



## **Children's Services Quick Guide**

## **Accessing an Early Help Support Package**

## Requesting and Allocating a Support Package

The **Support Package** step is an independent step which sits outside of the main workflow. It can be used for the following:

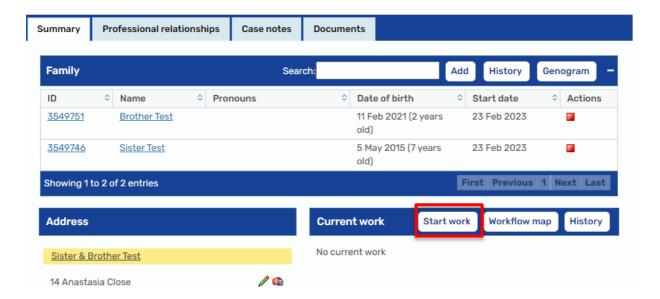
- Parenting Programme
- IAPT
- Young Carers Support
- Additional EH or F4M Worker when a second worker is involved in a supporting role to the allocated worker. This can be Future For Me supporting Early Help or vice versa.
- F4M Community and Interventions Team
- Education Mentor

The Support Package Request will be completed by the referrer; this may be the service themselves.

If a Family Group does not exist on the record, and you are working with a single subject the **EH Support Package Request** 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 Support Package Request**. Please do this even if you are only selecting one subject within the group.

• Within the Family Details screen, click on the Start work button.



- A New work screen will display, tick any subjects that you wish to add the Support Package to, then click on Next>>
- A list of available worksteps will appear as hyperlinks, select the EH Support Package Request

The **EH Support Package Request** will now display for completion.

- Section 1 Child / Family Details the subjects you have selected will display. Complete the remaining fields as appropriate including the mandatory question Is the Young Person a 'Young Carer'?
- Section 2 Service Request Information Service Requested tick the relevant option.
- Source of Contact select the appropriate option
- **Date/time of request** defaults in
- Requester's Details 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
- If Parenting Programme, Young Carers Support, IAPT, F4M Community and Inventions or Education Mentor are selected, the additional corresponding section must be completed within the sidebar menu
- Clipboard Request click on the clipboard and select **Required CS Early Help**Manager: Please review and authorise
- Pass to Worker select CS Early Help locality Inbox if requesting support from Early Help

- Pass to Team select CS Future For Me Team locality if requesting support from Future For Me or CS Community & Interventions Team if the support request is for them.
- Save and close the workstep.

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

The Early Help, Future for Me or Community and Interventions team will receive the request **CS Early Help Manager: Please review and authorise.** They will need to complete the following steps:

- Click on the Incoming Request CS Early Help Manager: Please review and authorise.
- Resume the workstep
- Screen the information added in sections 1 5
- Click on Section 6. Request Approval and Allocation
- Outcome of request tick the appropriate outcome for each subject
- Allocated to complete a search for either CS Early Help, CS Future For Me or CS Community to find and select the team
- Tick Approved by
- Section 7. Actions taken add the Next Action of EH Support Package, tick all subjects this applies to
- Pass to Worker click on Find and allocate the workstep to a worker
- Please Note: If the Support Package Request has been declined, add the Next Action of CS No Further Action instead
- The clipboard will be highlighted in red, click on it and access the CS Early Help Manager: Please review and authorise request
- Tick Completed
- Finish the workstep

The request has now been screened and the Support Package workstep has been allocated.

## **Completing the Support Package workstep**

The Support Package workstep will be held by a worker within the Early Help or Future For Me team.

- Click on **Start** for the Support Package
- The EH Early Help Support Package Options C1359 form displays. Under Type of support provided tick the appropriate option.
- Click on the forms and letters icon to access the correct form to record into
- Additional Early Help / Future For Me workers, Education mentor and IAPT support complete the EH Record of Early Help Visit form. For additional workers, an EH Early Help Case Supervision step can be selected.
- Once this is completed, navigate to Section 2 of the EH Early Help Support
   Package Options form and add a Next Action of EH Support Package to schedule
   your next visit. When the final visit has been recorded the Next Action of EH
   Support Package Closure will be added instead.
- Parenting Programme, F4M Community and Interventions Sessions and Young Carers support will use the appropriately named form from the Optional Forms and Letters. The workstep will remain open until the support has been completed. When the support is no longer required, navigate to Section 2 of the EH Early Help Support Package Options form and add a Next Action of EH Support Package Closure.
- If at any point while using the Early Help Support Package the worker needs to access an Early Help Report, this can be added in **Section 2. Actions Taken** as a **Send Immediately** action.