

Social Care request for Early Help Support

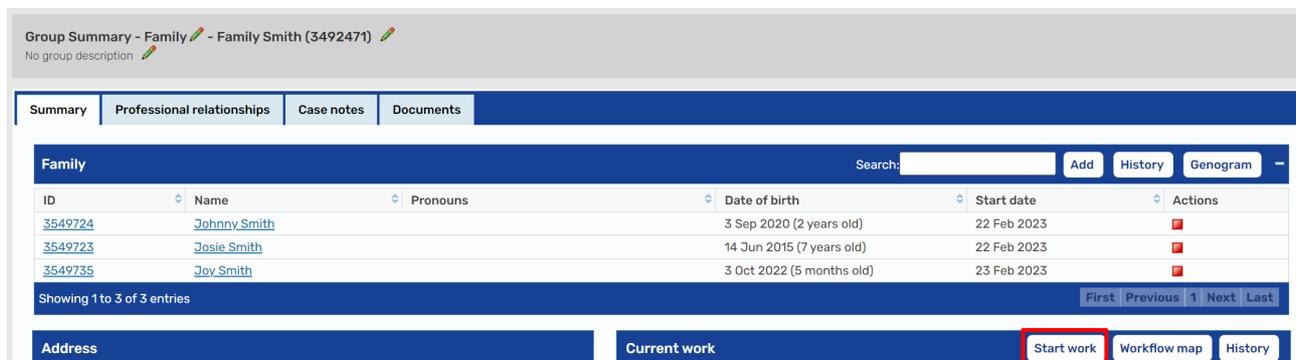
This guide should not be used to step down to TAC. Please use the appropriate alternative guide for stepping down to an Internal or External Lead Professional.

A request can be made by a Social Worker to ask for Early Help support when there is no existing Early Help involvement by completing an **EH Early Help Contact**.

If a Family Group does not exist on the record, and you are working with a single subject the **EH Early Help Contact** can be accessed from within the **Person summary** screen by clicking on **Start** within the sidebar menu.

If a **Family Group** exists on the record, please click on the Family hyperlink to add the **EH Early Help Contact**.

- Within the Family Group Summary screen, click on the  Start work button



Group Summary - Family - Family Smith (3492471)
No group description

Summary Professional relationships Case notes Documents

Family

ID	Name	Pronouns	Date of birth	Start date	Actions
3549724	Johnny Smith		3 Sep 2020 (2 years old)	22 Feb 2023	
3549723	Josie Smith		14 Jun 2015 (7 years old)	22 Feb 2023	
3549735	Joy Smith		3 Oct 2022 (5 months old)	23 Feb 2023	

Showing 1 to 3 of 3 entries

Address Current work  Workflow map History

- A **New work** screen will display, tick any subjects that you wish to include, then click on **Next>>**
- A list of available worksteps will appear as hyperlinks, select the **EH Early Help Contact**

The **EH Early Help Contact** will now display for completion. The Social Worker making the request will only need to complete Sections 1, 2 and a clipboard request.

- **Section 1 Child / Family Details** – the subjects you have selected will display. Complete the remaining fields as appropriate including the mandatory question **Are any of the children / young people in the family a 'Young Carer'?**

- **Section 2 Service Request Information** – Service Requested – tick **Early Help / F4M Support**
- **Is this a 'step down' from Social Care?** Tick **No**
- **Source of Contact** – select **LA Services – LCC Social Care**
- **Date/time of request** – defaults in
- **Details of person making contact** – click on **Find**, complete a **Find Worker** search for yourself and select
- Complete the remaining fields to include as much detail as possible. This will prevent any delays in your request being processed
- Clipboard Request – click on the clipboard and select **CS Front door: Please screen contact**
- **Pass to Worker** – select **CS Early Help – Front Door Inbox**
- **Save** and **close** the workstep.

The Early Help team will screen your request. If your request has been accepted, it will be passed to a locality team for allocation.

The Early Help team will receive the request **CS Front door: Please screen contact**. The Early Help team will need to complete the following steps:

- Click on the **Incoming Request – CS Front door: Please screen contact**.
- **Resume** the workstep
- Screen the information added by the Social Worker in Sections 1 and 2
- Click on **Section 3. Front Door Screening**
- Complete the **Screening Decision and Required Actions** field
- **Screening Outcome** – select **Progress to Early Help / F4M**
- **Screen by - Find** and add yourself
- **Section 4. Next actions** – add the Next action of **EH Early Help Request and Allocation**, tick all subjects this applies to
- **Pass to Worker** – if assigning to Early Help select a locality inbox. Use **Pass to team** if assigning to Future For Me
- The clipboard will be highlighted in red, click on it and access the **CS Front door: Please screen contact** request
- Tick **Completed**
- **Finish** the workstep

The request has now been screened and passed to a team for allocation.