



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 [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.....	7
3.4. Reason for Early Help Assessment.....	8
3.5. Family Outcomes	8
3.6. Support and Views	9
3.7. Child and Family Plan and Supporting Documents.....	10
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 there are links to our **Data Privacy** page as well as links for supporting materials.

To find out more about how we collect, use, share and retain person data visit our [Data Privacy](#) page.

For a range of supporting materials to help you with the completion of this assessment and tools you may wish to use, please go to [Early Help Assessment and Child and Family Plan](#) page.

For system/technical guidance on how to complete the form, including useful hints and tips, please go to [Early Help Assessment and Child and Family Plan](#) page

This section also includes the contact telephone number for the **Early Help Triage Team**.

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

Child Forename	Child 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? (Please refer to guidance) *

- To request review from Early Help Triage
- To inform that I am the Lead Worker coordinating Early Help support for the family
- To share a review of the Child and Family Plan and progress that is being made
- To share the final 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.

Next →

For further information on the **To share a review Child and Family Plan** and **To share the final Child and Family Plan** options, please view the separate guide available at [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 professional working with family** is populated in this field.

I am completing this form *

As professional working with family

Answer the **What organisation are you from** question. Depending on your answer and additional question/s will display. For example:

If you answer **Education (nurseries, schools, colleges and alternative provisions)**

What organisation are you from? *

Education (nurseries, schools, colleges and alternative provisions)

An additional question will display so you can record the establishment you're from.

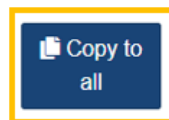
Education (nurseries, schools, colleges and alternative provisions) *

NB: If you're from a school outside of the Durham area, please answer other against the 'What organisation are you from question'.

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 *

Teacher



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.

In the **Parent/Carer Details** 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**.

Parent/Carer Details

Name *	Gender *	DOB or estimated age *	Address <i>If different to child/young person</i>	Contact telephone number *	Par
Father Smith	Male ▾	40		123456789	
Mother Smith	Female ▾	42		123456789	

Full screen + -

In the **Other children or young people/significant adults living in or outside the child’s home address (if known)** 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 or young people/significant adults living in or outside the child's home address (if known)

Name	Gender	DOB or estimated age <i>If known</i>	Relationship to the child/young person living in the household	Address <i>If different to child/young per</i>
Grandmother Smith	Female ▾	70	Grandmother ▾	
Grandfather Smith	Male ▾	70	Grandfather ▾	

Full screen + -

3.3. Services Involved with the Family

In this section there is a mandatory question **Do you know any services currently involved with the family.**

- If you answer **No** you can move onto the next section.
- If you answer **Yes** you’re presented with a table to record the information.

For the 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. Reason for Early Help Assessment

In this section there are three mandatory questions:

What is the main worry for the child and family? You must choose your answer from the drop down list.

What is the main worry for the child and family? *

What are we worried about? and **What's working well?** are free text fields.

What are we worried about? *
Behaviours of the adults(s) or child/young person that are causing the worry and why? What is the impact on the child/young person?

Answer for: ? John Smith Jessica Smith

What's working well? *
Positive things or people that make the child/young person's life better e.g. times when the family have managed the worries better than they are now?

B / I / U \$ • A A A A X

3.5. Family Outcomes

There is a link to the **County Durham Family Outcomes Framework** page if you require further information on this area.

For further information, please visit the [County Durham Family Outcomes Framework](#) page

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

- Yes
- No
- N/A
- Unknown

1. Getting a good education *

Yes No N/A Unknown

Answer for:  John Smith Jessica Smith

2. Good early years development *

Yes No N/A Unknown

Answer for:  John Smith Jessica Smith

3. Improved mental and physical health *

Yes No N/A Unknown

3.6. Support and Views

This section contains three free text field questions:

What has been tried already to support the family and what difference has it made?

What has been tried already to support the family and what difference has it made? *

What are the parent/carer view of the current situation?

What are the parent/carer views of the current situation? *

What are the child/young person's views of the current situation?

What are the child/young person's views of the current situation? *

3.7. Child and Family Plan and Supporting Documents

Request review from Early Help Triage

If you're submitting an EHA to request a review from Early Help Triage, you can attach supporting information, if appropriate, using the **Upload Document**.

 Upload Document

Inform that I am the lead worker

If you're submitting your EHA to inform us that you're the lead worker, you should download a Microsoft Word version of the **Child and Family Plan** using the link provided.

Please download, complete and attach the [Child and Family Plan](#)

You can update the Child & Family Plan then attach to the EHA using the **Upload Document** button prior to your submission.

This Microsoft Word version can be saved to your own electronic personal drive/file storage and updated as and when required moving forward.

This document can also be re-shared following updates and at the end of your involvement. Please see the **Partners Submitting a Review Child and Family Plan** and **Partners Submitting a Final Child and Plan** documents on the [Early Help Assessment and Child and Family Plan](#) page of the Durham Safeguarding Children Partnership website.

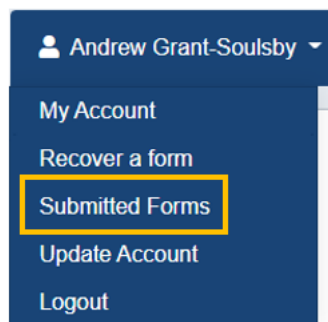
If there are any supporting documents you would like to attach, use the **Upload Document** button.

4. Submitting Early Help Assessment

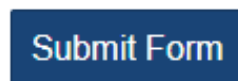
Before submitting the EHA, we would recommend you **Create PDF**. This button is located at the bottom of the page. This PDF can then be uploaded to your own recording database and forms the basis of any Review Child and Family Plans you submit in relation to this case.



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.

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

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

If you have made a request for early help, the Early Help Triage Team have up to 5 working days to gather information to help inform an outcome which they will then discuss with you within 5 working days of receiving your request for triage review.

Version control

26 August 2022

1. Brand new guide created.

28 September 2022

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

15 July 2024

3. Updated following release of amended Early Help Assessment form.