

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.

Summary Professional relationships Case notes Documents

Family Search: Add History Genogram -

ID	Name	Pronouns	Date of birth	Start date	Actions
3549751	Brother Test		11 Feb 2021 (2 years old)	23 Feb 2023	
3549746	Sister Test		5 May 2015 (7 years old)	23 Feb 2023	

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

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

[Sister & Brother Test](#) No current work

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- 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.