



Partners submitting a Review Child and Family Plan on the Children’s Services Portal

This document will guide partners through submitting a Review Child and Family Plan in the Children’s Services Portal.

Before submitting a Review Child and Family Plan you will need to create an account and be logged into the Children’s Services Portal. Please read the guides on the [Partner Led Early Help Assessment and Child and Family Plan](#) page of the Durham Safeguarding Children Partnership website for more information.

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1. Early Help Assessment Form Useful Information

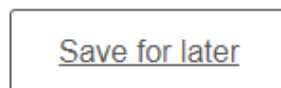
The form is made up of several different types of fields. These include free text questions, choice questions, tables and mandatory questions.

Mandatory questions are denoted by a red asterisk and **must** be completed.



The form is also designed in a dynamic way – depending on your answers to certain questions different sections/information will appear.

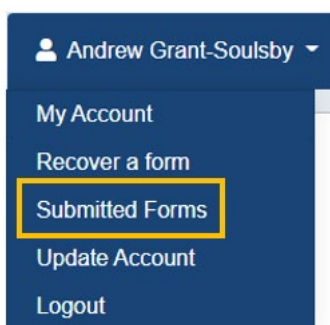
You do not have to complete the form in one go. You can **Save for later** and return to the Early Help Assessment (EHA) later. This button is located at the bottom of the page. Once you have successfully saved the form, you will receive an email notification. You will have 30 days to submit the form.



To navigate through the form, we would recommend you use the **Previous/Next** buttons which are located at the bottom of the page.

2. Review Child and Family Plan

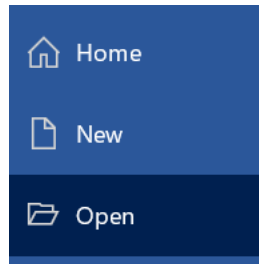
The starting point for the Review Child and Family Plan is the PDF version of the EHA you originally submitted. If you did not take a PDF version originally, once logged into the portal you can go into the **Submitted Forms** area to retrieve your previous submission.



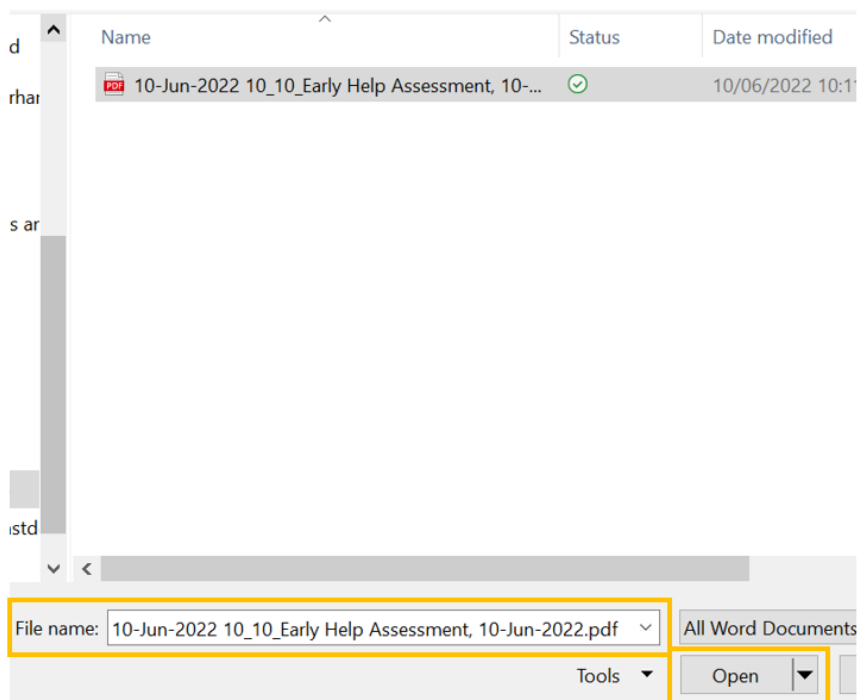
You need to save the PDF version locally to your own personal drive in the first instance.

2.1. Generating a Microsoft Word Version

Open a new **Microsoft Word** document, go to **File** and **Open**.



Navigate to the location where you have saved the PDF version of the EHA and select the PDF document so the document name appears in the **File name** field and press **Open**.



A process will run to convert the PDF version into a Microsoft Word version making it an editable document. When the process is complete the Microsoft Word version will display on screen.

Highlight all sections, except the Child and Family Plan and **delete**. This will reduce the document and leave you with the just the Child and Family Plan table.

Save the Microsoft Word version – this is what you will use to update on progress.

2.2. Complete a Review Child and Family Plan

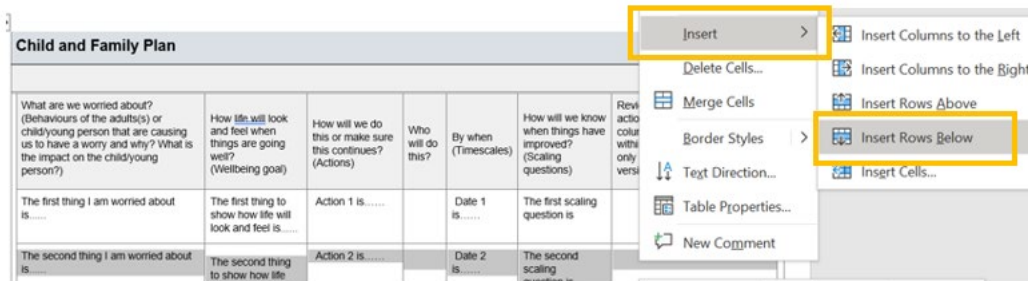
In the Microsoft Word document you have created, use the **Review of progress against action/scaling question** column for your updates.

Child and Family Plan						
What are we worried about? (Behaviours of the adults(s) or child/young person that are causing us to have a worry and why? What is the impact on the child/young person?)	How life <u>will</u> look and feel when things are going well? (Wellbeing goal)	How will we do this or make sure this continues? (Actions)	Who will do this?	By when (Timescales)	How will we know when things have improved? (Scaling questions)	Review of progress against action/scaling question (This column cannot be completed within the portal and should only be used on the Word version for any reviews)
The first thing I am worried about is.....	The first thing to show how life will look and feel is.....	Action 1 is.....		Date 1 is.....	The first scaling question is	
The second thing I am worried about is.....	The second thing to show how life will look and feel is.....	Action 2 is.....		Date 2 is.....	The second scaling question is	

If new worries emerge during your involvement, you can add additional rows to the Child and Family Plan. Highlight the final row in the table.

Child and Family Plan						
What are we worried about? (Behaviours of the adults(s) or child/young person that are causing us to have a worry and why? What is the impact on the child/young person?)	How life <u>will</u> look and feel when things are going well? (Wellbeing goal)	How will we do this or make sure this continues? (Actions)	Who will do this?	By when (Timescales)	How will we know when things have improved? (Scaling questions)	Review of progress against action/scaling question (This column cannot be completed within the portal and should only be used on the Word version for any reviews)
The first thing I am worried about is.....	The first thing to show how life will look and feel is.....	Action 1 is.....		Date 1 is.....	The first scaling question is	
The second thing I am worried about is.....	The second thing to show how life will look and feel is.....	Action 2 is.....		Date 2 is.....	The second scaling question is	

Right click on the line, choose **Insert** followed by **Insert Rows Below**.



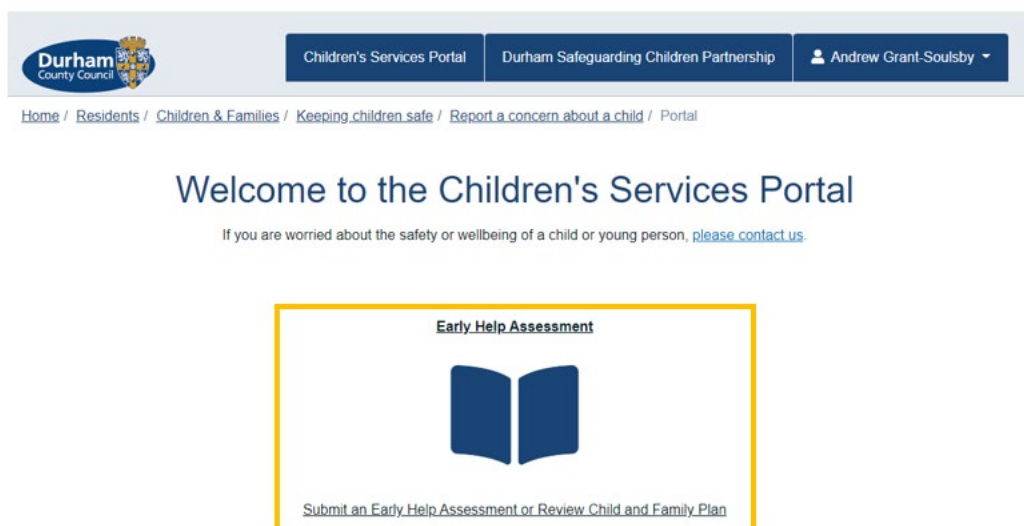
This will add a new row to the table. Repeat this process as often as required.

Child and Family Plan						
What are we worried about? (Behaviours of the adults(s) or child/young person that are causing us to have a worry and why? What is the impact on the child/young person?)	How life will look and feel when things are going well? (Wellbeing goal)	How will we do this or make sure this continues? (Actions)	Who will do this?	By when (Timescales)	How will we know when things have improved? (Scaling questions)	Review of progress against action/scaling question (This column cannot be completed within the portal and should only be used on the Word version for any reviews)
The first thing I am worried about is.....	The first thing to show how life will look and feel is.....	Action 1 is.....		Date 1 is.....	The first scaling question is	
The second thing I am worried about is.....	The second thing to show how life will look and feel is.....	Action 2 is.....		Date 2 is.....	The second scaling question is	

3. Children’s Services Portal home page

To submit a Review Child and Family Plan, you need to login to the portal. For guidance on logging into the portal, please view the documents on the [Partner Led Early Help Assessment and Child and Family Plan](#) page of the Durham Safeguarding Children Partnership website for more information.

Once you have successfully logged into the portal, from the portal home page, choose the link highlighted below. NB: You can select both underlined pieces of text or the book icon to access the form.



4. Early Help Assessment Form

The following sections of this guide will point out some of the key features within the individual sections of the EHA form in relation to the Review Child and Family Plan.

4.1. County Durham Early Help Assessment Section

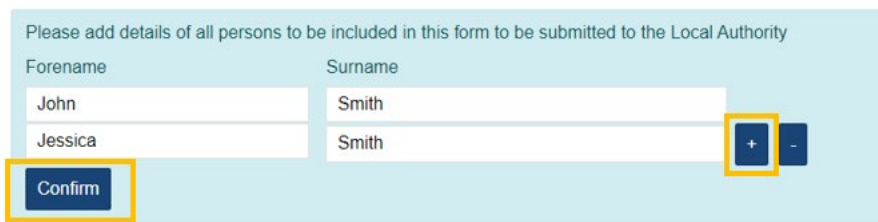
Within this section you can view **Early Help Advisor** contact details.

For assistance with the completion of this form, please contact an Early Help Triage Worker on 03000 267 979.

Or contact an [Early Help Advisor](#)

Include the name/s of the child/children you're submitting the EHA in respect of. If the EHA is in respect of multiple siblings, they should all be added at this point. Use the + to add more rows to the table. **Do not add adults/parents/carers at this point.**

Once you have added all name/s press **Confirm**.



Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname
John	Smith
Jessica	Smith

Confirm

There are two consent questions **Parent/Carer Assessment Consent** and **Child or Young Person Assessment Consent**. You **must** answer **Yes** to one of these questions to proceed.

If you answer **No** the following message will display on screen. **You must have consent before progressing.**

If there is no consent you cannot progress with this submission

If you answer Yes to either of the consent questions, a new question called **What is the purpose of the submission?** will display.

To submit a **Review Child and Family Plan** choose the option highlighted below.

- What is the purpose of this submission? *
- Early Help Assessment where I am the Lead Professional
 - To make a request for (additional) Early Help
 - Review Child and Family Plan

Answering the above options will display some additional sections of the form and the **Next** button to allow you to move on.



4.2. Personal Details of Professional and Family

Your personal information added at the point of creating your account will automatically pull into the form.

First name	Andrew
Last name	Grant-Soulsby
Role	Lead Professional
Organisation	Council

It is recommended you include your contact telephone number in the field provided.

Telephone

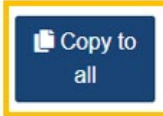
Please include your contact telephone number in the field above so the Early help Triage Worker can contact you if required

Always ensure **As Lead Professional working with family** is populated in this field.


I am completing this form *

Against **Your relationship to person** question a **Copy to all** button will display if your submission is in relation to multiple children. Pressing this button will populate the same

answer against all other siblings. Alternatively, you can answer this question individually per child.

Your relationship to person * 

Enter additional information for the child/ren including **Date of birth, Gender and Ethnicity**. You should answer these per sibling.

Date of birth * 

Is date of birth estimated?

Gender *

Ethnicity

To add the address, enter the **Postcode** and press **Find Address**.

House number or name

Postcode *

If the postcode is recognised, you will be presented with a list of options. Select the right address from the list.

Select address *

If the postcode is not recognised, use the **Enter address** button to free text the address into the form.

We couldn't find a matching address. Please check that you entered the correct information and try again. Otherwise use the Enter address button to enter the address details manually.

House number or name

Postcode *

Find address

If there are siblings, use the **Copy address from previous person** button to add this address to others if applicable.

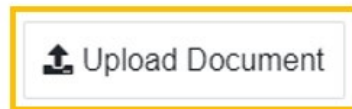
Copy address from previous person

4.3. Review Child and Family Plan

There is a small number of questions to answer on this page. Additional questions will display depending on the answers you give.

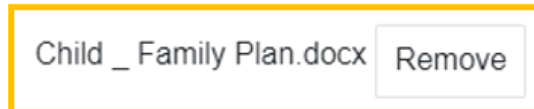
Once you have completed the questions on this page, use the **Upload Document** button to attach your latest **Child and Family Plan** – this is the Microsoft Word document you have been updating.

Attach updated Child and Family Plan



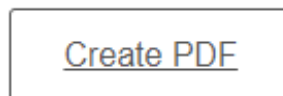
Once the document has been successfully uploaded, the name of the document should be visible on screen as shown below. If you upload the wrong document, use **Remove** to delete the document and start the upload process again.

Attach updated Child and Family Plan

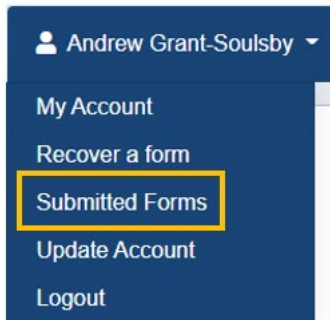


5. Submitting Early Help Assessment

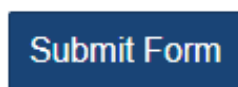
Before submitting the EHA, we would recommend you **Create PDF**. This button is located at the bottom of the page. This PDF can then be uploaded to your own recording database.



If you forget to take a PDF prior to submitting the form, when logged into the portal if you go to your name and **Submitted Forms** you will be able to create a PDF retrospectively.



Once all information is complete, press **Submit Form**. This will send the EHA into the triage team for review.



A confirmation message will display on screen (as shown below), and you will receive an automated email to confirm your form has been successfully sent.

Your Early Help Assessment/Child and Family Plan have been submitted.

If you have submitted the Early Help Assessment/Child Family Plan to tell us you are a lead worker for this family, then please submit the Child and Family Plan Review in the next 4-6 weeks.

If you have made a request for (additional) Early Help, an Early Help Triage Worker will contact you within 1 working day.

Version control

26 August 2022

1. Brand new guide created

28 September 2022

1. Update to section 3.1 regarding parents/carers details. Removed the upload document options from section 3.7 and 3.8.