Early Help Online System – Help Card

This help card is to demonstrate how to use the North Lincolnshire Online Early Help System

The Children's MARS Early Help Guidance and Early Help Form Template should be read in conjunction with this help card





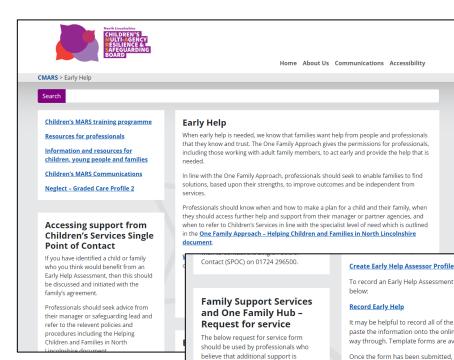
Online Early Help System

Early help in North Lincolnshire is now online.

Early help guidance, information and the online system link to create an Early Help Assessment can be found on the Children's MARS Website.

Before entering the online early help system you must have all of the information you require as you cannot save it part way through or return to an incomplete form.

We recommend that you type up the Early Help Assessment information first and copy and paste this on to the system.



required from Family Support Services or the One Family Hub. This form should not be used instead of making a referral to Children's Services Single Point of

For further details on how to report concerns about a child, see the Children, Young People and Families page.

If this request requires immediate consideration, please complete this request form AND hold a discussion with a Family Support Service Team Leader or The One Family Hub. The form should be completed in full and submitted via email to fasst.enquiries@northlincs.gov.uk;

Request for service form

Early Help Training Early Help Awareness e-Workbook

To record an Early Help Assessment and start the early help process, please use the link

It may be helpful to record all of the information gathered for the assessment and copy and paste the information onto the online system as you cannot save or return to the form part way through. Template forms are available below for this purpose.

Once the form has been submitted, the system will automatically generate a copy of the information entered including links to the Review and/ or Closure form which will be sent to the user via email. Please ensure that you register with a secure email account that you can access for this purpose.

Early Help Guidance and Template Forms

Here you will find everything you need to begin an Early Help Assessment.

Guidance and information

- · Children's MARS guidance Early Help
- Children's MARS guidance Role of the Lead Professional
- Children's MARS guidance Early Help and Special Education Needs and Disabilities (SEND)
- Early Help Assessment Form completion guidance
- Early Help Assessment Leaflet for families

Template forms

Please ensure that you record your Early Help Assessment, Review Plan and Closure Summary using the online system. These templates are for practitioners to use as drafts only prior to inputting the information into the relevent form on the online system.

- Early Help Assessment
- Early Help Review Plan
- Early Help Closure Summary

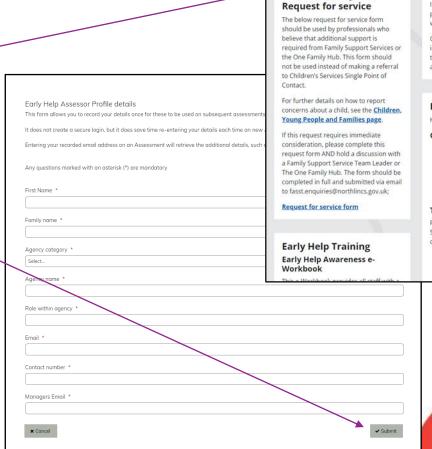
CHILDREN'S MULTI-AGENCY RESILIENCE & SAFEGUAR

Create an Early Help Assessor Profile

Completing an Early Help Assessor Profile form via the link on the Children's MARS website enables you to register your details. You only need to do this once and the system will remember you each time you add a new form.

Once you've filled in the form click submit and then exit this link.

Ignore the create an account button as this is not available for this system.



Create Early Help Assessor Profile

To record an Early Help Assessment and start the early help process, please use the link below:

Record Early Help

Family Support Services

and One Family Hub -

It may be helpful to record all of the information gathered for the assessment and copy and paste the information onto the online system as you cannot save or return to the form part way through. Template forms are available below for this purpose.

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- Early Help Assessment
- Early Help Review Plan
- Early Help Closure Summary

Record Early Help

To add an Early Help Assessment click the 'Record Early Help' link on the Children's MARS website.

If you have previously completed the Assessor Profile Form the system will automatically find your details.

If you have not completed the Assessor Profile Form you can either go back and complete the form via the link or you can add your details on to the system manually.

Contact (SPOC) on 01724 296500.

Family Support Services and One Family Hub – Request for service

The below request for service form should be used by professionals who believe that additional support is required from Family Support Services or the One Family Hub. This form should not be used instead of making a referral to Children's Services Single Point of Contact.

For further details on how to report concerns about a child, see the <u>Children</u>, Young People and Families page.

If this request requires immediate consideration, please complete this request form AND hold a discussion with a Family Support Service Team Leader or The One Family Hub. The form should be completed in full and submitted via email to fasst.enquiries@northlincs.gov.uk;

Request for service form

Early Help Training Early Help Awareness e-Workbook

Create Early Help Assessor Profile

To record an Early Help Assessment and start the early help process, please use the link below:

Record Early Help

It may be helpful to record all of the information gathered for the assessment and copy and paste the information onto the online system as you cannot save or return to the form part way through. Template forms are available below for this purpose.

Once the form has been submitted, the system will automatically generate a copy of the information entered including links to the Review and/ or Closure form which will be sent to the user via email. Please ensure that you register with a secure email account that you can access for this purpose.

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- · Early Help Assessment
- · Early Help Review Plan
- Early Help Closure Summary

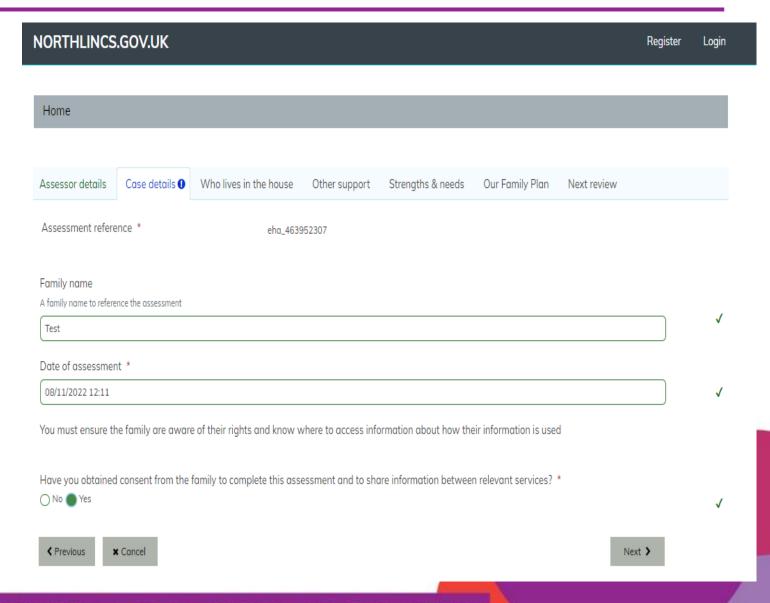
Case details

The assessment reference number will be automatically generated, this is a unique number for the assessment you have entered.

Here you must enter the family's surname and the date you completed the assessment, this may be different to the date you are entering the information on to the system.

Early help is voluntary and families must be aware of their rights as well as the benefits that early help can bring.

Parents must agree to take part in the assessment before you can proceed and families should be made aware of how their information may be used.



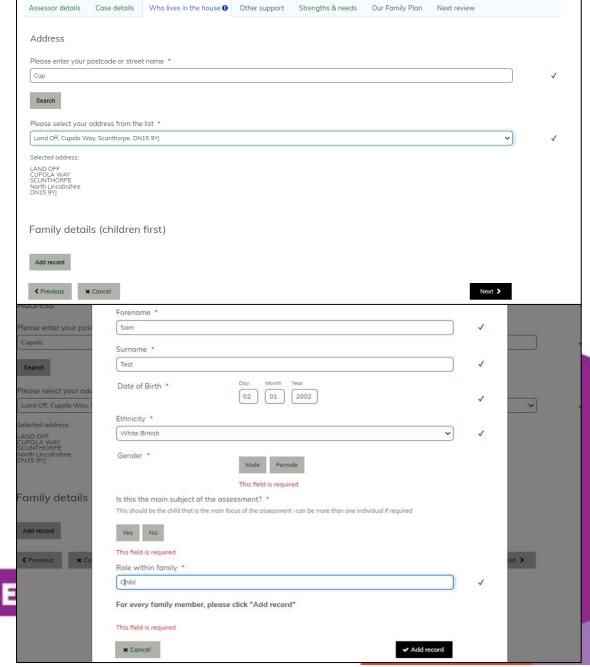
Family members

Who lives in the house? Enter the postcode or street name of the family home, this should be an address in North Lincolnshire.

To add family member details: Click 'Add record' and complete the name of the first child, complete all fields and click Add record'.

Click 'Add record' to add each new family member and repeat as above until everyone in the family home, including non family members who live in the home are recorded.

Click 'Next' on the bottom right to continue to the next tab.



CHILDREN'S MULTI-AGENCY RESILIENCE

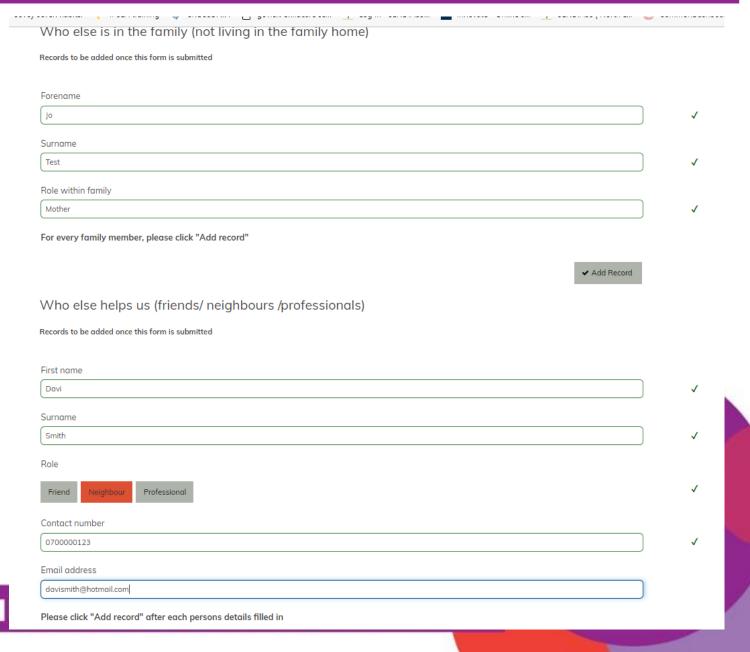
Support network

Add the details of other close family members who help the family but do not live in the home. This could be a parent living separately, grandparents or any relative who regularly spends time with the family.

Who else?

Add the details of anyone who helps the family, including neighbours, friends and professionals who are actively involved. Click 'Add record' after each one.

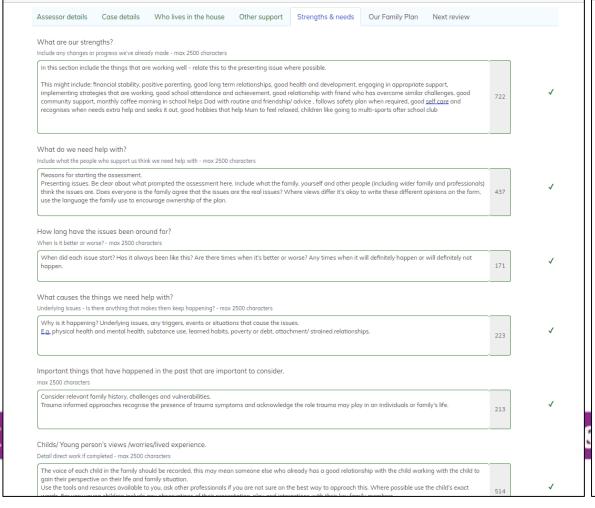
All professionals/ agencies actively involved must be detailed here to evidence their contribution to early help.



CHILDREN'S MULTI-AGENCY RESI

Strengths and needs

In each section enter the responses of the family and any information known or gathered from relevant services or professionals. Once relevant sections are complete click 'Next'



Important things that have happened in the past that are important to consider. max 2500 characters		
Consider relevant family history, challenges and vulnerabilities. Trauma informed approaches recognise the presence of trauma symptoms and acknowledge the role trauma may play in an individuals or family's life.	213	✓
Childs/ Young person's views /worries/lived experience.		
Detail direct work if completed - max 2500 characters		
The voice of each child in the family should be recorded, this may mean someone else who already has a good relationship with the child working with the child to gain their perspective on their life and family situation. Use the tools and resources available to you, ask other professionals if you are not sure on the best way to approach this. Where possible use the child's exact words. For very young children include any observations of their presentation, play and interactions with their key family members.	514	√
If nothing changes what do we think will happen to the child(ren) and/ or our family now or in the future? max 2500 characters		
Risk analysis. Will the presenting issues have a significantly negative impact on the child/ren or family if nothing changes? Thinking about the things you identify here and how likely are they to happen?	205	✓
What does the information above really mean for our family? What do we need to do about it? – The Plan - max 2500 characters		
This is your hypothesis which creates a link between the information gathered, including needs and strengths, and helps to decide what the next steps need to be. Summarise yours and the family's shared understanding of what needs to change to improve the child/rens and family's life	283	✓
Including information from other services and people who are involved or have previously been involved with your family is important in working together, it helps to understand what has worked before or what didn't work so services don't keep repeating the same things. Please detail rele education, health and development, police, social care and other information.		
Contact should routinely be made with some services such as: • Years/Schools/Colleges for children in education within the family		
0-19 Service/Health Visitors if under 5's in the family Midwives if anyone in the family is pregnant		
What help is being provided or has been provided in the past?		
Relevant information about current or past involvement, information from each child's school – attending, making age related expectations? Needs that impact such as health issues recorded, frequent presentations at the GP or A&E, Police, previous parenting support/ strategies, DA / Operation Encompass, housing information etc	329	√
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The family plan

For each priority area that the family need help with you must enter a brief summary in 'Action Summary'.

Complete all sections using the information you have gathered from conversations with the family and their relevant support network.

Actions and outcomes (when things are better how will we know) must be specific, measurable and achievable within the set time frame.

Action – what needs to happen next should detail **all of the specific actions agreed** to achieve the change required against that priority area of need.

CHILDREN'S MULTI-AGENCY RESILI

Records to be added once this form is submitted

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FamilyPlan

By when? 1

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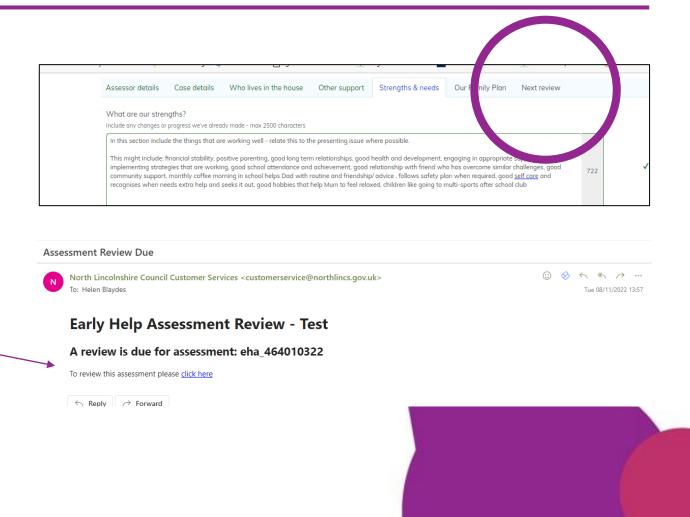
Next review

You will be asked to enter a date for the next review. This should be within 6-12 weeks or sooner if the family's needs warrant this.

Click submit once all information is entered and a PDF copy of the information you have entered will be emailed directly to you with a link to the review form.

You <u>must save the email</u> with the link in order to add the next review meeting.

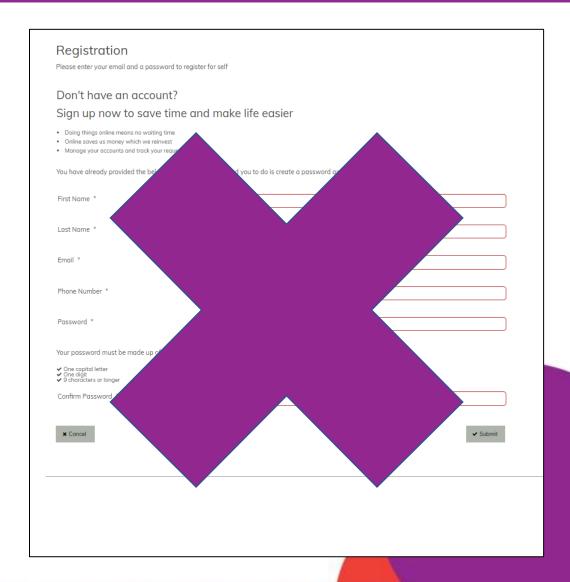
The link can be accessed at any time on this email to add the review meeting discussion details.



Registration

You may see this box at the end of submitting an Early Help Assessment, unfortunately registering an account is **not possible** on this system.

Please ignore this page and either click cancel or close down the assessment once you are confident submission has been successful. You can tell it has been successful if you have received the email link.

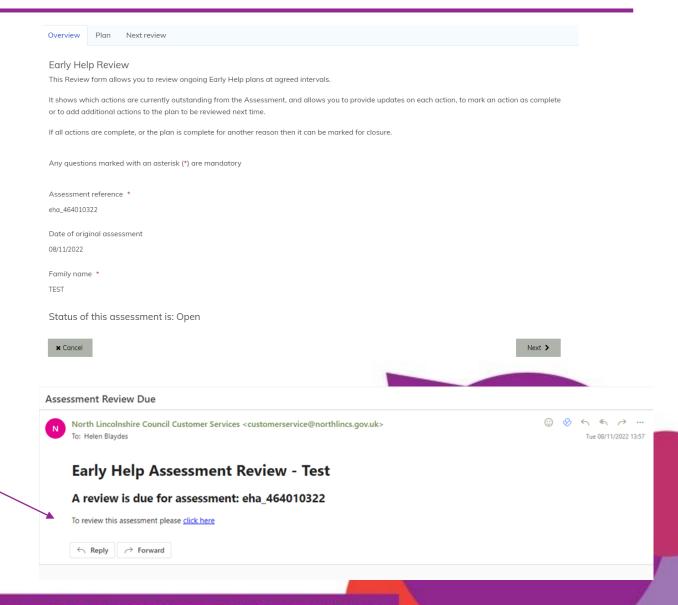


Early Help Review

Early Help Review meetings are held regularly to review the progress against the outcomes and actions on the initial plan from the Early Help Assessment or subsequent reviews.

The Review Plan is where the progress or revised actions and outcomes are recorded.

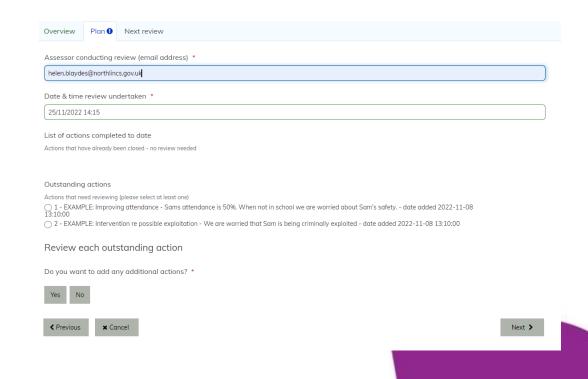
To access the Review Plan form click the link on the email received after submitting the Early Help Assessment or previous Review Plan.



Early Help Review Plan

Enter the email address of the lead professional in the first box, this ensures that a copy of the form will be sent to this person.

Enter the date and time that the review meeting was held, this may have been a different time to the time of entering the information on the system.



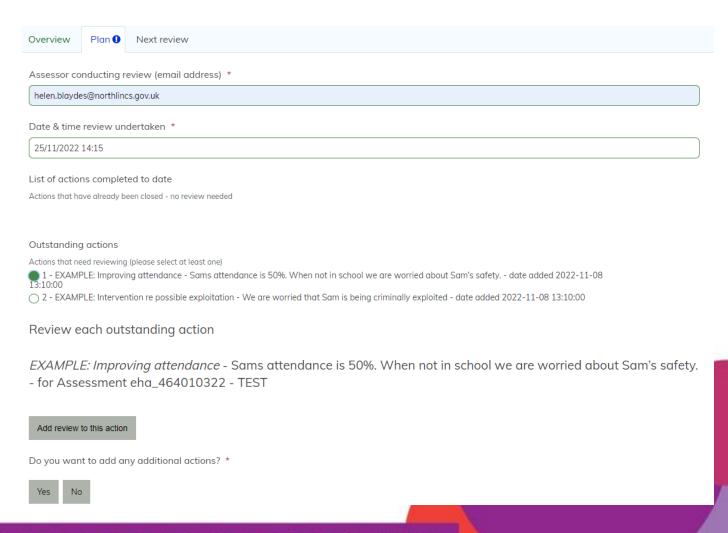
Updating plan progress

Outstanding actions

In this section you will see the summarised priorities and actions entered in the Early Help Assessment or previous review.

Select the ones that you want to review, these will then open up on the page where you can add an update or comment by selecting 'Add review to this action' in the grey box.

If you have any additional actions to add which are not already recorded please select 'Yes' in the grey box. If there are no additional actions click 'Next'.

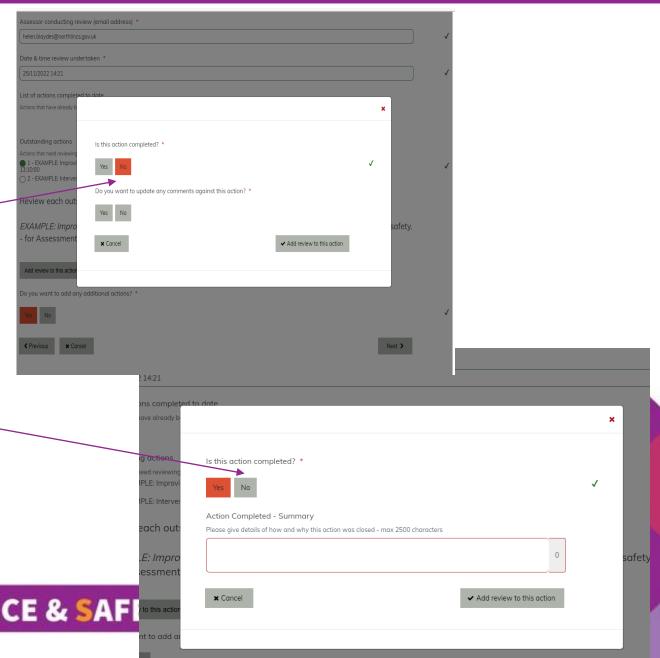


For each action (priority need) you have selected to review you can add a summary of the action taken in this section.

If there are still actions to complete in order to help the family achieve the desired change against their identified priority need then select 'No' to 'Is this action complete'. This will ensure the action remains open for you to be able to add updates at a later review.

If the whole outcome has been achieved (i.e. from the 'what will it look like when things are better?' section) you can select **Yes** to 'Action complete?'. This closes this part of the plan to show it has been achieved.

Add a comment or summary update against each action selected.



CHILDREN'S MULTI-AGENCY RESILIENCE & SAFI

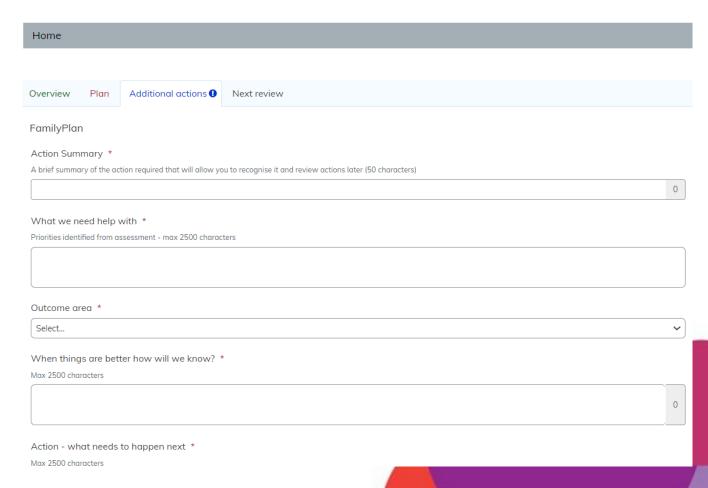
Adding additional priorities or actions

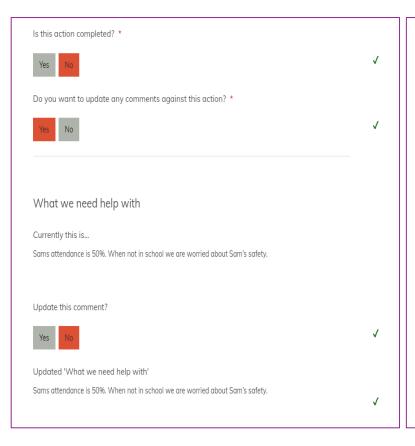
There may be rare occasions where is it necessary to add new actions or priorities that the family need help with, to the plan. This may happen if the family's circumstances have changed or there has been a significant event.

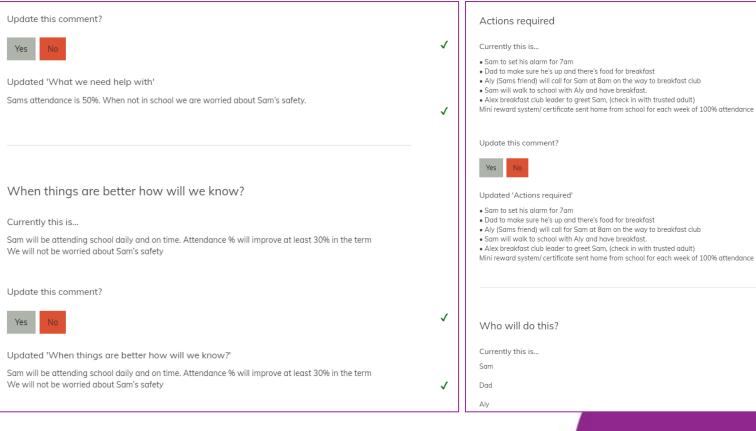
For each priority area that the family need help with you must enter a brief summary in 'Action Summary'.

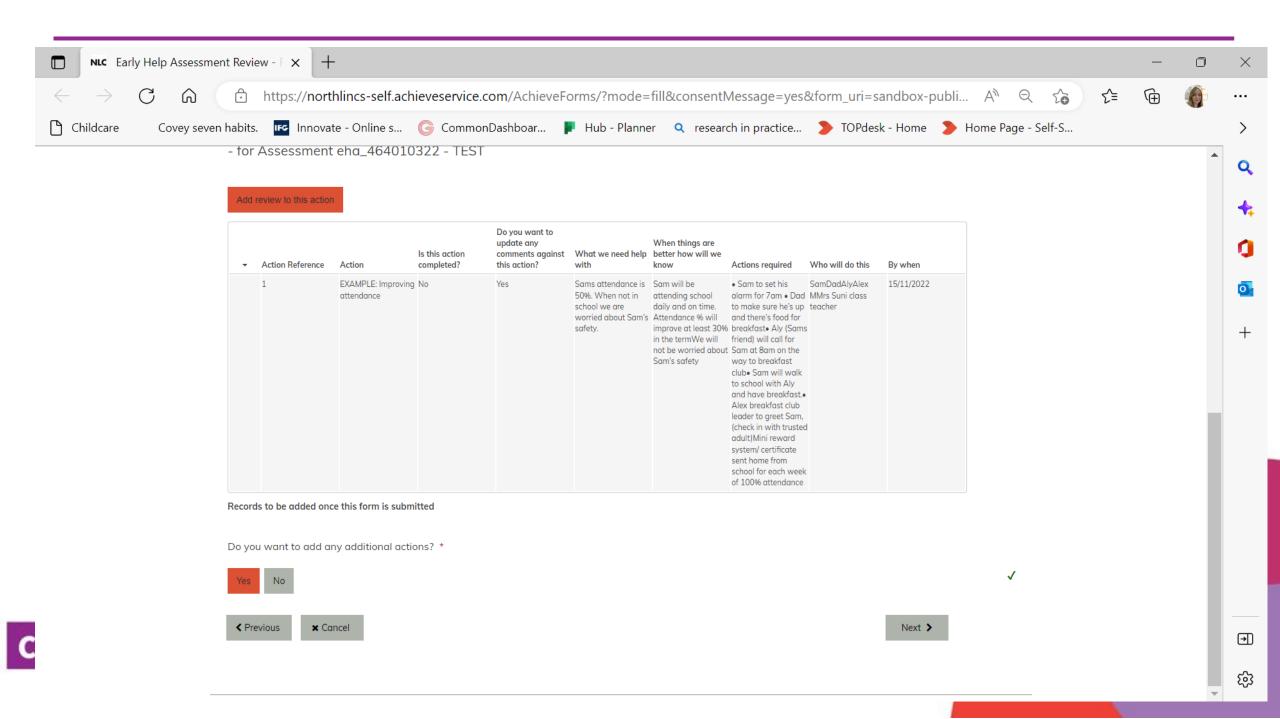
Complete all sections using the information you have gathered from conversations with the family and their relevant support network.

The detail added in 'When things are better how will we know' must be specific, measurable and achievable within the set time frame.







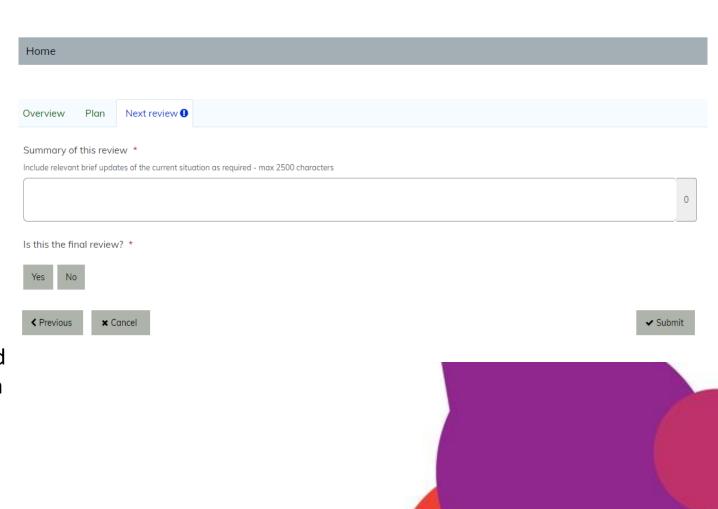


Summary of review

In the last section of the review form you are asked to provide a brief summary of the review meeting.

This is where you summarise progress, any changes, key events or issues arising since the last meeting which need further consideration right now.

You are not expected to record minutes of the meeting. If a family or agency require a full record of the meeting this should be arranged aside from this form. Agencies may choose to record significant factors or discussions on their own recording system if required.



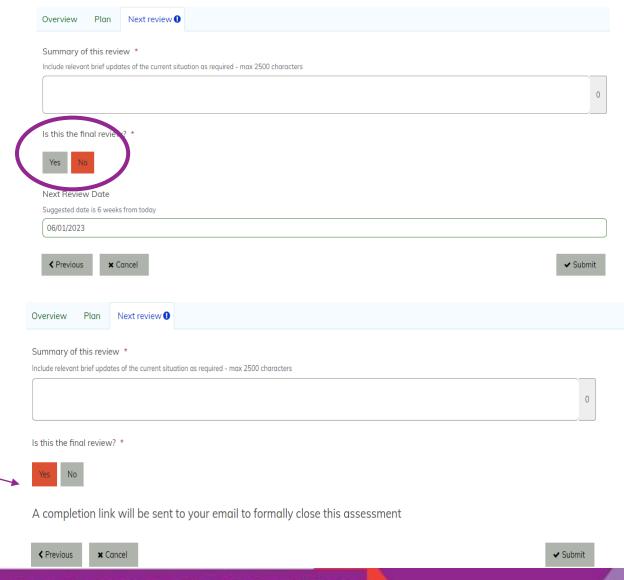
Next review or final?

Unless all needs have been met or the plan is to close for another reason then a new review date should be entered. Select 'No' if this is not the final review.

Once the next review date has been entered click submit. This will automatically send a link to the next review to the email address added on the first page by the person completing the review.

If and all needs have been met or the plan is closing for another reason and this is the final review meeting click 'Yes' here.

Selecting 'Yes' and submit will automatically trigger an email link to the Closure summary.



Once the review information is submitted the system will show you what you have entered. Please select 'Download PDF' and save this pdf copy of the plan to your own agency records.

You can then print or send a copy of the plan in the PDF format to the family and relevant professionals.

Click continue once you have downloaded and saved the PDF copy of the plan.

Home

Thank you for submitting Early Help Assessment Review

Assessment reference: eha_464010322

Date of original assessment: 08/11/2022

Family name: TEST

Assessor conducting review (email address): helen.blaydes@northlincs.gov.uk

Date & time review undertaken: 25/11/2022 14:21

List of actions completed to date:

Outstanding actions: 1 - EXAMPLE: Improving attendance - Sams attendance is 50%. When not in school we are worried about Sam's safety. - date added 2022-11-08 13:10:00

ongoingActionUpdate:

Action Reference	Action	Is this action completed?	Do you want to update any comments against this action?	What we need help with	When things are better how will we know	Actions required	Who will do this	By when
1	EXAMPLE: Improving attendance	No	Yes	Sams attendance is 50%. When not in school we are worried about Sam's safety.	Sam will be attending school daily and on time. Attendance % will improve at least 30% in the termWe will not be worried about Sam's safety	Sam to set his alarm for 7am Dad to make sure he's up and there's food for breakfaste Ally (Sams friend) will call for Sam at 8am on the way to breakfast clube Sam will walk to school with Ally and have breakfast. Alex breakfast club leader to greet Sam, (check in with trusted adult) Mini reward system/ certificate sent home from school for each week of 100% attendance	SamDadAlyAlex MMrs Suni class teacher	15/11/2022

Do you want to add any additional actions?: No

Summary of this review: All outcomes achieved. Family are confident to continue without early help

Is this the final review?: Yes



Closure summary

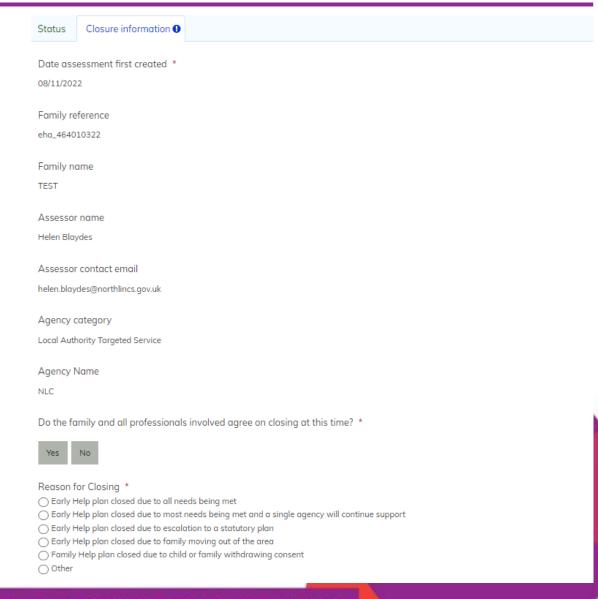
Once the final review meeting has been held and agreement has been reached to close the Early Help Plan you must complete the Closure form.

You will receive a link like the one below when you record the final review.



You must select Yes or No to show if the family and professionals agree on closing the plan.

Select the reason for closing, if you select 'Other' you must enter a brief description of this reason.



Closure summary

The final part of the Closure summary asks you to record feedback from the family and relevant comments from professionals or other people involved.

Add the date the plan was closed and click submit. A summary of what you have entered will be shown on the next screen.

Click **Download PDF** and save a copy of the PDF to your own agency records. You may also share this with the family or those involved if required.

Click 'Continue' to end the Early Help plan and process for this family.

