



London Borough of Hillingdon

Stronger Families Portal

Submitting Early Help Assessments

Building Stronger Families



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	4
2.	Purpose of this Help Guide	5
3.	Start the Referral Process	5
4.	Create a New Children’s Portal Account	9
5.	Complete and Submit an Early Help Assessment	15
5.1	Referrer and Child Details	15
5.2	Relationships and the Wider Family Details	17
5.3	Request for Support	18
5.4	Consent	19
5.5	Additional Details	20
5.6	Participation Team	21
5.7	SEND Information	22
5.8	Services	23
5.9	The Child and their Family’s Assessment	24
5.10	Upload Documents	25
5.11	Submit Referral	26
6.	Portal Response Notifications	27
7.	Save a PDF Copy of the Submitted Form	29
8.	Change Password	30
9.	Forgotten Password	31
10.	Retrieve a saved form	33
11.	View Submitted Forms	34

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/>)

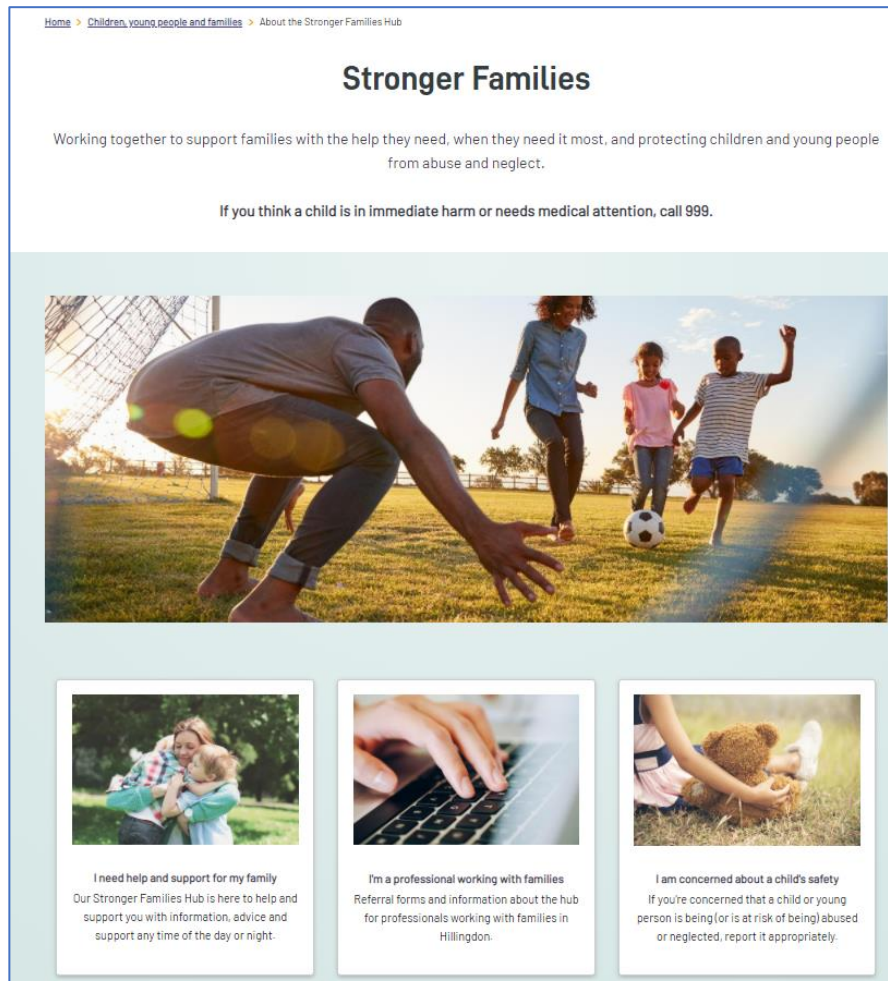
2. Purpose of this Help Guide

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 screenshot shows the homepage of the Hillingdon Stronger Families website. At the top, there is a breadcrumb trail: Home > Children, young people and families > About the Stronger Families Hub. The main heading is "Stronger Families" in a large, bold font. Below this, a sub-heading reads: "Working together to support families with the help they need, when they need it most, and protecting children and young people from abuse and neglect." A prominent message states: "If you think a child is in immediate harm or needs medical attention, call 999." The central part of the page features a large photograph of a man in a grey t-shirt and dark trousers crouching on a grassy field, reaching out towards a group of children who are playing soccer. The children are in motion, with one child about to kick a soccer ball. The background shows a clear sky and a fence. Below the main image, there are three white boxes, each containing a small image and a brief description of a service:

- Image 1:** A woman holding a young child. **Text:** "I need help and support for my family. Our Stronger Families Hub is here to help and support you with information, advice and support any time of the day or night."
- Image 2:** A close-up of hands typing on a laptop keyboard. **Text:** "I'm a professional working with families. Referral forms and information about the hub for professionals working with families in Hillingdon."
- Image 3:** A child's hands holding a teddy bear. **Text:** "I am concerned about a child's safety. If you're concerned that a child or young person is being (or is at risk of being) abused or neglected, report it appropriately."

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.

About the Stronger Families Hub and making referrals - Information for professionals

Working with our partners, we have built on our existing service to create a new single point of contact for children, young people and families in Hillingdon to access a wide range of support services 24/7 and offer a helping hand to become a stronger family.



What is the Stronger Families Hub?

- The hub is a new easily-accessible and integrated single point of contact for families and professionals in Hillingdon.
- The model combines a social work led service, adult mental health service and the [Hillingdon MASH](#).
- It has 1 telephone number, 1 email address and 1 referral form.
- It's a place where residents and professionals can access information, advice and assistance 24 hours a day, 365 days a year.

What are the benefits?

- The Stronger Families Hub provides a single point of contact, so that everything is accessible in the same place and uses the same process.
- It ensures timely information and advice is readily accessible for families 24 hours of the day, throughout the calendar year.
- The hub allows better information sharing between professionals, which ensures a more co-ordinated and faster response to the needs of children and families in Hillingdon.

How do I make a referral?

If you are a professional wanting to request support for a family, please complete the relevant referral form through our online portal.

[Make a referral](#) →

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

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

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

HILLINGDON
LONDON

[Forms Home](#) • [Help & guidance](#) • [My Account](#) • [Recover a form](#) • [Submitted Forms](#)

[Home](#) > [Stronger Families](#) > [Forms Home](#) >

Welcome to the Stronger Families Hub

Referral pathways for Professionals

Please choose an option below to complete a referral form.

- Refer a family for Early Help or Social Care Support
- Education Health Care Needs Assessment or Special Education Needs and Disabilities Support
- Notify us that a child may have long-term SEND (Early Health Notification - Health Professionals)
- Report Poor Attendance / Child Missing from Education
- School holiday penalty fines (via LEAP)

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**.

EARLY HELP ASSESSMENT

1 Early Help Assessment

2 Your Details

3 Request for Support

4 Consent

5 Additional Details

6 Services

7 The Child and their Family's Assessment

8 Upload Documents

9 Submit Referral

Who is this about?

In the section below please add the name of all persons that this form is about. You will need to details for at least 1 individual. If you need to add more people, use the + icon to add a new row. Using the - icon will remove a person from the form.

Once completed use **Confirm** to save your changes. You will not be able to progress through the form until changes have been confirmed.

Please add details of all persons to be included in this form to be submitted to the Local Authority

Forename	Surname
Honour	Track

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 option to **Save** the form to return to at any time.

Print the Form

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

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.

[Home >](#) [Stronger Families >](#) [Forms Home >](#)

LOGIN OR REGISTER

1 Early Help Assessment

2 **Your Details**

3 Request for Support

4 Consent

5 Additional Details

6 Services

7 The Child and their Family's Assessment

8 Upload Documents

9 Submit Referral

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

← Previous Next →

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

Secure login - step 1

New to Adult, Children, Young People and Families Online Services? Register for an account on the right.
Already using Adult, Children, Young People and Families Online Services? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Adult, Children, Young People and Families Online Services, sign up for an account [here](#)

Register for new account



At this time **generic accounts** 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.

Register a new account - step 1

Forename
Comfort

Surname
Warren

Next Cancel

Step 2: Enter:

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

Register a new account - step 2

Email address
C.Warren@comfortcareservices.com

Password

Confirm password

Back Next Cancel

Password policy

Your 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
- 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

[Click to see list of special characters](#)

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**.

Register a new account - step 2

<p>Email address</p> <input type="text" value="C.Warren@comfortcareservices.com"/>	<p>Password policy</p> <p>Your password must meet the following requirements:</p> <ul style="list-style-type: none">It must be at least 12 characters longIt must contain at least one letterIt must contain only letters, digits, and special charactersIt must contain at least one upper-case letterIt must contain at least one numerical digitIt must contain at least one special character.It must be different to your current passwordIt must be different to your previous password <p style="text-align: center;">Click to see list of special characters</p>
<p>Password</p> <input type="password" value="*****"/>	
<p>Confirm password</p> <input type="password" value="*****"/>	
<p>Back Next Cancel</p>	

A **code** will be generated and sent to the **email address** used to register your account. Access your email account to access the code.

Register a new account - step 3

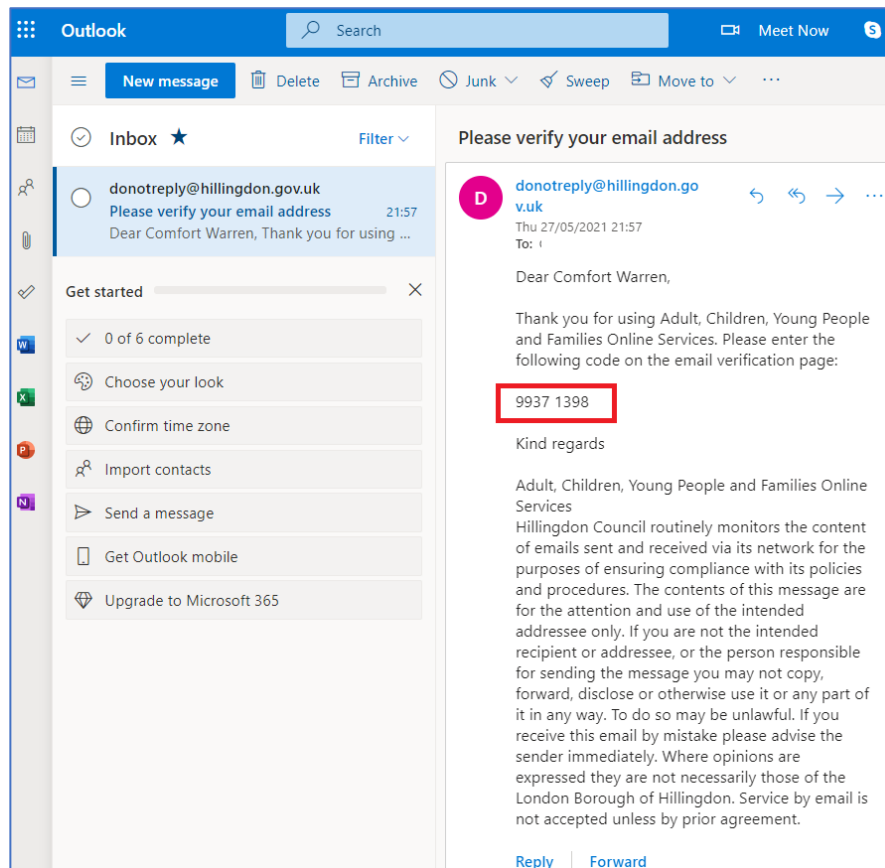
We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **back** if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code

Back Next Cancel [Please send me a new 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**.

Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **back** if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code

Back **Next** Cancel [Please send me a new code](#)

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.

- 1 Early Help Assessment
- 2 Your Details**
- 3 Relationships and the Wider Family Details
- 4 Request for Support
- 5 Consent
- 6 Additional Details

LOGIN OR REGISTER

Your Details (Portal User)

First Name *

Last Name *

Email *

Telephone

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 screenshot shows a web form titled "LOGIN OR REGISTER" with a sidebar menu on the left. The sidebar menu has seven items: 1 Early Help Assessment, 2 Your Details (highlighted in orange), 3 Relationships and the Wider Family Details, 4 Request for Support, 5 Consent, 6 Additional Details, and 7 Services. The main content area is titled "Your Details (Portal User)" and contains four input fields: "First Name *" with the value "Raynes", "Last Name *" with the value "Portal", "Email *" with the value "Raynesportal@outlook.com", and "Telephone" with the value "0788899000". A red box highlights the "Telephone" field, and a red arrow points to it from the left.

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 *	<input type="text" value="Comfort"/>
Last Name *	<input type="text" value="Warren"/>
Email *	<input type="text" value="Cwarren0521@outlook.com"/>
Telephone	<input type="text" value="07888999000"/>

Who is this form for?

I am completing this form on behalf of: *

Your relationship to person *

First Name *

Last Name *

Date of Birth *

Estimated DOB?

Gender *

Ethnicity *

Email

Telephone

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	<input type="text" value="9"/>
Postcode *	<input type="text" value="UB9 4BA"/>

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.

The screenshot shows a form titled "Address" with a red error message box at the top: "We couldn't find a matching address. Please check that you entered the correct information and try again. Otherwise use the Enter Address button to enter the address details manually." Below the message are two input fields: "House Number or Name" with the value "9" and "Postcode * ?" with the value "UB9 4BA". At the bottom, there are two buttons: "Find Address" and "Enter Address", with the "Enter Address" button highlighted by a red rectangle.


Enter the address details.

The screenshot shows the "Address" form with the following fields filled in: "Property Name" (empty), "House No" (9), "Street *" (Stiles Close), "Area" (empty), "Town/City *" (Uxbridge), "County" (empty), and "Postcode * ?" (UB9 4BA). At the bottom, there are two buttons: "Search Again" and "Enter Address".

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

The screenshot shows the "Address" form with the same fields as the previous one. At the bottom, there are three buttons: "Search Again", "Enter Address", and "Next →". The "Next →" button is highlighted by a red rectangle.

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.

<ol style="list-style-type: none"> 1 Early Help Assessment 2 Your Details <li style="background-color: #f4a460; padding: 2px;">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 	RELATIONSHIPS AND THE WIDER FAMILY DETAILS
<p>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.</p>	
Forename	<input type="text" value="Ron"/> <input type="text" value="Pearl"/>
Surname	<input type="text" value="Storm"/> <input type="text" value="Storm"/>
Relationship to child	<input type="text" value="Brother"/> <input type="text" value="Mother"/>
PR? 	<input type="text" value="No"/> <input type="text" value="Yes"/>
DOB	<input type="text" value="30-01-2009"/> <input type="text" value="dd-mm-yyyy"/>
Address	<input type="text" value="9 Stiles Close
Uxbridge
UB9 4BA"/> <input type="text" value="9 Stiles Close
Uxbridge
UB9 4BA"/>
Telephone Number	<input type="text"/> <input type="text" value="07888999888"/>
Email Address	<input type="text"/> <input type="text"/>
	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid red; padding: 2px;">+</div> <div style="border: 1px solid gray; padding: 2px;">-</div> <div style="border: 1px solid gray; padding: 2px;">+</div> <div style="border: 1px solid gray; padding: 2px;">-</div> </div>

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.

CONSENT

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

*Before completion please note that this assessment **will not** be accepted and will be returned without parental consent being obtained. Consent is mandatory.*

The exceptions to this requirement 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

Have the Parent(s) / Carer(s) consented to the assessment and referral record being completed and sent to Stronger Families? *

Yes

Parent / child's consent for information storage and information sharing

Does the parent agree to the information recorded on this assessment being shared with other practitioners and /or services in order to support you? Please tick as appropriate *

Yes

Does the parent agree that the information on this form can be securely stored centrally by Stronger Families? *

Yes

← Previous Next →

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**

ADDITIONAL DETAILS

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

Unique Pupil Number (UPN)

Current School / Education setting

If N/A please move to the question below

School Start Date

Does the child or anyone in the immediate family have special needs or a disability? *

Does the child / young person have Special Education Needs? *

← Previous Next →

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.

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

PARTICIPATION TEAM

Referrer's Name *

Referrer's Email *

Referrer's Telephone Number *

Type of support required *

Support regarding a child / young person's attendance at school

Support regarding a child that is missing from Education

Attendance

Please provide average attendance rate in % and outline any reduced time timetables in place (e.g. attending 1 hour per day, 5 days per week) *

Have attendance letters 1,2 and 3 all been sent to the parents / carers? *

Date last attendance meeting was held

Is the young person at risk of permanent exclusion? *

Will supporting documents be upload as part of this referral and assessment? *

Please upload all relevant documentation at the end of this form

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**.

PARTICIPATION TEAM

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

Referrer's Name * Ed Teacher

Referrer's Email * Ed.Teacher@School.net

Referrer's Telephone Number * 01222333444

Type of support required *

Support regarding a child / young person's attendance at school
 Support regarding a child that is missing from Education

Child Missing from Education

Last date the child was at school dd-mm-yyyy

Has the child been removed from the School Roll? *

Will supporting documents be upload as part of this referral and assessment? * Yes

Please upload all relevant documentation at the end of this form

← Previous 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.

SEND INFORMATION

- 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

SEN Category of Need:

SEN Primary Need:

SEN Secondary Need:

School Year Group:

Please provide average attendance rate in % and outline any reduced time timetables in place (e.g. attending 1 hour per day, 5 days per week):

Is an Education, Health and Care Plan Needs Assessment (EHNA) currently in progress?

Does the child / young person have an Education Health and Care Plan (EHCP)?

Is Early Support Funding in Place?

Is Early Years SEND Inclusion Funding in Place?

Is Exceptional Funding in Place?

Does the child have a Pupil Premium?

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



SERVICES

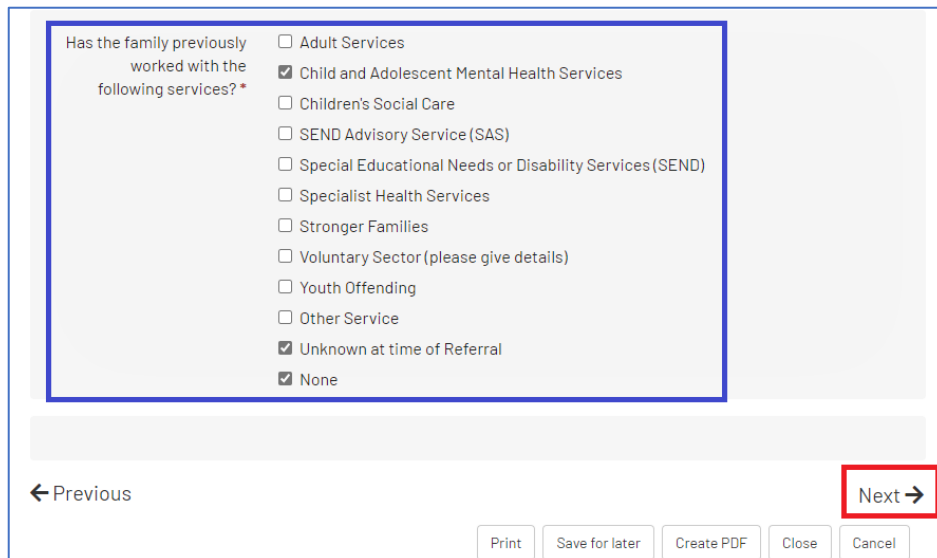
What services are presently involved with the family?

In addition please detail the support provided by your agency with the family to date and whether you have referred the family to any other service before completing this assessment.

Name	<input type="text" value="Dr Beat"/>	<input type="text" value="Amy Jones"/>
Agency	<input type="text" value="Hillingdon GP Surgery"/>	<input type="text" value="Homes and Money Hub"/>
Start Date (if known)	<input type="text" value="dd-mm-yyyy"/>	<input type="text" value="dd-mm-yyyy"/>
Address	<input type="text" value="Hillingdon GP Surgery
123 Uxbridge Road"/>	<input type="text" value="1 Town Square
Dagenham"/>
Telephone	<input type="text" value="01895 222686"/>	<input type="text" value="020 8772233"/>

+ -
+ -

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**.



The screenshot shows a form titled "Has the family previously worked with the following services?*" with a list of services and their selection status:

- Adult Services
- Child and Adolescent Mental Health Services
- Children's Social Care
- SEND Advisory Service (SAS)
- Special Educational Needs or Disability Services (SEND)
- Specialist Health Services
- Stronger Families
- Voluntary Sector (please give details)
- Youth Offending
- Other Service
- Unknown at time of Referral
- None

At the bottom of the form, there is a "Previous" button on the left and a "Next" button on the right, which is highlighted with a red box. Below the "Next" button are several utility buttons: "Print", "Save for later", "Create PDF", "Close", and "Cancel".

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.

UPLOAD DOCUMENTS

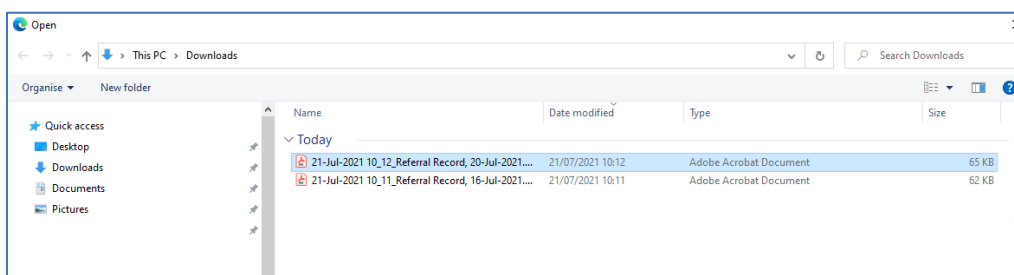
Please upload all relevant documentation using the link below

Upload Document

← Previous Next →

- 1 Early Help Assessment
- 2 Your Details
- 3 Request for Support
- 4 Consent
- 5 Additional Details
- 6 SEND Information
- 7 Participation Team
- 8 Services
- 9 The Child and their Family's Assessment
- 10 Upload Documents**
- 11 Submit Referral

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**.

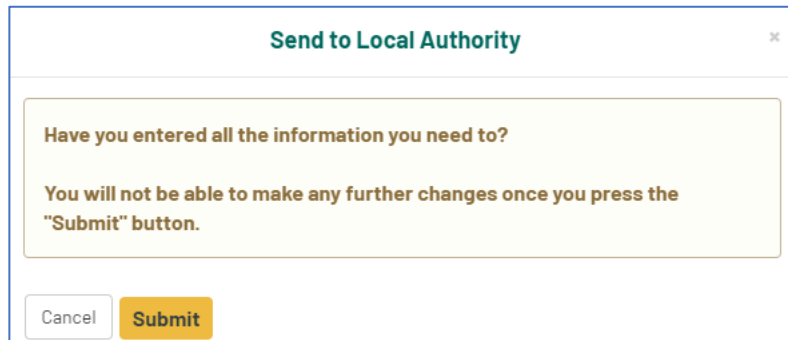
The screenshot shows a progress bar on the left with seven steps: 1 Early Help Assessment, 2 Your Details, 3 Request for Support, 4 Consent, 5 Additional Details, 6 SEND Information, and 7 Participation Team. The current step is '3 Request for Support'. The main area is titled 'UPLOAD DOCUMENTS' and contains the text 'Please upload all relevant documentation using the link below'. Below this text is a document upload area showing a file named '21-Jul-2021 10_12_Referral Record_20-Jul-2021.pdf' with a 'Remove' button. There is an 'Upload Document' button with a plus icon. At the bottom left is a 'Previous' button with a left arrow, and at the bottom right is a 'Next' button with a right arrow, which is highlighted with a red box.

5.11 Submit Referral

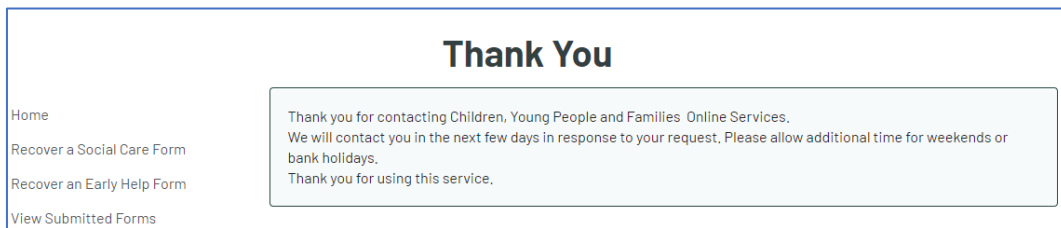
Once all of the information has been recorded in the Assessment and you wish to send the Assessment to the Stronger Families Hub, click on the **Send to Local Authority** button.

The screenshot shows the progress bar on the left with the first four steps: 1 Early Help Assessment, 2 Your Details, 3 Request for Support, and 4 Consent. The current step is '3 Request for Support'. The main area is titled 'SUBMIT REFERRAL' and contains a large grey button labeled 'Send to Local Authority' which is highlighted with a red box. Below the button is a 'Previous' button with a left arrow.

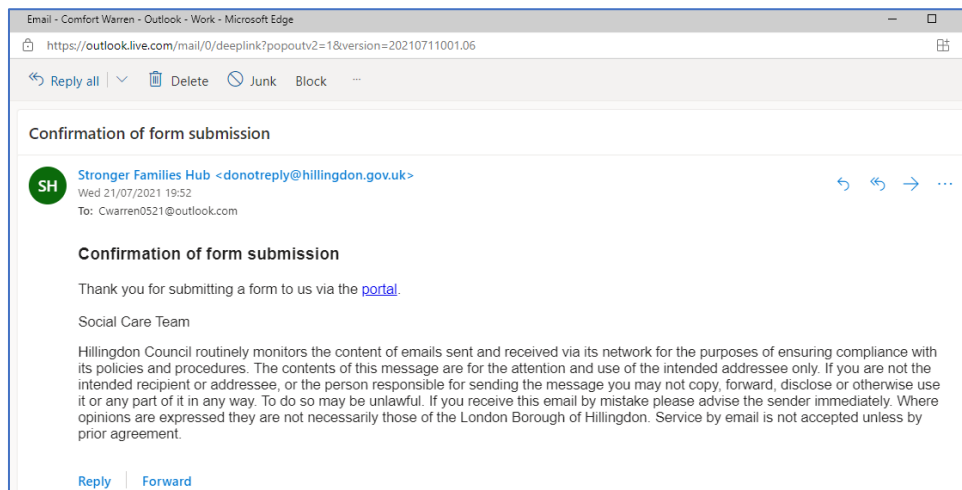
A **pop-up window** will be displayed. If you wish to add further information to the Assessment at this point, click **Cancel**. If you wish to submit the Assessment, click **Submit**.



The process is now complete. A confirmation message will be displayed.



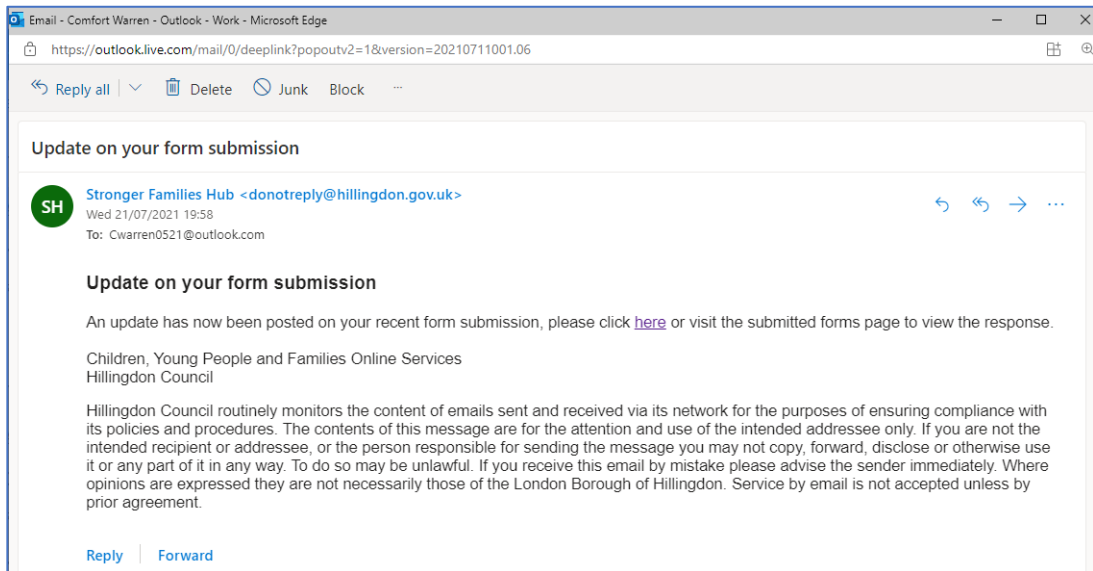
You will receive an email to confirm that the form has been submitted.



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.

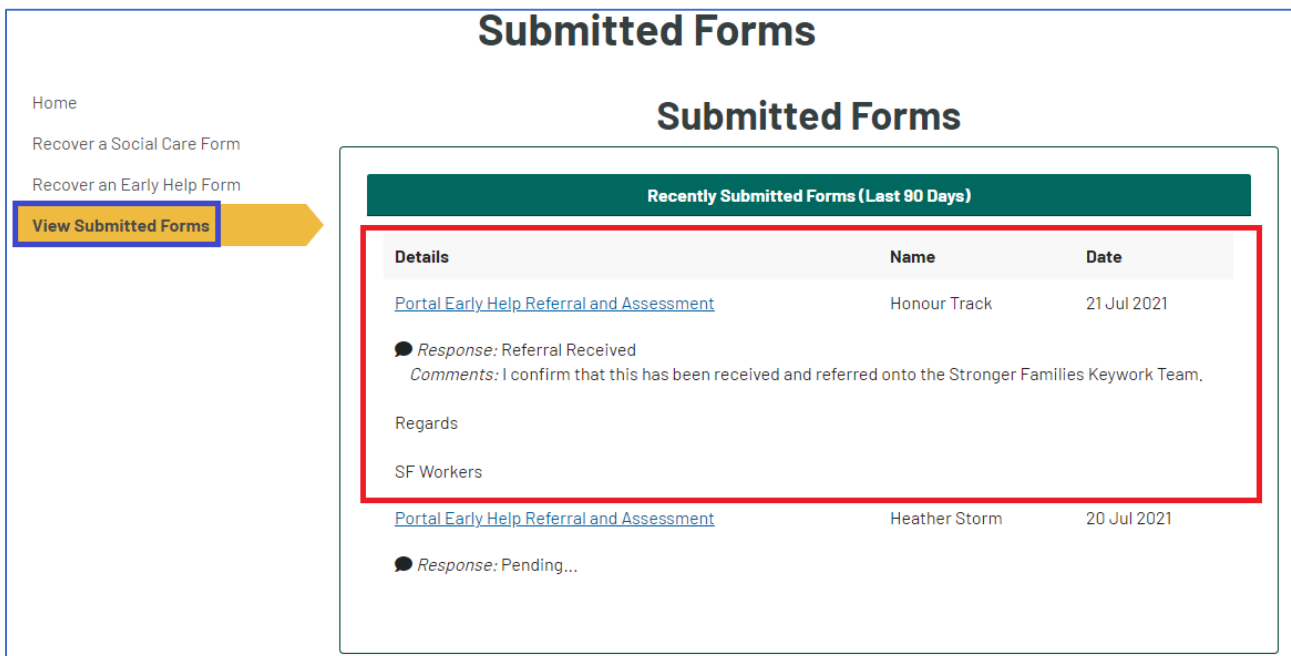
Where a message is sent back, you will receive an email to advise of this.



To view the message, **log into your Portal Account** and click **Submitted Forms** under you name on the top right of the page.



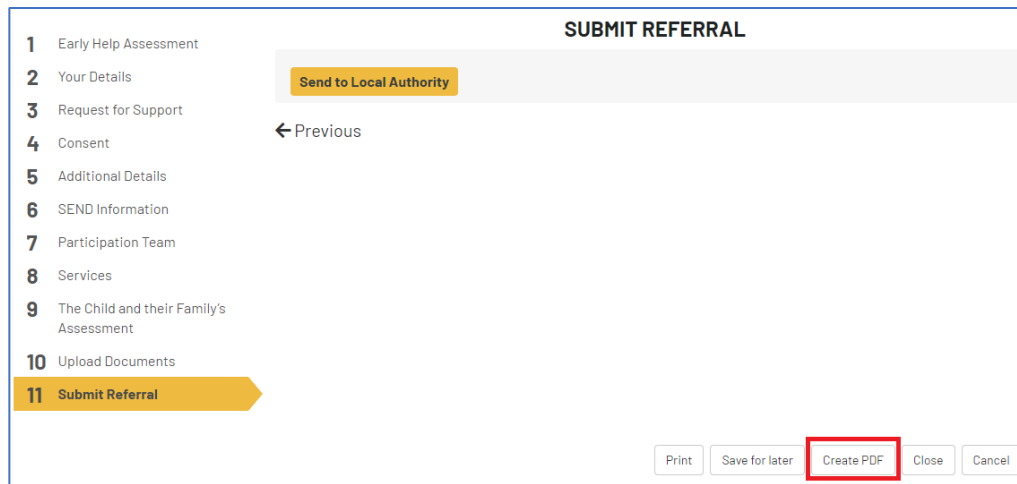
Navigate to the **View Submitted Forms Tab** to view the message.



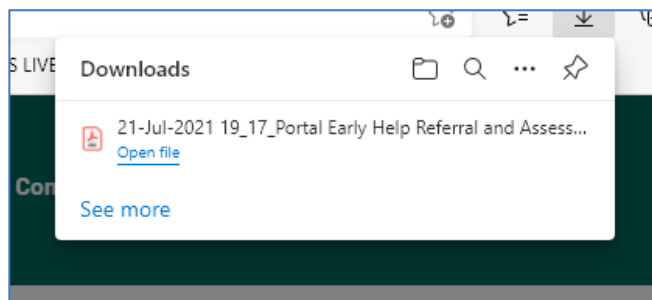
7. Save a PDF Copy of the Submitted Form

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.



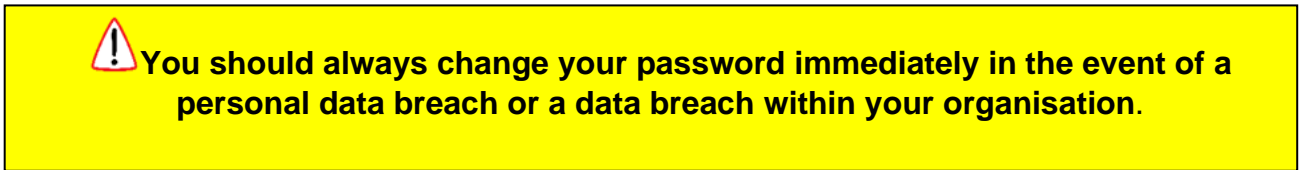
The PDF output will normally be saved in your **downloads** folder. You are advised to move this to a more secure area on your network where applicable.



Note: The appearance of the download process may differ depending on your device and browser.

8. Change Password

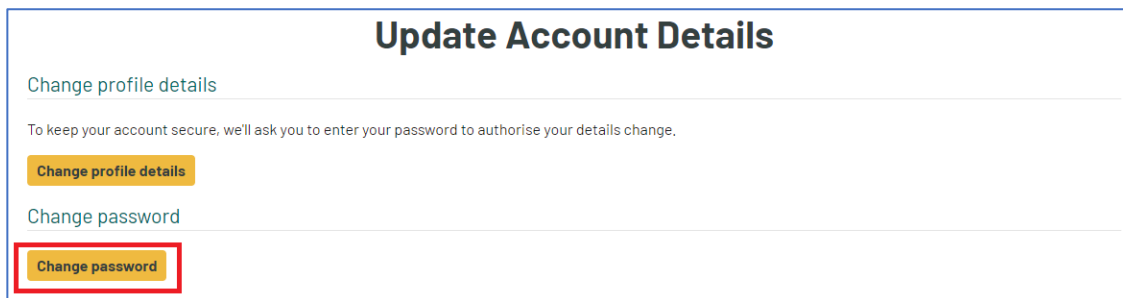
You can change the password on your Portal Account **at any time**.



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

Change Password

Please enter your new password

Your current password

Password Policy

Your 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
- 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

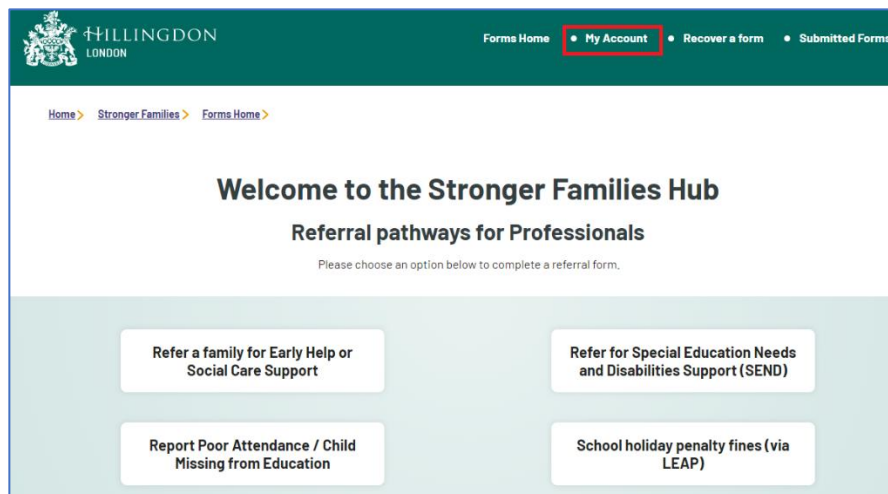
Your new password

Confirm password

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**.

Secure login - step 1

New to Adult, Children, Young People and Families Online Services? Register for an account on the right.
Already using Adult, Children, Young People and Families Online Services? Sign in below.

Existing users

Email

New users

If you're new to Adult, Children, Young People and Families Online Services, sign up for an account here

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

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

Reset password - step 1

Email

NextCancel

Please enter your email address and we will email you a code to allow you to reset your password.

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

Reset password - step 2

We have just sent you an email to confirm your email address. Please enter the code this contains below.

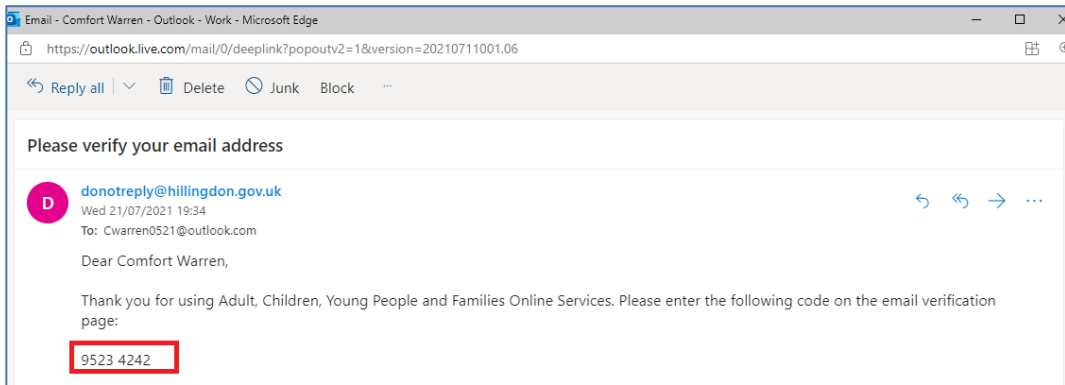
If you can't find this email, it may be in your Spam/Junk Email Folder.

Code

NextCancel

Please enter the verification code that we emailed to you

Open your emails and **make a note of the code**.



Navigate back to the **Portal** page, **enter the code** and then click **Next**.

Reset password - step 2

We have just sent you an email to confirm your email address. Please enter the code this contains below.

If you can't find this email, it may be in your Spam/Junk Email Folder.

Code

NextCancel

Please enter the verification code that we emailed to you

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

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

Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish Cancel

Password Policy

Your 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
- 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

Your password has now been changed.

Password Reset Confirmation

Your password has been changed. Press OK to return to the login page.

OK

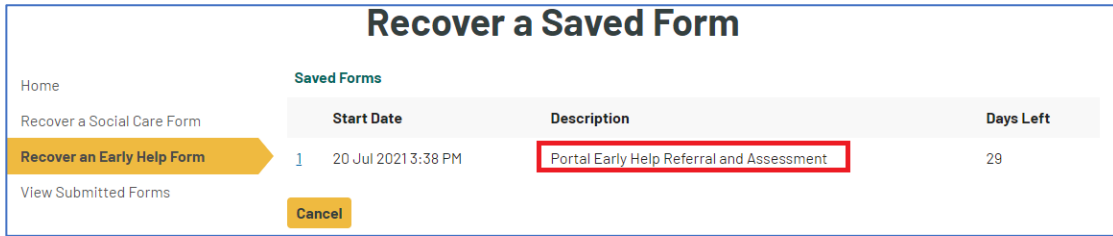
10. Retrieve a saved form

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.



The screenshot shows a web interface titled "Recover a Saved Form". On the left, there is a navigation menu with "Home", "Recover a Social Care Form", "Recover an Early Help Form" (highlighted in yellow), and "View Submitted Forms". Below the menu is a "Cancel" button. The main content area is titled "Saved Forms" and contains a table with the following data:

	Start Date	Description	Days Left
1	20 Jul 2021 3:38 PM	Portal Early Help Referral and Assessment	29

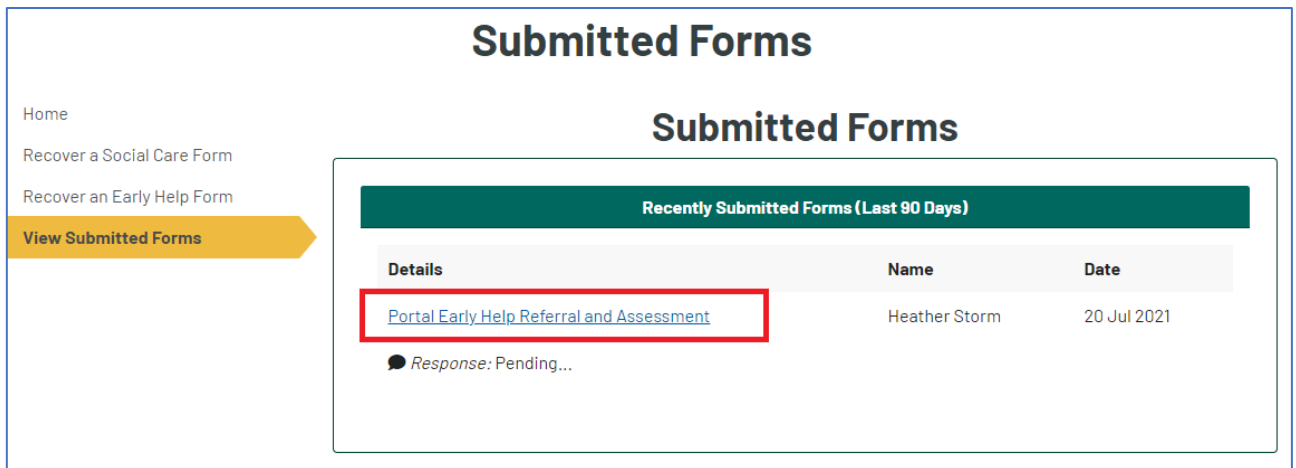
11. View Submitted Forms

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



The screenshot shows the top navigation bar of the Hillingdon London website. On the right, the user's name "Comfort Warren" is displayed with a dropdown menu. The menu options are: "My Account", "Recover a form", "Submitted Forms" (highlighted in green), "Update Details", and "Logout". Below the navigation bar, a breadcrumb trail reads: "Home > Stronger Families > Forms Home > Submitted Forms".

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



The screenshot shows the "Submitted Forms" page. On the left, the navigation menu includes "Home", "Recover a Social Care Form", "Recover an Early Help Form", and "View Submitted Forms" (highlighted in yellow). The main content area is titled "Submitted Forms" and features a section for "Recently Submitted Forms (Last 90 Days)". This section contains a table with the following data:

Details	Name	Date
Portal Early Help Referral and Assessment	Heather Storm	20 Jul 2021

Below the table, there is a status indicator: "Response: Pending..."

- End of Document