London Borough of Hillingdon

Stronger Families Portal

Submitting Early Help Assessments

Version No	Revision Date	Portal Version	Created By	Version Information
2.0	30/09/2021	Portal V4.0	M. Watkins	Early Health Notification Integration
1.0	19/07/2021	Portal V4.0	M. Watkins	Stronger Families Hub GO LIVE

Contents

1. An Introduction to Stronger Families & the Children's Portal

Stronger Families is a 24/7 front door to ensure that local families have fast access to a wide range of support services around the clock.

Stronger Families is a locality based Early Help and Prevention Service supporting children at the earliest possible stage by working closely with partners across Hillingdon.

Hillingdon's vision is to empower families to be and feel strong, safe and healthy through the provision of early and targeted support to reach their full potential.

To achieve our vision, we need to respond to need when it arises and work together to ensure we have the right person for the child and family leading the right intervention.

To support this the **Children's Portal**, has been developed. The **Children's Portal** allows agencies referring into Hillingdon to complete an **Early Help Assessment online** and submit it directly to the **Stronger Families Hub**.

There is one form to complete for the following types of referrals:

- SEND
- Portage
- Early Health Notifications (Health Professionals Only)
- Stronger Families (Early Help & Prevention)
- Social Care
- Attendance issues
- Children Missing from Education
- Targeted Programmes (Adolescent Development Services)

Referrals for Education Statutory Fines will continue to be referred via **The Hillingdon LEAP** (https://leap.hillingdon.gov.uk/)
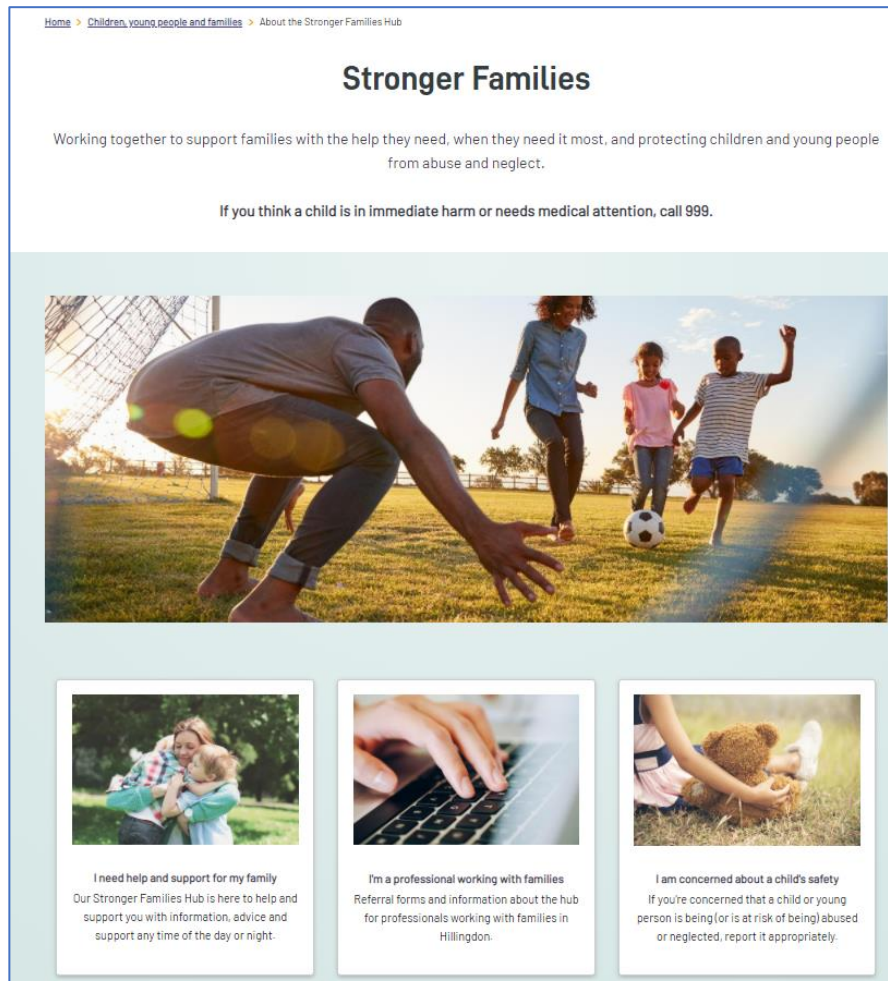
2. Purpose of this Help Guide

This Help Guide has been designed as a guide for Key Agencies to:

- Access the **Hillingdon Stronger Families** web page

- Create a new **Personalised Portal Account**

- Create and submit an **Early Help Assessment** to the Hillingdon Stronger Families Hub via the Children's Portal.

- Maintain their **Portal Accounts**.

3. Start the Referral Process

The **Hillingdon Stronger Families web page** is the first point of access for Stronger Families online services. The web page can be accessed via the following web address: https://www.hillingdon.gov.uk/stronger-families

The centre tile on the web page contains instructions and links to create and submit an Early Help Assessment to the Stronger Families hub.

Click on the **centre tile** to access the professionals page.

The **Professionals** page contains lots of useful information about the Stronger Families Hub and MASH services. To begin the process of completing an online Early Help Assessment, click on the yellow **Make a referral** button.

You will be navigated to the Hillingdon Children's Portal. Several referral options are presented on the Portal screen.

Refer a Family for Early Help or Social Care Support **Report Poor Attendance / Child Missing from Education** **Refer for Special Education Needs and Disabilities Support (SEND)**	Selecting one of these options will start a new Early Help Assessment form
Early Health Notifications	Selecting this option provides guidance to the referring Health Professionals regarding Early Health Notifications and a further option to start a new referral via the Early Help Assessment.
School Holiday penalty fines (via LEAP)	Clicking on this option will redirect the referrer to the LEAP site. An Early Help Assessment will not be presented for completion.

Click on the relevant **tile** to start the process.

On the first page of the Early Help Assessment you will be prompted to record the **names** of the child to whom the referral is about. If you are referring a sibling group / family, record the **forename** and **surname** of the youngest child within the fields below and then click **Confirm**.

The remaining family members details can be recorded within later sections of the form.

The first page "**How does this tool work**" provides guidance on how to complete the form. It contains information such as:

- Navigating through sections of the form
- Mandatory questions
- Saving the form to complete at a later date

Once you have recorded the child's names and reviewed the guidance, click **Next**.

Changes can be made at any point whilst completing the form by returning to this section and amending the person/s.

You will be asked for more details of the person/s later in the form.

How does this tool work?

Click on the **numbered sections** on the left hand side of the window
or
use the Next → and ← Previous options to move through the pages.

Don't use the Browser 'Back' button

(?) **Questions**

You **DO NOT** need to answer every question, you need only complete what is relevant.

⦿ Select the option(s) that best suit your response

This symbol ✱ indicates that the question is mandatory and must be answered in order to continue.

Save the Form

Use the Save for Later option to **Save** the form to return to at any time. ⍰

Print the Form

Use the Print option to **Print** a copy of the form if required. ⍰

Next →

Print   Save for later   Close   Cancel

4. Create a New Children's Portal Account

Before completing an **Early Help Assessment** form for the first time you must create your own **Children's Portal account**.

If you have already created an account and have logged in before completing this step, click here to jump to the next section of this Help Guide.

To begin, click on the **Login or Register** button.

On the next page, click on the **Register for a new account** button.

⚠️

At this time **generic account**s that your service may intend to use and share login information across several team members **are not permitted**. This is to ensure that:

- Accounts and your personal information remain secure
- Referring officers can be contacted quickly and directly should further information be urgently needed
- Your organisation's Data Protection Act / GDPR obligations are adhered to
- Personal information about children and their families are kept secure

You must create your own **personal account**, using your **own work email address**.

Step 1: Enter your **Forename** and **Surname**, then click Next.

Step 2: Enter:

- Your work email address
- A password
- Confirm the password

The Password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters (such as ?,!,%)
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.
- It must be different to your current password
- It must be different to your previous password

Once complete, click **Next**.

A **code** will be generated and sent to the **email address** used to register your account. Access your email account to access the code.
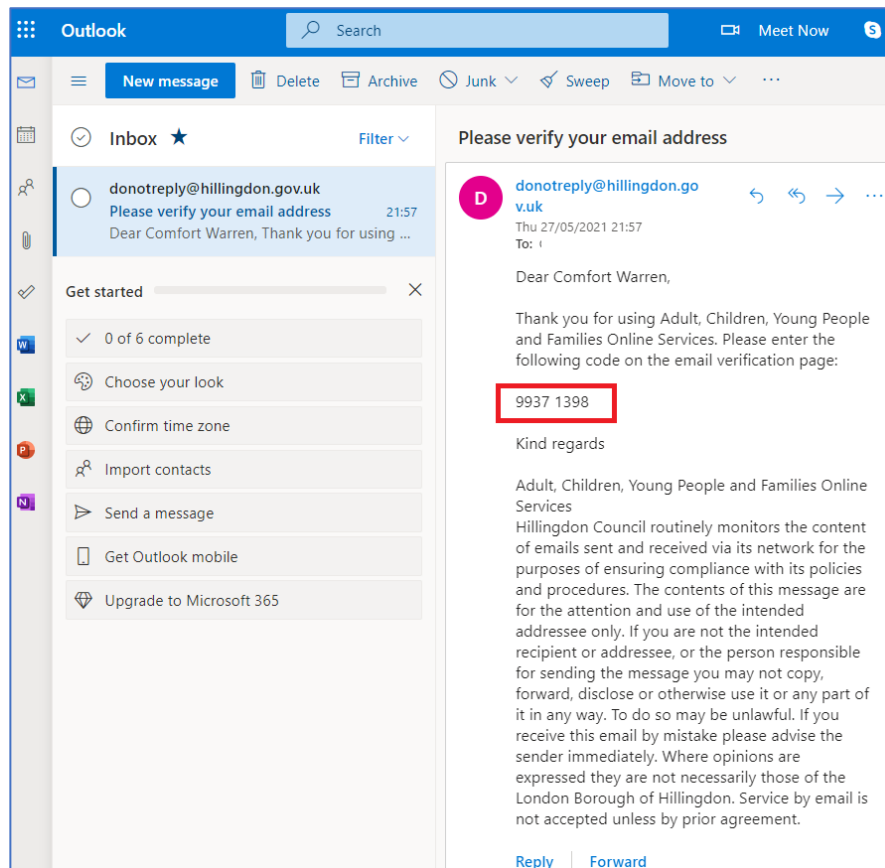
Make a note of the code provided in your email, then navigate back to the **Portal** page.

Enter the **code** in the box provided, then click **Next**.

If successful, a confirmation message will be displayed. Click **Continue** to complete the process.

Registration completed

Your registration has been completed successfully. Click **Continue** to carry on with your session.

Continue

⚠️ When registering and logging in, you may see a message advising you that you **do not have an active account yet**. This message **does not apply for Professionals** and your account **will** be active once the registration process is completed. This message will be corrected in a future update of the Portal.

Select an Account to Manage

Welcome

You don't seem to have an active account yet. If you have already made an application, you don't need to do anything – your account will be activated as soon as we have made the necessary checks.

If you haven't made an application yet, or you would like to make a new application, please select the option below.

Go back

If you had started the process of completing an Early Help Assessment, you will be navigated back to the form on the Portal.

LOGIN OR REGISTER

1	Early Help Assessment		
2	**Your Details**	**Your Details (Portal User)**	
3	Relationships and the Wider Family Details	First Name *	Raynes
		Last Name *	Portal
4	Request for Support	Email *	Raynesportal@outlook.com
5	Consent	Telephone	0788899000
6	Additional Details		

5. Complete and Submit an Early Help Assessment

5.1 Referrer and Child Details

Upon logging in and starting the Assessment, you will be navigated to the **Your Details** page. You will be prompted to record your details as the **person making contact**.

Your **name** and **email address** will be automatically populated from your account. Enter a **telephone number** which you can be contacted on to enable the Stronger Families Hub to contact you if required.

The child's name that was recorded at the beginning of the process will **automatically copy through to the form**.

Next, record the following information:
- You are completing the form for someone else in a **professional capacity**
- Your **relationship** to the person
- Date of birth (click **Estimated DOB** if the date of birth is estimated)
- Child's **gender**
- Child's **ethnicity**
- Child's **email address (if known)**
- Child's **telephone number (if known)**
- Child's **NHS number (if known)**

LOGIN OR REGISTER

1	Early Help Assessment	
2	Your Details	
3	Relationships and the Wider Family Details	
4	Request for Support	
5	Consent	
6	Additional Details	
7	Services	
8	The Child and their Family's Assessment	
9	Upload Documents	
10	Submit Referral	

Your Details (Portal User)

First Name *	Comfort
Last Name *	Warren
Email *	Cwarren0521@outlook.com
Telephone	07888999000

Who is this form for?

I am completing this form on behalf of: *	Someone else in a professional capacity
Your relationship to person *	School Teacher
First Name *	Honour
Last Name *	Track
Date of Birth *	01-07-2008
	☐ Estimated DOB?
Gender *	Female
Ethnicity *	Any other ethnic group
Email	
Telephone	01895 000000
NHS Number	

Next, record the person's **home address**. This can be recorded in the following ways:

- Enter the **house number** and **post code**, then click **Find Address**.

Address

House Number or Name	9
Postcode * ❓	UB9 4BA

[Find Address] [Enter Address]

If listed, the address will be displayed.

Address

9 Nine Stiles Close
Denham
Uxbridge
UB9 4BA

If the address is not listed, click **Enter Address** to enter in manually.

Enter the address details.

Click **Next** to proceed to the next section of the form.

5.2 Relationships and the Wider Family Details

Relationships for the family should be recorded within this section. New columns can be added to the table by clicking on the ➕ at the bottom of the page.

RELATIONSHIPS AND THE WIDER FAMILY DETAILS

Details of the wider family and people who are significant to the child or young person (E.G Mother, Father). Please indicate who has parental responsibility. This must include all children and young people in the household up to the age of 18, as well as adults.

Forename	Ron	Pearl
Surname	Storm	Storm
Relationship to child	Brother	Mother
PR?	No	Yes
DOB	30-01-2009	dd-mm-yyyy
Address	9 Stiles Close Uxbridge UB9 4BA	9 Stiles Close Uxbridge UB9 4BA
Telephone Number		07888999888
Email Address		

Steps sidebar:

1 Early Help Assessment
2 Your Details
3 Relationships and the Wider Family Details
4 Request for Support
5 Consent
6 Additional Details
7 Services
8 The Child and their Family's Assessment
9 Upload Documents
10 Submit Referral

5.3 Request for Support

Within the Request for Support section, various options will be presented. If you know specifically which Team you would like to refer to from the list, select the services required and then click **Next**. If you do not require these specific services or you are not sure, move on to the next page by clicking **Next**.

REQUEST FOR SUPPORT

1   Early Help Assessment

2   Your Details

3   Relationships and the Wider Family Details

4   Request for Support

5   Consent

6   Additional Details

7   Participation Team

8   SEND Information

9   Services

10   The Child and their Family's Assessment

11   Upload Documents

12   Submit Referral

Does this referral relate to any of the following services?

If yes, please select them below

If no, please move onto the next question

- ☐ Adolescent Development Service
- ☐ Children's Centres - including Family Information Service (FIS)
- ☑ Participation Team (school attendance / child missing from education)
- ☐ Portage Team
- ☐ Safeguarding / MASH
- ☑ Special Educational Needs or Disabilities Services (SEND) / SEND Advisory Service (SAS)
  or
  Notify us that a child may have long-term SEND, using the Statutory Early Health Notification (Health Professionals only)

Which Service do you require? *

- ○ Early Health Notification (Health Professionals Only)
- ◉ Early Years SEND Advisory Team
- ○ New-born Hearing Screening Notification
- ○ Request for Education Health and Care Needs Assessment
- ○ Schools SEND Advisory Team (Including Post-16)
- ○ Sensory Team
- ○ SEND Key Work Team
- ○ I am not sure

5.4 Consent

Consent **must be sought** from the parents or carers before the referral is made. Where possible, you **must obtain written consent** from the family and [upload](#) this onto the Portal Assessment, however verbal consent can be accepted for a limited time.

🔴 Scenarios where it may not possible / required to provide consent are where:

- informing the parents would place the child or family at risk of significant harm.

- a referral is being made for a child missing from education or has poor attendance at school

Complete the Consent questions and then click **Next** to proceed.

5.5 Additional Details

Within the Additional Details section, record:

- The child's education **Unique Pupil Number (UPN)** if known
- Current Education Setting (where appropriate)
- School Start Date (where appropriate)
- **Disabilities** or **special needs**
- **Special Education Needs**

5.6 Participation Team

If you selected **Participation Team** within the Request for Support section of the form, the Participation Team section will be presented.

Select the **type of support** required from the list.

If support is required regarding a **child's attendance at school**, select the option from the list.

Complete the questions as shown below. Where the attendance letters have been sent to the family, these should be attached at the **end** of the Early Help Assessment.

If support is required for a **child that is missing from education**, select the option from the list. Record the required information and **upload** any relevant documents. Once complete, click **Next**.

5.7 SEND Information

If you selected *Special Educational Needs or Disabilities Services (SEND) / SEND Advisory Service (SAS) or Notify us that a child may have long-term SEND, using the Statutory Early Health Notification (Health Professionals only)* within the [Request for Support](#) section of the form, questions relating to **Special Education Needs** will be presented for completion.

Not all questions in the section are mandatory.

Once complete, click **Next** to move to the next section.

5.8 Services

Within the Services section, record the following information:

- Services that you are aware are **currently involved with the family**
- Any services that were **previously involved with the family**

To record Services **currently involved** with the family, please record the details in the vertical table as shown below. You can add more columns by clicking on the + .

Next, scroll down the page and record any Services that were **previously involved** with the family. If there are **none** or this is **unknown**, these options can be recorded respectively. Once complete. Click **Next**.

5.9 The Child and their Family's Assessment

The Child and Family's Assessment section is the main part of the assessment where the family's situation and the support required is recorded.

The following sections should be completed in full:

- *What is happening for this family*
- *What in the family's circumstances is currently impacting on them?*
- *The parent or carers current capacity to meet the needs of the child and or children's needs*
- *What help and support is required at this time?*
- *Please comment on any specific risks to be considered*
- *The wishes and feeling of the child, young person and their siblings*
- *The views of parent(s) or carer including what should happen next*
- *How will we know when the family and universal services are able to meet the needs of the child? In other words, what positive change would you like to achieve?*

Once complete, click **Next**.

How will we know when the family and universal services are able to meet the needs of the child? In other words, what positive change would you like to achieve?

Assessment information is recorded here...

Date Form Completed *   05-07-2021   📅

← Previous   Next →

Print   Save for later   Create PDF   Close   Cancel

5.10   Upload Documents

Any relevant documentation regarding the referral and assessment can be **attached to the Portal form** within this section.

Clicking on the **Upload Document** button will open up a documents window on your device. **Double clicking** on the desired document will attach it to the Assessment.
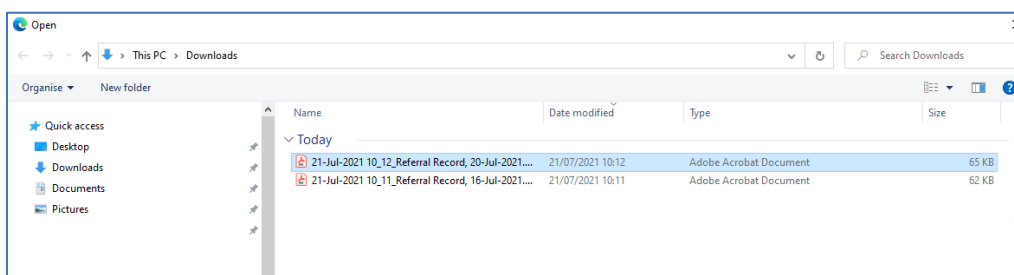
You can add further documents by repeating the process.

Note: The appearance of the document window on your device may differ to what is shown above, depending on which browser or device you are using.

> ⚠️
>
> When attaching documents that contain sensitive and / or third-party information, **you are advised to ensure that this is in compliance with your Organisation's data sharing agreements, Data Protection Policies and GDPR**.
>
> **The London Borough of Hillingdon cannot be held responsible for items that are attached to the Portal via a third-party in error.**
>
> If you attach a document in error and submit the Assessment, **you must contact the Stronger Families Hub immediately** to ensure steps are taken to remove such documents from the Portal.

Once complete, click **Next**.

5.11 Submit Referral

Once all of the information has been recorded in the Assessment and you wish to send the Assessment to the Stronger Families Hub, click on the **Send to Local Authority** button.
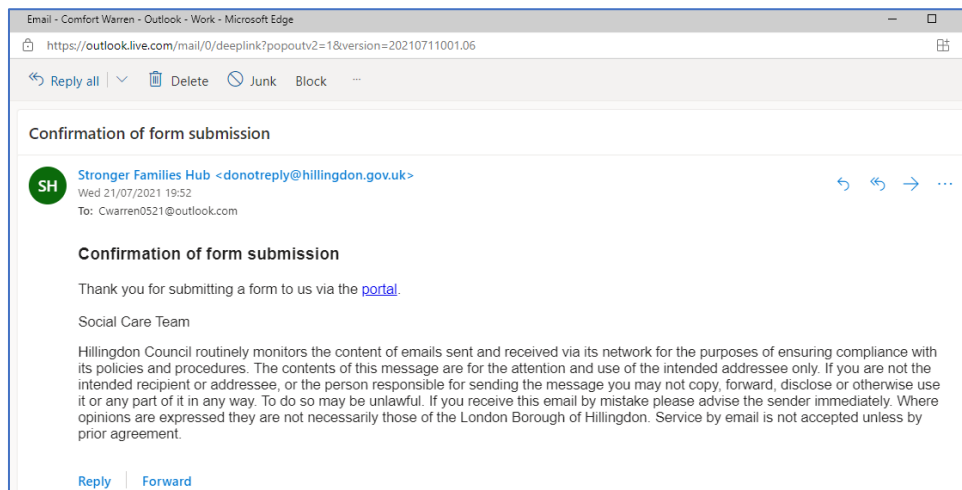

A **pop-up window** will be displayed. If you wish to add further information to the Assessment at this point, click **Cancel**. If you wish to submit the Assessment, click **Submit**.
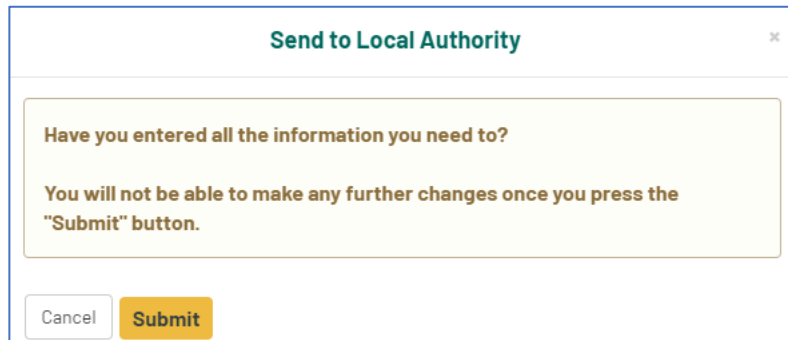
The process is now complete. A confirmation message will be displayed.
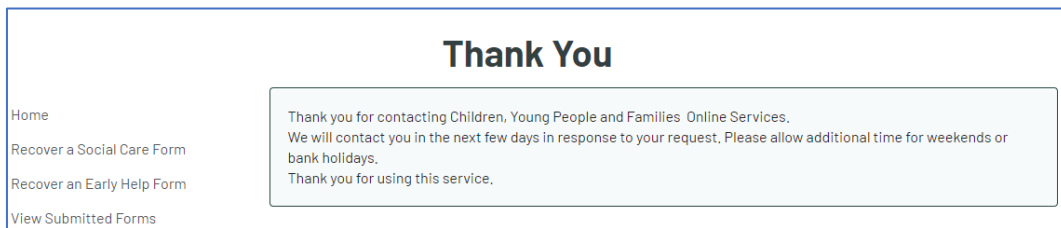
You will receive an email to confirm that the form has been submitted.

6. Portal Response Notifications

The Stronger Families Hub will **send a message back to you via the Portal** to advise on the status of the Referral once it has been processed.
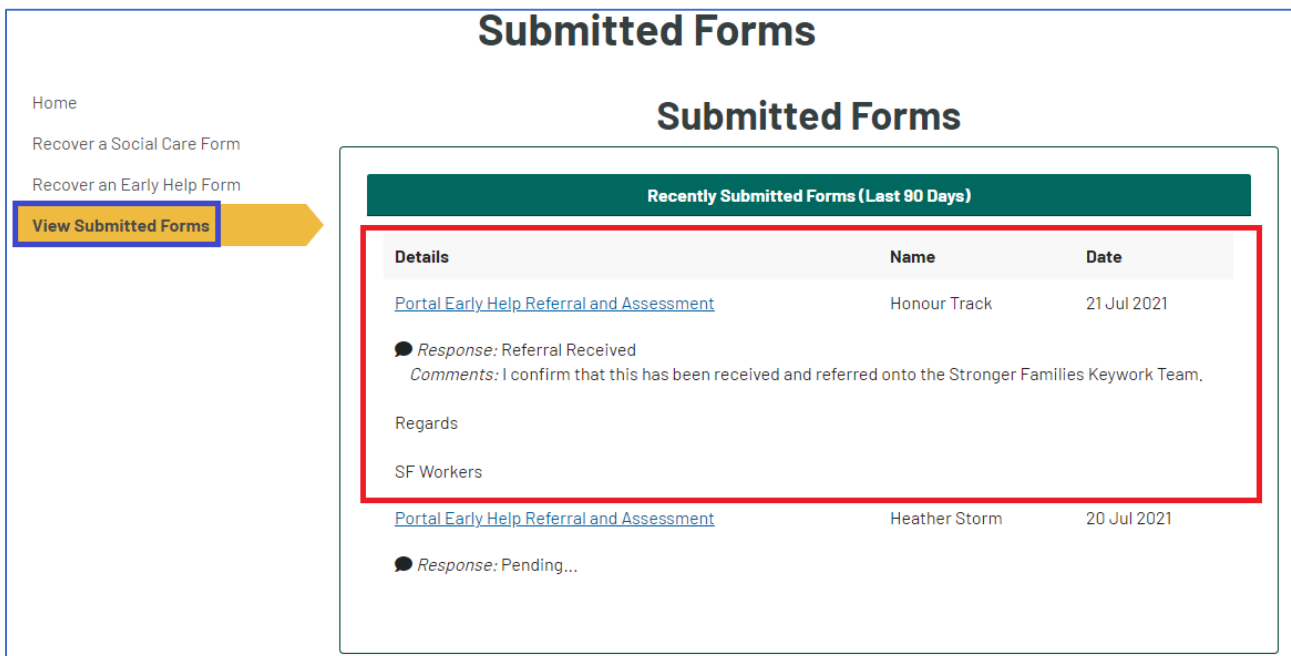
Where a message is sent back, you will receive an email to advise of this.
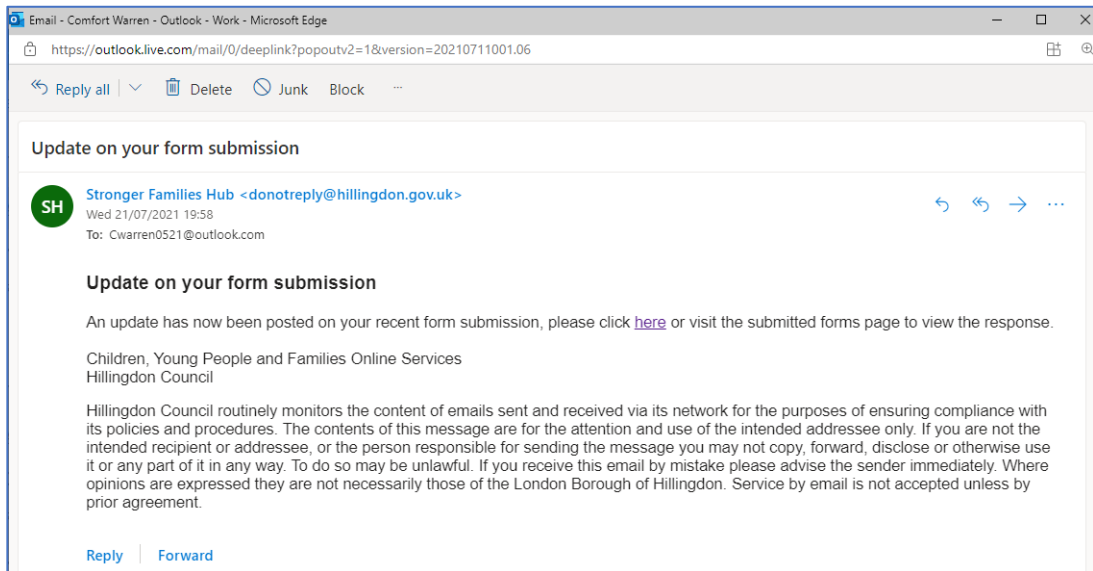
To view the message, **log into your Portal Account** and click **Submitted Forms** under you name on the top right of the page.

Navigate to the **View Submitted Forms Tab** to view the message.

7. Save a PDF Copy of the Submitted Form

You can generate and save a PDF version of the Assessment **at any time**. The best time to do this may be at the point that you are submitting the Assessment to the Stronger Families Hub. You also have **up to 30 days to retrieve the Assessment** on the Portal and generate the PDF if you wish.

To generate the PDF, click on the **Create PDF** button on any section of the Assessment.
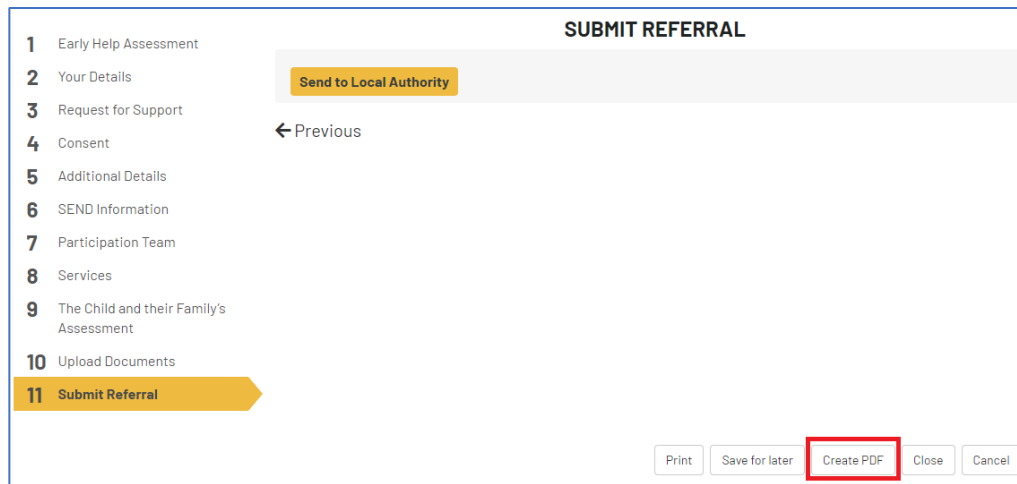
The PDF output will normally be saved in your **downloads** folder. You are advised to move this to a more secure area on your network where applicable.
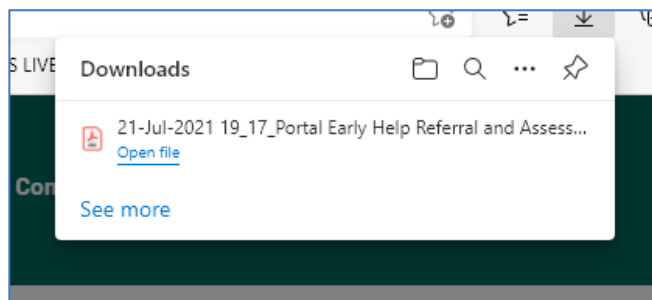
Note: The appearance of the download process may differ depending on your device and browser.

8. Change Password

You can change the password on your Portal Account **at any time**.

> ⚠️ **You should always change your password immediately in the event of a personal data breach or a data breach within your organisation**.

To change your password, click on your name at the top of the screen, then click on **My Account**.

On the next screen, click **Change Password**.

Review the Password Policy to the right of the screen, then:

- Enter your current password
- Enter your new password
- Confirm the password
- Click Finish

9. Forgotten Password

If you forget your password, this can be easily **reset** via the Portal.

Navigate to the **Portal Home Page** and click on **My Account**.

On the login page click **Forgotten Password.**

Enter your email address, then click **Next**.

A message will be displayed advising you that a **code** has been sent to your **email address**.

Open your emails and **make a note of the code**.
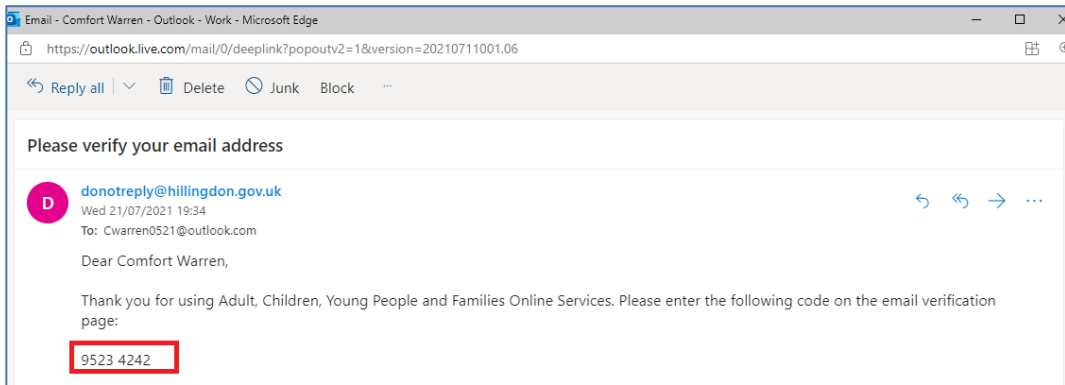
Navigate back to the **Portal page**, **enter the code** and then click **Next**.

Review the password policy on the right of the screen, then:

- Enter your new password
- Confirm the password
- Click Finish

Your password has now been changed.

10.   Retrieve a saved form

To retrieve a saved form, **log into your Portal Account** and click **Recover a form** under your name on the top right of the page.

Forms that are in process are displayed in the Recover an Early Help Form Tab. Draft forms are kept for **up to 30** days before they are deleted from the Portal.
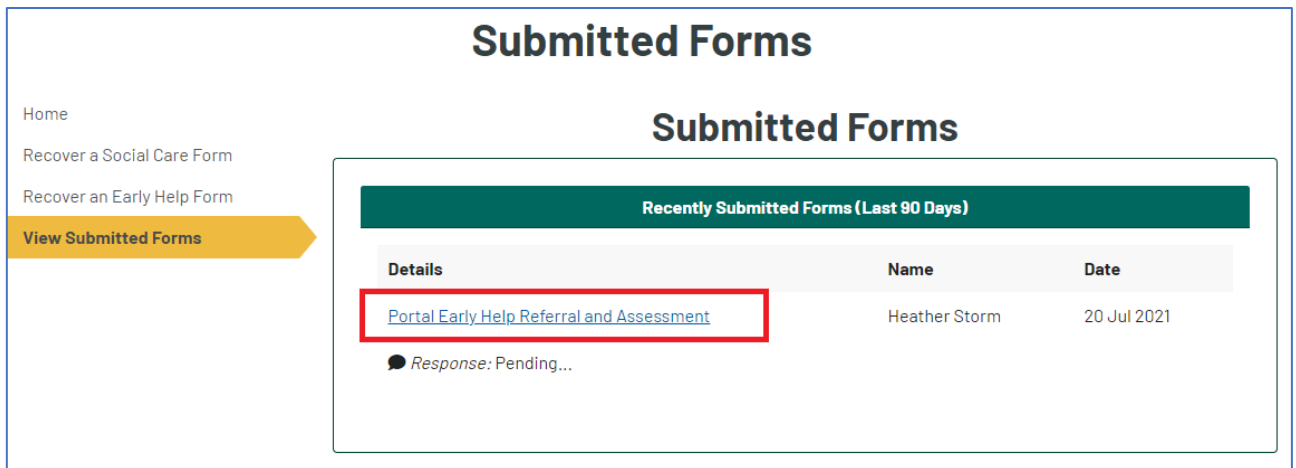
Click on the form to open it.

11.   View Submitted Forms

You can access **submitted forms** within your account by clicking on your name on the top right of the screen and selecting **Submitted Forms**.

All forms submitted within the **last 90 days** will be displayed. Click on the **form link** to open the form.

- End of Document