

## Children's Services Quick Guide

### Requesting support from Future For Me

To request support, an **EH Early Help Contact** will need to be added. Within a single subject record this can be found in the **Start** menu of the **Person summary** page. If the support is for more than one subject, navigate to the Group Summary screen and click on the **Start work** button within Current work.

Group Summary - Family  - Family Turner (3492475)   
No group description 

Summary Professional relationships Case notes Documents

**Family** Search:  Add History Genogram -

ID	Name	Pronouns	Date of birth	Start date	Actions
<a href="#">3549728</a>	<a href="#">Thomas Turner</a>		28 Nov 2016 (6 years old)	22 Feb 2023	
<a href="#">3549725</a>	<a href="#">Tillie Turner</a>		6 Apr 2012 (11 years old)	22 Feb 2023	

Showing 1 to 2 of 2 entries First Previous 1 Next Last

**Address** **Current work** Start work Workflow map History

**Tillie & Thomas Turner**

105 Witham Wharf  
Brauford Street  

-   SC Decision on Significant Information (Open SC Case). Assigned to: Amy Brooke
-   SC Child and Family Progress Meeting. Assigned to: Amy Brooke

When initiating the **EH Early Help Contact** from within the Group Summary screen, an additional option will display allowing you to select the subjects to include in the referral.

**New work**

Show 15 entries Search:

Name	Date of birth	Select all
Thomas Turner	28/11/2016	<input type="checkbox"/>
Tillie Turner	06/04/2012	<input type="checkbox"/>

Showing 1 to 2 of 2 entries First Previous 1 Next Last

Once the subjects have been ticked, click on **Next >>** and select the **EH Early Help Contact**. The **EH Early Help Contact C0982** from will display for completion.

**Section 1. Child / Family Details.** Child's details will map into the step, update the remaining fields as appropriate.

**Section 2. Service Request Information.** Under **Service Requested**, tick the **Future 4 Me Consultation** option. This will amend the form to display the Future For Me referral form.

The screenshot shows a web form titled "EH Early Help Contact : Family Turner". Below the title bar is a navigation menu with four sections: "1. Child / Family Details", "2. Service Request Information", "3. Front Door Screening", and "4. Next actions". Section 2 is currently active. The "Service Requested" field contains three radio button options: "Early Help / F4M Support", "Future 4 Me Consultation" (which is selected and highlighted with a red box), and "TAC Monitoring (External LP)". A red error message at the bottom of the form reads "Please select service in Radio field". A legend indicates that an asterisk (\*) denotes a required field.

Complete the fields displayed to include as much information as possible. This will then minimise the potential for a delay in the process.

**Section 3. Front Door Screening.** Ignored by the referrer. Do not complete.

**Section 4. Next actions.** Add the Next action of **EH Early Help Request and Allocation**, select those who are progressing with the referral and use the **Pass to Team** to assign to the **CS Future For Me Management Team**.

**Next actions**

Select action **EH Early Help Request and Allocation** ▾

**Applies to :**

Thomas Turner       Tillie Turner

Select all

Pass to worker -- Please Select -- ▾

**Pass to team** **CS Future For Me Management Team** ▾

Note

**Priority**

Urgent       Normal       Low

**Add**    **Add and close**    **Close**

**Finish** the step to pass the referral over to the Future For Me team.

The F4Me Management team will receive the **EH Early Help Request and Allocation** step. Clicking on **Start** will display the referral for screening.

Sections 1 and 2 will contain information mapped forward from the Early Help Contact. If more information is required before the Request can be accepted or declined, the Clipboard request, **CS Request for information**, can be sent back to the referrer.

If this is sent, the workstep will display within your own **Current work** highlighted as yellow until the referrer has responded. When they have responded to the clipboard request the workstep will change to display a green tick.

	 <u>Family Turner</u> (3492475)	<u>EH Early Help Request and Allocation</u>		6 Apr 2023
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**Resume** the workstep to review the new information recorded and to progress the Request.

When ready to progress, the Manager will arrange the Consultation. Once this has taken place **Section 4. Request Approval and Allocation** will need to be completed.

Outcome (if request denied / no longer needed please select 'No Further Action')

**Thomas Turner**

**Case Status\***

Open to Social Care (Early Help Support)
  Child and Family Assessment (Early Help)
  TAC (Internal LP)
  TAC (External LP)
  No Further Action

**Mandatory Field**

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**Tillie Turner**

**Case Status\***

Open to Social Care (Early Help Support)
  Child and Family Assessment (Early Help)
  TAC (Internal LP)
  TAC (External LP)
  No Further Action

**Mandatory Field**

Manager's Comments / Consultation Discussion

Allocated Team\* -- Please Select --

**Mandatory Field**

The **Manager's Comments / Consultation Discussion** section will be used to record the Consultation Discussion and any outcome.

If support has been agreed, the manager will use the clipboard to send the **CS F4M Locality: Please allocate** request to the appropriate team.

**New request**

Select	Request type	Status (date)	Assigned to
<input type="radio"/>	CS F4M Locality: Please allocate		
<input type="radio"/>	CS Notification of request outcome		
<input type="radio"/>	CS Please action		
<input type="radio"/>	CS Please review and action		
<input type="radio"/>	CS Request for information	(06/04/2023)	Amy Brooke

Note

OK
Cancel

**Please Note:** The additional notification **CS Notification of request outcome** can be sent to the referrer to let them know the request has been screened and an outcome has been recorded.

The Senior Early Help Worker for the locality team will then pick up the Please allocate Notification from within the Teams Current work. Resume the workstep and allocate the Next Actions to a worker.

In addition to adding the Next actions, the Professional and Organisation involvements will need to be updated to allocate the case.