Security Restrictions**

✓ Access will be granted to:

Users, Groups or Departments

- Restricted Group Access ✘
- Kay Smallbone - Shropshire Strengthening Families Team ✘
- Charlotte Evans - System Support ✘
- Ben Marr - Shropshire Strengthening Families Team ✘

[Click here to add a user, department or group...](#)
[Clear all current selections...](#)

Users with access to...

- No Access rights specifically granted access.

You should now see yourself, the Restricted access group and the other professionals that need access to the case note

Click OK – Restrict Access

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397) Case Note, Jan-2021

- Case Note
- Restricted Access**
- Audit

● **Restriction of Access**

▶ Update Security Information

▶ Change Access to this Record

Access is ONLY available to:

- Restricted Group Access
- Kay Smallbone - Shropshire Strengthening Families Team
- Charlotte Evans - System Support
- Ben Marr - Shropshire Strengthening Families Team

If you click on the restricted access tab of the case note you will see access is only available to 1 group and 3 people including yourself.

If you wish to add or remove a professional click on Change Access to this Record

6.3 To remove a Professionals Access to a Case Note

Liquidlogic EHM - UAT Home Tiles Help Menu System

OK - Restrict Access Cancel Restrict Access to Case Note, contact type: Early Help Partner, on 25-Jan-2021

● **Configure Security Restrictions**

✓ Access will be granted to:

Users, Groups or Departments

- Restricted Group Access ✘
- Kay Smallbone - Shropshire Strengthening Families Team ✘
- Charlotte Evans - System Support ✘
- Ben Marr - Shropshire Strengthening Families Team ✘

[Click here to add a user, department or group...](#)
[Clear all current selections...](#)

Click on the red X

Click OK – Restrict Access

Liquidlogic EHM - UAT Home Tiles Help Menu

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397)

Case Note, 25-Jan-2021

Case Note
Restricted Access
Audit

● **Restriction of Access**

- ▶ Update Security Information
- ▶ Change Access to this Record

Access is ONLY available to:

- Restricted Group Access
- Kay Smallbone - Shropshire Strengthening Families Team
- Ben Marr - Shropshire Strengthening Families Team

Charlotte's access has been removed

7 Documents

Note: You should always upload documents to the Early Help Episode, not to an individual's demographics.

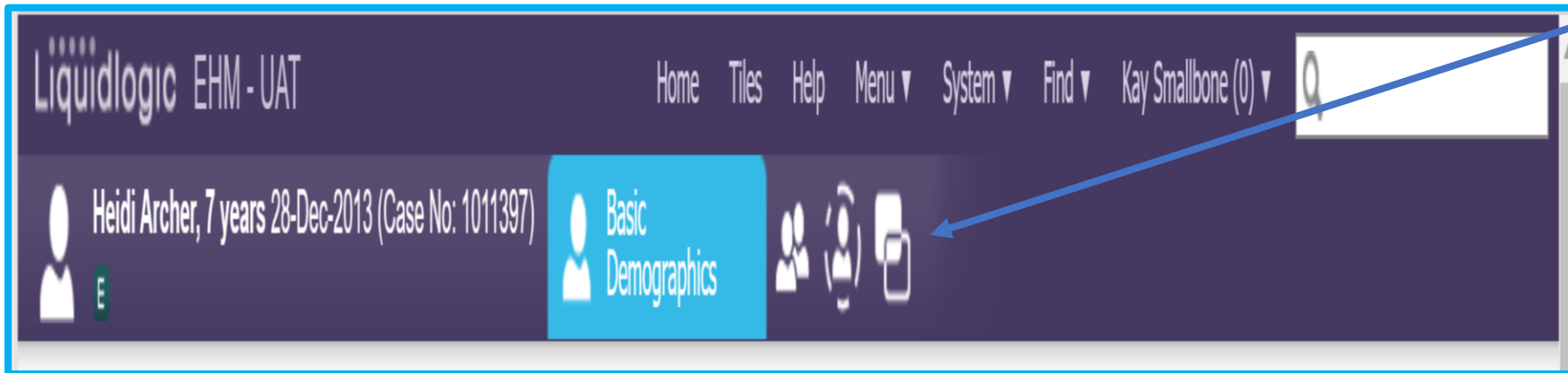
NOTE: Any document uploaded can be seen by all practitioners who have access to the open Early Help Episode.

Consider if it is appropriate for all practitioners to have sight of the document if uploaded.

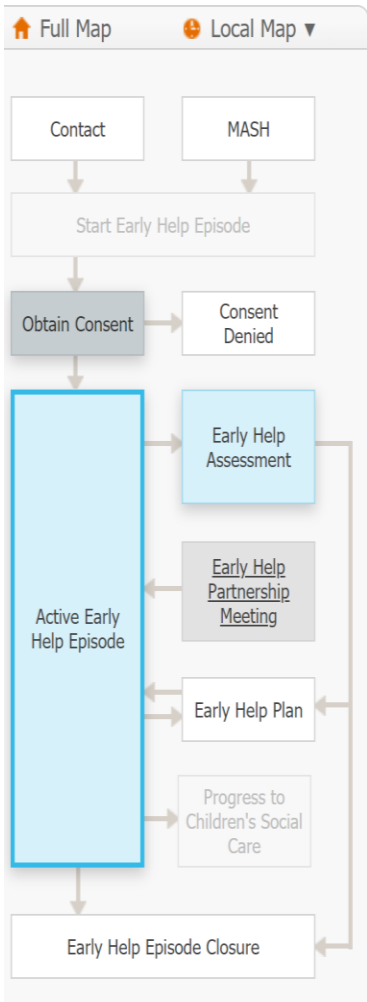
Documents can be restricted if they are confidential.

7.1

7.1 To upload a document



Go to the Active Early Help Episode, using the screens icon



Active Early Help Episode

Active Task: Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode | Decisions | Task Details | All Persons (4) ▼

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

Date	Category	Type	Status	Editor	Notes	Other Episode	Download
25-Jan-2021	Form	Consent	Completed	Kay Smallbone - System Support	Consent form 25.01.2021	No	Test Consent.docx

▶ Create/Attach Document

Back to: Obtain Consent

Click on the Documents Tab

You should be able to now see the consent form, as an uploaded document.

Click on Create/Attach Document

New Document [Close]

Previous Next Finish

Document Type

Category: Document

Type: [Dropdown]

Date: [Input]

Notes: [Input]

Assessment Tools

Domestic Abuse

Education

Employment

Finance

Health

Housing

Neglect Assessment Tools

Other

Parenting

Request for Intervention (COVID-19)

Voice of the Child

Click on Document in *Category*

Select Document unless you are uploading a consent form then select form.

Select the type of document from the drop-down list

New Document [Close]

Previous Next Finish

Document Type

Category: Document

Type: Voice of the Child

Date: 21-Jan-2021

Notes: Poem written by Heidi - 21/01/2021

Enter the date of the document

You can write notes to describe the content of the document – this helps to find the document later.

New Document ✕

Previous Next **Finish**

● **Document Type**

Category Document ▾

Type Voice of the Child ▾

Click on *Next*

New Document

Previous Next **Finish**

● **Attach File**

Attachment: **Choose Files** NO file chosen

The maximum number of files you can select in one go is 3
The file upload limit is 5.0 Mb.

● **Details**

Document Type	Voice of the Child
Date	21-Jan-2021
Notes	Poem written by Heidi - 21/01/2021

● **Notification**

Notification **None Selected**

● **Access Control**

Restrictions **None Selected**

Click on Choose Files.

Note: The File Upload limit is 5.0 Mb. If it is a big file you may need to split it. Make sure you number each section in order in the Notes section. Pictures are often too big to upload.

Name	Status	Date modified	Type	Size
Contents	✓	23/12/2020 19:39	Microsoft Word Doc...	22 KB
Me Learning	✓	21/09/2020 12:27	Microsoft Word Doc...	4,863 KB
Partner guidance - flow diagram	✓	06/10/2020 17:49	Microsoft Word Doc...	35 KB
PartnerGuidance KS reveiw 8Jan2021	✓	15/01/2021 08:49	Microsoft Word Doc...	63,954 KB
PartnerGuidance KS reveiw 19.01.2021	✓	24/01/2021 19:59	Microsoft Word Doc...	81,649 KB
PartnerGuidance KS reveiw 25.01.2021	✓	26/01/2021 07:29	Microsoft Word Doc...	100,455 KB
PartnerGuidance KS reveiw 26.01.2021	↻	26/01/2021 08:06	Microsoft Word Doc...	109,941 KB
Patner guidance 2	✓	15/01/2021 08:52	Microsoft Word Doc...	90,269 KB
Patner guidance	✓	15/01/2021 08:50	Microsoft Word Doc...	90,270 KB
<input checked="" type="checkbox"/> Poem written by Heidi	↻	26/01/2021 07:50	Microsoft Word Doc...	19 KB

Select the file from your PC or drive.

Click Open

Path: Poem written by Heidi

File type: All files

Buttons: Open, Cancel

New Document

Previous Next Finish

Attach File

Attachment: Choose Files Poem written by Heidi.docx

Additional Files: Choose Files No file chosen

Selected Files

Poem written by Heidi.docx (0.02 Mb)

The maximum number of files you can select in one go is 3
The file upload limit is 5.0 Mb.

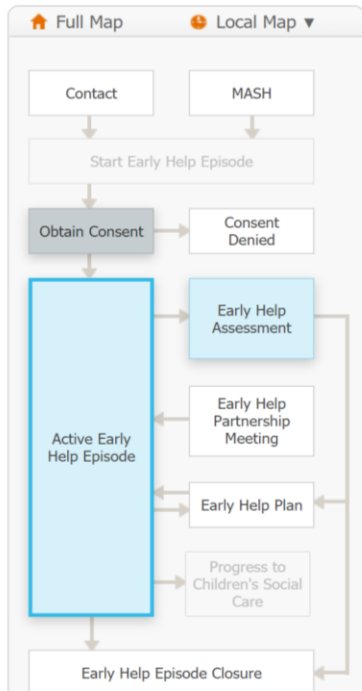
Details

Document Type: Voice of the Child
Date: 21-Jan-2021
Notes: Poem written by Heidi - 21/01/2021

The file should now appear

Note: You can upload a maximum of 3 documents in one go.

When you have completed the uploads click Finish



Active Early Help Episode

Active Task: 👤 Kay Smallbone (Reassign) **Started:** 25-Jan-2021 **Due:** unspecified

Active Early Help Episode | Decisions | Task Details | All Persons (4) ▼

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

Back to: Obtain Consent

Date	Category	Type	Status	Editor	Notes	Other Episode	Download
21-Jan-2021	Document	Voice of the Child	Completed	Kay Smallbone - Shropshire Strengthening Families Team	Poem written by Heidi - 21/01/2021	No	Poem written by Heidi.docx
25-Jan-2021	Form	Consent	Completed	Kay Smallbone - System Support	Consent form 25.01.2021	No	Test Consent.docx

▶ Create/Attach Document

The document will now appear in the Active Early Help Documents section.

8 Completing the Whole Family Early Help Assessment

8.1 Starting the assessment

Liqidlogic UAT - EHM

Home Help Menu System Reports Find Kay Smallbone (0)

Wael Davey, 7 years 09-Dec-2014 (Case No: 1018729)

Task Trays

By: Date | Task | Priority | Person | Address | Locality | Episode Group Order By: Start Date | Due Date | Timeframe | Subject | Priority

Today (2)	Person	Task Description
11-Dec-2022 17:47	Storm, Steve (12 years) [Case No: 1019822]	Early Help Assessment - Please complete Early Help Assessment for Person
11-Dec-2022 17:47		Active Early Help Episode
Last Month (44)	Person	Task Description
10-Nov-2022 13:52	Larch, Pine (5 years) [Case No: 1017966]	EHM Outcomes at the End of an Early Help Episode - Please complete the assessment
19-Nov-2022 14:13		Shropshire Fire and Rescue Referral - Please complete the Referral
19-Nov-2022 14:11		Early Help Assessment - Please complete Early Help Assessment for Person
13-Nov-2022 13:33		Early Help Exit Plan
13-Nov-2022 13:27		EHM Outcomes at the End of an Early Help Episode - Please complete the assessment
13-Nov-2022 13:26		Early Help Plan - Please complete the Early Help Plan for the Person

Click on Home to get to your Work Tray

Click on the the Task asking you to Complete Early Help Assessment for the family. This will take you to the Active Early Help Episode and to the Early Help Assessment.

Early Help Assessment

Active Task: Kay Smallbone (Reassign) Started: 01-Dec-2022 Due: unspecified

Early Help Assessment Task Details All Persons (5)

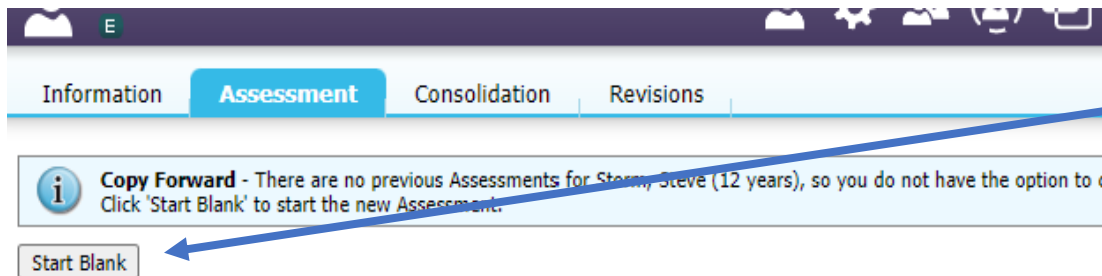
Combined Stage for: Steve Storm, Bobby Storm, Horatio Storm, Hannah Storm, Chelsea Storm.

The Early Help Assessment has not been started.

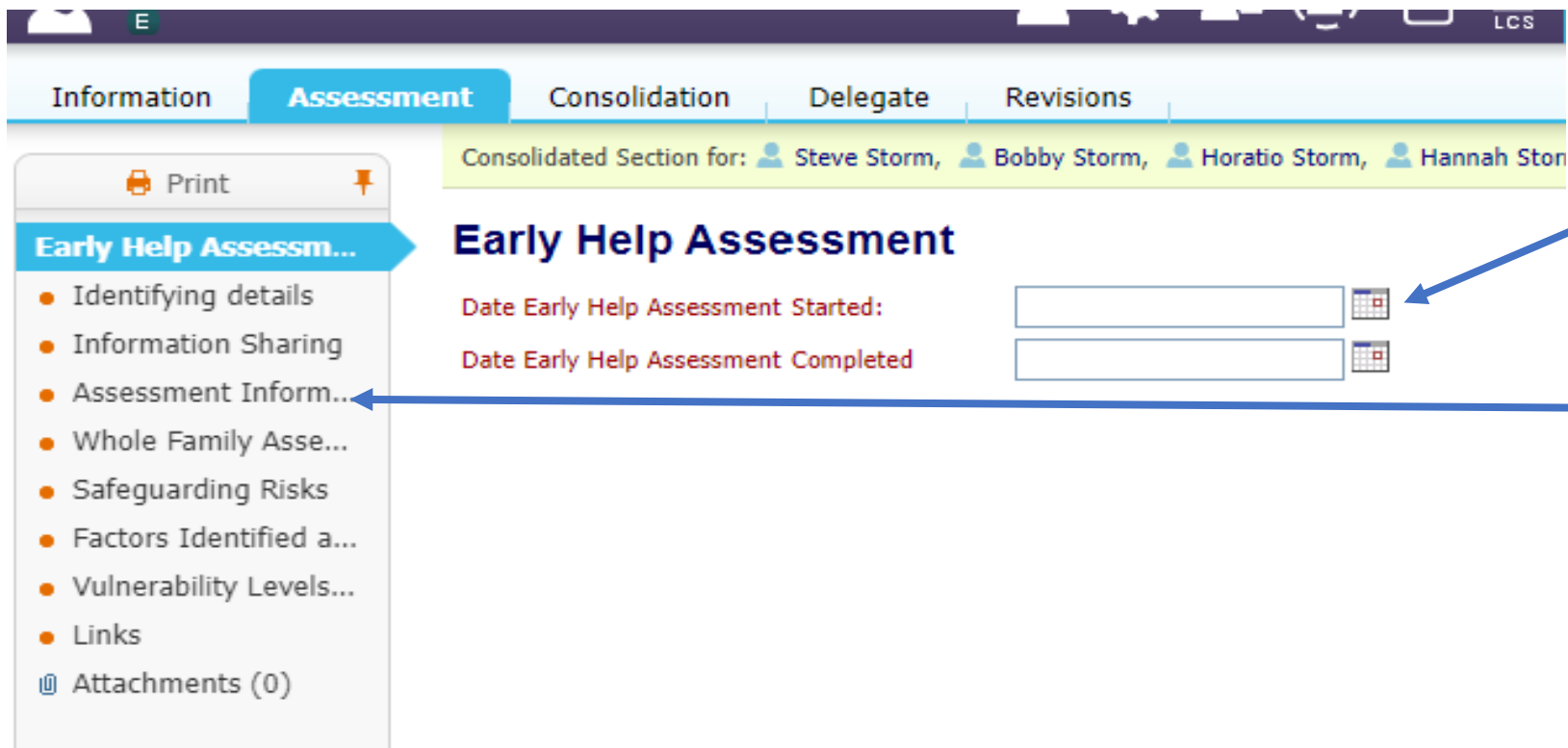
Start Assessment

Check all family members are present

Click Start Assessment



Click Start Blank

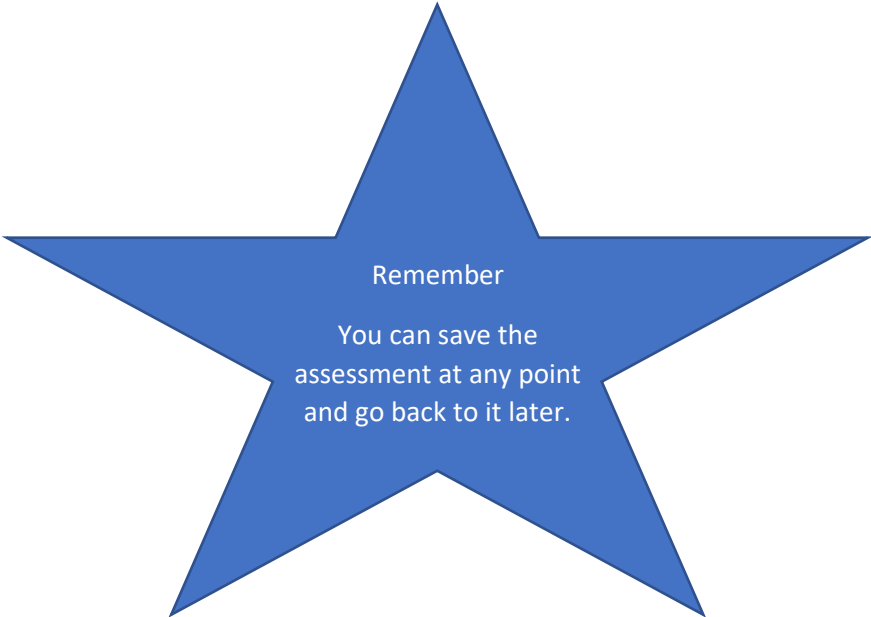


You are now ready to start the Whole Family Assessment.

Complete the start date.

You will need to complete the finish date before you finalise the form.

Click on Assessment Information tab.



Remember
You can save the assessment at any point and go back to it later.

Consolidated Section for: Steve Storm, Bobby Storm, Horatio Storm, Hannah Storm, Chelsea Storm

- Print
- Early Help Assessm...**
- Identifying details
 - Information Sharing
 - **Assessment Inform...**
 - Whole Family Asse...
 - Safeguarding Risks *
 - Factors Identified a...
 - Vulnerability Levels...
 - Links
 - 📎 Attachments (0)

Assessment Information

People present at assessment

Hannah Storm
~~Horatio Storm~~
Kay Smallbone - Family Support Worker
Molly Jones - Pastoral Care - ~~Wae~~n School
Trish Shuttleworth - Health Visitor



● **Details of parents/carers/others**

Steve Storm

Relationship	Name	Date of Birth	Gender	Address	Start/End Date	Presence in Assessment
Self	Steve Storm	22-Dec-2009	Male	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND		▶ Click to Set Participation
Mother	Hannah Storm	19-Apr-1988	Female	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	30-Nov-2022	▶ Click to Set Participation
Father	Horatio Storm	22-Aug-1987	Male	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	30-Nov-2022	▶ Click to Set Participation

▶ Edit Relationships

Bobby Storm

Complete the assessment information.
Ensure all adult/children who have been involved with the assessment are listed, including other professionals, if appropriate.

Print

Early Help Assessm...

- Identifying details
- Information Sharing
- Assessment Inform...**
- Whole Family Asse...
- Safeguarding Risks *
- Factors Identified a...
- Vulnerability Levels...
- Links
- Attachments (0)

There are no current parental relationships.

[Edit Relationships](#)

Hannah Storm

There are no current parental relationships.

[Edit Relationships](#)

Chelsea Storm

Relationship	Name	Date of Birth	Gender	Address	Start/End
Self	Chelsea Storm	20-Nov-2019	Female	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	
Mother	Hannah Storm	19-Apr-1988	Female	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	30-Nov-20
Father	Horatio Storm	22-Aug-1987	Male	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	30-Nov-20

[Edit Relationships](#)

Details of person(s) undertaking assessment

Name

Contact telephone Number

Role

Organisation

Complete your details. This is a mandatory field

8.2 Completing the Whole Family Assessment

If you need Whole Family Assessment Guidance, including some questions that you may find useful and a scoring guide, it can be found [here](#).

Remember this is a whole family assessment and all aspects of the family should be considered. The Lead Professional, supported by other practitioners, should complete the assessment with the family.

NOTE: The family should not be given the assessment to complete on their own.

It is important that all the way through the assessment, you encourage the family to identify both protective factors and possible risks. Use language that reflects what the family are saying. Use their names, as well as their role. Help them to find solutions – don't do it for them.

There are ten criteria. You will be asked if each criteria is an issue/concern for the family. You will only need to complete information in the sections identified.

The different sections: **Child/ren/young person/people**, **Parent(s)/Carer(s)** and **Professionals** should be completed wherever possible. If someone is not present or are not old enough to participate then say so.

The sections are to capture the voice of the family and professionals involved not just their names.

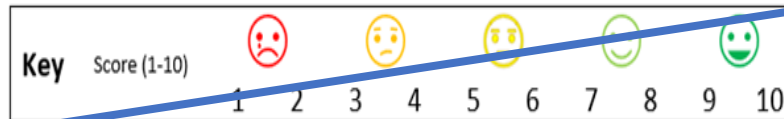
Whole Family Assessment

Please record the views of children/young people, parents/carers and professionals in the appropriate boxes

1. Getting a Good Education

Any child of school age with more than 10% unauthorised absence
Any child of school age not able to participate and engage with education e.g. due to motivation, behaviour, exclusions, off-roll, risk of NEET
Child's special educational needs not being met.

Are you worried about children in the family getting a good education? Yes No

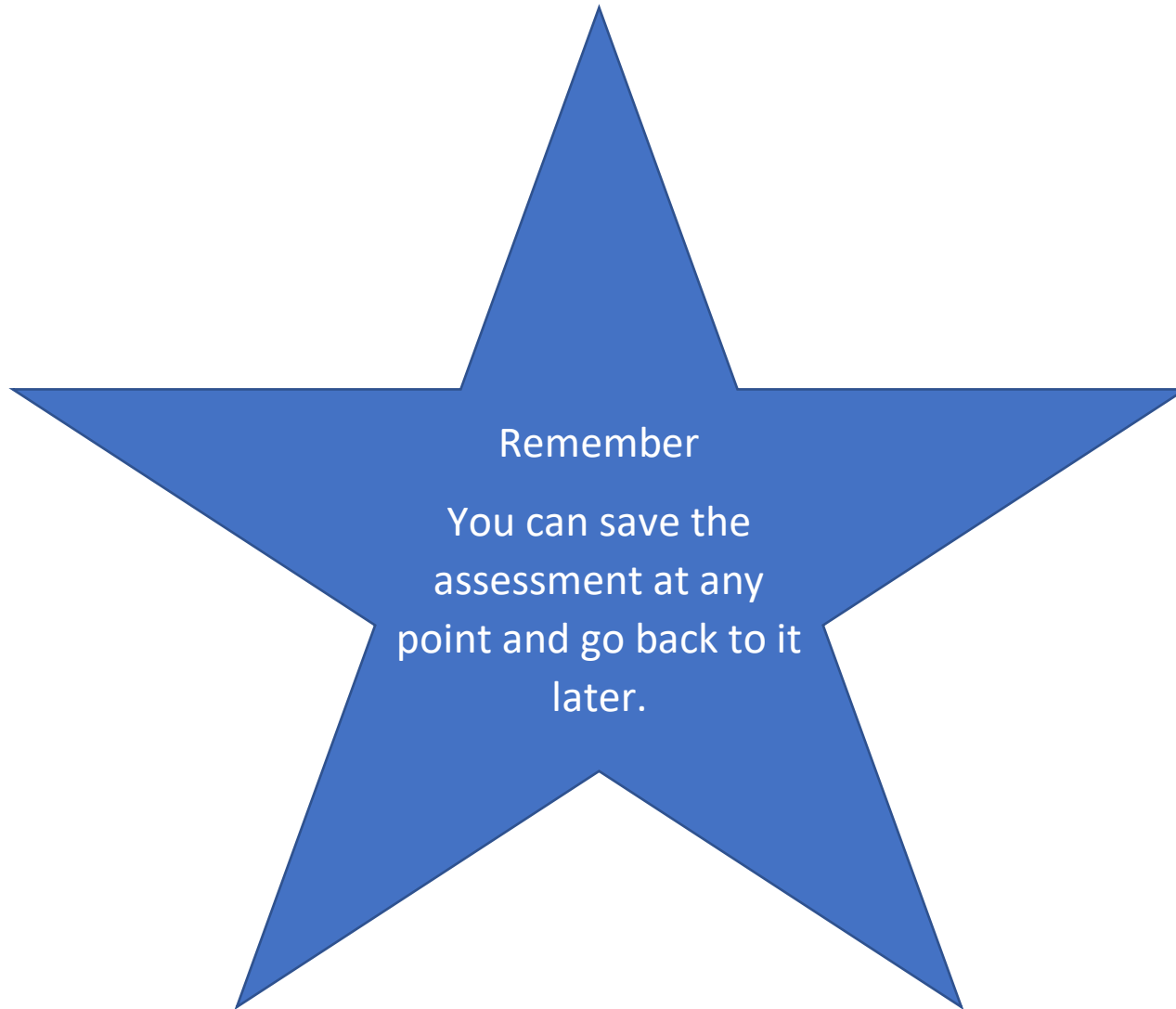


Score 1-10

If the criteria does not apply then answer No to the question.

If the criteria do not apply, the written assessment boxes will not appear.

It completes the score automatically as 10.



2. Good Early Years Development

Please record the views of children/young people, parents/carers and professionals in the appropriate boxes

Expectant or new parent/carer who require additional or specialist support.

Childs (0-5 yrs) physical health needs not met. (e.g. immunisations not up to date, dental hygiene)

Child's (0-5 yrs) developmental needs not being met (e.g. speech and language, school readiness, personal social and emotional development)

Are you worried about the development of young children 0-5 in the family?

Yes No

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Bobby only eight months
Chelsea said she likes painting at nursery.

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Hannah says that Chelsea loves Nursery and is happy to go.
Bobby is a happy baby and sleeps well.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

TS - The children always seem very happy and Chelsea loves to show off her paintings. Horatio and Hannah seem to share the care of the children when they can
MJ - Chelsea is in the School Nursery - attends all sessions - is a happy child. Loves talking to everyone. Chelsea has engaged well with Nursery loves pretend play and knows her colours.

What are we worried about? (What has happened in the past and what are we concerned about now?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

No answered

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Hannah is worried about Bobby as he has not started to crawl yet
Hannah worries that she cannot seem to get round to doing essential things like registering the family for the GP.
Horatio is worried because Hannah is pregnant again and it is very soon after Bobby was born. Hanah had a really difficult pregnancy with Bobby and this put a lot of pressure on all the family. Bobby was premature and spent 8 weeks in hospital.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

TS - Hannah and Horatio need to register with the GP and a dentist. Bobby needs to keep his immunisations up to date. Hannah had quite a difficult pregnancy last time, so concerned this will impact on her ability to meet the needs of the other children.
MJ - Chelsea loves her family and has said she is worried about mummy. Chelsea is meeting her development milestones

Where you answer 'Yes', 4 questions appear with text boxes below.

If you are unable to have contact or provide the voice of some members of the family please state this. If contact is planned state when this will be. You can then copy and past this into all open sections.

You do need to put something in each box

What support is currently in place? What support have you had? Do you have a support network?

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

No answered

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Horatio says his mother (Bey) lives near and will come and help out when she is not working
Hannah says she has made a friend at Toddler Group - Daisy who will have the children sometimes and comes round for coffee

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

KS - Hannah has booked to attend a pre birth group - Horatio is going to go when he is available.

What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Chelsea would like Bobby to go to Nursery with her.

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Hannah - I need to put something in place in case I am ill again while I am pregnant.
Horatio - I need to help out more round the house to support Hannah.
Hannah- I still feel very low after Bobby's birth. I need some help.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

TS - Hannah and Horatio have agreed to register with the GP and Dentist. I will give them the contact details.
TS - We have agreed that Bobby would benefit from a developmental assessment. I will talk to my manager to complete a referral.
TS - Referral for Hannah to give her some mental health support.

The last boxes, 'What needs to change?' is carried over into the plan.
Remember the family need to think about the score for this too.



Score 1-10

5

this assessment specifying their role)

Do not click on the blue link. Pick the form up from your work tray once the assessment has been finalised or you will just get an empty document



Score 1-10

Click here to start a Webstar form

08-Nov-2022 13:41, Webstar by Kay Smallbone - System Support (Copy Forward) [Print]

The Webstar will appear in your work tray after you have clicked here once. Once you have finalised the assessment you can pick it up. Please DO NOT click on the blue link when it appears.

Please finalise the assessment before picking the Webstar up from your worktray

Safeguarding Risks

When a whole family assessment is completed, there are often things disclosed that may raise questions about safeguarding.

Note: Follow your organisations safeguarding policy and complete the box below.

At the end of the Whole Family Assessment tab you are given the option to start the Webstar.

The Webstar is the best way of printing the assessment off to give to families.

Click on the link **ONCE**. The link to the document will appear. > **PLEASE DO NOT CLICK THIS BLUE LINK.**

The Webstar will go to your work tray and **should not be opened until the Whole Family Assessment is finalised.**

Information **Assessment** Consolidation Delegate Revisions

Print

Early Help Assessm...

- Identifying details
- Information Sharing
- Assessment Inform...
- Previous Whole Fa...
- Whole Family Asse...
- Safeguarding Risks**
- Factors Identified a...
- Vulnerability Levels...
- Links
- Attachments (0)

Safeguarding Risks

[click here to access the threshold guidance](#)

Have any Safeguarding Risks been identified Yes No

If a safeguarding risk is identified what is the likelihood/seriousness? How can risks be reduced or managed?

Click on the Safeguarding Risks tab

If you need to refresh your knowledge of the Shropshire Tresholds you can click the link to take you to the document.

If you answer yes to **Have any Safeguarding Risks been Identified?** You will need to complete the information required in the box.

Click on the Factors at the end of assessment tab.

8.3 Completing Factors at the end of Assessment

Once you have completed the assessment you should be able to complete the Factors at the End of Assessment. There may be some issues that you do not know about at this point, but this can be updated when you review the assessment in the future.

Consolidated Section for: Steve Storm, Bobby Storm, Horatio Storm, Hannah St

Factors Identified at the end of the assessment

At no point when reviewing an assessment sho

● Getting a Good Education

● Good Early Years Development

2a. Is there an expectant or new parent who require additional or specialist support? Yes No

2b. Is there a child (0-5) whose health needs are not being met? E.g. immunisations not up to date, poor dental hygiene etc. Yes No

2c. Is there a child/children (0-5) whose developmental needs are not being met? E.g. speech and language, problem solving, school readiness, personal social and emotional development. Yes No

2d. Is there a 2 year old child in the family who is eligible for free early years provision, but is not registered for 24U? Yes No

[Click here to access the 24U application](#)

2e. Are there any 3 or 4 year olds in the family not attending early years provision? Yes No

[Click here to access the Childcare Choices webpage](#)

2f. If the family meet the criteria for Healthy Start Vouchers do they need to register to receive them Yes No

[Click here to access the Healthy Start page and registration form](#)

Only questions associated to the criteria identified in the Whole Family Assessment will open.

Please complete all the questions.

Some questions also offer links to help with the support. For Example, Healthy Start. Click the link and it will take you to the relevant web page.

- Information Sharing
- Assessment Inform...
- Whole Family Asse...
- Safeguarding Risks *
- Factors Identified a...**
- Vulnerability Levels...
- Links
- Attachments (0)

● **Families Affected by Domestic Abuse**

● **Secure Housing**

● **Financial Stability**

● **Shropshire Fire and Rescue**

Are the family happy for a Fire Service Safety check referral to be made? **Yes** No

Do you want to start a Shropshire Fire and Rescue referral form? **Yes** No

If you have already started a Fire and Rescue Referral in this episode please answer no.

[Click here to start the Shropshire Fire and Rescue Referral](#)

▶ [Start Shropshire Fire and Rescue Referral \(Assign to self\)](#)

Other questions will give you links to tools or referral forms.

Here you can access the Shropshire Fire and Rescue Referral form.

Click on the Start Shropshire Fire and Rescue Referral.

Click on the Links tab on the left and click on the link.

You can then pick the form up from your work tray

30-Nov-2022 13:52

Larch, Pine (5 years) [Case No: 1017966]



EHM Outcomes at the End of an Early Help Episode - Please complete the assessment

Shropshire Fire and Rescue Referral - Please complete the Referral

29-Nov-2022 14:13

8.4 Vulnerability Levels

Please consider vulnerability levels after the Whole Family Assessment with reference to the Shropshire Threshold document.

Vulnerability Levels After Assessment

Please consider vulnerability levels after the Whole Family Assessment with reference to the Shropshire Threshold document and select one from the list below.

[Click here to access the Threshold Document](#)

Click below to update the Vulnerability level

Vulnerability Records

Start Date	End Date	Vuln. Level
03-Dec-2021		Level 2 - Early Help

Vulnerability Level

Level 1 - Universal

Level 2 - Early Help

Level 3 - Targeted Early Help

Level 4 - Targeted Complex/Significant Needs

Whole Family Assessment completed by partner please complete Targeted Early Help Request For Intervention form

Do you want to start a Targeted Early Help Request for Intervention form? **Yes** No

Please start the Targeted Early Help Request for Intervention Form from the Links tab

OR

Whole Family Assessment completed by Targeted Early Help. Please Complete a Whole Family Plan

Using the Threshold Document what do you now consider the vulnerability level to be?

Which vulnerability level you identify there will be options offered for Lead professionals who are Partners or Targeted Early Help.

In this example a partners has identified the needs of the family as level 3. They are therefore asked to complete a Targeted Early Help Intervention form.

Answer yes to the question. Go to the link tab and click on the link for the form which will now be red. You can now complete the referral form and send to Strengthening Families. Please see section 15.

8.5 Finalising the assessment

Information **Assessment** Consolidation Revisions

Save Finalise Assessment Close

18. **Female genital mutilation** - concerns that services may be required or the child may be at risk due to female genital mutilation Yes **No**

10. Abuse linked to faith or belief Yes No

When all mandatory sections of the Whole Family Assessment are completed you can finalise the Assessment.

▶ Early Help Assessment

Date Early Help Assessment Started: 25-Jan-2021

! This Question is mandatory.
Date Early Help Assessment Completed

If you finalise without a completed date you will be reminded.
Note: The assessment will not finalise if all required areas are not completed.

Assign

● Please select a user to authorise this Early Help Assessment:

- Other Role Kay Smallbone
- Lead Professional** Kay Smallbone

Click on yourself to authorise the assessment.

Assign

● Please select a user to authorise this Early Help Assessment:

Click Assign

- Other Role Kay Smallbone
- Lead Professional** Kay Smallbone

Assessment Authorisation Stage: Review the completed Assessment and amend if applicable. Once satisfied finalise the Assessment and choose to Grant Authorisation or to Request Further Information.

Authorise **Request Further Information**

Click *Authorise*

▶ View Early Help Assessment by Kay Smallbone (Shropshire Strengthening Families Team) - Shropshire Strengthening Families Team (Awaiting Authorisation) ▶ Amend

protocolshrop.syhapp.com:53020 says

Please Confirm you wish to authorise this Assessment? Assessment Type: Early Help Assessment Completed On: 26-Jan-2021

OK Cancel

Early Help Assessment

Active Task: **Kay Smallbone** (Reassign) Started: 26-Jan-2021 Due: unspecified

Early Help Assessment Task Details All Persons (4) ▼

Click OK to confirm authorisation

Early Help Assessment

Active Task: **Kay Smallbone** (Reassign) Started: 26-Jan-2021 Due: Today

Early Help Assessment Decisions Task Details All Persons (4) ▼

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Outcomes

Outcome	Action	Assigned to	Date of Initiation or Completion:
<input checked="" type="checkbox"/> Early Help Plan	Start	(Assigned to Kay Smallbone)	26-Jan-2021
<input checked="" type="checkbox"/> Progress to Children's Social Care	Start	(Assigned to Yourself)	
<input type="checkbox"/> Continue with Existing Process	Start	(Completes Automatically)	
<input checked="" type="checkbox"/> Early Help Episode Completed	Start	(Assigned to Yourself)	

Reason for Decision: (reset)

Click Start on *Continue with Existing Process*

Early Help Assessment

Active Task: Kay Smallbone (Reassign) **Started:** 26-Jan-2021 **Due:** Today

Early Help Assessment **Decisions** Task Details All Persons (4)

Click Confirm

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

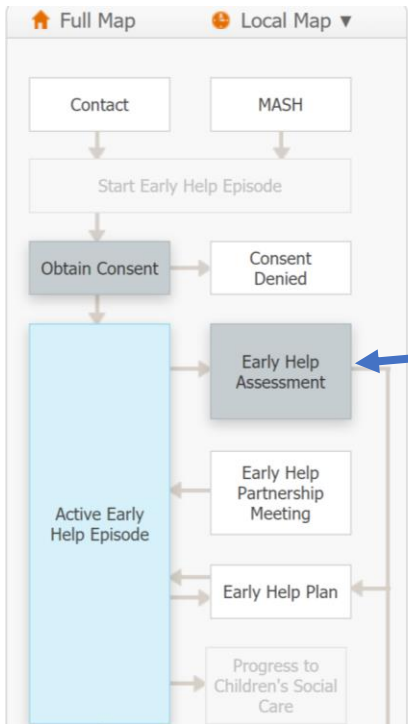
Confirm Cancel

Continue with Existing Process - You must confirm the following Date & Reason are correct before continuing with this action.

Continue with Existing Process (Completes Automatically)

Date of Initiation or Completion:

26-Jan-2021



Continue with Existing Process

Initiator: Kay Smallbone (External Acct - Trouble Fam Strat Co-Ord) **Started:** 26-Jan-2021 **Completed:** 26-Jan-2021

Continue with Existing Process History All Persons (4)

The Continue with Existing Process has been completed.

Back to: Early Help Assessment

The Early Help Assessment box will turn from blue to grey.

9 Finalising a Webstar

The Webstar in a good aide memoir when working with families as it shows their progress visually. The form can be printed and contains the assessment information too.

The Webstar is started at the end of the assessment. Once the Whole Family Assessment is finalised you can pick the Webstar up you're your work tray. The information from the assessment is transferred automatically and you are provided with a Webstar visual of the score. Families often respond well to see the distance they have travelled in a visual format. The Webstar can be reviewed with the assessment and it overlays in a different colour. Guidance on reviewing an assessment and Webstar can be found later in this guidance.

Last Tuesday (5)	Person		Task Description
18-Nov-2022 15:03	Llwyn, Cherry (2 years) [Case No: 1018541]		Early Help Assessment - Please complete Early Help Assessment for Person
18-Nov-2022 15:01	Llwyn, Logan (4 years) [Case No: 1018542]		Targeted Early Help Closure Form - Please complete the Authorisation
18-Nov-2022 14:01	Hydref, Polly (2 years) [Case No: 1019732]		Targeted Early Help Closure Form - Please complete the Authorisation
18-Nov-2022 14:01			Early Help Plan - Select Actions
18-Nov-2022 13:41	Davey, Waen (7 years) [Case No: 1018729]		Webstar - Please complete the assessment

Pick the Webstar up from your work tray

Copy Forward - Before starting the Assessment you have the option to copy forward the answers from the listed previous Assessment. Select each of the Assessments you wish forward any answers) click 'Start Blank' to begin the Assessment afresh.

Copy Forward Selected No Filter applied

Copy Forward - Copy answers forward from previous assessments

<input checked="" type="checkbox"/>	Created	Assessment	Started By
	Davey, Waen (7 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Thursday, 10 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	1 month 1 week ago	Early Help Assessment (Saturday, 1 October 2022)	Kay Smallbone

Select information from the current Early Help Episode.

Click Copy Forward

Print

Whole Family Assessment

Webstar

- Whole Family Asse...
- Webstar
- Attachments (0)

1. Getting a Good Education

Any child of school age with more than 10% unauthorised absence
 Any child of school age not able to participate and engage with education e.g. due to motivation, behaviour, exclusions, off-roll, risk of NEET
 Child's special educational needs not being met.

Are you worried about children in the family getting a good education?

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people
(Please name individual children who contribute to this assessment)
 Waen says he likes schools. Enjoys art and science.

Parent(s)/Carer(s)
(Please name individuals who contribute to this assessment)
 Rosa says Waen seems to enjoy school.

Professionals
(Please name any professionals who contribute to this assessment specifying their role)
 Lynda - Headteacher - When Davey is in school, he is a happy child, eager to please. He has just joined choir and gets very excited in games sessions and playing team games on the playground.

What are we worried about? (What has happened in the past and what are we concerned about now?)

Child/ren/young person/people
(Please name individual children who contribute to this assessment)
 Waen says he hates being late for school. He hates that everyone looks at him when he walks into class .

Parent(s)/Carer(s)
(Please name individuals who contribute to this assessment)
 Rosa says she struggles to get out of the house in the morning and would rather keep Waen off school than have to walk in late as this makes her very anxious

Professionals
(Please name any professionals who contribute to this assessment specifying their role)
 Lynda - Headteacher - Concerned that Waen's attendance is now at 74%. Despite a number of requests for Rosa to come into school to discuss this, Rosa seems reluctant.
 Kay- FP - Rosa is very anxious about school. She is clearly concerned about Waen not going in but does not seem able to find a solution to getting organised to get out of the house on time.
 Waen sometimes arrives in school not having eaten breakfast

What support is currently in place? What support have you had? Do you have a support network?

Child/ren/young person/people
(Please name individual children who contribute to this assessment)
 Waen - I like Mrs Taylor, she meets me in reception if I am late. Sometimes I get toast.

Click on the Whole Family Assessment Tab and you will see the assessment text

Print

Webstar

- Whole Family Asse...
- Webstar**
- Attachments (0)

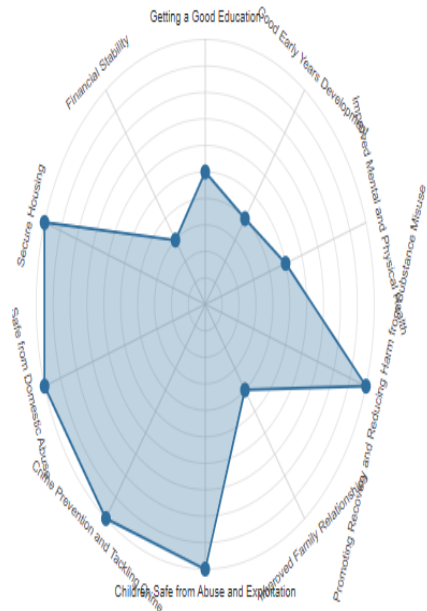
Webstar

Totals

Getting a Good Education	5
Good Early Years Development	4
Improved Mental and Physical Health	5
Promoting Recovery and Reducing Harm from Substance Use	10
Improved Family Relationships	4
Children safe from Abuse and Exploitation	10
Crime Prevention and Tackling Crime	10
Safe from Domestic Abuse	10
Secure Housing	10
Financial Stability	3

	Getting a Good Education	Good Early Years Development	Improved Mental and Physical Health	Promoting Recovery and Reducing Harm from Substance Misuse	Improved Family Relationships	Children Safe from Abuse and Exploitation	Crime Prevention and Tackling Crime	Safe from Domestic Abuse	Secure Housing	Financial Stability
Scores from this assessment	5	4	5	10	4	10	10	10	10	3

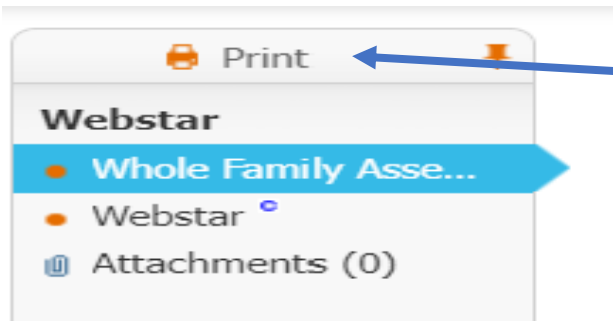
Webstar



● Scores from this assessment

Click on the Webstar Tab and you will see the Webstar depicting the scores

9.1 Printing the Whole Family Assessment and Webstar or creating a PDF copy.



Click on Print

ARE YOU PRINTING CONFIDENTIAL OR SENSITIVE INFORMATION?
If so check that those to whom you will provide copies of the document are entitled to see the information.
The information contained in printed documentation and the distribution of that documentation is solely the responsibility of the user of this system. The software and / or system provider cannot in anyway be held liable for the information contained in forms and documents that the user has produced using this system.

Configure Printable Style of Assessment

- Use Large Font
- Print Landscape (remember to manually change the printers paper orientation to landscape)
- Print For Paper Form Fill
- Show question IDs

Configure What to Print

- Print Service User Details
- Reduce Service User Details
- Hide Address from Service User Details
- Hide Confidential Addresses
- Print Guidance Notes
- Print Feedback Record
- Print Multi line answers beneath the Question


Configure Sections to Print

- Print Current Heading Only
- Select Headings to Print

Cancel Print Assessment

Only tick Multi -line answers


Click Print Assessment

X Close Printable View | Portrait Landscape | Small Medium Large Largest | Print options | Print page now | 

ARE YOU PRINTING CONFIDENTIAL OR SENSITIVE INFORMATION?
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Shropshire Council
 System Support

Tel:
 Fax:



Webstar

Whole Family Assessment

1. Getting a Good Education

Are you worried about children in the family getting a good education?	Yes
--	-----

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people
 Waen says he likes schools. Enjoys art and science.

Parent(s)/Carer(s)
 Rosa says Waen seems to enjoy school.

Professionals
 Lynda - Headteacher - When Davey is in school, he is a happy child, eager to please. He has just joined choir and gets very excited in games sessions and playing team games on the playground.

What are we worried about? (What has happened in the past and what are we concerned about now?)

Child/ren/young person/people
 Waen says he hates being late for school. He hates that everyone looks at him when he walks into class .

Parent(s)/Carer(s)
 Rosa says she struggles to get out of the house in the morning and would rather keep Waen off school than have to walk in late as this makes her very anxious

Professionals
 Lynda - Headteacher - Concerned that Waen's attendance is now at 74%. Despite a number of requests for Rosa to come into school to discuss this, Rosa seems reluctant.
 Kay- FP - Rosa is very anxious about school. She is clearly concerned about Waen not going in but does not seem able to find a solution to getting organised to get out of the house on time.
 Waen sometimes arrives in school not having eaten breakfast

What support is currently in place? What support have you had? Do you have a support network?

You can now either create a PDF copy by clicking the PDF icon

VERY IMPORTANT

If you create a PDF copy it should be held securely and if it is to be sent by e-mail:

- Encrypt the e-mail
- Ensure you send it to the correct e-mail address
- Should not be sent to a shared e-mail address.

OR

Print a copy

Again you must ensure the document is held securely and only shared with those that need to have access to the information and do not have access to EHM.

Important

The family should always have a copy of their Whole Family Assessment and Whole Family Plan.

Remember if you remove information from EHM you are solely responsible.

10 The Whole Family Plan

Remember the Family Plan should be a meaningful process capturing the family's wishes, feelings, goals and support provided. The Family Plan is a live document that tells a story. **Most importantly – remember, it is the family's plan**

The Family Plan should:

- Actively involve as many family members as possible and ensure they have a say in the plan.
- Ensure the voice of the children are heard.
- Use people's names as well as their roles. This not only helps to ensure clarity, but also gives individuals importance in the plan.
- State clearly when actions will be done by and by whom.
- Provide the opportunity to identify short term, medium term and long-term goals and outcomes, including quick wins as these may help to keep the family motivated and engaged
- Be clear about non-negotiables. Practitioners are there to support, advise and help, but it is not acceptable to:
 - ❖ not send children to school
 - ❖ not to pay rent
 - ❖ to commit crime or anti-social behaviour
 - ❖ to live in an environment where the children do not thrive
 - ❖ for children to witness domestic abuse
 - ❖ to continue to live off benefits for long periods of time.

For guidance on managing a whole family plan, click [here](#).

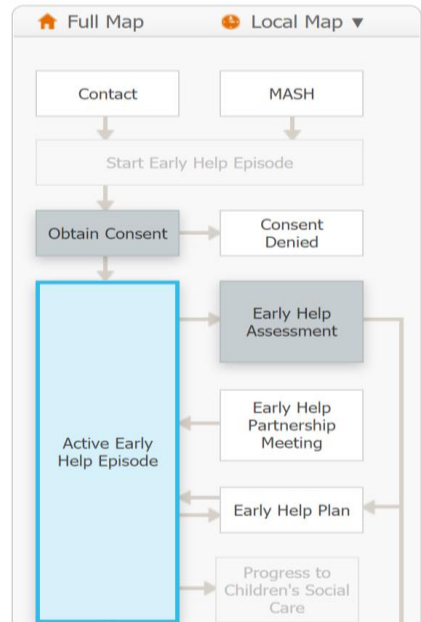
The most effective way of managing the plan is at a Family Meeting. This means that you have everyone round the table that you think might be able to support the family to achieve what they have said needs to change. The Lead Professional facilitates the meeting, which should be

interactive and solution focused, with clear actions, outcomes and timescales. The membership of this group may change over time as actions are achieved or modified.

You may wish to set the plan up and complete it electronically at the meeting (cuts down on work) or there is a copy that you can use on the Early Help web page. The template can be found [here](#).



10.1 Completing the Whole Family Plan



Active Early Help Episode

Active Task: **Kay Smallbone** (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode **Decisions** Task Details All Persons (4) ▼

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Outcomes

- Early Help Assessment Restart (Assigned to Kay Smallbone)
- Early Help Plan Start (Assigned to Kay Smallbone)
- Progress to Children's Social Care Start (Assigned to Yourself)
- Early Help Episode Completed Start (Assigned to Yourself)

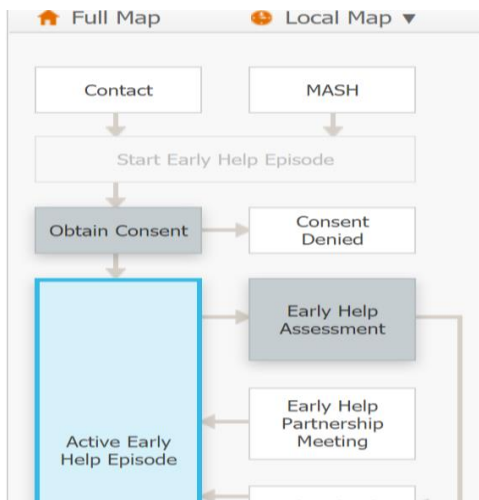
Date of Initiation or Completion:

Today's Date **Other Date:** [] (reset)

Reason for Decision: (reset) []

Click on the Decision Tab in the Early Help Episode

Click on *Start* the Early Help Plan.



Active Early Help Episode

Active Task: **Kay Smallbone** (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode **Decisions** Task Details All Persons (4) ▼

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Confirm Cancel

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

- Heidi Archer Early Help Plan (Assigned to Kay Smallbone)
- Jed Pinky Early Help Plan (Assigned to Kay Smallbone)
- Sebastian Archer Early Help Plan (Assigned to Kay Smallbone)
- Mabel Archer Early Help Plan (Assigned to Kay Smallbone)

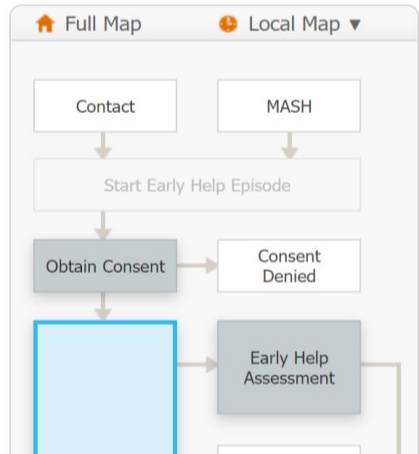
Date of Initiation or Completion:

Today's Date **Other Date:** [] (reset)

Reason for Decision: (reset) []

Add the date for the plan or click Today's date

Click Confirm



Active Early Help Episode

Active Task: Kay Smallbone (Reassign) **Started:** 25-Jan-2021 **Due:** unspecified

Active Early Help Episode | **Decisions** | Task Details | All Persons (4)

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Outcomes

- Early Help Assessment (Assigned to Kay Smallbone)
- Early Help Plan Thank you, this task is in your worktray.
- Progress to Children's Social Care (Assigned to Yourself)
- Early Help Episode Completed (Assigned to Yourself)

Date of Initiation or Completion:

Today's Date Other Date:

Reason for Decision: (reset)

You will get a message that the task is in your work tray.

Click on Home to go to your work tray.

Year	Person	Task Description
2020 (2)		
23-Dec-2020	Sun, Autumn (31 years) [Case No: 1011333]	Early Help Plan - Please complete the Early Help Plan for the Person
27-Dec-2020 16:53	Rodbard, Joan (35 years) [Case No: 1011142]	Request for Access to Episode - Accepted - Please open to view.
Three Weeks Ago (1)		
08-Jan-2021 09:41	Sun, Autumn (31 years) [Case No: 1011333]	Request for Access to Episode - From Julie Duncan - Shropshire Strengthening Families Team...
Tomorrow (1)		
27-Jan-2021	Archer, Heidi (7 years) [Case No: 1011397]	Early Help Plan - Please complete the Early Help Plan for the Person

Click on the task for the family – Early Help Plan – Please complete...



Early Help Plan

Reason:

Active Task: Kay Smallbone (Reassign) Started: 26-Jan-2021 Due: 27-Jan-2021

Early Help Plan Task Details All Persons (4) ▼

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

The Early Help Plan has not been started.

Start Early Help Plan

Click on Start the Early Help Plan

EHA E



Early Help Plan, 26-Jan-2021

Information Plan Consolidation Revisions

Save Finalise Plan Close

Copy Forward - Before starting the Plan you have the option to copy forward the answers from the listed previous Plans. Select each of the Plans 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 Plan afresh.

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

Copy Forward - Copy answers forward from previous assessments

<input checked="" type="checkbox"/>	Created	Plan	Started By
	Archer, Heidi (7 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Tuesday, 26 January 2021)	Kay Smallbone
	Pinky, Jed (40 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Tuesday, 26 January 2021)	Kay Smallbone
	Archer, Sebastian (4 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Tuesday, 26 January 2021)	Kay Smallbone
	Archer, Mabel (37 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Tuesday, 26 January 2021)	Kay Smallbone

Tick to copy forward the most recent assessment.

Click on Copy Forward Selected

Print

Action Plan

- Family Meeting Update
- Links
- Attachments (0)

Consolidated Section for: Waen Davey, Rosa Davey, Bonnie Davey

Action Plan

Start Date

10-Nov-2022

End Date

10-Nov-2022

Getting a Good Education

Waen Davey

Are you worried about children in the family getting a good education? Yes No

What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Waen says he would like to go to breakfast club as his friend go and in the summer they get to play outside.

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Rosa - I just don't wake up in time some days to take Waen to school. I am so tired and the children are quite happy to come for cuddles in bed rather than go to school and nursery. I know I need to get Waen to school and Bonnie to Nursery just can't get my act together. I have made another appointment with the GP to talk about what is going on. I am happy to try the walking bus but I still need to get up and get Waen out of the door.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

Lynda - Rosa needs to bring Waen into school. We would rather he was late than not arrive at all. We have offered a number of solutions to help Rosa. Rosa now needs to do something about this or we will have no choice but to go down a more official route.

Kay - Rosa recognises she needs to do something about this situation but does not seem to be able to act on finding a solution. Rosa agrees that some help with morning routines would be welcome and will reconsider the walking bus option.

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
						X +

Score 1-10

5

Check that all members of the family are included.

Enter the date of the plan.

Note: All sections in Red must be completed

The What Needs to Change section of the Assessment is pulled through into the plan.

This should inform the development of the initial plan.

You can add to this by clicking the green plus sign.

● Getting a Good Education

Waen Davey

Are you worried about children in the family getting a good education?

Yes No

What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Waen says he would like to go to breakfast club as his friend go and in the summer they get to play outside.

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)










Rosa - I just don't wake up in time some days to take Waen to school. I am so tired and the children are quite happy to come for cuddles in bed rather than go to school and nursery. I know I need to get Waen to school and Bonnie to Nursery just can't get my act together. I have made another appointment with the GP to talk about what is going on. I am happy to try the walking bus but I still need to get up and get Waen out of the door.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

Lynda - Rosa needs to bring Waen into school. We would rather he was late than not arrive at all. We have offered a number of solutions to help Rosa. Rosa now needs to do something about this or we will have no choice but to go down a more official route.

Kay - Rosa recognises she needs to do something about this situation but does not seem to be able to act on finding a solution. Rosa agrees that some help with morning routines would be welcome and will reconsider the walking bus option.

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
10-Nov-2022	School to explore the possibility of a funded place at breakfast club	Mrs Fletcher	12-Dec-2022			  
10-Nov-2022	Rosa has agreed to a Family Worker providing support in the mornings for a couple of weeks to establish routine	Kay Smallbone	17-Jan-2023			  
10-Nov-2022	Rosa has agreed to start to use the walking bus for Waen after Christmas	Rosa	17-Jan-2023			  

Score 1-10

5

You can now start discussing and agreeing the plan.

Each Criteria selected can have as many Smart actions as is needed for the family to reach their goal.

Click on the green plus sign to add actions.



Ensure you put the date the action was agreed with the family.

Make sure the person responsible understands what they need to do and by when.

Give realistic time scales.

You will record in the Progress box at the next family meeting.

Jed and Mabel are keen to find work. Would like to explore their options.	X +
The family are bidding for houses, but think their debt issues may impact on getting what they want.	X +
The debts need to pay off. Mabel and Jed are seeking advice about benefits and debt repayment plans	X +

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	+ -
26-Jan-2021	Ben Marr to make contact with Mabel and Jed to arrange a meeting.	Ben Marr	29-Jan-2021			X +
26-Jan-2021	Mabel and Jed to make an appointment to see a Debt Advisor at the Citizen's Advice.	Jed and Mabel	26-Feb-2021			X +

The Family should also have actions in the plan.

Remember small steps are best, but you should always be asking the family to consider their longer-term goals. Remember the Strengthening Families Outcomes Plan contains the Outcome and Measures and will be reported on at the closure of the Early Help Episode, so do consider these high-level outcomes and measures when managing the plan with families and other practitioners. [Link to Strengthening Families Outcome Plan.](#)

Score 1-10

3

If you have agreed to close the Early Help Episode or to submit a Request for Targeted Early Help Intervention you should review the following:

If you are not able to start an assessment from the link on this page, please go to the Links tab and start it there.

Check written consent is uploaded into documents **Yes**

Whole Family Assessment **Yes**

Whole Family Plan **Yes**

If you are reviewing the plan and do not require a further RFI please untick the box below.

Have you agreed to request an intervention from Targeted Early Help? **Yes**

Do you want to start a Targeted Early Help Request for Intervention form? **Yes** No

Please start the Targeted Early Help Request for Intervention Form from the Links tab

Click here to start the Targeted Early Help Request For Intervention [▶ Start EHM Targeted Early Help Request for Intervention \(Assign to self\)](#)

Have you agreed to close to Targeted Early Help? Yes

Have you agreed to Close the Early Help Episode for this family? Yes

Please record decisions and the reasons on Family Meeting Notes

Action Plan * c

- Family Meeting Update
- **Links**
- 📎 Attachments (0)

Links

- [Click here to start the Exit Plan](#) [▶ Start Early Help Exit Plan \(Assign to self\)](#)
- [Click here to start the EHM Strengthening Families Measures & Outcomes form](#) [▶ Start EHM Outcomes at the End of an Early Help Episode \(Assign to self\)](#)

During the review of the plan the family and professionals involved may agree certain actions.

Remember if you are choosing to complete a Request for Intervention, close to Targeted Early Help or close the Early Help Episode Consent, The Whole Family Assessment and Whole Family Plan must be reviewed and updated if required.

There are questions at the end of the plan which will direct you to the appropriate action and forms to complete.

All decisions should be recorded in the Family Meeting notes.

If you cannot open the link please go to the Links Tab and open from there.

protocolshrop.syhapp.com:53020 says

Are you sure you want to Start Early Help Exit Plan

*** Warning: Starting this assessment will cause all your current changes to be saved. ***

OK Cancel

Consolidated Section for: Waen Davey, Rosa Davey, Bonnie Davey

Links

Click here to start the Exit Plan ▶ [Start Early Help Exit Plan](#) (Assign to self)

Click here to start the EHM Strengthening Families Measures & Outcomes form ▶ [Start EHM Outcomes at the End of an Early Help Episode](#) (Assign to self)

Click OK to open the form you wish to complete.

Note:
Instructions on how to complete various forms are found in other areas of this guidance. Please refer to the contents page.

10.2 Family Meetings

Family Meetings are an ideal opportunity to get all parties together, either face to face or virtually.

The plan should always be reviewed at the Family Meeting and the meeting notes recorded on the plan.

Notes should be short as most of the information will be contained in the plan update.

- If at the Family Meeting, it is agreed that the family require more intensive support, you may complete a Request for Targeted Early Help Intervention.
- If you agree with the family and other partners that this is the next step, you need to ensure that the assessment and plan have been reviewed and updated and the consent form is current and encompasses all the members of the household.
- You will also need to review the Assessment and Plan if the family agree they have achieved their goals/outcomes and the Early Help Episode should close.

10.3 Recording family meetings

Waan Davey, 7 years 09-Dec-2014 (Case No: 1018729) Early Help Plan, 10-Nov-2022

Information **Plan** Consolidation Delegate Revisions Save Finalise Plan

Consolidated Section for: Waan Davey, Rosa Davey, Bonnie Davey

Print

Action Plan *
Family Meeting Up...
Links *
Attachments (0)

Family Meeting Update

Was a family meeting held to review progress? Yes No

Date of Meeting: 10th November 2022

Attendees:
Rosa Davey - Mother
Kay Smallbone - Family Practitioner
Helen Ventch - Health Visitor
Penny Brown - Toytown Nursery
Jasper Heath - Assistant Head

Notes of Meeting:
Rosa was agitated throughout the meeting as she struggled to get Waan into school this morning and did not leave his PE kit. Rosa says she is worried about paying her rent. Jasper took to PE kit for Waan.
Plan updated to reflect new developments.
Next meeting 12/12/2022

If a family meeting was help please click yest – you will then need to complete the boxes below.

The plan should always be reviewed at the family meetings, this does not mean that things cannot be added and progress recorded between meetings.

Add the date of the meeting.

Record the attendees – it is always helpful to state their role.

Keep the notes short, capturing any information not updated on the plan.

Any actions should be included on the plan.

10.4 Finalising the Plan

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397) Early Help Plan, 26-Jan-2021

Consolidation | Revisions Save Finalise Plan Close

Consolidated Section for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer

Action Plan

Start Date: 26-Jan-2021

This Question is mandatory.

End Date:

1) Are the Parents/Children involved in crime or ASB? Yes No

If all are agreed with the actions on the plan. Click *Finalise Plan*.

You will need to put in the end date before it will finalise.

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397) EHA E

Full Map | Local Map

Contact | MASH

Start Early Help Episode

Obtain Consent | Consent Denied

Early Help Assessment

Early Help Plan

Reason: Active Task: Kay Smallbone (Reassign) Started: 26-Jan-2021 Due: 27-Jan-2021

Early Help Plan | **Decisions** | Task Details | All Persons (4)

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Outcomes Date of Initiation or Completion: 26-Jan-2021

Continue with Existing Process Restart (Completes Automatically)

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

Early Help Episode Completed Start (Assigned to Yourself)

Reason for Decision: (reset)

Click on the *Decisions* tab

Click Restart - *Continue with Existing Process*

Home Tiles Help Menu System Find Kay Smallbone (0)

13 (Case No: 1011397)

Early Help Plan

Reason:

Active Task: Kay Smallbone (Reassign) **Started:** 26-Jan-2021 **Due:** 27-Jan-2021

Early Help Plan **Decisions** Task Details All Persons (4)

Combined Stage for: Heidi Archer, Jed Pinky, Sebastian Archer, Mabel Archer.

Confirm Cancel

Continue with Existing Process - You must confirm the following Date & Reason are correct before continuing with this action.

Click Confirm

Heidi Archer, 7 years 28-Dec-2013 (Case No: 1011397) EHA E

Full Map Local Map

Continue with Existing Process

Initiator: Kay Smallbone (External Acct - Trouble Fam Strat Co-Ord) **Started:** 26-Jan-2021 **Completed:** 26-Jan-2021

Continue with Existing Process History All Persons (4)

The Continue with Existing Process has been completed.

Back to: Early Help Plan

Previous Records

Status	Description
Completed 26-Jan-2021	Create Record
Completed 26-Jan-2021	Create Record

The Early Help Plan box will turn grey

When you review the plan at the next Family Meeting, you will start a new plan and bring forward all relevant information.

11 Giving Access to the Early Help Episode to other professionals working with the family.

11.1 Partners not registered to EHM

If partners working with the family are not registered with EHM, you can ask them if you can notify the Supporting Families Team that they wish to be registered or ask them to e-mail the team. The e-mail needs to provide the person's name and e-mail address and sent to SupportingFamiliesTeam@shropshire.gov.uk

They will then be sent the registration details for Me Learning.

If partners are not registered, then the Lead Professional should receive regular updates from them by email, which can then be copied onto a case note.

11.2 Partners Registered to EHM

If partners involved with the family are registered to use EHM, you should give them access to the Early Help Episode. This will allow them to record contacts, update information and contribute to the Early Help Episode.

The screenshot displays the 'Active Early Help Episode' interface. On the left is a flowchart showing the process from 'Contact' to 'Early Help Episode Closure'. The main panel shows 'Active Task: Kay Smallbone (Reassign)' and 'Started: 25-Jan-2021'. Below this are tabs for 'Active Early Help Episode', 'Decisions', 'Task Details', and 'All Persons (4)'. The 'Episode Details' section includes fields for 'Episode Coordinator', 'Episode Date', 'End Date', 'Reason', and 'Additional Notes'. It also features sections for 'Episode Shielding' and 'Consent', with a list of users who have consented. Callouts point to specific elements: 'Click on the Active Early Help Episode.' points to the 'Active Early Help Episode' tab; 'Click on Episode Details' points to the 'Episode Details' section header; and 'Click on Modify current Consent Restrictions.' points to the 'Modify current Consent Restrictions' option in the consent section.

Click on the *Active Early Help Episode*.

Click on *Episode Details*

Click on *Modify current Consent Restrictions*.

Liqidlogic EHM - UAT Home Tiles

OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✗
- Kay Smallbone - System Support ✗
- Kay Smallbone - Shropshire Strengthening Families Team ✗

Click here to add a user, department or group...

Clear all current selections...

Users with access to...

- No Access rights specifically granted access.

Click here to add specific application access rights...

Clear all current selections...

✗ Access will be denied to:

- Everyone, except those specifically granted access in the section above.

Click here to add a user or department...

Clear all current selections...

Click on add a user

Liqidlogic EHM - UAT Home Tiles Help Menu System Find Kay S

Allow access to User or Department Previous Bookmark Cancel

Address Book

- ★ My Contacts
- All Professionals
- All Departments
- All Groups

Manager Contacts

+	Kay Smallbone (Yourself)	External Acct - Trouble Fam Strat Co-Ord	Shropshire Strengthening Families Team
---	--------------------------	--	--

Bookmarked Contacts

Recent Contacts

+	Helena Williams	Strengthen Fam Loc Dev Off	System Support
+	Ben Marr		Shropshire Strengthening Families Team
+	Charlotte Evans	Early Help Family Support Worker	System Support
+	Restricted Group Access	Early Help	
+	Kay Smallbone	External Acct - Trouble Fam Strat Co-Ord	Shropshire Strengthening Families Team

Always look in My Contacts first as the person you are looking for may be there.

If the person required is in My Contacts click on their name.

Liqidlogic EHM - UAT Home Tiles Help Menu System Find Kay Small

Select a User, Department or Group Previous Bookmark **Confirm** Cancel (please note that only users, groups and departments i

Address Book

- ★ My Contacts
- All Professionals
- Ben Marr**
- All Departments
- ECAF - SS
- System Support - Business Support Team
- Shropshire Organisations - Not Specified
- Social Services Team - Not Specified
- Early Help Team - Not Specified
- Shropshire Strengthening Families Team - Early Help Team

Ben Marr

Professional Details

Core System ID	SHROPSHIRE\SCTMP806
Staff No	9022
Full Name	Ben Marr
Department	Shropshire Strengthening Families Team

Picture

Actions

- Open Full Record

Profile

Active Status	Active
Security Profile	Strengthening Families Team

Check the details

Click Confirm

Liqidlogic EHM - UAT Home Tiles

OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✗
- Kay Smallbone - System Support ✗
- Kay Smallbone - Shropshire Strengthening Families Team ✗
- Ben Marr - Shropshire Strengthening Families Team ✗**

Click here to add a user, department or group...
Clear all current selections...

Users with access to...

- No Access rights specifically granted access.

Click here to add specific application access rights...
Clear all current selections...

✗ Access will be denied to:

- Everyone, except those specifically granted access in the section above.

Click here to add a user or department...
Clear all current selections...

Verify security restrictions

Their name will now appear in the Access will be granted to section.

Liquidlogic EHM - UAT Home Tiles Help

Allow access to User or Department Previous Bookmark Cancel

Address Book

- My Contacts
- All Professionals
- All Departments
- All Groups

Search Professionals Reset Search

Professional Name

Surname Williams

Forename Helena

If the person you are looking for is not in MY Contacts.

Click on All Professionals.

Enter the name of the professional

Click Search

Liquidlogic EHM - UAT Home Tiles Help Menu

Allow access to User or Department Previous Bookmark Cancel

Address Book

- My Contacts
- All Professionals
- All Departments
- All Groups

Search Professionals Back Printable View

Query Results (2)			
	Full Name ▲	Job Title	Dept
1	Helena Williams	Locality Organiser	Children & Families
2	Helena Williams	Strengthen Fam Loc Dev Off	System Support

Check you have the right person. I want the Locality Development Officer Helena Williams.

Click on the person

Allow access to User or Department Previous Bookmark **Confirm** Add to Selections Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 👤 Helena Williams, Locality Organiser**
- 📁 All Departments
 - 📁 LCS - SC
 - 📁 System Support - Business Support Team
 - 📁 Data & Reporting Team - Business Support Team
 - 📁 Shropshire Organisations - Not Specified
 - 📁 Social Services Team - Not Specified
 - 📁 Management Information Team - Children's Social Work Team
 - 📁 Children'S Social Work Team - Children's Social Work Team
 - 📁 **Children & Families - Children's Social Work Team**
- 👤 All Groups

Helena Williams, Locality Organiser

Professional Details

Core System ID	SHROPSHIRE\CC72524
Staff No	6181
Full Name	Helena Williams
Department	Children & Families
Job Title	Locality Organiser
Staff Type	Fully Trained

Profile

Active Status	Active
Security Profile	LCS View Only

Contact Details

Email	Helena.Williams@Shropshire.gov.uk
-------	-----------------------------------

Picture

Actions

- ▶ Open Full Record

Check it is the person who needs access.

Click Confirm

Liquidlogic EHM - UAT Home Title

OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✔ Access will be granted to:

Users, Groups or Departments

- System Support ✘
- Kay Smallbone - System Support ✘
- Kay Smallbone - Shropshire Strengthening Families Team ✘
- Ben Marr - Shropshire Strengthening Families Team ✘
- Helena Williams - Children & Families ✘

Click here to add a user, department or group...
Clear all current selections...

Users with access to...

- No Access rights specifically granted access.

Click here to add specific application access rights...
Clear all current selections...

✘ Access will be denied to:

- Everyone, except those specifically granted access in the section above.

Click here to add a user or department...
Clear all current selections...

Check you have included everyone that needs access.

Click OK

Active Early Help Episode

Active Task: Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode | Decisions | Task Details | All Persons (4) ▼

Episode Details

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

● Episode Details

Episode Coordinator Kay Smallbone - Shropshire Strengthening Families Team
Episode Date 25-Jan-2021
End Date
Reason Concerns about a Child
Additional Notes Consent provided by Kay Smallbone Lead Professional
▶ Episode Pathway
▶ Update Episode

● Episode Shielding

Shielded No
Reason for Shielding

● Consent

Restrictions

Consent is ONLY available to:

- System Support
- Kay Smallbone - System Support
- Kay Smallbone - Shropshire Strengthening Families Team
- Ben Marr - Shropshire Strengthening Families Team
- Helena Williams - Children & Families

- ▶ Update current Consent Statement
- ▶ Modify current Consent Restrictions
- ▶ New Consent Statement

You can now see that consent is only available to these people.



11.3 Removing Professionals Access to an Episode

Note: Remember to remove access if a partner stops working with the family or leaves their job.

Consent

Restrictions

Consent is ONLY available to:

- System Support
- Kay Smallbone - System Support
- Kay Smallbone - Shropshire Strengthening Families Team
- Ben Marr - Shropshire Strengthening Families Team
- Helena Williams - Children & Families

▶ Update current Consent Statement

▶ **Modify current Consent Restrictions**

▶ New Consent Statement

Click on *Modify Current Consent Restrictions*.

OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✗
- Kay Smallbone - System Support ✗
- Kay Smallbone - Shropshire Strengthening Families Team ✗
- Ben Marr - Shropshire Strengthening Families Team ✗
- Helena Williams - Children & Families ✗

Click here to add a user, department or group...

Clear all current selections...

Users with access to...

- No Access rights specifically granted access.

Click here to add specific application access rights...

Clear all current selections...

✗ Access will be denied to:

- Everyone, except those specifically granted access in the section above.

Click here to add a user or department...

Clear all current selections...

Click on the red **X** of the professional whose access you wish to remove.

Click OK.

Liquidlogic EHM - UAT Home T

OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✘
- Kay Smallbone - System Support ✘
- Kay Smallbone - Shropshire Strengthening Families Team ✘
- Ben Marr - Shropshire Strengthening Families Team ✘

[Click here to add a user, department or group...](#)
[Clear all current selections...](#)

The professional is removed



Episode Details

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

Episode Details

Episode Coordinator: Kay Smallbone - Shropshire Strengthening Families Team
 Episode Date: 25-Jan-2021
 End Date:
 Reason: Concerns about a Child
 Additional Notes: Consent provided by Kay Smallbone Lead Professional
 ▶ Episode Pathway
 ▶ Update Episode

Episode Shielding

Shielded: No
 Reason for Shielding:

Consent

Restrictions:

Consent is ONLY available to:

- System Support
- Kay Smallbone - System Support
- Kay Smallbone - Shropshire Strengthening Families Team
- Ben Marr - Shropshire Strengthening Families Team

▶ Update current Consent Statement
 ▶ Modify current Consent Restrictions
 ▶ New Consent Statement

This can be seen in the Episode Details now.



12 Assessing Levels of Need

You need to ensure that you have read and understood the *Shropshire Multi-agency guidance on Threshold Criteria to help support Children, Young People and their Families in Shropshire - Accessing the Right Service at the Right Time*, which can be found [here](#), and should be considering level of need when you review the assessment and at family meetings. Many of the families you will be providing with early help are Level 2. If, at any point, you have concerns for a child's safety, you should follow your organisation's safeguarding procedures.

At any point in the episode, the family's needs may indicate a level 3 intervention. This should be decided after a review of the assessment and plan and with other partners involved with the family and the family themselves.

13 Completing a Targeted Early Help Request for Intervention

Review the assessment and plan. Check the consent form is completed correctly and all members of the household have signed if aged 13 years or over. Discuss Targeted Early Help with the family. A leaflet to support with this can be found [here](#).

13.1 The Targeted Early Help Request for Intervention form

You have the opportunity to start the Targeted Early Help Request for Intervention at the end of the Whole Family Assessment or the Whole Family Plan. The Assessment and Plan should be considered alongside the Threshold Document.

Opening the Targeted Early Help Request for Intervention form the Whole Family Assessment

Vulnerability Levels After Assessment

Please consider vulnerability levels after the Whole Family Assessment with reference to the Shropshire Threshold document and select one from the list below.

[Click here to access the Threshold Document](#)

Click below to update the Vulnerability level

Vulnerability Records

Start Date	End Date	Vuln. Level
03-Dec-2021		Level 2 - Early Help

Vulnerability Level

- Level 1 - Universal
- Level 2 - Early Help
- Level 3 - Targeted Early Help**
- Level 4 - Targeted Complex/Significant Needs

Whole Family Assessment completed by partner please complete Targeted Early Help Request For Intervention form

Do you want to start a Targeted Early Help Request for Intervention form? **Yes** No

[Click here to start the Targeted Early Help Request for intervention form](#)

▶ [Start EHM Targeted Early Help Request for Intervention \(Assign to self\)](#)

Once you have completed the Whole Family Assessment you are asked to consider the Vulnerability Level. Refer to the Threshold Document. If you consider the needs of the family are Level 3 click

Click yes to you want to start a Targeted Early Help Request for Intervention

Note: If this form has already been started then answer no. You do not need two forms open at the same time.

Click on the link. If the form link does not turn blue go to the Links Tab and click there.

Opening the Targeted Early Help Request for Intervention form the Whole Family Plan

If you have agreed to close the Early Help Episode or to submit a Request for Targeted Early Help Intervention you should review the following:

If you are not able to start an assessment from the link on this page, please go to the Links tab and start it there.

- Check written consent is uploaded into documents **Yes**
- Whole Family Assessment **Yes**
- Whole Family Plan **Yes**

If you are reviewing the plan and do not require a further RFI please untick the box below.

Have you agreed to request an intervention from Targeted Early Help? **Yes**

Do you want to start a Targeted Early Help Request for Intervention form? **Yes** No

Please start the Targeted Early Help Request for Intervention Form from the Links tab

[Click here to start the Targeted Early Help Request For Intervention](#)

[▶ Start EHM Targeted Early Help Request for Intervention \(Assign to self\)](#)

At the end of the Whole Family Plan, you have the option to complete a Targeted Early Help Request for Intervention.

Answer yes to both questions and the link will open to the form.

If the link to the form does not work, go to the Links tab and open the form there.

Print

Action Plan *C

- Family Meeting Up
- Links** *




Consolidated Section for: Waen Davey, Rosa Davey, Bonnie Davey

Links

[Click here to start the Targeted Early Help Request For Intervention](#)



[▶ Start EHM Targeted Early Help Request for Intervention \(Assign to self\)](#)

Group by: **Date** | Task | Priority | Person | Address | Locality | Episode Group | Order by: **Start Date** | Due Date | Timeframe | Subject | Priority


Today (2)	Person	Task Description
03-Dec-2022 19:49	Davey, Waen (7 years) [Case No: 1018729]	   EHM Targeted Early Help Request for Intervention ...
03-Dec-2022 19:46		Early Help Assessment - Please complete Early Help...

You can either start the plan in the Assessment or Plan or pick it up from your work tray

Information **Assessment** Consolidation Delegate Revisions

 Print 

EHM Targeted Earl...

- Request Details... 
- Review and Decisio...
- 📎 Attachments (0)

Stage: Request for Intervention

EHM Targeted Early Help Request for Intervention

Click Request Details

Request Details

When Request is completed: Click on the grey Send to Strengthening Families team button at the hand side of this screen

Please ensure consent includes all household members and the family have agreed to this request

Date of Request for Intervention

Your Name:

Organisation

Phone Number

E Mail Address

Case Number 1018729

Full Name Waen Davey

DOB 09-Dec-2014

Please give brief details of support needs:

Please give a summary of what has been put in place to support the family prior to this request:

When Request is completed: Click on the Send to Strengthening Families button

Please give brief details of support needs:

Mabel and Jed are going to be made homeless. They are currently in emergency accommodation due to none payment of rent on their last property. The family are struggling to get a new tenancy while debt is in place. They need support to manage their finances
The pressure is causing a problem with their relationship, Heidi's attendance at school and just recently Mabel has had a severe anxiety attacks. The family say they feel they are permanently in crisis and admit the children are suffering because of it.

Please give a summary of what has been put in place to support the family prior to this request:

Heidi has completed No Worries and has a 121 support in school once a week
Seb is attending the Schools Nursery
Mabel and Jed are meeting regularly with Ben Marr
Mabel and Jed have been given Food Bank vouchers and have used the Furniture Store to provide rugs in the flat.

Complete all the required areas indicated in red.
See below.
Click Send to Strengthening Families

Briefly complete the support needs and support provided sections. (remember this is information that should already be contained in the Assessment and Plan, so keep it brief.)
Give a brief outline of the support that has already been provided to the family. (This will also be recorded on the Assessment and Plan, so it only needs to be an outline.)

13.2 What Happens to the Request for Intervention?

Once the Supporting Families Team receive the Targeted Early Help Request for Intervention in the work tray, they will look at the episode to check everything is in place - consent and an assessment are mandatory requirements. There needs to be sufficient evidence to support the application, including records which show that both the family and partners have been included in the decision-making process and clear recording of support already provided.

If there appears to be any information or documentation missing, the Supporting Families Team will contact the agency, outlining what else is required.

When all the information is available, the Targeted Early Help Request for Intervention will be reassigned to the appropriate Family Hub to be discussed at their managers' weekly Triage and Review meetings.

The outcome of this discussion will be:

Accepted by Targeted Early Help and allocated to an Early Help Family Practitioner and the Episode will be transferred to the new Lead Professional.

OR

More information requested

OR

Not accepted. Referrer will be notified, and suggestions made regarding further support for the family.

14 Making a Referral to the Employment Advisors

14.1 The Early Help Plan and assessment

● Financial Stability

Waen Davey

Is anyone in the household workless or NEET? Do the family require support with their finances? Yes No

What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Not involved in the conversation

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Rosa wants to pursue payments from Ian but needs guidance how to go about this

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

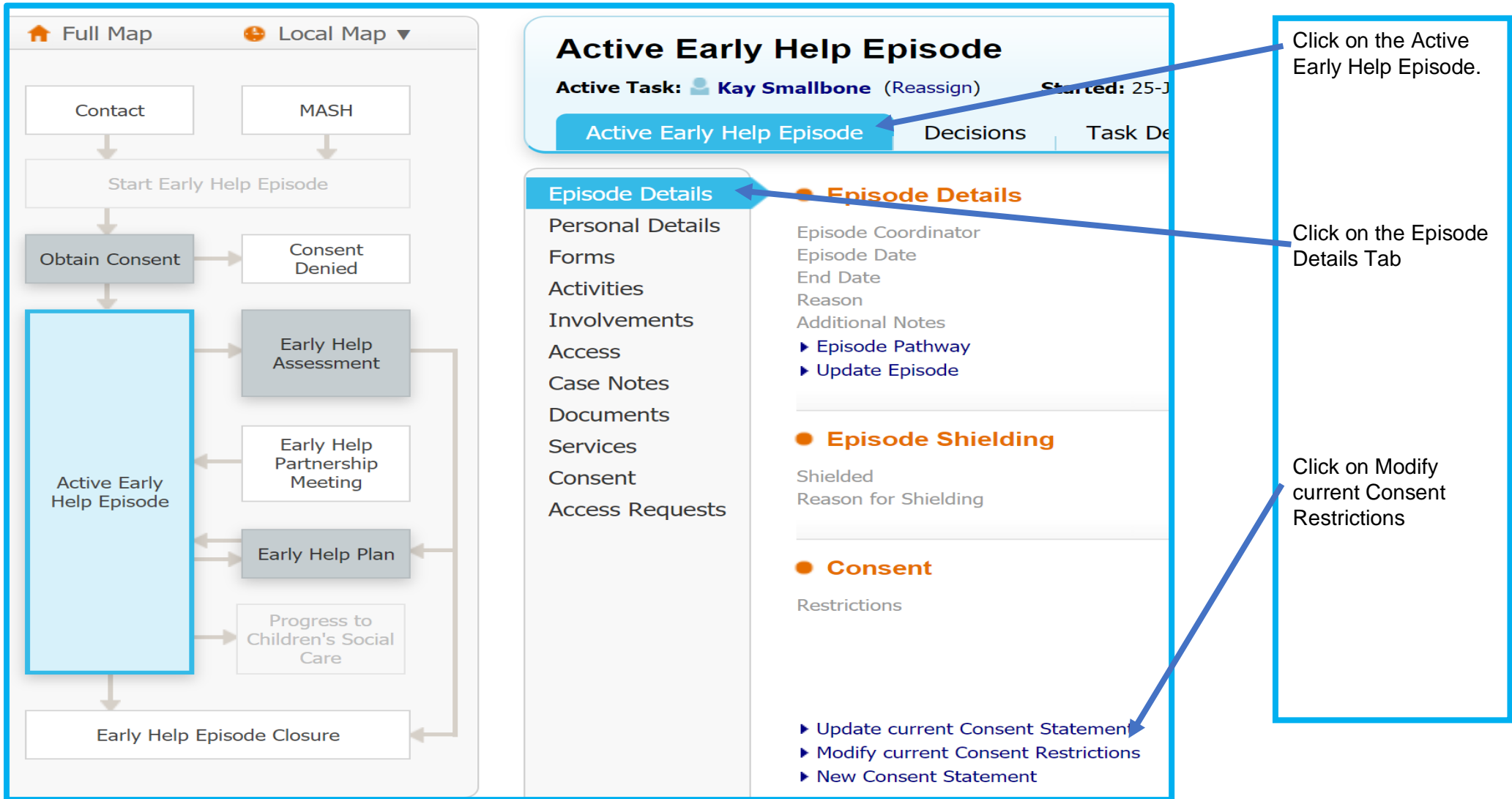
Support for Rosa re pursuing payments from Ian.
Referral to Employment Advisor to check benefits and give training and work advice
Food bank vouchers will be provided.
School to provide free uniform

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
10-Nov-2022	Rosa has agreed to contact Ian	Rosa	12-Dec-2022			
10-Nov-2022	Kay to complete a referral to the Employment Advisor	Kay	14-Nov-2022			
10-Nov-2022	Mrs Fletcher has agreed to provide basic school uniform for Waen	Mrs Fletcher	21-Nov-2022			
10-Nov-	Food Bank vouchers have	Kay	12-Dec-			

If you have answered yes to the Financial Security Criteria in the Whole Family assessment you should discuss a referral to the Strengthening Families Employment Advisors. For more information about their role [Early help employment advisers | Shropshire Council](#)

This should be very clearly identified in the plan.

14.2 Giving access to the Episode to the Employment Advisors



OK Cancel **Select Consent Access Restrictions**

Configure Security Restrictions

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✘
- Kay Smallbone - System Support ✘
- Kay Smallbone - Shropshire Strengthening Families Team ✘
- Ben Marr - Shropshire Strengthening Families Team ✘

Click here to add a user, department or group...

Clear all current selections...

Click on Add User, department or group

Allow access to User or Department Previous Bookmark Cancel

Address Book

- ★ My Contacts
- All Professionals
- All Departments
- All Groups
- Early Help**
 - Early Help Hub North
 - Early Help Hub South
 - Employment Advisors
 - Fire & Rescue Service
 - FPOC - Early Help
 - Restricted Group Access
 - Step Down
 - Strengthening Families

Click on:

- All Groups
- Early Help
- Employment Advisors

Allow access to User or Department Previous Bookmark **Confirm** Add to Selections Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 📁 All Departments
- 👥 All Groups
- 👤 Early Help
- 👤 Employment Advisors**

Employment Advisors

● **Workgroup Details**

Description	Employment Advisors
Category	Early Help
Info	
Active Status	Active
Email	
Professional Portal Group?	No

● **Professionals in Group**

Professionals in Group	
+ 👤 Amanda Osborne	
+ 👤 Ben Marr	
+ 👤 Kay Smallbone	Trouble Families Strat Co-Ord

Check
Click Confirm

OK Cancel **Select Consent Access Restrictions**

● **Configure Security Restrictions**

✔ Access will be granted to:

Users, Groups or Departments

- 📁 System Support ❌
- 👤 Employment Advisors ❌
- 👤 Kay Smallbone - System Support ❌
- 👤 Kay Smallbone - Shropshire Strengthening Families Team ❌
- 👤 Ben Marr - Shropshire Strengthening Families Team ❌

[Click here to add a user, department or group...](#)
[Clear all current selections...](#)

Check
Click OK

14.3 Completing The Employment Advisor Form

● Financial Stability

10a. Are there any adults in the household who are workless?

Yes No

Do you want to start an Employment Advisor Referral form?

Yes No

Click here to start the Employment Advisor Referral

▶ **Start Employment Advisor Referral (Assign to self)**

10b. Do the family require support with their finances and/or have unmanageable debt?

Yes No

10c. Is there a young person in the household who is NEET?

Yes **No**

03-Dec-2022 23:00

Davey, Waen (7 years) [Case No: 1018729]



Employment Advisor Referral - Please complete the E...

Early Help Assessment - Please complete Early Help...

03-Dec-2022 22:54

If Financial Stability is identified as a support need in the assessment the Employment Referral Form can be completed in the Factors Identified at the End of Assessment tab.

Click Yes for 10a and then confirm you want to start the Employment Advisor Referral

Click on the Link. The Link should become dark blue and bold.

Click the link to open or pick up from your work tray.

(If the link does not open go to the Links tab and open from there).

Employment Advisor Referral

Note: A family must meet at least three of the Supporting Families criteria to qualify for support by the Employment Advisors.

Case Number

Episode Coordinator Name

Relationship	Name	Date of Birth	Gender	Address	Start/End Date	Presence in Assessment
Self	Wael Davey	09-Dec-2014	Male	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND		Click to Set Participation
Mother	Rosa Davey	06-Jan-1987	Female	Car Park, The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND	03-Dec-2021	Click to Set Participation

[Edit Relationships](#)

Telephone Numbers No telephones recorded

[Add/Update Telephone Numbers](#)

Telephone Number

A Telephone Number must be provided

- Consent to contact? Yes No
- Employment Advisor Information Given? Yes No

You must provide a telephone number if not already on the demographics..

Complete all mandatory questions in red

Risk?

Yes
 No

If yes please provide detail

Reason for Referral

Have you given the Employment Advisors Group access to the record?

Yes

Please click Send to Employment Advisors

ent

Consolidation

Delegate

Revisions

Save

Send to Employment Advisors

Cancel

ReAssign

Close

Employment Advisor Referral

Note: A family must meet at least three of the Supporting Families criteria to qualify for support by the Employment Advisors.

Case Number

1018729

M

Episode Coordinator Name

Kay Smallbone

M

If you have identified any risks answer yes and complete the box below – this is a mandatory box. If you answer no it will disappear.

Complete the reason for referral

Confirm you have given the Employment Advisors access to the case.

Click Send to Employment Advisors

14.4 What happens next?

Active Early Help Episode

Active Task: 👤 Kay Smallbone (Reassign) **Started:** 03-Dec-2021 **Due:** unspecified

Active Early Help Episode
Decisions
Task Details
All Persons (3) ▼

Episode Details

Personal Details

Forms

Activities

Involvements

Access

Case Notes

Documents

Services

Consent

Access Requests

Assessments and Forms

Assessment Date	Assessment Type	Assessor	Status
03-Dec-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
10-Nov-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
01-Oct-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
03-Dec-2021 14:11	Early Help Consent Record	Kay Smallbone - System Support	Completed
03-Dec-2021	Early Help Episode Record	Kay Smallbone - System Support	Completed
10-Nov-2022	Early Help Plan	Kay Smallbone - System Support	Draft
03-Dec-2022	Early Help Assessment	Kay Smallbone - System Support	Draft

Standalone Assessments (across All Episodes)

Assessment Date	Assessment Type	Assessor	Status
07-Nov-2022 14:16	Early Help Child Journey Audit Tool	Kay Smallbone - System Support	Draft
08-Nov-2022 13:41	Webstar	Kay Smallbone - System Support	Draft
10-Nov-2022 11:28	EHM Parental Conflict Intervention Tool	Kay Smallbone - System Support	Copy Forward
10-Nov-2022 16:19	Employment Advisor Referral	Kay Smallbone - System Support	Draft
10-Nov-2022 16:19	Shropshire Fire and Rescue Referral	Kay Smallbone - System Support	Draft
10-Nov-2022 16:19	EHM Targeted Early Help Request for Intervention	Kay Smallbone - System Support	Draft
10-Nov-2022 17:58	Early Help Exit Plan	Kay Smallbone - System Support	Copy Forward
10-Nov-2022 17:58	EHM Outcomes at the End of an Early Help Episode	Kay Smallbone - System Support	Copy Forward
03-Dec-2022 19:49	EHM Targeted Early Help Request for Intervention	Kay Smallbone - System Support	Draft
03-Dec-2022 23:00	Employment Advisor Referral	Kay Smallbone - System Support	Draft

The form goes to the Employment Advisor Work Tray.

Once they pick it up, contact will be made with the family and the Lead Professional.

The form will stay open until the work is completed and will appear as a draft in the Standalone forms.

The form will then be finalised and will appear as completed in the Standalone Assessments records.

Important:

An Early Help Episode cannot be closed while draft forms are open.

The Employment Advisor will then start recording contacts on case notes in the Episode. Full case notes containing confidential information will be restricted due to the Information Sharing Agreement between Shropshire Council and the Department of Work and Pensions. A second case note will be put on the case with an overview, when the full case note is restricted.

15 Making a Referral to Shropshire Fire and Rescue for a Safe and Well Visit

15.1 The Early Help Plan

The opportunity for Shropshire Fire and Rescue Service to provide a Safe and well Visit should be discussed with the family during the Early Help Episode. You can access an information leaflet for the family on the Early Help Web page [Shropshire Fire and Rescue Service | Shropshire Council](#)

If the family agree to a visit you need to ensure that it is identified on the plan. If you have opened the Secure Housing Criteria it can go here. Shropshire Fire and Rescue need access to the Episode so you must give them access.

15.2 Giving Shropshire Fire and Rescue access to the Episode

The screenshot displays the 'Active Early Help Episode' management interface. On the left, a flowchart shows the process from 'Start Early Help Episode' through 'Obtain Consent', 'Early Help Assessment', 'Early Help Partnership Meeting', 'Early Help Plan', and 'Progress to Children's Social Care' to 'Early Help Episode Closure'. The 'Active Early Help Episode' box is highlighted in blue. On the right, the 'Episode Details' tab is active, showing fields for Episode Coordinator (Kay Smallbone - Shropshire Strengthening Families Team), Episode Date (29-Sep-2021), End Date, Reason (Concerns about a Child), and Consent provided by Kay Smallbone Lead Professional. Below this, the 'Episode Shielding' section shows 'Shielded' as 'No'. The 'Consent' section shows 'Restrictions' and lists 'System Support' and 'Kay Smallbone - System Support' as the only users with access. A dropdown menu is open under 'Consent', showing options: 'Update current Consent Statement', 'Modify current Consent Restrictions', and 'New Consent Statement'. A blue box on the right contains three instructions with arrows pointing to the interface: 'Click on Active Early Help Episode' (pointing to the flowchart), 'Click on the Episode Details Tab' (pointing to the 'Episode Details' tab), and 'Click on Modify current Consent Restrictions' (pointing to the 'Modify current Consent Restrictions' option in the dropdown menu).

Liqidlogic EHM - UAT

OK Cancel **Select Consent Access Restrictions**

● **Configure Security Restrictions**

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✗
- Kay Smallbone - System Support ✗
- [Click here to add a user, department or group...](#)
- [Clear all current selections...](#)

Users with access to...

- No Access rights specifically granted access.
- [Click here to add specific application access rights...](#)
- [Clear all current selections...](#)

✗ Access will be denied to:

- Everyone, except those specifically granted access in the section above.
- [Click here to add a user or department...](#)
- [Clear all current selections...](#)

Verify security restrictions:

Click here to add user/department

Liqidlogic EHM - UAT

Allow access to User or Department Previous Bookmark Cancel

Address Book

- My Contacts
- All Professionals
- All Departments
- All Groups

Manager Contacts

+ Kay Smallbone	(Yourself)	External Acct - Trouble Fam Strat Co-Ord	Shropshire Strengthening Families Team
-----------------	------------	--	--

Bookmarked Contacts

Recent Contacts

+ Fire & Rescue Service	Early Help	
+ Employment Advisors	Early Help	
+ Strengthening Families	Early Help	
+ Helena Williams	Locality Organiser	Children & Families
+ Ben Marr		Shropshire Strengthening Families Team
+ Helena Williams	Strengthen Fam Loc Dev Off	Youth Team
+ Charlotte Evans	Early Help Family Support Worker	System Support
+ Restricted Group Access	Early Help	

If Fire and Rescue do not appear in My Contacts click on All Groups

Allow access to User or Department Previous Bookmark Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 🏢 All Departments
- 👥 All Groups
- 👥 Early Help**
- 👥 Early Help Hub North
- 👥 Early Help Hub South
- 👥 Employment Advisors
- 👥 Fire & Rescue Service
- 👥 FPOC - Early Help
- 👥 Restricted Group Access
- 👥 Step Down
- 👥 Strengthening Families

Click on Early Help

Click on Fire and Rescue Service

Liquidlogic EHM - UAT

Allow access to User or Department Previous Bookmark **Confirm** Add to Selections Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 🏢 All Departments
- 👥 All Groups
- 👥 Early Help
- 👥 Fire & Rescue Service**

Fire & Rescue Service

● **Workgroup Details**

Description: Fire & Rescue Service
 Category: Early Help
 Info:
 Active Status: Active
 Email:
 Professional Portal Group?: No

● **Professionals in Group**

Professionals in Group	
+	Annie MacKellar Early Help Area Lead
+	Karen Ladd Early Help Project Manager
+	Kay Smallbone Trouble Families Strat Co-Ord
+	Ruth Pratt

Click Confirm

Liqidlogic EHM - UAT

OK Cancel **Select Consent Access Restrictions**

● **Configure Security Restrictions**

✓ Access will be granted to:

Users, Groups or Departments

- System Support ✗
- Fire & Rescue Service ✗
- Kay Smallbone - System Support ✗

Click here to add a user, department or group...
Clear all current selections...

Users with access to...

- No Access rights specifically granted access.

Click here to add specific application access rights...
Clear all current selections...

✗ Access will be denied to:

- Everyone, except those specifically granted access in the section above.

Click here to add a user or department...
Clear all current selections...

Check

Click OK

EHA E

Full Map Local Map

Contact MASH

Start Early Help Episode

Obtain Consent Consent Denied

Active Early Help Episode

Early Help Assessment

Early Help Partnership Meeting

Early Help Plan

Progress to Children's Social Care

Early Help Episode Closure

Active Early Help Episode

Active Task: Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode Decisions Task Details All Persons (4)

Episode Details

Personal Details

Forms

Activities

Involvements

Access

Case Notes

Documents

Services

Consent

Access Requests

● **Episode Details**

Episode Coordinator Kay Smallbone - Shropshire Strengthening Families Team

Episode Date 25-Jan-2021

End Date

Reason Concerns about a Child

Additional Notes Consent provided by Kay Smallbone Lead Professional

▶ Episode Pathway

▶ Update Episode

● **Episode Shielding**

Shielded No

Reason for Shielding

● **Consent**

Restrictions

Consent is ONLY available to:

- System Support
- Fire & Rescue Service
- Kay Smallbone - System Support

▶ Update current Consent Statement

▶ Modify current Consent Restrictions

▶ New Consent Statement

You will see consent is now available to Fire and Rescue Service

15.3 Completing the Fire and Rescue Referral Form

In the Factors Identified at the End of Assessment Shropshire Fire and Rescue has a separate section at the end of the questions.

- Factors Identified a...
- Vulnerability Levels...
- Links
- 📎 Attachments (0)

✔️ 03-Dec-2022 23:00, Employment Advisor Referral by Kay Smi

Click here to start the Employment Advisor Referral

10b. Do the family require support with their finances and/or have unmanageable debt? **Yes** No

10c. Is there a young person in the household who is NEET? Yes **No**

● **Shropshire Fire and Rescue**

Are the family happy for a Fire Service Safety check referral to be made? **Yes** No

Do you want to start a Shropshire Fire and Rescue referral form? **Yes** No

If you have already started a Fire and Rescue Referral in this episode please answer no.

Click here to start the Shropshire Fire and Rescue Referral

▶ Start Shropshire Fire and Rescue Referral (Assign to self)

If the family agree to a Fire Service Safety Check Click Yes

Click yes to start the Referral process.

Click on the link.

When it becomes bold click again.

You can either complete the form from here or pick it up from your work tray.

Today (2)	Person		Task Description
03-Dec-2022 23:30	Davey, Waen (7 years) [Case No: 1018729]	EHA E	Shropshire Fire and Rescue Referral - Please complet...
03-Dec-2022 23:17			Early Help Assessment - Authorise

Print

Shropshire Fire an...

Attachments (0)

Stage: Referral

Shropshire Fire and Rescue Referral

Case number: 1018729

Lead Professional Name: Kay Smallbone
Allocated worker

Lead Professional Contact Number: 676767

Parent/Carer Names: Waen Davey

Current Address

Type	From	To	Address	Area	Town	County	Post Code	Country	Conf.	Invalid
Primary Address	03-Dec-2021		Car Park, The Shirehall, Abbey Foregate		Shrewsbury		SY2 6ND		No	No

Telephone Numbers: No telephones recorded

▶ Add/Update Telephone Numbers

Telephone Number: 595959

A Telephone Number must be provided

Reason for Referral: House in state of disrepair. Family need support to understand what they need to do to keep safe. No fire detectors seen.

Consent to contact parents? Yes No

Fire Service Information Given? Yes No

Risk: Yes No

If yes please provide the detail: Large dogs

Have you given the Shropshire Fire and Rescue Group access in your consent form? Yes

Complete the form.

Important:
You must provide a phone number.

A brief reason for the referral

You must explain to the family about the Safe and Well check [Safe and Well call \(shropshire.gov.uk\)](https://www.shropshire.gov.uk)

The family must agree to the visit.

If there are any risks please answer yes. You will then need to briefly explain what those risks are.

If you answer No the detail box will disappear.

Once the form is complete click Send to Shropshire Fire and Rescue.

15.4 What happens Next.

Case Note

Restricted Access
Audit

● Part 1 - Contact

From Context Of **Mabel Archer**
 Contact Date **01-Mar-2021**
 Contact Type **Early Help Partner**
 Add to Chronology **No**
 Contact Regarding

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
People involved in this Case Note								
<input type="checkbox"/>	Son	Sebastian Archer	4 years	4 years				None
<input type="checkbox"/>	Daughter	Heidi Archer	7 years	7 years				None
<input checked="" type="checkbox"/>	Self	Mabel Archer	37 years	37 years				None
Adults also present / interviewed								
<input type="checkbox"/>	Partner	Jed Pinky	40 years	41 years				

Reason for Contact **Safe and Well Visit**

● Detailed Notes

Detailed Notes **Safe and Well Visit carried out by Fred Bloggs.
 Smoke Alarms fitted
 Checks carried out
 Recommendations:
 Clutter is removed from the back and side doors as this is blocking fire exits.
 Trailing wire very near cooker in the kitchen needs removing**

Shropshire Fire and Rescue will pick the referral up from their work tray.

Contact will be made with the family and if they agree a time and date for a visit will be made.

The Referral form will remain open until the work is completed.

The case notes will give you the detail of the Fire and Rescue Service contacts.

If the visit cannot be made a case note will explain why.

When the work is completed or contact not made the form will be finalised

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
22-Feb-2021	Mabel has agreed for a referral to be made to Shropshire Fire and Rescue Service for a Safe and Well Visit	Kay Smallbone	31-Mar-2021	<p>22/02/2021 Phone Mabel today. Discussed visit and arranged to attend on Monday 1st March at 10.00. Mabel has agreed to lock their dog up prior to arrival.</p> <p>01/03/2021 Safe and Well Visit carried out by Fred Bloggs. Smoke Alarms fitted Checks carried out Recommendations: Clutter is removed from the back and side doors as this is blocking fire exits. Trailing wire very near cooker in the kitchen needs removing</p>	01-Mar-2021	X +
05-Mar-2021	Mabel and Jed have agreed that the rubbish blocking the back and side door needs moving. They have agreed to sort through it and take anything that they don't need to the tip.	Jed and Mabel	19-Mar-2021			X +
05-Mar-2021	Mabel and Jed have identified that the boxes blocking the doors have some things that they want to keep, but have little storage. Jed is going to go to the Furniture store and see if he can pick up a cupboard.	Jed	19-Mar-2021			X +

The case notes can be copied and pasted into the plan.

You may want to add more actions by clicking on the green plus sign, if there are recommendations from the visit.

Liquidlogic EHM - UAI Home Tiles Help M

Mabel Archer, 37 years 20-Apr-1983 (Case No: 1011396) EHA E

Full Map Local Map

Active Early Help Episode

Active Task: ■ Kay Smallbone (Reassign) Started: 25-Jan-2021 Due: unspecified

Active Early Help Episode | Decisions | Task Details | All Persons (4) ▼

Episode Details

Personal Details

Forms

Activities

Involvements

Access

Case Notes

Documents

Services

Consent

Access Requests

Assessments and Forms

Assessment Date	Assessment Type	Assessor	Status
22-Feb-2021	Early Help Plan	Kay Smallbone - Shropshire Strengthening Families Team	Completed
22-Feb-2021	Early Help Plan	Kay Smallbone - Shropshire Strengthening Families Team	Completed
26-Jan-2021	Early Help Plan	Kay Smallbone - Shropshire Strengthening Families Team	Completed
26-Jan-2021	Early Help Assessment	Kay Smallbone - Shropshire Strengthening Families Team	Completed
25-Jan-2021 10:40	Early Help Consent Record	Kay Smallbone - System Support	Completed

Standalone Assessments (across All Episodes)

Assessment Date	Assessment Type	Assessor	Status
22-Feb-2021 08:33	Fire and Rescue Referral	Kay Smallbone - System Support	Completed
26-Jan-2021 15:42	Webstar	Kay Smallbone - Shropshire Strengthening Families Team	Completed
27-Jan-2021 11:54	EHM Targeted Early Help RFI	Kay Smallbone - Shropshire Strengthening Families Team	Draft
27-Jan-2021 17:08	Employment Advisor Referral	Kay Smallbone - Shropshire Strengthening Families Team	Assessment Reassignment

Start New Form

Start

Once Shropshire Fire and Rescue Service have completed their task they will finalise the Referral form.

The status of the form will change to completed.

You can now remove Shropshire Fire and Rescue access to the Early Help Episode.

Important:

You can close an Early Help Episode if a form is in Draft

KS December 2022 116

15.5 Removing Access to the Episode

Please see section 11.3 – to remove access

16 Transferring a case to another Lead Professional

There will be times when the Lead Professional for a Family will change. This can be for many reasons, for example:

- A new Lead Professional is identified at a Family Meeting
- The Lead Professional is off on long term sick
- The Lead Professional leaves the role
- The Early Help Episode moves to Targeted Early Help or to a Partner agency after the whole family assessment evaluates the vulnerability level
- The Family feel they cannot work with the current Lead Professional.

Active Early Help Episode Decisions Task Details All Persons (3) ▾

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

● Involvements

Role	Worker or Team	Start Date	End Date
Lead Professional	Kay Smallbone	03-Dec-2021	
Other Role	ECAF/System Support	03-Dec-2021	

● Current Tasks for this Person

Assigned	Subject	Date Started	Due Date	From
Kay Smallbone	Active Early Help Episode	03-Dec-2021 14:12		Kay Smallbone
Kay Smallbone	Early Help Child Journey Audit Tool	07-Nov-2022 14:16		Kay Smallbone
Kay Smallbone	Webstar	08-Nov-2022 13:41		Kay Smallbone
Kay Smallbone	EHM Parental Conflict Intervention Tool	10-Nov-2022 11:28		Kay Smallbone
Kay Smallbone	Employment Advisor Referral	10-Nov-2022 16:19		Kay Smallbone
Kay Smallbone	Shropshire Fire and Rescue Referral	10-Nov-2022 16:19		Kay Smallbone
Kay Smallbone	EHM Targeted Early Help Request for Intervention	10-Nov-2022 16:19		Kay Smallbone
Kay Smallbone	Early Help Plan - Please complete the Early Help Plan for the Person	10-Nov-2022 17:16	11-Nov-2022	Kay Smallbone
Kay Smallbone	Early Help Exit Plan	10-Nov-2022 17:58		Kay Smallbone
Kay Smallbone	EHM Outcomes at the End of an Early Help Episode	10-Nov-2022 17:58		Kay Smallbone
Group Strengthening Families	EHM Targeted Early Help Request for Intervention	03-Dec-2022 20:20		Kay Smallbone
Group Employment Advisors	Employment Advisor Referral	03-Dec-2022 23:17		Kay Smallbone
Kay Smallbone	Early Help Assessment - Authorise	03-Dec-2022 23:17		Kay Smallbone
Kay Smallbone	Shropshire Fire and Rescue Referral	03-Dec-2022 23:30		Kay Smallbone

● Case Transfers within EHM

List is empty

▶ [Initiate transfer of case responsibility within EHM](#)

To transfer the Early Help Episode.
Click on Involvements
Click on Initiate transfer of case responsibility within EHM.

Information **Case Transfer** Consolidation Delegate Revisions

Consolidated Section for: Waen Davey, Bonnie Davey, Rosa Davey

Transfer Details

The purpose of this section is to ensure that the new lead practitioner and team are aware of all key information about the case.

Details

Request for Intervention accepted by Early Help Hub Central. Transferring case for allocation

Print

EHM Single Step Ca...

- Transfer Details
- Electronic Record
- Case Files
- Record new coordi...
- Attachments (0)

Click on Transfer details and complete

Information **Case Transfer** Consolidation Delegate Revisions

Consolidated Section for: Waen Davey, Bonnie Davey, Rosa Davey

Electronic Record

Demographic data is complete and up-to-date? Yes No

Record of professional involvements is complete and up-to-date? Yes No

Click on Electronic Record.

You should have checked and updated any data.

Answer the questions

Information **Case Transfer** Consolidation Delegate Revisions

Consolidated Section for: Waen Davey, Bonnie Davey, Rosa Davey

Record new coordinator and team

Proposed Date For Transfer Of Case: 05-Dec-2022

Record new location of paper files

Record new Coordinator

Reassign Professionals

Click here to select a user...

Professional Role	Assigned To	Re-assign To	Actions
<input type="radio"/> Episode Coordinator	Kay Smallbone	Please select Episode Coordinator above.	

Active Early Help Episode (Started: 03-Dec-2021, Due: No due date)

Early Help Child Journey Audit Tool (Started: 07-Nov-2022, Due: No due date)

Click Record new coordinator

Date of transfer added

Click here to select user

- Address Book
- ★ My Contacts
- ← All Professionals
- All Departments
- All Groups

Manager Contacts

Francean Doyle (Your Manager)	Head of Service	System Support	EHM
Kay Smallbone (Yourself)	Trouble Families Strat Co-Ord	System Support	EHM

★ Bookmarked Contacts

If the professional, you are looking for is not in your contacts click All Professionals

- Address Book
- ★ My Contacts
- All Professionals
- All Departments
- All Groups

Search Professionals Reset Search

● Professional Name

Surname

Forename





Complete the professionals name.
Remember if you are not sure of the spelling you can search using the 'wild cards' (% or *).
Click Search

Search Professionals

Back

Export Results

Printable View

Query Results (2)				
	Full Name ▲	Job Title	Dept	System
1	 Collette Dunk	Partner Support Officer	System Support	
2	 Collette Dunk	Partner Support Officer	Children & Families	

Check the persons role. If this is the correct person click on their name. **Always choose the EHM option**

Address Book

- ★ My Contacts
- 👤 All Professionals
- 👤 Collette Dunk, Partner Support Officer**
- 🏠 All Departments
 - 🏠 ECAF - SS
 - 🏠 **System Support - Business Support Team**
- 👤 All Groups
 - 👤 Children's Social Care
 - 👤 **Restricted General Records EHM**
 - 👤 Early Help
 - 👤 **Partner Support Officers Work Tra**

Collette Dunk, Partner Support Officer

Professional Details

Core System ID: SHROPSHIRE\SC222672
 Staff No: 11122

Full Name: Collette Dunk
 Department: System Support
 Job Title: Partner Support Officer

Profile

Active Status: Active
 Security Profile: Strengthening Families (Admin Actions)

Check the details

Click Confirm

Transfer Consolidation Delegate Revisions Save Finalise Case Transfer

Consolidated Section for: 👤 Waen Davey, 👤 Bonnie Davey, 👤 Rosa Davey

The name of the new Lead Professional will appear here

Click Finalise Case Transfer

Record new coordinator and team

Proposed Date For Transfer Of Case: 05-Dec-2022

Record new location of paper files:

Record new Coordinator: 👤 Collette Dunk **X**

Reassign Professionals: 👤 Waen Davey, 👤 Bonnie Davey, 👤 Rosa Davey

Professional Role	Assigned To	Re-assign To	Actions
🕒 Episode Coordinator	👤 Kay Smallbone	👤 Collette Dunk	
Active Early Help Episode (Started: 03-Dec-2021, Due: No due date)			
Early Help Child Journey Audit Tool (Started: 07-Nov-2022, Due: No due date)			

Episode Details

Personal Details

Forms

Activities

Involvements

Access

Case Notes

Documents

Services

Consent

Access Requests

● Involvements

Role	Worker or Team	Start Date	End Date
Other Role	Kay Smallbone	05-Dec-2022	
Lead Professional	Collette Dunk	05-Dec-2022	
Lead Professional	Kay Smallbone	03-Dec-2021	05-Dec-2022
Other Role	ECAF/System Support	03-Dec-2021	

● Current Tasks for this Person

Assigned	Subject	Date Started	Due Date	From
Collette Dunk	Active Early Help Episode	03-Dec-2021 14:12		Kay Smallbone
Collette Dunk	Early Help Child Journey Audit Tool	07-Nov-2022 14:16		Kay Smallbone
Collette Dunk	Webstar	08-Nov-2022 13:41		Kay Smallbone
Collette Dunk	EHM Parental Conflict Intervention Tool	10-Nov-2022 11:28		Kay Smallbone
Collette Dunk	Employment Advisor Referral	10-Nov-2022 16:19		Kay Smallbone
Collette Dunk	Shropshire Fire and Rescue Referral	10-Nov-2022 16:19		Kay Smallbone
Collette Dunk	EHM Targeted Early Help Request for Intervention	10-Nov-2022 16:19		Kay Smallbone
Collette Dunk	Early Help Plan - Please complete the Early Help Plan for the Person	10-Nov-2022 17:16	11-Nov-2022	Kay Smallbone
Collette Dunk	Early Help Exit Plan	10-Nov-2022 17:58		Kay Smallbone
Collette Dunk	EHM Outcomes at the End of an Early Help Episode	10-Nov-2022 17:58		Kay Smallbone
Group Strengthening Families	EHM Targeted Early Help Request for Intervention	03-Dec-2022 20:20		Kay Smallbone
Group Employment Advisors	Employment Advisor Referral	03-Dec-2022 23:17		Kay Smallbone
Collette Dunk	Early Help Assessment - Authorise	03-Dec-2022 23:17		Kay Smallbone
Collette Dunk	Shropshire Fire and Rescue Referral	03-Dec-2022 23:30		Kay Smallbone

● Case Transfers within EHM

Assessment Date	Assessment Type	Assessor	Status	Current Task Assignment
05-Dec-2022 11:24	EHM Single Step Case Transfer	Kay Smallbone - System Support	Completed	Completed

You can see here that Kay Smallbone's role as Lead Professional has ended and Collette Dunk role as Lead Professional has started.

You can also see that the case transfer is completed/

17 Reviewing a Whole Family Assessment

The Whole Family Assessment should be reviewed when there are substantial changes in the family's circumstances, at least once every term/4 months and at closure of the Early Help Episode.

Candy Dragon, 35 years 13-Jun-1987 (Case No: 1019665)
EHA E

Active Early Help Episode
Active Task: Kay Smallbone (Reassign) Started: 27-Sep-2022 Due: unspecified

Active Early Help Episode | **Decisions** | Task Details | All Persons (3)

Combined Stage for: Candy Dragon, Porridge Dragon, Mr Windy Dragon.

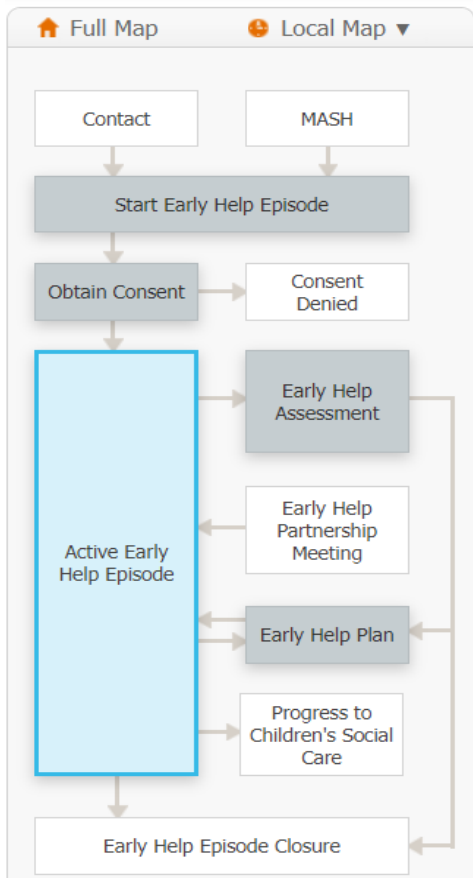
Outcomes

Outcome	Action	Assigned to
<input checked="" type="checkbox"/> Early Help Assessment	Restart	(Assigned to Kay Smallbone)
<input checked="" type="checkbox"/> Early Help Plan	Restart	(Assigned to Kay Smallbone)
<input checked="" type="checkbox"/> Progress to Children's Social Care	Start	(Assigned to Yourself)
<input checked="" type="checkbox"/> Early Help Episode Completed	Start	(Assigned to Yourself)

Date of Initiation or Completion:
 Today's Date
 Other Date: [] (reset)
Reason for Decision: (reset) []

Flowchart:
 Contact / MASH → Start Early Help Episode → Obtain Consent → Consent Denied / Early Help Assessment → Active Early Help Episode → Early Help Partnership Meeting → Early Help Plan → Progress to Children's Social Care → Early Help Episode Closure

Annotations:
 - To review the Whole Family Assessment
 - Click on the Active Early Help Episode box.
 - Click on the Decisions tab.
 - Click on Restart Early Help Assessment



Active Early Help Episode

Active Task: **Kay Smallbone** (Reassign) Started: 27-Sep-2022 Due: unspecified

Active Early Help Episode | **Decisions** | Task Details | All Persons (3)

Combined Stage for: Candy Dragon, Porridge Dragon, Mr Windy Dragon.

Confirm

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

- Candy Dragon Early Help Assessment (Assigned to Kay Smallbone)
- Porridge Dragon Early Help Assessment Thank you, this task is in your worktray.
- Mr Windy Dragon Early Help Assessment Active

Date of Initiation or Completion:

Today's Date

Other Date: (reset)

Reason for Decision: (reset)

Enter the date of the review.

Click Confirm

You can now pick up the task from your work tray.

Click on the link in your work tray

HM Home (1) Tiles Help Menu System Reports Find

Task Trays LCS LAS

Group By: Date | Task | Priority | Person | Address | Locality | Episode Group Order By: Start Date | Due Date | Timeframe | Subject | Priority

Today (2)	Person	Task Description
06-Dec-2022 12:05	Dragon, Candy (35 years) [Case No: 1019665]	Early Help Assessment - Please complete Early Help Assessment for Person

Early Help Assessment

Active Task: Kay Smallbone (Reassign) Started: 06-Dec-2022 Due: unspecified

Early Help Assessment | Task Details | All Persons (3) ▼

The Early Help Assessment has not been started.

Start Assessment

Click Start Assessment

Back to: [Active Early Help Episode](#)

Previous Records

Status	Description	Started By
Active	Early Help Assessment - Please complete Early Help Assessment for Person	Kay Smallbone - System Support
Completed 06-Dec-2022	Early Help Assessment by Kay Smallbone (System Support) - System Support	Kay Smallbone - System Support
Completed 27-Sep-2022	Early Help Assessment by Kay Smallbone (System Support) - System Support	Kay Smallbone - System Support
Completed 27-Sep-2022	Early Help Assessment by Kay Smallbone (System Support) - System Support	Kay Smallbone - System Support

Candy Dragon, 35 years 13-Jun-1987 (Case No: 1019665) Early Help Assessment,

Information | **Assessment** | Consolidation | Revisions

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 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


<input checked="" type="checkbox"/>	Created	Assessment	Started By
	Dragon, Candy (35 years)		
<input checked="" type="checkbox"/>	Today	Early Help Assessment (Tuesday, 6 December 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	2 months 1 week ago	Early Help Assessment (Tuesday, 27 September 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	2 months 1 week ago	Early Help Plan (Tuesday, 27 September 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	2 months 1 week ago	Early Help Assessment (Tuesday, 27 September 2022)	Kay Smallbone

Select Assessment for this Early Help Episode.
Click Copy Forward

- Print
- Early Help Assessm...**
- Identifying details
 - Information Sharing
 - Assessment Inform...
 - Whole Family Asse...
 - Safeguarding Risks
 - Factors Identified a...
 - Vulnerability Levels...
 - Links
 - Attachments (0)

Early Help Assessment

Date Early Help Assessment Started: 

Date Early Help Assessment Completed: 

Complete dates



Candy Dragon, 35 years 13-Jun-1987 (Case No: 1019665) EHA E

Information **Assessment** Consolidation Delegate Revisions

Print

Early Help Assessm...

- Identifying details
- Information Sharing
- Assessment Inform...**
- Whole Family Asse...
- Safeguarding Risks
- Factors Identified a...
- Vulnerability Levels...
- Links
- Attachments (0)

Assessment Information

People present at assessment

KS
CD
FH - Health Visitor
DW - Assistant M...

Details of parents/carers/others

There are no current parental relationships.
▶ Edit Relationships

Details of person(s) undertaking assessment

Name	Kay Smallbone
Contact telephone Number	676767
Role	Family Worker
Organisation	Shropshire Council

Click Assessment Information tab

Complete.

Note if the boxes are pre-populated update the information for this assessment review.

Click on Whole Family Assessment.

IMPORTANT:

If you have answered yes to a criteria in a previous Whole Family Assessment during this Early Help Episode DO NOT CHANGE TO NO.

If there is no further information or the outcome has been achieved say so in the update. The Whole Family Plan will reflect this.

9. Secure Housing

Family are in local authority temporary accommodation and are at risk of losing this. The family are not in suitable housing and/or threatened with eviction/at risk of homelessness. Young people aged 16/17 at risk of, or have been, excluded from family home.

Are the family living in temporary or unsuitable housing? Is anyone in the family at risk of homelessness? Yes No

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people
(Please name individual children who contribute to this assessment)

Test
Test 2

Parent(s)/Carer(s)
(Please name individuals who contribute to this assessment)

Test
Test 2

Professionals
(Please name any professionals who contribute to this assessment specifying their role)

Test
Test 2

3 mths 19-Aug-2020 (Case No: 1019732)



Early Help Assessment, 01-

ment Consolidation Delegate Revisions Save Finalise Assessment

Are the family living in temporary or unsuitable housing? Is anyone in the family at risk of homelessness? Yes No

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people
(Please name individual children who contribute to this assessment)

Test
Test 2

Parent(s)/Carer(s)

Test

If you answered yes to a criteria in previous whole family assessments the text will open and you can now update the information.

Here you can see the first assessment information is pulled through (Black Test)

The update for this assessment is added (Test 2)

If you wish to use different colours for the text in each review click in the text box and choose a colour for the text by click here

● 2. Good Early Years Development

Please record the views of children/young people, parents/carers and professionals in the appropriate boxes

Expectant or new parent/carer who require additional or specialist support.
Childs (0-5 yrs) physical health needs not met. (e.g. immunisations not up to date, dental hygiene)
Child's (0-5 yrs) developmental needs not being met (e.g. speech and language, school readiness, personal social and emotional development)

Are you worried about the development of young children 0-5 in the family? Yes No



Score 1-10

● 2. Good Early Years Development

Please record the views of children/young people, parents/carers and professionals in the appropriate boxes

Expectant or new parent/carer who require additional or specialist support.
Childs (0-5 yrs) physical health needs not met. (e.g. immunisations not up to date, dental hygiene)
Child's (0-5 yrs) developmental needs not being met (e.g. speech and language, school readiness, personal social and emotional development)

Are you worried about the development of young children 0-5 in the family? Yes No

What is going well? (What is our family good at? What strengths can we build on?)

Child/ren/young person/people
(Please name individual children who contribute to this assessment)

Parent(s)/Carer(s)
(Please name individuals who contribute to this assessment)

Professionals
(Please name any professionals who contribute to this assessment specifying their role)

What are we worried about? (What has happened in the past and what are we concerned about now?)

Important:

If during the Whole Family Assessment review another criteria is identified you can change a No to a Yes.

This will open up the text boxes for you to record the information.

IMPORTANT: You should never change a YES to a NO as this has been an issue in thei Early Help Episode. All outcomes for this criteria will be recorded in the plan and the outcomes measured at the closure of the Early Help Episode.

You can identify further areas of concern within each open criteria and change a no to a yes. For example below, if a child with special education needs were no longer being met you would change the previous No to a Yes

You can also change the score.

REMEMBER – even if the criteria is no longer an issue DO NOT CHANGE THE NO TO A YES. Update the score to reflect i.e. a 10

Print

Early Help Assessm...

- Identifying details
- Information Sharing
- Assessment Inform...
- Whole Family Asse...
- Safeguarding Risks
- Factors Identified a...**
- Vulnerability Levels...
- Links
- Attachments (0)

Factors Identified at the end of the assessment

At no point when reviewing an assessment should you change a Yes to a No, even if this has now been achieved. (You may change a No to a Yes)

Getting a Good Education

- 1a. Have any of the children in the family who are of statutory school age had more than 10% unauthorised absence for 2 consecutive terms? Yes No
- 1b. Have any of the children in the family who are of statutory school age had an average of 50% attendance unauthorised and authorised for 2 consecutive terms? Yes No
- 1c. Are any of the children in the family unable to participate/engage with education? Due to e.g. motivation, emotional regulation and behaviour, exclusions, child is off-roll, risk of NEET etc. Yes No
- 1d. Are there any children in the family whose special educational needs are not being met? Yes No

Good Early Years Development

- 2a. Is there an expectant or new parent who require additional or specialist support? Yes No
- 2b. Is there a child (0-5) whose health needs are not being met? E.g. immunisations not up to date, poor dental hygiene etc. Yes No
- 2c. Is there a child/children (0-5) whose developmental needs are not being met? E.g. speech and language, problem solving, school readiness, personal social and emotional development. Yes No
- 2d. Is there a 2 year old child in the family who is eligible for free early years provision, but is not registered for 24U? Yes No

[Click here to access the 24U application](#)

Click on Factors Identified at the End of Assessment

This will open previous answers.

If you have identified another criteria during the Whole Family Assessment review it will open up the questions associated with this criteria. As this was not identified previously the answers will be blank.

Please complete

Candy Dragon, 33 years 13-Jun-1987 (Case No. 1019000) EHA E

Information **Assessment** Consolidation Delegate Revisions

Print

Early Help Assessm...

- Identifying details
- Information Sharing
- Assessment Inform...
- Whole Family Asse...
- Safeguarding Risks
- Factors Identified a...
- Vulnerability Levels...**
- Links
- Attachments (0)

Vulnerability Levels After Assessment

Please consider vulnerability levels after the Whole Family Assessment with reference to the Shropshire Threshold document and select one from the list below.

[Click here to access the Threshold Document](#)

Click below to update the Vulnerability level

Vulnerability Records

Start Date	End Date	Vuln. Level
27-Sep-2022		Level 2 - Early Help

Vulnerability Level

Level 1 - Universal
 Level 2 - Early Help
 Level 3 - Targeted Early Help
 Level 4 - Targeted Complex/Significant Needs

Whole Family Assessment completed by Early Help Partner. Please complete a Whole Family Plan. For support/advice please contact ShropshireStrengtheningFamilies@shropshire.gov.uk 01743 253921
OR
 Whole Family Assessment completed by Targeted Early Help. Please arrange a family meeting to identify a new Lead Professional and arrange transfer. Complete Targeted Early Help Closure form.

Do you want to start a Targeted Early Help Closure form? Yes **No**

Click here to start the Targeted Early Help Closure form [▶ Start Targeted Early Help Closure Form \(Assign to self\)](#)

Following the completion of the Whole Family Assessment you may wish to review the vulnerability level with reference to the Threshold Document.

If you change the Vulnerability Level please follow the instructions that open up for each level.

When all sections are completed Click Finalise Assessment.



18 Reviewing a Whole Family Plan

The family plan is a live document that should represent the needs of the family, if necessary, evolving as emerging needs are identified.

The plan must be reviewed regularly to ensure all needs are met.

Important: Please do not leave the plan open between updates. Finalise the plan at the end of a review and restart the plan for new updates

The screenshot shows a software interface for reviewing a family plan. At the top, a header bar displays the user's name 'Dee Rodbone, 37 years 01-Oct-1985 (Case No: 1019721)' and various icons. Below this, there are two main sections: a flowchart on the left and a task management panel on the right.

Flowchart (Left): A process flow starting with 'Contact' and 'MASH' leading to 'Start Early Help Episode'. This leads to 'Obtain Consent', which can result in 'Consent Denied' or 'Early Help Assessment'. 'Early Help Assessment' leads to 'Active Early Help Episode' (highlighted in blue) or 'Early Help Partnership Meeting'. 'Early Help Partnership Meeting' also leads to 'Active Early Help Episode'.

Task Management Panel (Right): Titled 'Active Early Help Episode', it shows an 'Active Task' assigned to 'Kay Smallbone' (Reassign), started on '27-Oct-2022', and due 'unspecified'. Below this, there are tabs for 'Active Early Help Episode', 'Decisions', and 'Task Details'. A dropdown menu shows 'All Persons (2)'. A yellow bar indicates 'Combined Stage for: Dee Rodbone, Diljit Rodbone'. Under 'Outcomes', there are four items: 'Early Help Assessment' (Restart, Assigned to Kay Smallbone), 'Early Help Plan' (Restart, Assigned to Kay Smallbone), 'Progress to Children's Social Care' (Start, Assigned to Yourself), and 'Early Help Episode Completed' (Start, Assigned to Yourself). To the right, there are options for 'Date of Initiation or Completion' (Today's Date selected, Other Date: [input] (reset)) and a 'Reason for Decision: (reset)' field.

Annotations: A blue box on the right contains three instructions with arrows pointing to the interface: 'Click on the Active Early Help Episode Box' (pointing to the main task header), 'Click on Decisions' (pointing to the 'Decisions' tab), and 'Click on Restart Early Help Plan' (pointing to the 'Restart' button for 'Early Help Plan').

Active Early Help Episode

Active Task: **Kay Smallbone** (Reassign)

Started: 21-Jul-2021

Due: unspecified

Active Early Help Episode

Decisions

Task Details

All Persons (3) ▼

Combined Stage for: Cherry Llwyn, Sarah Llwyn, Logan Llwyn.

Confirm

Click Confirm

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

Cherry Llwyn Early Help Plan (Assigned to Kay Smallbone)

Sarah Llwyn Early Help Plan (Assigned to Kay Smallbone)

Logan Llwyn Early Help Plan (Assigned to Kay Smallbone)

Date of Initiation or Completion:

Today's Date

Other Date: (reset)

Reason for Decision: (reset)

Outcomes

Early Help Assessment Active

Early Help Plan Thank you, this task is in your worktray.

Progress to Children's Social Care (Assigned to Yourself)

Early Help Episode Completed

You now can pick up the Task from your Work tray

User **Kay Smallbone**
System Support

Task Trays



456

Group By: **Date** | Task | Priority | Person | Address | Locality | Episode Group Order By: **Start Date** | Due Date | Timeframe | Subject | Priority

Today (3)

Person

Task Description

06-Dec-2022 14:58 Llwyn, Cherry (2 years) [Case No: 1018541]

Early Help Plan - Please complete the...

Open your work tray and click on the link.

Early Help Plan

Active Task: Kay Smallbone (Reassign)

Started: 06-Dec-2022

Due: 07-Dec-2022

Early Help Plan

Task Details

All Persons (3) ▾

Combined Stage for: Cherry Llwyn, Sarah Llwyn, Logan Llwyn.

The Early Help Plan has not been started.

Start Early Help Plan

Click Start Early Help Plan

Copy Forward - Before starting the Plan you have the option to copy forward the answers from the listed previous Plans. Select each of the Plans (If you DO NOT want to copy forward any answers) click 'Start Blank' to begin the Plan afresh.

Copy Forward Selected

Start Blank

No Filter applied

Update Filter

Clear Filter

Copy Forward - Copy answers forward from previous assessments

Created

Started By

Larch, Maple (1 year)

<input checked="" type="checkbox"/>	1 month 3 weeks ago	Early Help Assessment (Wednesday, 23 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	3 weeks 4 days ago	Early Help Plan (Friday, 23 December 2022)	Kay Smallbone

Copy Forward - Copy answers forward from previous assessments

<input checked="" type="checkbox"/>	Created	Plan	Started By
Larch, Pine (5 years)			
<input checked="" type="checkbox"/>	1 month 3 weeks ago	Early Help Assessment (Wednesday, 23 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	3 weeks 4 days ago	Early Help Plan (Friday, 23 December 2022)	Kay Smallbone

Larch, Rusty (3 years)

<input checked="" type="checkbox"/>	1 month 3 weeks ago	Early Help Assessment (Wednesday, 23 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	3 weeks 4 days ago	Early Help Plan (Friday, 23 December 2022)	Kay Smallbone

Larch, Summer (24 years)

<input checked="" type="checkbox"/>	1 month 3 weeks ago	Early Help Assessment (Wednesday, 23 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	3 weeks 4 days ago	Early Help Plan (Friday, 23 December 2022)	Kay Smallbone

Larch, Winter (26 years)

<input checked="" type="checkbox"/>	1 month 3 weeks ago	Early Help Assessment (Wednesday, 23 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/>	3 weeks 4 days ago	Early Help Plan (Friday, 23 December 2022)	Kay Smallbone

When you review a plan you need to copy forward the previous plan only. Ensure you do this for all members of the family.

Unlick the created box

Click on the previous plan for each member of the household.

Click Copy Forward Selected.

Print

Action Plan

- Family Meeting Up...
- Links
- Attachments (0)

Score 1-10 5

Good Early Years Development

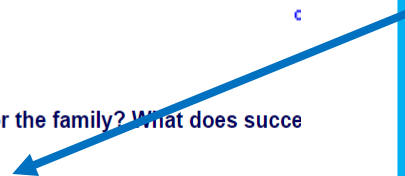
Are you worried about the development of young children 0-5 in the family? Yes No
















What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people <small>(Please name individual children who contribute to this assessment)</small>	Children were not present
Parent(s)/Carer(s) <small>(Please name individuals who contribute to this assessment)</small>	Sarah agrees that she need to make contact with her GP and Health Visitor - Cherry has not had all her immunisations. Sarah did not know she could get free Nursery hours. Would like Cherry to go to Nursery
Professionals <small>(Please name any professionals who contribute to this assessment specifying their role)</small>	Jo _ HV is concerned about Cherry's development. Would like Sarah to start coming to clinic. Billy form Larch Tree Nursery has confirmed that Sarah has not been to their open days or approach the Nursery about a place Kay has now given Sarah information about 24U and has asked her to consider applying.

The new action plan still opens with information from open criteria on previous assessment, *What Needs to Happen* sections.

If you have identified new criteria in an assessment it will open this criteria also, but there will be no actions from previous plans.



DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
20-Oct-2022	Jo Billingham Health Visitor to arrange for Sarah to attend Clinic	Jo Billingham	06-Dec-2022	Sarah has now attended clinic and has a date for Cherry to attend for outstanding immunisations	01-Nov-2022	  
20-Oct-2022	Larch Tree Nursery to invite Sarah to look round with Cherry	Billy Jones	06-Dec-2022	Sarah and Cherry have now spent a morning at Larch Tree Nursery	31-Oct-2022	  
20-Oct-2022	Kay to support Sarah to complete 24U application	Kay Smallbone	06-Dec-2022	24U application completed and submitted.	09-Nov-2022	  
20-Oct-2022	Sarah is going to contact Free Town Primary School to look round.	Sarah Llwyn	06-Dec-2022			  
06-Dec-2022						  

Score 1-10

5

Previous action will appear.

The progress element of these should be updated.




If the action is achieved the date this happened should be included.

Any previous actions without the progress updated should be completed.

New actions can be added by clicking on the green add sign.

Important:

Scores should only be changed via the Whole Family Assessment




DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
23-Nov-2022	Summer feels she would benefit from making some friends. Summer says she is very interested in painting. Kay to find out if there are any groups Summer could find.	KS	23-Dec-2022	Kay has provided Summer with information about a group that meets weekly, in the evening, in town. They have different speakers and look at different techniques. Sounds very informal. Kay has the contact of the person who organises the group(Sue). Her children go to the same school as Maple and Pine. Sue has asked if Summer would like to meet for a coffee so she can tell her about the group. Kay has Sue's contact number. Summer has said she would like that. Summer phoned Sue at the end of the meeting and arranged to meet tomorrow after the children are dropped off at school.	23-Dec-2022	  

Here the completed action from 23rd Nov has been copied forward. At the meeting on 23rd Dec the Progress section is completed and it is clear the action has been achieved so the date is added.




Further actions can now be added by clicking on the green + sign.


When all required sections have been completed you can finalise the plan.




 Rusty Larch + Include

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
23-Dec-2022	Summer has agreed to meet with Sue and find out more about the Art group.	SL	17-Jan-2023			  

Score 1-10 5

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
23-Nov-2022	Summer feels she would benefit from making some friends. Summer says she is very interested in painting. Kay to find out if there are any groups Summer could find.	KS	23-Dec-2022	Kay has provided Summer with information about a group that meets weekly, in the evening, in town. They have different speakers and look at different techniques. Sounds very informal. Kay has the contact of the person who organises the group(Sue). Her children go to the same school as Maple and Pine. Sue has asked if Summer would like to meet for a coffee so she can tell her about the group. Kay has Sue's contact number. Summer has said she would like that. Summer phoned Sue at the end of the meeting and arranged to meet tomorrow after the children are dropped off at school.	23-Dec-2022	  

 Rusty Larch + Include

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
23-Dec-2022	Summer has agreed to meet with Sue and find out more about the Art group.	SL	17-Jan-2023	Summer met with Sue for coffee before Christmas and went to the first Art group meeting last week. Summer says they were all really friendly and she has been for coffee with Sue after dropping the Children off a couple of times.	17-Jan-2023	  

If you wish to reduce the length of the plan actions from previous plans can be removed if the progress box and the date action achieved box is completed.













Important Note you should only remove actions from previous finalised plans or you will lose them from the records.

Example

At the next review on the 17th Jan the completed action started on 23 Nov and Achieved on 23 Dec can be removed if required.

Click on the red X. This will remove the action from this version of the plan, but will still be visible on the previous version.

You can then continue adding progress information or adding new actions.

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
17-Jan-2023	Summer has agreed to attend the counselling sessions arranged for her by the GP in August. Summer says she will phone the GP and rearrange.	SL	24-Jan-2023	Summer phoned her GP and a new start date for the counselling sessions has been set for 29th January 2023. The GP has made an appointment for Summer to see her on 3rd March 2023 to see how things are going and assess her medication.	27-Jan-2023	  
17-Jan-2023	Winter has agreed to get home early on a Wednesday so Summer can attend the art sessions this term.	WL	31-Mar-2023			  
31-Mar-2023	Summer wants to speak to the GP about coming off her medication. Says she is feeling a lot happier	SL	31-Mar-2023			  
27-Jan-2023	Summer has arranged to attend counselling. Summer has six weeks of sessions initially - she agrees she needs to attend	SL	31-Mar-2023			  

Progress can be recorded each time you review the plan and if required actions from the previous plans removed.

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
17-Jan-2023	Summer has agreed to attend the counselling sessions arranged for her by the GP in August. Summer says she will phone the GP and rearrange.	SL	24-Jan-2023	Summer phoned her GP and a new start date for the counselling sessions has been set for 30th January 2023. The GP has made an appointment for Summer to see her on 3rd March 2023 to see how things are going and assess her medication.	27-Jan-2023	✗ +
17-Jan-2023	Winter has agreed to get home early on a Wednesday so Summer can attend the art sessions this term.	WL	31-Mar-2023	Winter has managed to get home most Wednesdays to allow Summer to go to the art group. Winter bought a frame for one of the paintings Summer finished of her childhood teddy bear. Winter said he wants Summer to continue with the group and will try to get back most weeks.	31-Mar-2023	✗ +
31-Mar-2023	Summer wants to speak to the GP about coming off her medication. Says she is feeling a lot happier	SL	31-Mar-2023	Summer kept GP appointment. He has taken her off medication. A new appointment made for 5th April to check how she is doing	31-Mar-2023	✗ +
27-Jan-2023	Summer has arranged to attend counselling. Summer has six weeks of sessions initially - she agrees she needs to attend	SL	31-Mar-2023	Summer has been to all 6 counselling sessions. Summer says she feels much happier. Has made a number of friends with children and they meet up in the park and in their homes. Summer still has low days, but seems to deal with them better. She has agreed to another 6 counselling sessions, but feels that will be enough. Summer has also started yoga with one of her friends on a Thursday morning - her mum has the children for an hour or so.	31-Jan-2023	✗ +
31-Mar-2023	Summer and Winter feel that they have really moved forward. All their actions have been completed. Monitor and review this criteria for sustained outcomes.	KS				✗ +

When the family and professionals agree that all the actions needed to achieve the criteria outcomes have been completed, you can add a completion action before finalising the plan.

This final action should never be removed.

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
31-Mar-2023	Summer and Winter feel that they have really moved forward. All their actions have been completed. Monitor and review this criteria for sustained outcomes.	KS			31-Mar-2023	X +

Score 1-10

10

What needs to happen? (What needs to happen for our worries to be resolved? What is important for the family? What does success look like?)

Child/ren/young person/people

(Please name individual children who contribute to this assessment)

Pine drew a picture of the family being happy, the sun shining and them all holding hands (uploaded into documents). Pine says he would like mummy to play with him and smile.
Maple and Rusty were too young to verbalise their wishes and thoughts.

Parent(s)/Carer(s)

(Please name individuals who contribute to this assessment)

Winter says he would just like to get back to some normality. He would like them to enjoy life again. Since Maple was born things have been difficult and Summer has been very low. Winter wants to support Summer to settle into their new house and community and to get some help with her mental health.
Summer says she just want to be happy again and feel like getting out of bed in the morning and playing with the children.

Professionals

(Please name any professionals who contribute to this assessment specifying their role)

Claire Balke - Health Visitor. - Summer was referred for counselling by the GP, but never took it up. Summer would find this a good starting place.
Kay Smallbone - Family Practitioner - Summer has found the move to a new area difficult with a new baby. Both Winter and Summer need support to start to rebuild their lives and make connections in their new new community.

Maple Larch + Include

DATE	Action	Person Responsible	By When	Progress	Date Action Achieved	
31-Mar-2023	Summer and Winter feel that they have really moved forward. All their actions have been completed. Monitor and review this criteria for sustained outcomes.	KS			31-Mar-2023	X +

Rusty Larch Summer Larch Winter Larch Pine Larch + Include

When you review the assessment you can change the score for the criteria and this will show next time you restart the plan.

Important: Never change a Yes to a NO in the Whole Family Assessment.

If you do it will remove the criteria, close down the criteria on the questions at the end of an Episode and impact on data collection. It will also impact on your ability to show distance travelled on the Webstar.

When you next review the plan you can remove all other actions leaving the completion action. This would then be completed when the Episode is closed. Progress information should state that the family have continued to sustain the actions and the outcome achieved

Action Plan c*

- Family Meeting Up...
- Links
- 📎 Attachments (0)

Family Meeting Update

Was a family meeting held to review progress? **Yes** No

Date of Meeting: 6th December 2022

Attendees: Jo Billingham
Billy Jones
Sarah Llwyn
Kay Smallbone

Notes of Meeting: Sarah's mum is very ill which is impacting on her ability to sort things. Sarah got off to a positive start in October and most actions were achieved. Sarah still needs to arrange to visit Free Town Primary School. Sarah is going to Kent this week for a couple of weeks as her mum is due to come out of hospital.

Complete the Family Meeting Update section.

You can click Save if you want to go back to the Whole Family Plan or click Finalise if you are happy all the information is complete.

0/22

Save
Finalise Plan
Close

19 Closing and Early Help Episode

There are many reasons why an Early Help Episode will close, for example:

- Family moved out of area
- Family no longer require support
- Family agree that all outcomes have been achieved

Wherever possible the closure of an Episode should be agreed at a Family Meeting unless the family have moved out of area or refuse to engage.

Sometimes families feel they have achieved everything they need and are in a good place – this may mean that all the outcomes set are not achieved, but often there is still reason to celebrate the distance travelled and ask them for feedback.

If you are closing an Early Help Episode please make sure all records are up to date, including progress on the Family Plan and there are no draft forms open. You cannot close the Early Help Episode if any form is in Draft. If the draft form is with another practitioners e.g. The Fire and Rescue Service you will need to discuss closure with them and agree when they will finalise the referral form.

When updating the Whole Family Plan there are options at the end that will take you through the closure of an Episode process.

Action Plan

- Family Meeting Up...
- Links *
- Attachments (0)

10-Nov-2022	Mrs Fletcher has agreed to provide basic school uniform for <u>Waen</u>	Mrs Fletcher	21-Nov-2022	
10-Nov-2022	Food Bank vouchers have been provided to Rosa - Kay to support Rosa to access the food bank.	Kay	12-Dec-2022	

Score 1-10

3

If you have agreed to close the Early Help Episode or to submit a Request for Targeted Early Help Intervention you should review the following:

If you are not able to start an assessment from the link on this page, please go to the Links tab and start it there.

Check written consent is uploaded into documents **Yes**

Whole Family Assessment **Yes**

Whole Family Plan **Yes**

Have you agreed to request an intervention from Targeted Early Help? Yes

Have you agreed to close to Targeted Early Help? Yes

Have you agreed to Close the Early Help Episode for this family? **Yes**

Do you want to start an Exit Plan **Yes** No

Please start the Exit Plan Form from the Links tab

Do you want to start an EHM Strengthening Families Measures & Outcomes form **Yes** No

Please start the EHM Strengthening Families Measures & Outcomes Form from the Links tab

Please record decisions and the reasons on Family Meeting Notes

At the end of the Whole Family Plan confirm that the Assessment has recently been updated, that there is written consent and that the plan is updated, this includes the progress boxes.

Click yes that is agreed by the family and other professionals to close the Early Help Episode.

Click Yes you want to start an Exit Plan

Click Yes you want to start the Strengthening Families Measures and Outcomes form.

Important:

Any decision to close and Early Help Episode should be recorded in the Family Meeting Notes with a summary of the reason.

https://protocolshrop.syhapp.com:53020/web/at.htm?id=886b68d02f5d1cc941/682

Children's Services... Strong Random Pas... E-CINS - Login Liquidlogic Web Ap... Liquidlogic Web

Liquidlogic UAT - EHM

Wael Davey, 7 years 09-Dec-2014 (Case No: 1018729)

EHA E C

StrengtheningFam... Intranet - SC Intranet

Reports Find Kay Smallb

Leave site?
Changes you made may not be saved.

Leave Cancel

Information **Plan** Consolidation Delegate Revisions

Consolidated Section for: Wael Davey, Rosa Davey, Bonnie Davey

Print

Action Plan *C

Family Meeting Up...

Links

Click here to start the Exit Plan

Attachments (0)

Wael Davey

10-Nov-2022 17:58, Early Help Exit Plan by Kay Smallbone - System Support (Copy Forward) [Print]

Rosa Davey

10-Nov-2022 17:58, Early Help Exit Plan by Kay Smallbone - System Support (Copy Forward) [Print]

Bonnie Davey

10-Nov-2022 17:58, Early Help Exit Plan by Kay Smallbone - System Support (Copy Forward) [Print]

Click on the Links Tab

Click to start the Exit Plan. You only need to click on one link.

Click Leave

Information **Plan** Consolidation Revisions

Copy Forward - Before starting the Plan you have the option to copy forward the answers from the listed previous Plans. Select each of the Plans you want to copy forward (or click 'Start Blank' to begin the Plan afresh).

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

Copy Forward - Copy answers forward from previous assessments

Created	Plan	Started By
Davey, Wael (7 years)		
<input checked="" type="checkbox"/> 2 days ago	Early Help Assessment (Saturday, 3 December 2022)	Kay Smallbone
<input checked="" type="checkbox"/> 3 weeks 4 days ago	Early Help Assessment (Thursday, 10 November 2022)	Kay Smallbone
<input checked="" type="checkbox"/> 2 months ago	Early Help Assessment (Saturday, 1 October 2022)	Kay Smallbone
Davey, Rosa (35 years)		
<input checked="" type="checkbox"/> 2 months ago	Early Help Assessment (Saturday, 1 October 2022)	Kay Smallbone
Davey, Bonnie (3 years)		
<input checked="" type="checkbox"/> 2 months ago	Early Help Assessment (Saturday, 1 October 2022)	Kay Smallbone

Click here

Click Copy Forward Selected

19.1 The Exit Plan

Consolidation | Delegate | Revisions

Save Finalise Plan Re

Consolidated Section for: Waen Davey, Rosa Davey, Bonnie Davey

Exit Plan

Start Date

End Date

1. What has gone well? Let's celebrate

2. What do we want to do next?

3. What support do we still need?

4. Who can help us?

If you need information to support your family, you can contact the Family Information Service (FIS) who provide information, advice and support on a wide range of topics relating to family life. Try their online directory at <https://www.shropshire.gov.uk/fis>

The exit plan and the conversations that should inform it are a real chance to celebrate what has gone well, distance travelled and identify ongoing support.

Try to have an honest and open conversation – this exit plan should capture the voice of the family. It should also ensure they know where to go for support and how to get help if things go wrong.

Use the questions to facilitate those conversations. This is all about the family.

5. Parents/Carers Comments. Tell us what difference the Early Help support has made to you and your family. Is there anything we could have done better?



Parents/Carers: on a scale of 1-10 how would you rate us



6. Would you be happy to be contacted in the future for further feedback and audit purposes?

Yes No



We want to know how they found the Early Help support they have received.

Encourage honest answers, we can only learn from what families tell us. We don't always get it right, but most of the time we do. Celebrate

We would love to talk to families as part of the audit process. Explain to them someone would just phone them and ask a few questions about the support they have received.

7. Child/Young Person comments. Tell us about Early Help

How do you feel about the following...	Great	Good	Not good	Bad

The way you were treated? Great Good Not Good Bad

The way you were listened to? Great Good Not Good Bad

The way your questions were answered? Great Good Not Good Bad

The difference Early Help has made to you? Great Good Not Good Bad

The difference Early Help has made to your family? Great Good Not Good Bad

Child/Young Persons comments



How the children/s young people feel about Early Help Support is equally important. Take time to talk to them. Younger children might find it useful to draw a picture.

You can upload picture into attachments.

Your Early Help information will be stored securely in accordance with Shropshire Council's retention schedule and will be used in accordance with Shropshire's retention schedule and will be used in accordance with Data Protection Legislation. Shropshire Council will only share information with other agencies with your consent or where we are legally obliged to do so. Further information can be found on: <https://www.shropshire.gov.uk/media/24334/strengthening-families-privacy-notice.pdf>

If you require support in the future please visit <https://www.shropshire.gov.uk/early-help/> or ring Shropshire Council's First Point of Contact; 0345 678 9021

When the Exit Plan is complete and the family are happy with the content click Finalise Plan.

You now need to create a printable copy to leave with the family.

Click Print

Information **Plan** Consolidation Delegate Revisions
Save Finalise Plan **Print** Close

5. Parents/Carers Comments. Tell us what difference the Early Help support has made to you and your family - is there anything we could have done better?

Key Score (1-10)

1	2	3	4	5	6	7	8	9	10

ARE YOU PRINTING CONFIDENTIAL OR SENSITIVE INFORMATION?

If so check that those to whom you will provide copies of the document are entitled to see the information.

The information contained in printed documentation and the distribution of that documentation is solely the responsibility of the user of this system. The software and / or system provider cannot in anyway be held liable for the distribution of confidential information to any entity, legal or personal, having no entitlement to be privy to the information contained in forms and documents that the user has produced using this system.

Configure Printable Style of Plan

- Use Large Font
- Print Landscape
- Print For Paper Form Fill
- Show question IDs

(remember to manually change the printers paper orientation to landscape)

Configure What to Print

- Print Service User Details
- Reduce Service User Details
- Hide Address from Service User Details
- Hide Confidential Addresses
- Print Guidance Notes
- Print Feedback Record
- Print Multi line answers beneath the Question**

Configure Sections to Print

- Print Current Heading Only
- Select Headings to Print


Consolidated Plan

- Davey, Waen (7 years)
- Davey, Rosa (35 years)
- Davey, Bonnie (3 years)

Cancel Print Plan

Only tick the area indicated


Click Print Plan

X Close Printable View | **Portrait** Landscape | Small **Medium** Large Largest | Print options | **Print page now** | 

ARE YOU PRINTING CONFIDENTIAL OR SENSITIVE INFORMATION?
If so check that those to whom you will provide copies of the document are entitled to see the information.
The information contained in printed documentation and the distribution of that documentation is solely the responsibility of the user of this system. The software and / or system provider cannot in anyway be held liable for the distribution of confidential information to any entity, legal or personal, having no entitlement to be privy to the information contained in forms and documents that the user has produced using this system.

Shropshire Council
System Support

Tel:
Fax:



You now have the option to:

- Print
- or
- Create a PDF.

Important.
You must ensure the document is held securely and only shared with those that need to have access to the information.

19.2 Outcomes at the End of an Early Help Episode

Action Plan	
10-Nov-2022	Mrs Fletcher has agreed to provide basic school uniform for <u>Waen</u>
10-Nov-2022	Food Bank vouchers have been provided to Rosa - Kay to support Rosa to access the food bank.

Score 1-10

3

If you have agreed to close the Early Help Episode or to submit a Request for Targeted Early Help Intervention you should review the following:

If you are not able to start an assessment from the link on this page, please go to the Links tab and start it there.

Check written consent is uploaded into documents **Yes**

Whole Family Assessment **Yes**

Whole Family Plan **Yes**

Have you agreed to request an intervention from Targeted Early Help? Yes

Have you agreed to close to Targeted Early Help? Yes

Have you agreed to Close the Early Help Episode for this family? **Yes**

Do you want to start an Exit Plan **Yes** No

Please start the Exit Plan Form from the Links tab

Do you want to start an EHM Strengthening Families Measures & Outcomes form **Yes** No

Please start the EHM Strengthening Families Measures & Outcomes Form from the Links tab

Please record decisions and the reasons on Family Meeting Notes

You have previously ticked that you want to start the Strengthening Families Measures and Outcomes form at the end of the Whole Family.

You can now pick this form up from the Links tab

Print

Action Plan *C

- Family Meeting Up...
- Links**
- Attachments (0)

Consolidated Section for: Wael Davey, Rosa Davey, Bonnie Davey

Links

Click here to start the Exit Plan

Click here to start the EHM Strengthening Families Measures & Outcomes form

- Wael Davey
10-Nov-2022 17:58, [Early Help Exit Plan by Kay Smallbone - System Support](#) (Copy Forward) [Print]
- Rosa Davey
10-Nov-2022 17:58, [Early Help Exit Plan by Kay Smallbone - System Support](#) (Copy Forward) [Print]
- Bonnie Davey
10-Nov-2022 17:58, [Early Help Exit Plan by Kay Smallbone - System Support](#) (Copy Forward) [Print]
- Wael Davey
10-Nov-2022 17:58, [EHM Outcomes at the End of an Early Help Episode by Kay Smallbone - System Support](#) (Copy Forward) [Print]
- Rosa Davey
10-Nov-2022 17:58, [EHM Outcomes at the End of an Early Help Episode by Kay Smallbone - System Support](#) (Copy Forward) [Print]
- Bonnie Davey
10-Nov-2022 17:58, [EHM Outcomes at the End of an Early Help Episode by Kay Smallbone - System Support](#) (Copy Forward) [Print]

Click on one of the Strengthening Families Measure and Outcomes form.

Click Leave.

Information Assessment Consolidation Delegate Revisions Save Finalise Assessment ReAssign Close

Consolidated Section for: Waen Davey, Rosa Davey, Bonnie Davey

Print

EHM Strengthening Families Measures & Outcomes

Is this being completed by:

Targeted Early Help

Early Help Partner

If you are closing the Early Help Episode, please ensure all answers reflect where the family are at closure. You may change the status of any outcomes at this stage.

- 1 Getting a good e...
- 2 Good Early Years...
- 3 Improved Mental...
- 5 Improved Family ...
- 10 Financial Stability
- Fire Safety
- Attachments (0)

Targeted Early Help will complete this form when they close to the service.

If the Early Help Episode is handed to a Partner as the Lead Professional to continue managing the Whole Family Plan all the outcomes will not have been achieved.

When the Early Help Episode closes Partners can change the outcome to achieved if this is the case.

Evidence of achieving an outcome should be evident in the Whole Family Plan.

Identify who is completing the form

Only the criteria and issues within the criteria that have been identified in the Whole Family Assessment and the Factors at the End of an Assessment will open in the Strengthening Families Measure and Outcomes Form.

This is why it is important not to change criteria and factors identified early on in the Early Help Episode to a no. Once a Yes always a Yes.

All the information to complete the Measures and Outcomes Form is held within the plan. If you unsure about attendance for all the children you will need to have a conversation with the schools they attend.

If Financial Stability was identified and the family are workless and receiving benefits there needs to be clear evidence that the family have received support and advice to encourage progress to work.

Consolidated Section for: Wael Davey

Print

EHM Strengthening...

- 1 Getting a good e...
- 2 Good Early Years...
- 3 Improved Mental...
- 5 Improved Family ...
- 10 Financial Stability**
- Fire Safety
- Attachments (0)

10 Financial Stability

10a Adult is in work.
Or
 Adult has made progress to work (e.g., gained a qualification, completed training, volunteering, is attending job interviews)

10b Family feels able to manage their finances.
 Debt is being managed or has been resolved

Wael Davey

▼

Achieved

Not Achieved

Wael Davey

▼

Click on each criteria to open the outcomes.

Click on the arrow

Select Achieved or Not Achieved

When all questions are answered click on Finalise Assessment

19.3 Closing the Early Help Episode

Active Early Help Episode

Active Task:  Kay Smallbone (Reassign) Started: 03-Dec-2021 Due: unspecified

Active Early Help Episode

Decisions

Task Details

All Persons (3) ▼

Episode Details

Personal Details

Forms

Activities

Involvements

Access

Case Notes

Documents

Services

Consent

Access Requests

Assessments and Forms

Assessment Date	Assessment Type	Assessor	Status
03-Dec-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
03-Dec-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
10-Nov-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
01-Oct-2022	Early Help Assessment	Kay Smallbone - System Support	Completed
03-Dec-2021 14:11	Early Help Consent Record	Kay Smallbone - System Support	Completed
03-Dec-2021	Early Help Episode Record	Kay Smallbone - System Support	Completed
10-Nov-2022	Early Help Plan	Kay Smallbone - System Support	Draft

Standalone Assessments (across All Episodes)

Assessment Date	Assessment Type	Assessor	Status
07-Nov-2022 14:16	Early Help Child Journey Audit Tool	Kay Smallbone - System Support	Draft
08-Nov-2022 13:41	Webstar	Kay Smallbone - System Support	Draft

When you have completed the Exit Plan and the Strengthening Families Measures and Outcomes Form check there are not forms remaining in draft.

These need finalising before you can close the Episode.

[Full Map](#) [Local Map](#)

[Contact](#) [MASH](#)

[Start Early Help Episode](#)

[Obtain Consent](#) [Consent Denied](#)

[Active Early Help Episode](#)

[Early Help Assessment](#)

[Early Help Partnership Meeting](#)

[Early Help Plan](#)

[Progress to Children's Social Care](#)

[Early Help Episode Closure](#)

Early Help Episode Completed

Active Task: [Kay Smallbone](#) (Reassign) **Started:** 05-Dec-2022 **Due:** unspecified

[Early Help Episode Completed](#) [Task Details](#) [All Persons \(3\)](#)

Early Help Episode Closure Details

The Record [Early Help Closure Record](#) (Assigned to You) [Print]

Service User/s [Ben Gilfach](#) 9 years [Ebony Gilfach](#) 28 years [Ivor Gilfach](#) 2 years

Assigned to Assessor [Kay Smallbone](#) (Trouble Families Strat Coord) (05-Dec-2022)

To close the Early Help Episode click the Early Help Episode Closure box.

Click on the Early Help Closure Record

Consolidated Section for: Ben Gilfach, Ebony Gilfach, Ivor Gilfach

Print

Early Help Closure ...

- Early Help Episode
- Person Details
- Signatures
- Attachments (0)

Early Help Episode

Date Closure Record started 06-Dec-2022

Coordinator

Episode Coordinator Name Kay Smallbone
Allocated worker

Episode Dates

End Date of Episode 06-Dec-2022

Reason for Closure

- Outcomes Achieved
- Step Up to Targeted Early Help
- Step Up to Social Care
- Step Down to Early Help Partner
- Disengaged
- Moved out of Area
- Historical Migration
- Added to Episode in Error
- Individual left Household
- NFA following Early Help Assessment
- Individual deceased

Complete the Closure Record Started date

Complete End of Episode (This may be different from the date above)

Choose reason for closure.

115

ogic Web

ices... Strengthening

protocolshrop.syhapp.com:53020 says

You cannot close the episode until all standal one forms are completed

OK

If there are any forms still in draft you will get this message.

Save the form and finalise any forms that are still open.

ions

vor Gilfach

3 (Case No: 1019735)



Home (1) Tiles Help Menu System

Early Help Episode Completed

Active Task: **Kay Smallbone** (Reassign) Started: 06-Dec-2022 Due: unspecified

Early Help Episode Completed Task Details All Persons (3)

Combined Stage for: Ben Gilfach, Ivor Gilfach, Ebony Gilfach.

Click on Your name
Click Assign

Assign

Please select a user to authorise this Early Help Episode Closure:

- Lead Professional** Kay Smallbone
- Suggested Strengthening Families
- Other...

Comments:

protocolshrop.syhapp.com:53020 says

Please Confirm you wish to authorise this Record? Assessment Type:
Early Help Closure Record Completed On: 06-Dec-2022

OK

Cancel

3 (Case No: 1019735)

Early Help Episode Completed

Active Task: **Kay Smallbone** (Reassign) Started: 06-Dec-2022 Due: unspecified

Early Help Episode Completed Task Details All Persons (3) ▼

Combined Stage for: **Ben Gilfach**, **Ivor Gilfach**, **Ebony Gilfach**.

Record Authorisation Stage: Review the completed Record and amend if applicable. Once satisfied finalise the Record and choose to Grant Authorisation or to Request Further Information.

Authorise Request Further Information

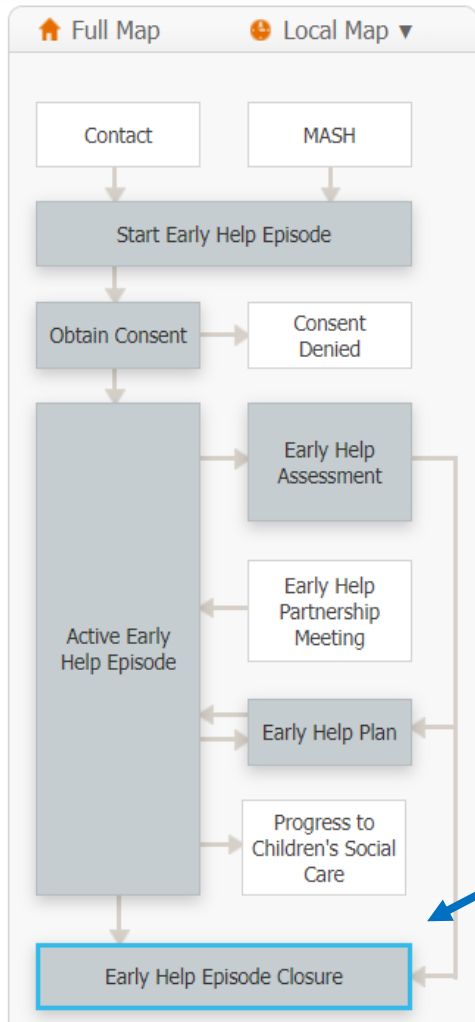
View Early Help Closure Record by Kay Smallbone (System Support) - System Support (Awaiting Authorisation) Amend

Early Help Episode Closure Details

The Record [Early Help Closure Record](#) (Session Finalised) [Print]
Service User/s **Ben Gilfach** 9 years **Ebony Gilfach** 28 years **Ivor Gilfach** 2 years
Assessor **Kay Smallbone** (Trouble Families Strat Co-Ord) (05-Dec-2022 to 06-Dec-2022)
Reviewer **Kay Smallbone** (Trouble Families Strat Co-Ord) (06-Dec-2022 to 06-Dec-2022)

Click Authorise

Click OK



Early Help Episode Completed

Initiator: Kay Smallbone (Trouble Families Strat Co-Ord) Started: 05-Dec-2022 Completed: 06-Dec-2022

Early Help Episode Completed | History | All Persons (3)

Early Help Episode Closure Details

- The Record
- Service User/s: [Early Help Closure Record \(Completed\)](#) [Print]
- Assessor: Ben Gilfach 9 years, Ebony Gilfach 28 years, Ivor Gilfach 2 years
- Reviewer: Kay Smallbone (Trouble Families Strat Co-Ord) (05-Dec-2022 to 06-Dec-2022), Kay Smallbone (Trouble Families Strat Co-Ord) (06-Dec-2022 to 06-Dec-2022)

The EHA and E flags will now have a red line through them

The Early Help Episode Closure will now be grey.

The Episode is now CLOSED

Please contact us if you need help or support.

SupportingFamiliesTeam@shropshire.gov.uk

01743 253921