



Partners submitting an Early Help Assessment on the Children’s Services Portal

This document will guide partners through completing an Early Help Assessment in the Children’s Services Portal.

Before completing an Early Help Assessment (EHA), you will need to create an account and be logged into the Children’s Service 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.

1.	Early Help Assessment Form Useful Information	2
2.	Children’s Services Portal home page.....	2
3.	Early Help Assessment Form.....	3
3.1.	County Durham Early Help Assessment Section.....	3
3.2.	Personal Details of Professional and Family	4
3.3.	Services Involved with the Family.....	6
3.4.	County Durham Family Outcomes Framework.....	7
3.5.	Main Worries for the Family	8
3.6.	Analysis of Family Need	8
3.7.	Voice of Child/Young Person(s).....	9
3.8.	Eco Map	9
3.9.	Child and Family Plan	9
4.	Submitting Early Help Assessment.....	11

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 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.

[Save for later](#)

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

2. Children's Services Portal home page

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

Durham County Council

Children's Services Portal | Durham Safeguarding Children Partnership | Andrew Grant-Soulsby

[Home](#) / [Residents](#) / [Children & Families](#) / [Keeping children safe](#) / [Report a concern about a child](#) / [Portal](#)

Welcome to the Children's Services Portal

If you are worried about the safety or wellbeing of a child or young person, [please contact us](#).

Early Help Assessment

[Submit an Early Help Assessment or Review Child and Family Plan](#)

3. 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.

3.1. County Durham Early Help Assessment Section

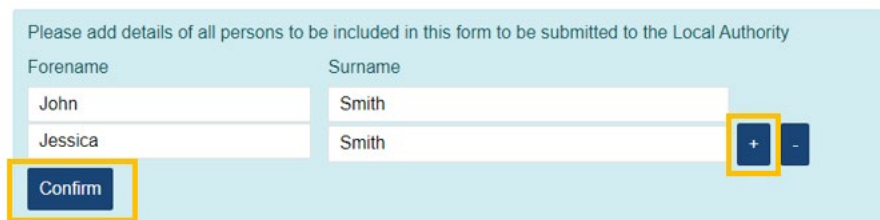
Within this section you can view **Early Help Advisor** contact details.

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

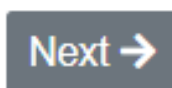
If you answer Yes to either of the consent questions, a new question called **What is the purpose of the submission?** will display.

If you're submitting the EHA to share information where you're the Lead Professional or to make a request for early help you should choose the relevant options 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 either of these options will display a number of additional sections of the form and the **Next** button to allow you to move on.



For further information on the **Review Child and Family Plan** option, please view the separate guide available at [Partner Led Early Help Assessment and Child and Family Plan](#) page of the Durham Safeguarding Children Partnership website.

3.2. 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.

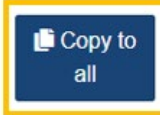
Telephone

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 *

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

In the **Other children and young people and parent/carers living in household** table use the + or – buttons to add or remove extra rows to the table. You can also use the **Full screen** button to expand the view on the table. Where there are mandatory fields (marked with an asterix) and you do not know the answer, please record **N/A** or **not applicable**.

Other children and young people and parent/carers living in household
A dependent child is defined as an individual aged under 18

Name *	DOB or estimated age *	Gender *	Relationship to the child/young person living in the household *
Father Smith	40	Male	Father
Mother Smith	42	Female	Mother

Full screen + -

In the **Who is important to the family including family, friends or people in the community?** table use the + or – buttons to add or remove extra rows to the table. You can also use the **Full screen** button to expand the view on the table. Where there are mandatory fields (marked with an asterix) and you do not know the answer, please record **N/A** or **not applicable**.

Who is important to the family including family, friends or people in the community?
Please indicate if these people could be involved in a 'Family Network' of approximately 3-5 who could offer the family emotional, virtual and/or practical support?

Name *	DOB or estimated age *	Gender *	Relationship to the child/young person living in the household *
Grandfather Smith	75	Male	Grandfather
Grandmother Smith	75	Female	Grandmother

Full screen + -

3.3. Services Involved with the Family

In the **Services Involved with the family** table use the + or – buttons to add or remove extra rows to the table. You can also use the **Full screen** button to expand the view on the table.

Where there are mandatory fields (marked with an asterix) and you do not know the answer, please record **N/A** or **not applicable**.

Agency *	Name and role *	Address and contact details *	Contributed to this asse
CAMHS Worker	Mr CAMHS	CAMHS Office, CAMHS Street, Durham	Yes
Health Visitor	Mrs Health Visitor	Unknown	No

Full screen + -

3.4. County Durham Family Outcomes Framework

There are 10 mandatory questions within this section. Each question can be answered as either:

- Professional Worry
- Professional and Family Worry
- N/A

1. Getting a good education *

Professional Worry

Family Worry

N/A

Answer for: ? John Smith Jessica Smith

2. Good early years development *

Professional Worry

Family Worry

N/A

Answer for: ? John Smith Jessica Smith

3. Improved mental and physical health *

Professional Worry

Family Worry

N/A

3.5. Main Worries for the Family

Choose a **Family Worry** and a **Professional Worry** from the options in the drop down menu. Click into the field to display a list of all options. If there are multiple siblings, you will need to answer the question per individual.

Family worry

Professional worry

3.6. Analysis of Family Need

In the **Analysis of Family Need** table use the + or – buttons to add or remove extra rows to the table. You can also use the **Full screen** button to expand the view on the table.

We would recommend you use one row per issue.

All columns in this table are mandatory and must be populated with an answer.

What are we worried about? * <i>(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?)</i>	What's working well? * <i>(Positive things or people that make the child's life better e.g. spending time with grandparents. Times when the family have managed the worried better than they are now)</i>	What needs to happen? * <i>(Next steps for the family, family network and professionals e.g. Mam will call someone from her networks when things get difficult)</i>	How life with things are <i>(Wellbeing goes)</i>
The first thing I am worried about is.....	The first thing that is working well is.....	The first thing that needs to happen is.....	The first thing that is working well is.....
The second thing I am worried about is.....	The second thing that is working well is.....	The second thing that needs to happen is.....	The second thing that is working well is.....

[Full screen](#) + -

3.7. Voice of Child/Young Person(s)

The **3 Houses Toolkit** link takes you to a website with guidance on this toolkit.

[3 Houses Toolkit](#)

On this page you have a free text field where you can record a **Summary of 3 Houses Toolkit**. This is not a mandatory field and does not need to be completed. We would recommend putting **not applicable** in the box if this does not apply.

Summary of 3 Houses Toolkit

If you have a 3 Houses Toolkit already completed that you would like to share, use **Upload Document** button on the Child and Family Plan section.

3.8. Eco Map

The **Eco Map** link takes you to another website with guidance on Eco Map's.

[Eco Map](#)

On this page you have a free text field where you can record a **Summary of Eco Map**. This is not a mandatory field and does not need to be completed. We would recommend putting **not applicable** in the box if this does not apply.

Summary of Eco Map

If you have an Eco Map already completed that you would like to share, use **Upload Document** button on the Child and Family Plan section.

3.9. Child and Family Plan

The **Child and Family Plan** table will already have some information populated into some fields. This is pulled from the information recorded on the **Analysis of Family Need Section**.

NB: the *Review of progress against action/scaling question* column is intentionally read only

What are we worried about?	How life will look and feel when things are going well?	How will we do this or make sure this continues?
<i>(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?)</i>	<i>(Wellbeing goal)</i>	<i>(Actions)</i>
The first thing I am worried about is.....	The first thing to show how life will look and feel is.....	
The second thing I am worried about is.....	The second thing to show how life will look and feel is.....	

Some fields will be blank and will require completing. They are:

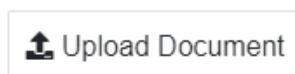
- How will we do this or make sure this continue?
- Who will do this?
- By when

The **Review of progress against action/scaling question** is intentionally greyed out and cannot be updated as part of this submission. This field will only be required when submitting a Review Child and Family Plan.

Review of progress against action/scaling question
<i>(This column cannot be completed within the portal and should only be used on the Word version for any reviews)</i>

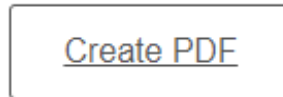
For further information on the **Review Child and Family Plan** option, please view the separate guide available at [Partner Lead Early Help Assessment and Child and Family Plan](#) page of the Durham Safeguarding Children Partnership website.

If there are any supporting documents you would like to attach, use the **Upload Document** button.

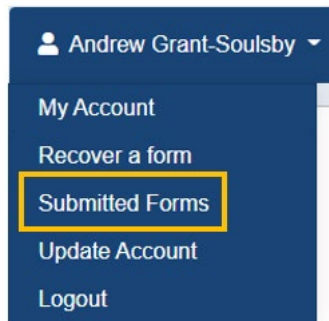


4. Submitting Early Help Assessment

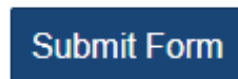
Before submitting the EHA, we would recommend you **Create PDF**. This button is located at the bottom of the page. This PDF can then be uploaded to your own recording database and forms the basis of any Review Child and Family Plans you submit in relation to this case.



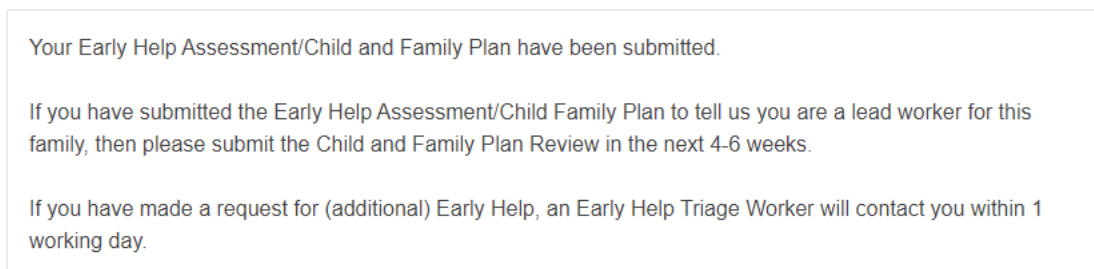
If you forget to take a PDF prior to submitting the form, when logged into the portal if you go to your name and **Submitted Forms** you will be able to create a PDF retrospectively.



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.



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.