



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

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

Before submitting a final Child and Family Plan, 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..

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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.

[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. Final Child and Family Plan

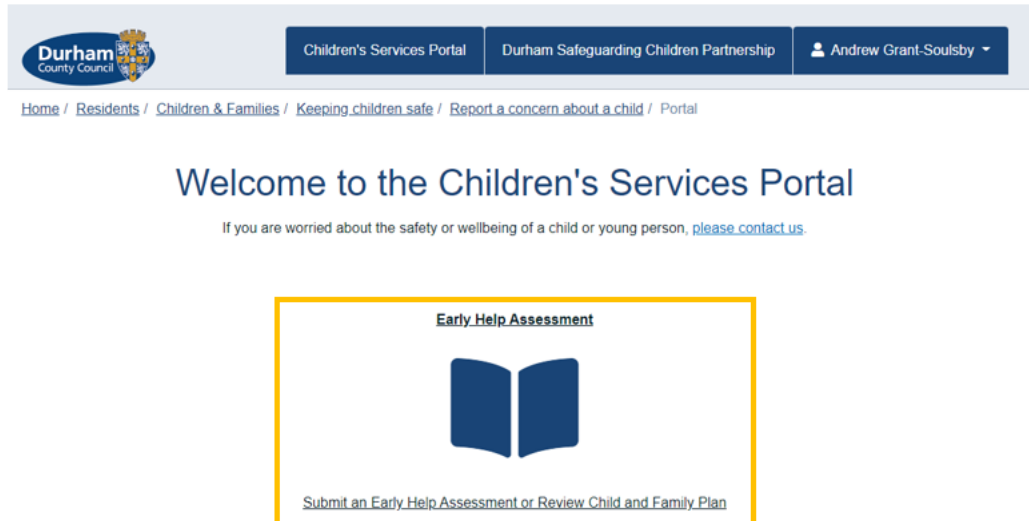
The starting point for the final Child and Family Plan is the Microsoft Word version of the Child and Family Plan you previously submitted. This should have been updated following discussions with the family and following your last meeting, you're ready to end your involvement and are sharing your final version of the Child and Family Plan.

If you did not take a Microsoft Word version originally, you can create one from the [Early Help Assessment and Child and Family Plan](#) page.

## 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 [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 **Early Help Assessment** link. 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 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.

As you're submitting the EHA to share a final Child and Family Plan you should choose the relevant option 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 the above option will give you a significantly reduced version of the EHA. Press the **Next** button to move.

**Next** →

## 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 professional working with family** is populated in this field.

I am completing this form \*

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)**

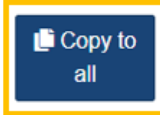
What organisation are you from? \*

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 \*  

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.

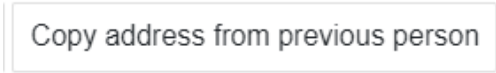
**We couldn't find a matching address. Please check that you entered the correct information and try again. Otherwise use the Enter address button to enter the address details manually.**

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.

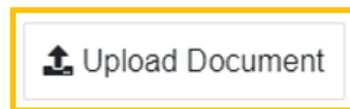


### 4.3. Final Child and Family Plan

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

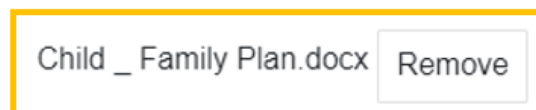
Once you have completed the questions on this page, use the **Upload Document** button to attach your last **Child and Family Plan** – this is the Microsoft Word document you have been updating.

Attach updated Child and Family Plan



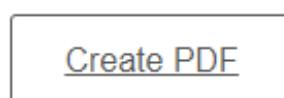
Once the document has been successfully uploaded, the name of the document should be visible on screen as shown below. If you upload the wrong document, use **Remove** to delete the document and start the upload process again.

Attach updated Child and Family Plan

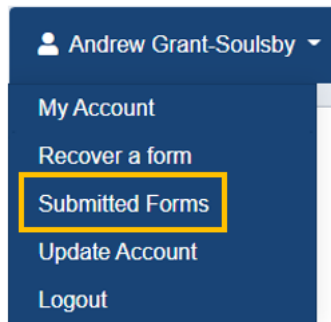


## 5. Submitting Early Help Assessment

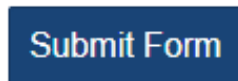
Before submitting the EHA, we would recommend you **Create PDF**. This button is located at the bottom of the page. This PDF can then be uploaded to your own recording database.



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.



## Version control

15 July 2024

1. Brand new guide created following release of amended Early Help Assessment form.