



Early Help Module (EHM)

Step by Step User Guide

October 2022

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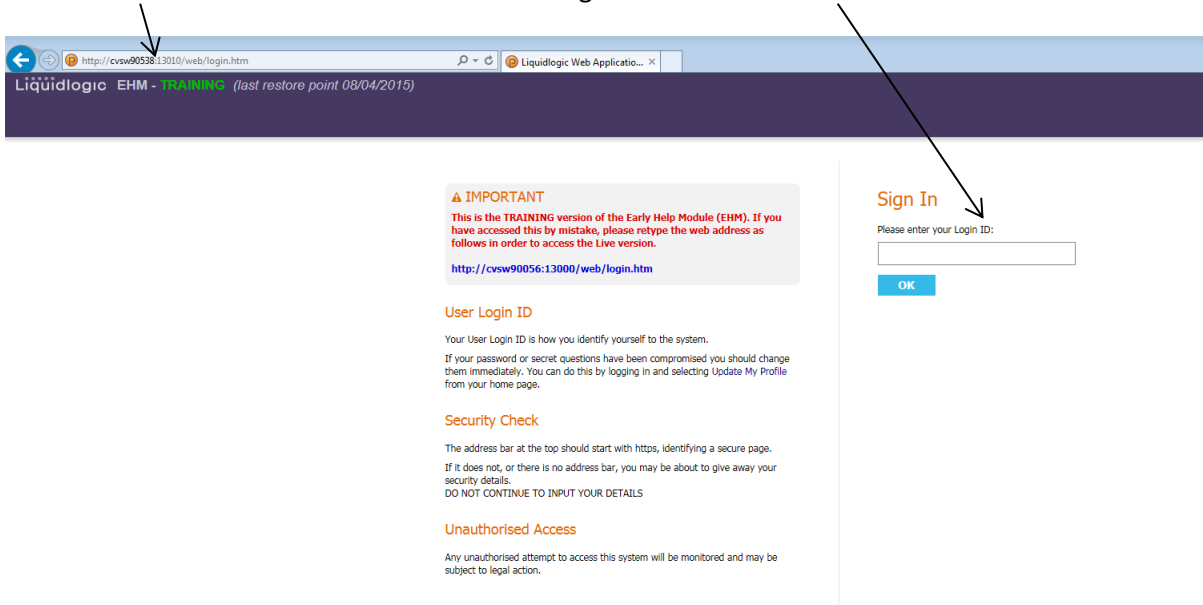
27. Management Oversight within the Supporting Families Outcome Plan
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1 - Logging in

The system is internet based therefore you will need access to the internet and a web address to access the system

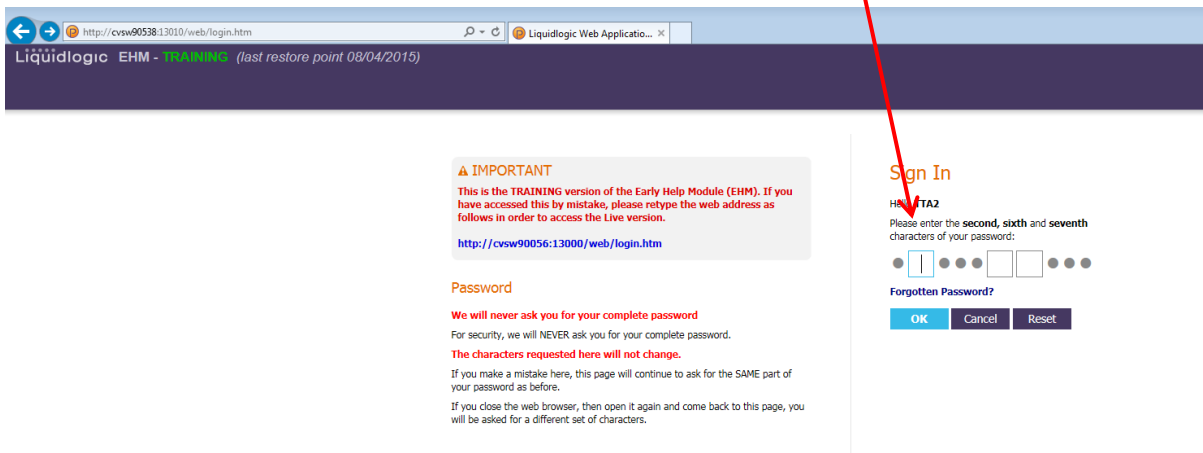
Enter website here

Enter login ID here and click OK to continue

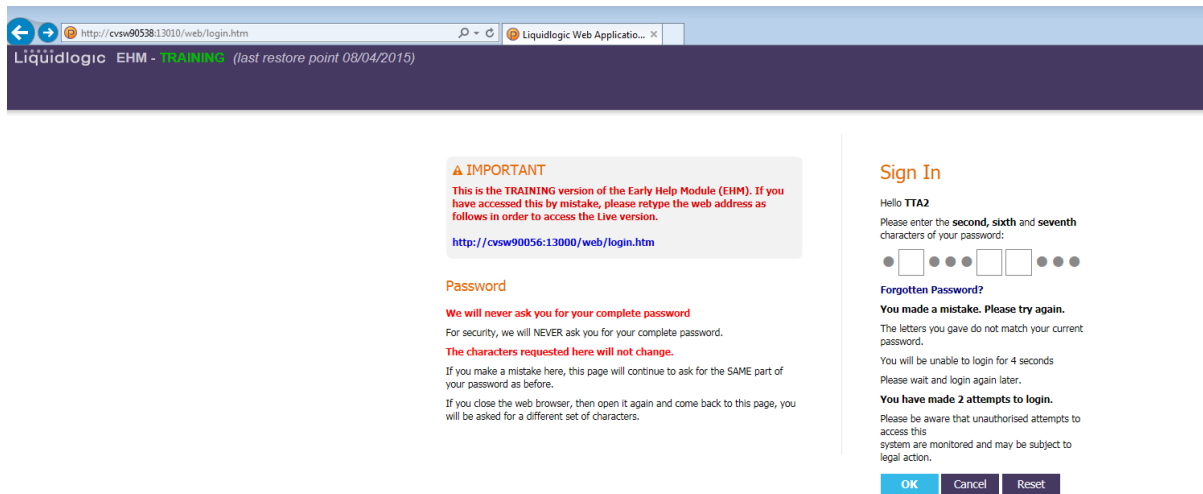


You will then be prompted to enter random characters from your password

Please Note – If you have forgotten your password do not use the Forgotten Password link, instead send an email to: ehmhelp@coventry.gov.uk they will send you a new password.

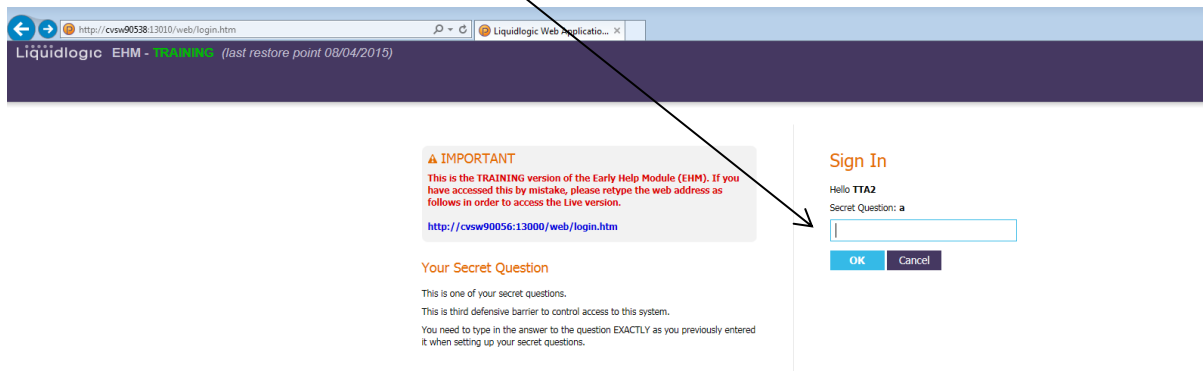


If you enter your password incorrectly, a message will be displayed requiring you to input the password again.



You will have 3 attempts to login, however with each incorrect attempt your account will be locked for a longer period. If you are unsuccessful after 3 attempts, your account will be locked and you will need to contact EHM Help to get your account unlocked – ehmhelp@coventry.gov.uk

Once the password has been entered correctly you will be asked at random one of your security questions. Enter security question answer and click OK to continue.



2 - Tiles

When you log into EHM, the Tiles screen is the first screen you will see.

It provides you with easy links to tasks, records and forms and shows you up to date information about your work. The Welcome Tile will provide you with further information on how the Tiles work.

To get to your homepage, click **Home**

Home Tiles Help Menu System Reports Find Training Te

Group 1

Welcome to Liquidlogic Tiles

Click on the corner to expand this tile

Liquidlogic Tiles is the front screen for Liquidlogic Applications. It provides you with easy links to tasks, records and forms that you have been involved in and up to date information about your work. [Read more...](#)

New Tasks in last 24 Hours

No items

Last 10 viewed Forms

30 minutes ago	Bobby Smith	Action Meeting Outcomes
31 minutes ago	Bobby Smith	Action Meeting Outcomes
Fri at 14:20	Bobby Smith	CAF Assessment
Fri at 11:49	Bobby Smith	Consent Record

Task Summary

No data

Cases where I am the Episode Coordinator

Bobby Smith	7 years	CAF H2D	Mon at 11:05
-------------	---------	---------	--------------

My Top 10 Current Alerts

No items

Last 10 viewed Records

Mon at 11:05	Bobby Smith	7 years	CAF H2D
25 Jul	Samantha Turnbull	9 weeks	
25 Jul	Ellis Turnbull	11 years	
25 Jul	Fiona Turnbull	52 years	
09 Jun	Angus Turner	9 years	H2D
09 Jun	Steven Turner	12 years	CAF H2D

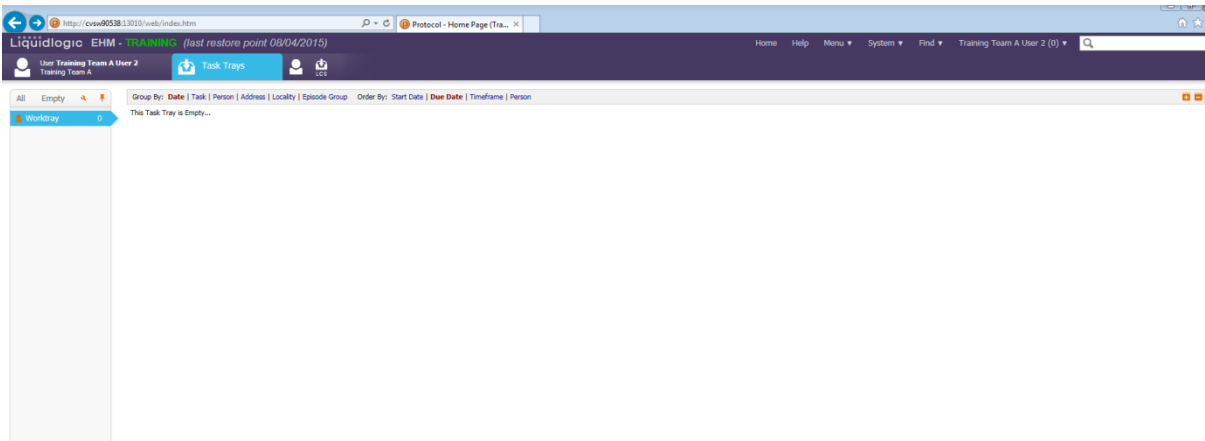
Upcoming Meetings in the next 365 day(s)

No items

Last 10 Updated Forms

Bobby Smith	Action Meeting Outcomes
Bobby Smith	Action Meeting Outcomes
Bobby Smith	CAF Assessment
Bobby Smith	CAF Assessment
Bobby Smith	Consent

3 - The Homepage

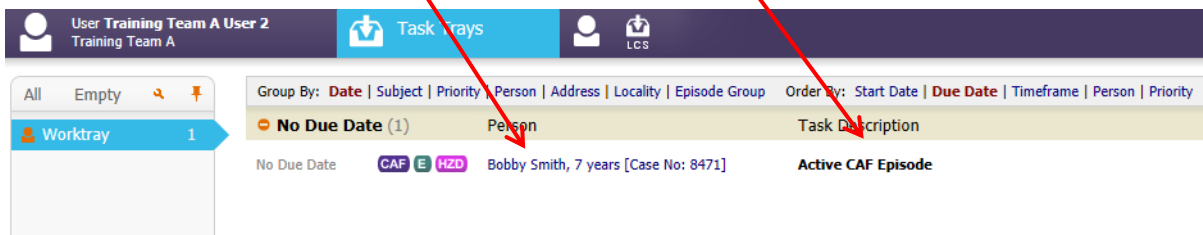


Task trays

Most of the home page screen is taken up with your task tray or work tray as it's commonly known. When you first login your task tray will most likely be empty. The task tray contains the children you are the Episode Coordinator for.

Below is a screen shot of a task tray containing a child. The two main areas of the task tray are the details relating to the **Child** and the **Task Description**. By clicking on the child's name, you will be taken to the child's demographics. If the task description is selected, you will be taken to that task.

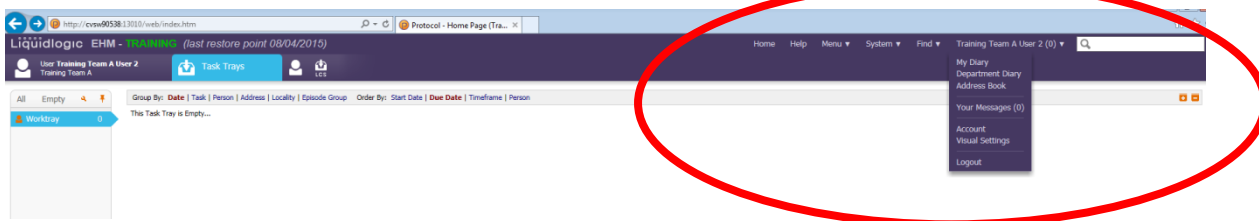
Any tasks that are in **bold type** are new tasks that have not yet been clicked on.



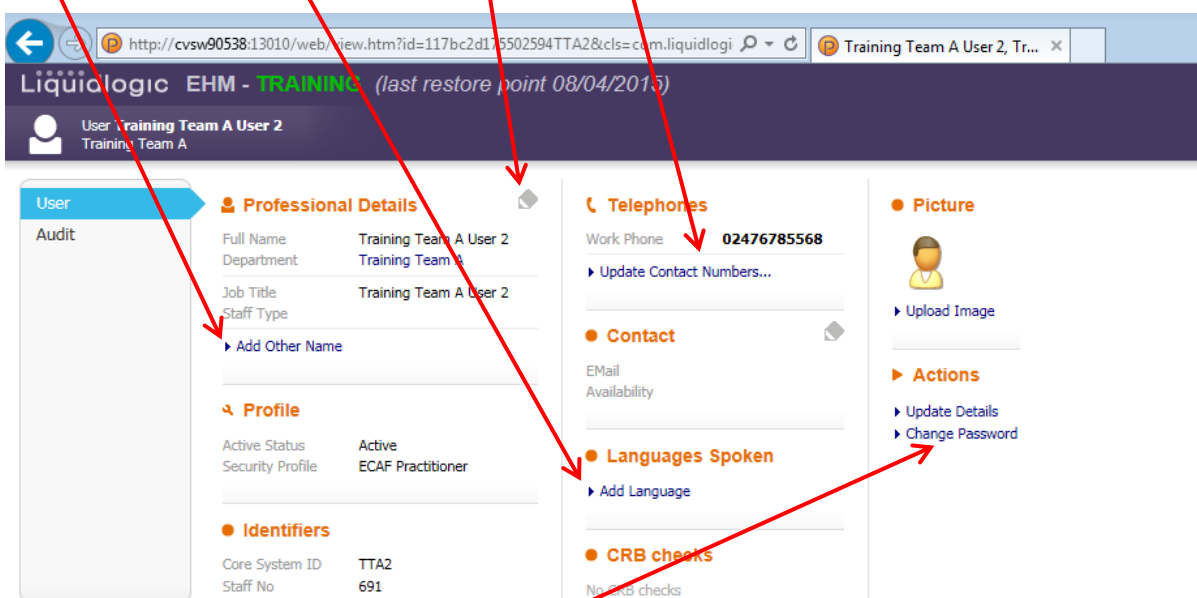
In the tool bar along the top of the screen there are multiple options

4 - Updating Account

Click on your name and the **Account** option from the drop down. This allows you to view and update your personal details – name, contact details, password and security questions.

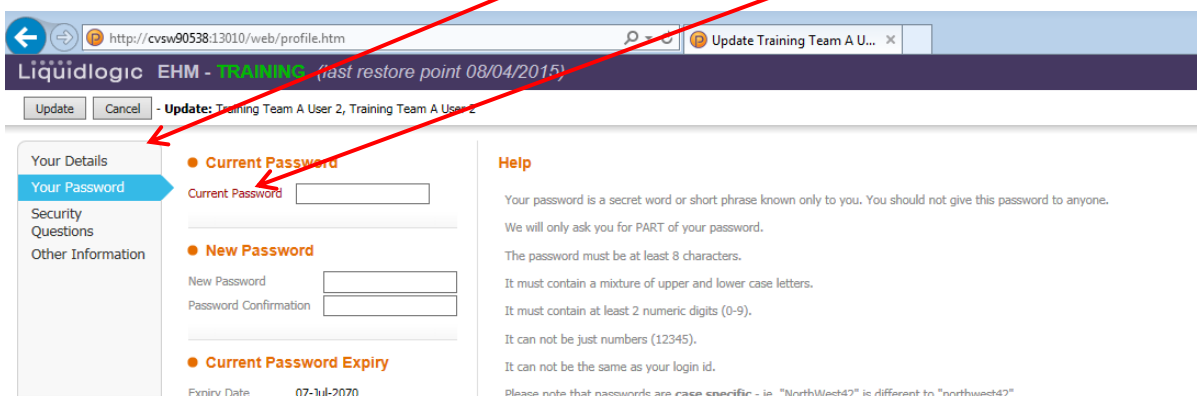


To edit the details you can click on the grey pencil to edit that section. You can also add other names/aliases and add languages.



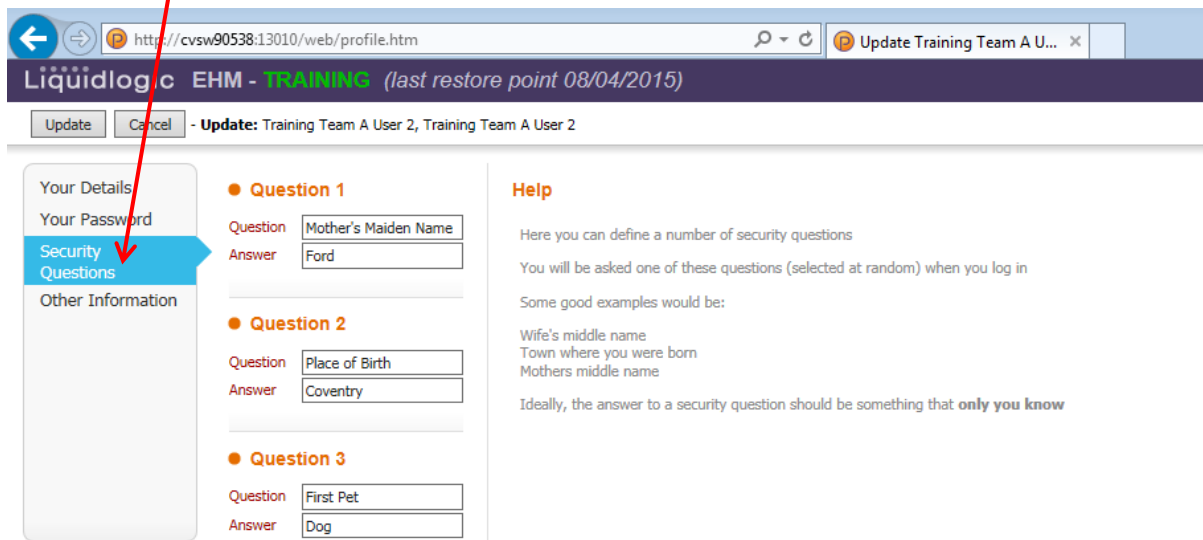
5 - Your Password

Select the **Change Password** option and select the **Your Password** tab. Any **red** type is a mandatory field. Click **Update** to save any changes.



6 - Security Questions

Select the **Security Questions** tab



The screenshot shows a web browser window with the URL <http://cvs90538:13010/web/profile.htm>. The page title is "Liquidlogic EHM - TRAINING (last restore point 08/04/2015)". The user is logged in as "Update Training Team A U...". The page has a sidebar with tabs: "Your Details", "Your Password", "Security Questions" (selected), and "Other Information". The main content area shows three security questions:

- Question 1**: Question: Mother's Maiden Name, Answer: Ford
- Question 2**: Question: Place of Birth, Answer: Coventry
- Question 3**: Question: First Pet, Answer: Dog

There is a "Help" section on the right with the following text:

Help

Here you can define a number of security questions
You will be asked one of these questions (selected at random) when you log in

Some good examples would be:

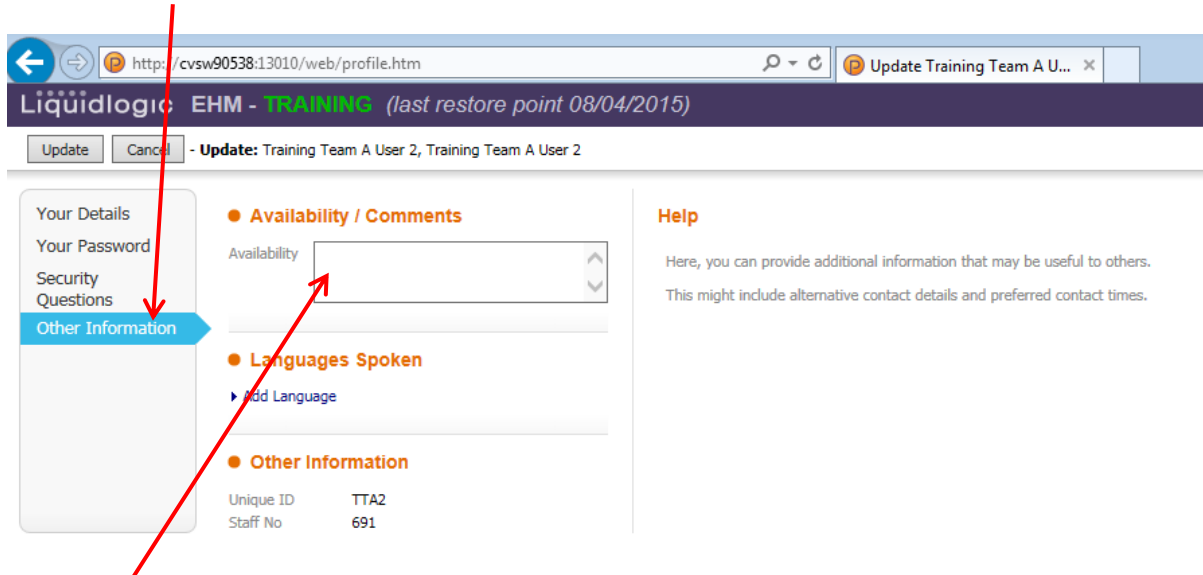
- Wife's middle name
- Town where you were born
- Mothers middle name

Ideally, the answer to a security question should be something that **only you know**

You can change/update your Security Questions and Answers at any time. On completion prior to clicking **Update** you must accept the changes by confirming your password (in the **Your Password** tab).

7 - Other Information

Select the **Other Information** tab



The screenshot shows the same web browser window as above. The sidebar tab "Other Information" is now selected. The main content area shows:

- Availability / Comments**: A text box for "Availability".
- Languages Spoken**: A section with a "Add Language" link.
- Other Information**: A table with the following data:

Unique ID	TTA2
Staff No	691

There is a "Help" section on the right with the following text:

Help

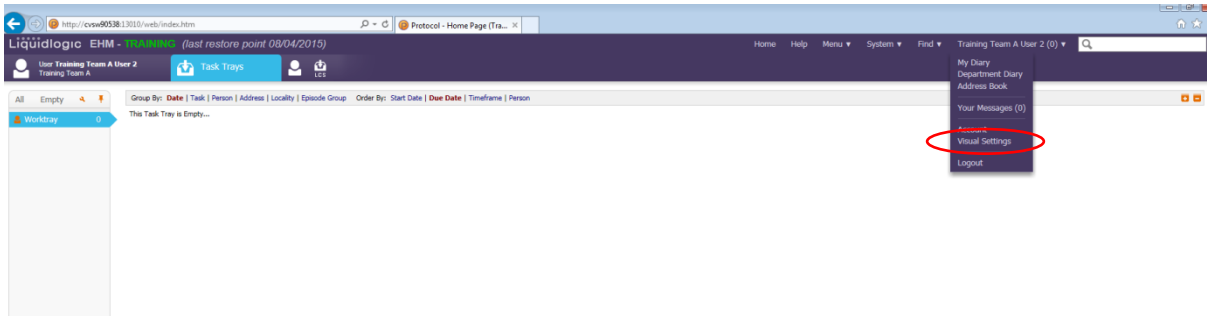
Here, you can provide additional information that may be useful to others.
This might include alternative contact details and preferred contact times.

The **Availability** free text box allows you to enter any additional information that may be useful for other EHM users to know, i.e. part time hours, etc.

You can add any additional languages you speak in the **Add Language** section.

8 - The Visual Settings

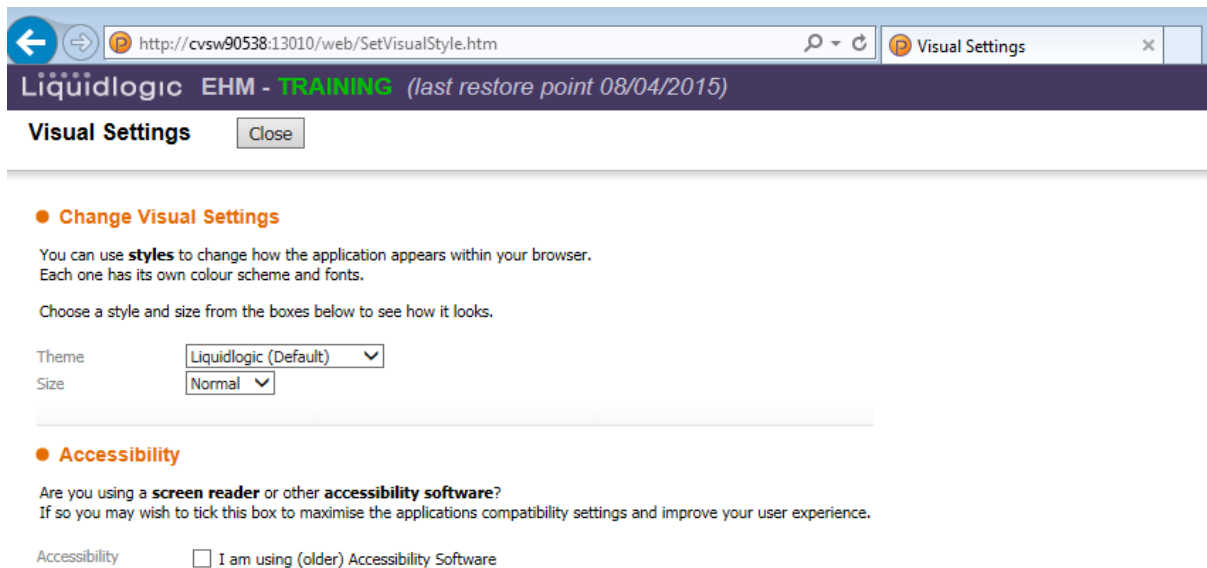
Select **Visual Settings** from the drop-down menu from your name.



You can change the colour of the toolbar and screen background and the size of the font.

Once you have chosen your visual setting option, click **Close** – this will save and apply the settings.

Please note: The larger the font size, the more the scroll bar may have to be used throughout the system to navigate through the screens.

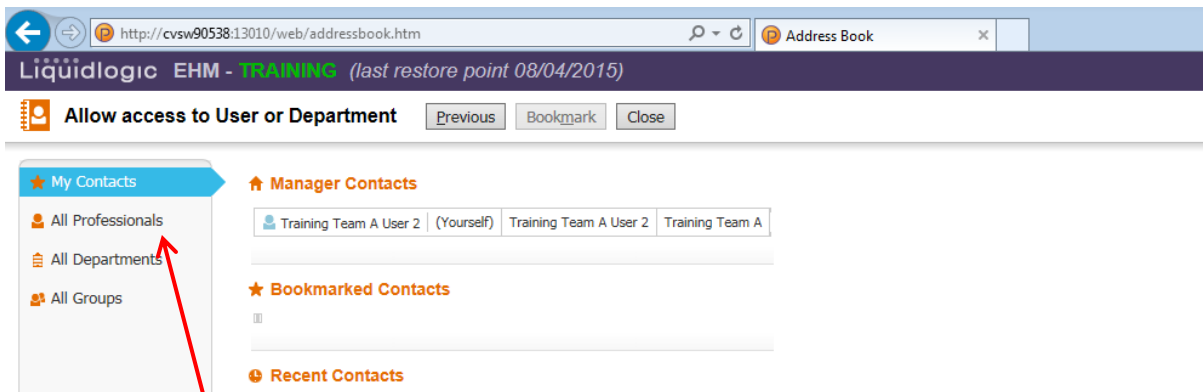


9 - Address Book

The **Address Book** area of EHM is accessed at various stages of the process whenever a user is required to make a selection from a department, user, workgroup or when adding **Key Agencies** and **Professionals** on a child's record. You can also access the **Address Book** from the homepage by clicking on the **Address Book** option on the drop-down menu from your name.



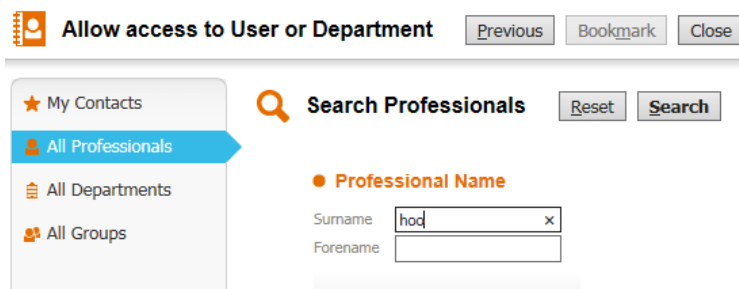
The **Address Book** link will take you to the following screen.



My Contacts is a section of the **Address Book** where the user can build up contacts that they may use on a regular basis. **My Contacts** shows 3 sections;

- **Manager Contacts** – This will show the user that is logged on.
- **Bookmarked Contacts** – Any contacts that you have set up as being bookmarked (favourites)
- **Recent Contacts** – Any recent contacts that have been accessed and used throughout a process within the system.

By clicking on the **All Professionals** section of the **Address Book** you will be taken to a search page where you can search for other professionals that are users within the system. To conduct a search, enter the search criteria into the relevant fields and click **Search**.



If the professional you want to select appears in the list, click on their name to open their contact details.

Query Results (2)			
	Full Name	Job Title	Dept
1	Doctor Yuno Hoo	eCAF GP	Coventry Surgery (eCAF)
2	Doctor Yuno Hoo	GP	Coventry Surgery

Bookmarking a Contact

Once a professional had been selected an option of **Bookmark** will appear at the top of the screen.

Doctor Yuno Hoo, eCAF GP

Professional Details

Staff No: 825
Full Name: Doctor Yuno Hoo
Department: Coventry Surgery (eCAF)
Job Title: eCAF GP

Profile

Active Status: Not On System
Security Profile: Not On System

Contact Details

Office Phone: 024 7612 3456
Email: yuno.hoo@coventry.surgery

By clicking on **Bookmark** the professional will be added to your bookmarked contacts. You can view all bookmarked contacts from the **My Contacts** section of the **Address Book**.

Manager Contacts

Training Team A User 2 | (Yourself) | Training Team A User 2 | Training Team A

Bookmarked Contacts

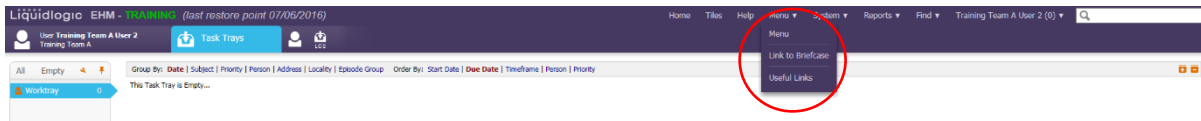
Doctor Yuno Hoo | eCAF GP | Coventry Surgery (eCAF)

Recent Contacts

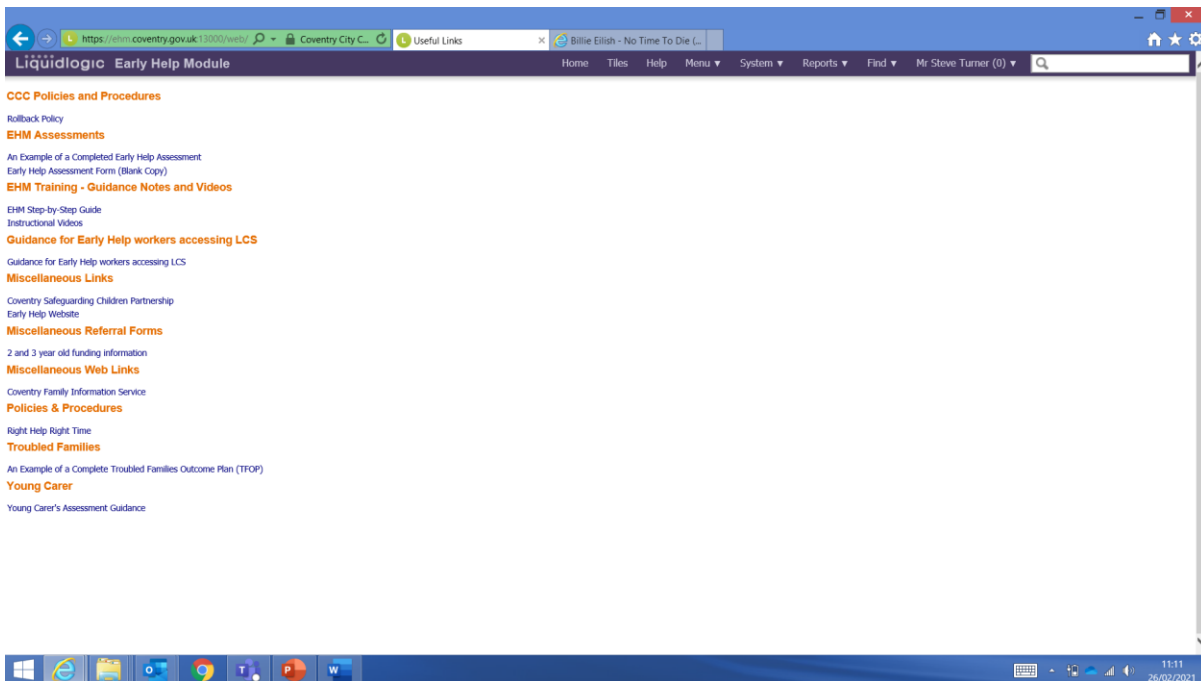
To remove a bookmarked contact from the **My Contacts** section, select the bookmarked contact and click **Remove Bookmark**. To close the **Address Book**, click **Close**.

10 - Useful Links

To access **Useful Links**, hover the cursor over **Menu** and select Useful Links.

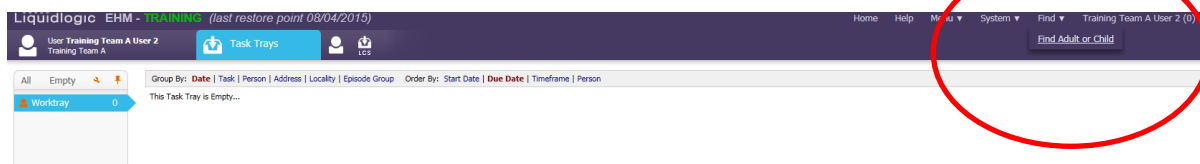


In this section you can download a blank assessment, go to the EHM webpage where the instructional videos are and access other useful information. Any type that is in **blue** is a link.



11 – How to Find an Adult or Child

To search for a person held in the EHM system (family – not professional), select the **Find**, Find Adult or Child section from the toolbar at the top of the screen.



Find Adult or Child

The search facility allows you to search for a child/young person or adult on the system using the various demographic fields as the search criteria.

Find Adult or Child [Reset] [Search]

Person

Surname:

Forename:

Include Similar

Show My Involvements

Age / Date of Birth

Date of Birth:

Age:

Gender:

References

Identifier:

Identifier Type:

Address

House No. or Name:

Street:

Town:

Post Code:

Search Previous Addresses?

Within the search screen there are 4 different search fields that can be used. You do not have to input data into every field – less is best. Once a search has been conducted a results screen will appear. A maximum of 100 results will be retrieved at any one time, therefore if the person you have searched for does not appear on the list you will need to refine your search by clicking **Back** and entering further information.

Find Adult or Child [Back] [Create] [Printable View]

Query Results (12)

Case No	A.	Forename	Surname	Age	Date of Birth	Address Type	Address	Area	Town	County	Post Code
1	8426	Billy	smith	≈ 40 years	15-Nov-1975	Primary Address	20 Monmouth Close		COVENTRY		CV5 7JA
2	8814	chanel	smith	2 years	05-May-2014	Primary Address	2 Bransford Avenue		COVENTRY		CV4 7AA
3	8603	Dad	Smith	≈ 28 years	15-Feb-1988	Primary Address	School Headmasters House, Stoneleigh Road		COVENTRY		CV4 7AB
4	8423	Emma	smith	16 years	20-Feb-2000	Primary Address	20 Monmouth Close		COVENTRY		CV5 7JA
5	8319	Granny	Smith	≈ 53 years	15-Apr-1963	Primary Address	1 Controcc Road		COVENTRY		CV9 9ZZ
6	8598	Jack	Smith	8 years	06-Feb-2008	Primary Address	School Headmasters House, Stoneleigh Road		COVENTRY		CV4 7AB
7	8595	Jill	Smith	3 years	10-Aug-2012	Primary Address	School Headmasters House, Stoneleigh Road		COVENTRY		CV4 7AB
8	8417	John	Smith	9 months	01-Sep-2015	Primary Address	9 Monmouth Close	(Confidential Address)	(Confidential Address)	(Confidential Address)	(Confidential Address)
9	8419	Marmaduke	Smith	10 months	08-Jul-2015	Primary Address	27 Monmouth Close		COVENTRY		CV5 7JA
10	8601	Mum	Smith	≈ 27 years	15-Feb-1989	Primary Address	School Headmasters House, Stoneleigh Road		COVENTRY		CV4 7AB
11	8816	pete	smith	≈ 27 years	15-May-1989	Primary Address	2 Bransford Avenue		COVENTRY		CV4 7AA
12	8425	Tom	smith	3 years	20-Feb-2013	Primary Address	20 Monmouth Close		COVENTRY		CV5 7JA

When searching within the system there may be names/addresses that you are unsure of the spelling. For example, a surname of Stevenson could be spelt Stephenson or Stevenson. In circumstances like this we use something called a **wildcard**.

12 - Using Wildcards as a way of searching

A wildcard can be used to represent one, none or many characters. It can be added at the beginning, middle or end of the search criteria. A wildcard can either be an asterisk * or a percentage sign %.

Examples of using wildcards;

Searching for a person whose surname is Turnbull – this could have been entered into the database as Turnball, Turnbull, etc.

To make searching for this person easier, you could enter a few characters of the surname followed by * or % into the surname field, e.g. Turn%

Find Adult or Child

Person

Surname

Forename

Include Similar

Show My Involvements

Age / Date of Birth

Date of Birth

Age

Gender

References

Identifier

Identifier Type

Address

House No. or Name

Street

Town

Post Code

Search Previous Addresses?

Click **Search** and all records whose surname begins with Turn will appear. If the results set returned is too large, return to the search form and input any additional information, e.g. first name, DOB, to narrow the search.

Find Adult or Child

Query Results (15)												
Case No	R.	A.	Forename	Surname	Age	Date of Birth	Address Type	Address	Area	Town	County	Post Code
1	8330		Steve	Turna	4 years	27-Jun-2012	Primary Address	3 Stoneleigh Road		COVENTRY		CV4 7AB
2	8448		Samantha	Turnball	5 weeks	14-Jun-2016	Primary Address	Moat House Leisure & Neighbourhood Centre, 1 Winston Avenue		COVENTRY		CV2 1EA
3	8447		Ellis	Turnbull	11 years	12-May-2005	Primary Address	Carley Neighbourhood Housing Office, 312A Charter Avenue		COVENTRY		CV4 8DA
4	8446		Fiona	Turnbull	52 years	25-Apr-1964	Primary Address	Carley Neighbourhood Housing Office, 312A Charter Avenue		COVENTRY		CV4 8DA
5	8331		Angus	Turner	9 years	13-Jun-2007	Primary Address	10 Stoke Green		COVENTRY		CV3 1AA
6	8366		D	Turner	≈ 37 years	15-May-1979	Primary Address	40 Stoke Green		COVENTRY		CV3 1AA
7	8346		Dad	Turner	≈ 33 years	15-May-1983	Primary Address	21 Rochester Road		COVENTRY		CV5 6AB
8	8357		Jack	Turner	8 years	06-Sep-2007	Primary Address	40 Stoke Green		COVENTRY		CV3 1AA
9	8360		Jill	Turner	16 years	01-Mar-2000	Primary Address	40 Stoke Green		COVENTRY		CV3 1AA
10	8338		Jim	Turner	10 years	05-Jun-2006	Primary Address	21 Rochester Road		COVENTRY		CV5 6AB
11	8363		Mom	Turner	≈ 34 years	15-May-1982	Primary Address	40 Stoke Green		COVENTRY		CV3 1AA
12	8342		Mum	Turner	≈ 31 years	15-May-1985	Primary Address	21 Rochester Road		COVENTRY		CV5 6AB
13	8333		Rosie	Turner	7 years	18-Oct-2008	Primary Address	21 Rochester Road	(Confidential Address)	COVENTRY	(Confidential Address)	(Confidential Address)
14	8329		Stephen	Turner	19 years	23-Nov-1996	Primary Address	9 Rochester Road		COVENTRY		CV5 6AB
15	8128		Steven	Turner	12 years	04-Feb-2004	Primary Address	10 Upper Precinct		COVENTRY		CV1 1DE

You can also search for someone by using their unique case number. When a person is created in the system, they are allocated a unique case number. If you have the person case number, you can enter it in the References – Identifier box and click Search

The screenshot shows the 'Find Adult or Child' search page. It has a search bar at the top with 'Reset' and 'Search' buttons. Below are several sections: 'Person' with fields for Surname (Turn%), Forename, and checkboxes for 'Include Similar' and 'Show My Involvements'; 'Age / Date of Birth' with fields for Date of Birth, Age, and Gender; 'References' with 'Identifier' and 'Identifier Type' (set to 'All') fields; and 'Address' with fields for House No. or Name, Street, Town, and Post Code, plus a checkbox for 'Search Previous Addresses?'. A red circle highlights the 'References' section, and an arrow points from the text above to the 'Identifier' field.

13 - Creating a New Person

You are only able to create a new person record if you have searched for them and no records exist.

Select **Find Adult or Child** from the home page

Enter the search criteria for the Adult or Child you want to create. Once the search has been conducted and no matching persons have been found you will be given an additional button to **Create New** person. Click on the **Create New** option.

The screenshot shows the 'Find Adult or Child' search page after a search with no results. A yellow banner at the top says 'No Results - please try a different query'. The search bar now includes a 'Create New' button next to the 'Search' button. A red arrow points from the text above to the 'Create New' button. The search criteria fields are visible below.

You will be taken to the following screen where information can be added to create the person. Any fields in a red font are mandatory and must be populated in order to create this record. Although the DOB field is not mandatory, an approximate age for the person can be recorded when creating a new person (only one or the other can be entered). When you have completed the fields, click **Create**.

Find Adult or Child

Personal Details

Additional

Name & Gender

NHS Number

Unique Pupil Number

Former Unique Pupil Number

National Insurance Number

Title

Surname

Forename

Gender

Age / Date of Birth

Date of Birth / Expected DOB

OR

Approximate Age

Unborn Child

Deceased

Date of Death

Disability

Is Disabled?

Is on a Disability Register?

SEN

Does the child have special education needs?

Main / Home Address

Address

Valid since

Secondary / Occasional Address

Address

Valid since

Locality

Locality

Locality Notes

E-Mail

E-Mail

Is this a Troubled Family cohort?

If a **Date of Birth** is entered, then the adult/child record will show the actual Date of Birth details.

Name & Gender

Case Number 8841

Title Master

Surname Smith

Forename Bobby

Gender Male

Age / Date of Birth

Actual DOB 12-Jan-2009

Age 7 years

Unborn Child

[Update Personal Details](#)

[Send a message about this Person](#)

[Administrative Rollback](#)

If an **Approximate Age** is entered, an approximate date of birth will be generated, and the approximate age will be represented by the ~ tilde.

● Name & Gender

Case Number 8841
Title Master
Surname Smith
Forename Bobby
Gender Male

● Age / Date of Birth

Approx. DOB 15-May-2009
Age ≈ 7 years
Approximate Yes
Age Unborn Child

- ▶ Update Personal Details
- ▶ Send a message about this Person
- ▶ Administrative Rollback

14 - Child's Demographics

Once you have searched for and selected a child's record, a set of tabs will be displayed that hold information on that person. These are referred to as the child's **Basic Demographics**.

The screenshot shows a user interface for a child's record. At the top, there is a header bar with a profile icon, the text "Bobby Smith, 7 years (Case No: 8471)", and a "Basic Demographics" tab. Below the header is a sidebar menu with categories: Personal (selected), Further Details, Photos, Risks, Relationships, Key Agencies, Contacts, Forms, Documents, General Notes, History, Time Line, Chronology, Health, and Education. The main content area is divided into three columns. The left column contains the "Name & Gender" section with fields for Case Number (8471), Title, Surname (Smith), Forename (Bobby), and Gender (Male). The middle column contains the "Age / Date of Birth" section with fields for Actual DOB (12-Jan-2009), Age (7 years), and an "Unborn Child" checkbox. The right column contains sections for "Address", "Troubl", "Localit", "E-Mail", and "Telepr", each with a "Add" button.

15 - Personal

The personal tab is where you can view and amend all personal information for a young person including name, date of birth, gender, address, phone numbers and any other contact details. This is also where you will find any information on current or previous early help episodes.

Bobby Smith, 7 years (Case No: 8471) Basic Demographics

- Personal**
 - Name & Gender**
 - Case Number: 8471
 - Title: [Blank]
 - Surname: Smith
 - Forename: Bobby
 - Gender: Male
 - Age / Date of Birth**
 - Actual DOB: 12-Jan-2009
 - Age: 7 years
 - Unborn Child
 - [Update Personal Details](#)
 - [Send a message about this Person](#)
 - [Administrative Rollback](#)
 - Other Names**
 - [Add Other Name](#)
 - Addresses**
 - Primary Address** (from 12-Jan-2009): Moat House Leisure & Neighbourhood Centre, 1 Winston Avenue, COVENTRY, CV2 1EA
 - [Address History / Update Addresses](#)
 - Troubled Family**
 - Is this a Troubled Family cohort?
 - Locality**
 - Locality: [Blank]
 - Locality Notes: [Blank]
 - E-Mail**
 - [Add Contact Number / View Historic Numbers...](#)
 - Telephones**
 - [Add Contact Number / View Historic Numbers...](#)
 - Disability**
 - Is Disabled?
 - Is on a Disability Register?
 - [See Further Details for disability details](#)
 - SEN**
 - Has special education needs: No
 - Important Information**
 - None at this time.
 - No NHS Number recorded**
 - No UPN recorded**
 - Current Vulnerability Level: [Blank]
 - [Start New Pre-Assessment Form](#)
 -
 - Actions**
 - [Create a new CAF Episode](#)
 - [New Document](#)
 - Relationships**
 - Bobby Smith - 7 years**
 - This Child

Further Details

Further details tab is where you can record/amend information on disability, ethnicity and languages.

Bobby Smith, 7 years (Case No: 8471) Basic Demographics

- Personal**
 - Disability**
 - Is Disabled?
 - Is on a Disability Register?
 - Disabilities**
 - No Disabilities Recorded
 - [New Disability](#)
 - Vulnerability History**
 - No vulnerability levels recorded
 - Ethnicity**
 - Ethnicity: [Blank]
 - If Other Please Specify: [Blank]
 - Immigration**
 - Immigration Status: [Blank]
 - Religion**
 - Religion: [Blank]
 - Language / Preferred method of communication**
 - Interpreter Required?
 - [Add Language](#)
 - Other Details**
 - Other Details: [Blank]
 - Retention**
 - No current retention record.
 - Archived / Paper File**
 - [Add or View Paper File Records](#)
 - Last Modified**
 - Modified By: Training Team A User 2 - Training Team A
 - Modified Date: 08-Aug-2016 11:58
 - [Update Personal Details](#)

16 - Risks

The Risks tab is often used to record a **Hazard** for a family. Allegations and Offences are not used.

The screenshot shows the 'Risks' tab for Bobby Smith, 7 years (Case No: 8471). The 'Add a Hazard' link is highlighted with a red arrow. The 'New EHM Hazard' form is visible on the right, showing fields for 'Date Hazard Started', 'Review Date', 'Date Hazard Ended', 'Hazard Type', and 'Hazard Details'.

To create a hazard, click **Add a Hazard**. You can then complete the date of the hazard and a review or end date, select from the drop-down menu the type of hazard and complete the details box leaving as much information as possible. Click **Create**.

Your hazard will then be saved and can be amended at any point by going to the Risks tab. When a hazard is active, a flag icon will show next to the child's name.

The screenshot shows the 'Hazard Record' for Bobby Smith, 7 years (Case No: 8471). The 'Hazard Record' tab is selected, and the 'Hazard: A household with a dangerous animal Started on: 08-Aug-2016' is displayed. The 'Hazard Dates', 'Hazard Details', 'Audit', 'Actions', 'Notified of Hazard', and 'Restrictions' sections are visible.

17 - Relationships

The Relationships tab is where you can add and amend any relationships for the person you are working with.

The screenshot shows the user interface for Bobby Smith, 7 years (Case No: 8471). The top navigation bar includes a profile icon, the name and age, a 'Basic Demographics' tab, and icons for people and documents. A left-hand menu is open to the 'Relationships' tab, which is highlighted in blue. Below the menu, the 'Family & Other Relationships' section is visible. It contains a table with the following data:

Flags	Relationship	Case No	Name	Age	Date of Birth	Gender	Alerts	Start Date	End Date
	Self	8471	Bobby Smith	7 years	12-Jan-2009	Male	HZD		

Below the table is a link: [Edit Relationships](#)

To add a relationship, click **Edit Relationships**.

The screenshot shows the 'Edit Relationships' dialog box for Bobby Smith, 7 years. The title bar includes the name and age, a 'Close' button, and an 'Edit Relationships' button. Below the title bar, there is a 'Close' button and the text 'Relationships for Bobby Smith, 7 years'. A table with the following data is displayed:

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date

Below the table, the text 'There are no defined relationships' is shown. Two links are provided: [Search and Create - Search for related people or create a new person in this system](#) and [Suggest - Suggest other relationships based on existing relationships](#)

From here you can either **Search and Create** or **Suggest**. Clicking **Suggest** will search the system for any people with any personal information which may link them to this person. If you are adding a new family, it is likely that you will need to search and create the family members.

You will be taken to the search engine page where you will search for the family members. If they are not already in the system, select the **Create New** button and add all of the details you have and click **Create**.

Bobby Smith, 7 years (Case No: 8471) Edit Relationships

Bobby Smith, 7 years

Close

Relationships for Bobby Smith, 7 years

MC	YC	PR	NK	EC	Defined Relationships	Name	Age/Gender	Address	Start/End Date	
There are no defined relationships										
MC	YC	PR	NK	EC	Searched Relationships	Name	Age/Gender	Address	Start Date (reset)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Mother	Marie Smith	41 years Female	Moat House Leisure & Neighbourhood Centre, 1 Winston Avenue, COVENTRY, CV2 1EA	<input type="text"/>	<input type="button" value="Add"/>

Please click on the Add Relationship button to add relationships.

- Search and Create - Search for related people or create a new person in this system
- Suggest - Suggest other relationships based on existing relationships

You will then need to define the relationship – select relationship from the drop down menu, select any of the radio buttons that are appropriate (hover over the button for a description) and click **Add**.

Repeat the process to add as many family members as you need. Click **Close**. This will take you back to the child’s Basic Demographics.

Bobby Smith, 7 years (Case No: 8471) Basic Demographics

Family & Other Relationships

Flags	Relationship	Case No	Name	Age	Date of Birth	Gender	Alerts	Start Date	End Date
Moat House Leisure & Neighbourhood Centre, 1 Winston Avenue, COVENTRY, CV2 1EA									
<input checked="" type="checkbox"/>	Self	8471	Bobby Smith	7 years	12-Jan-2009	Male	HZD		
<input checked="" type="checkbox"/>	Mother	8472	Marie Smith	41 years	23-Apr-1975	Female		08-Aug-2016	
<input checked="" type="checkbox"/>	Father	8473	James Smith	42 years	18-Apr-1974	Male		08-Aug-2016	

[Edit Relationships](#)

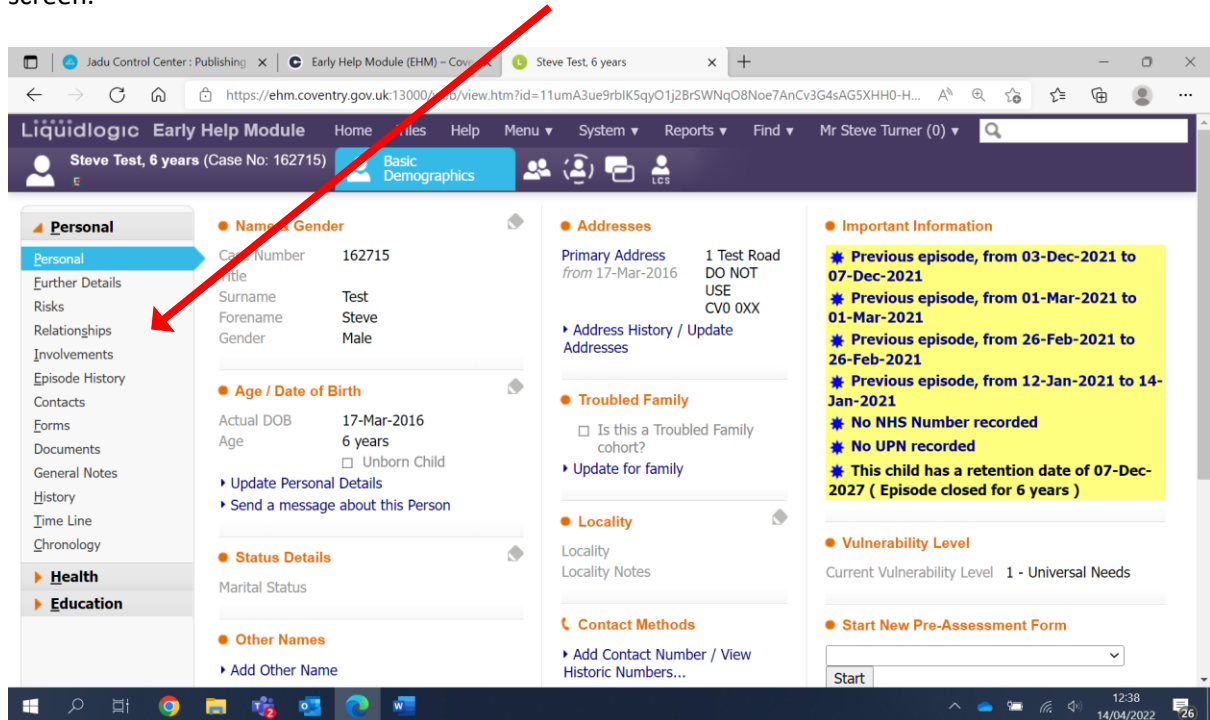
At this point, you will need to ensure that all family members are linked through relationships.

18 - Key Agency

The key agency section on the child's demographics allows you to record yourself as a key agency.

Step 1.

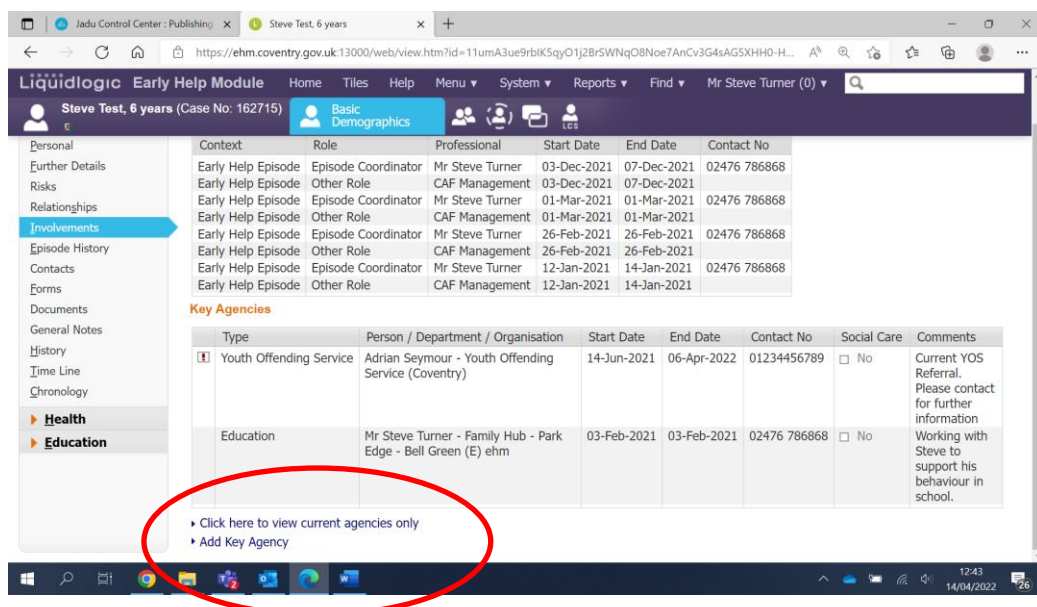
From the child's demographics select the **Involvements** section from the left-hand side of the screen.



The screenshot shows the 'Personal' section of the EHM interface. The left-hand navigation menu is expanded, and a red arrow points to the 'Involvements' link. The main content area displays the child's details, including Name, Gender, Age, Date of Birth, Status Details, and Other Names. The 'Addresses' section shows the primary address: 1 Test Road, DO NOT USE, CV0 0XX. The 'Important Information' section lists previous episodes and other key details.

Step 2.

From the Involvements section you can see if there are any Key Agencies currently working with the child and if any agencies have worked with the child. You can also add you yourself as a Key Agency by clicking on the **Add Key Agency** link.



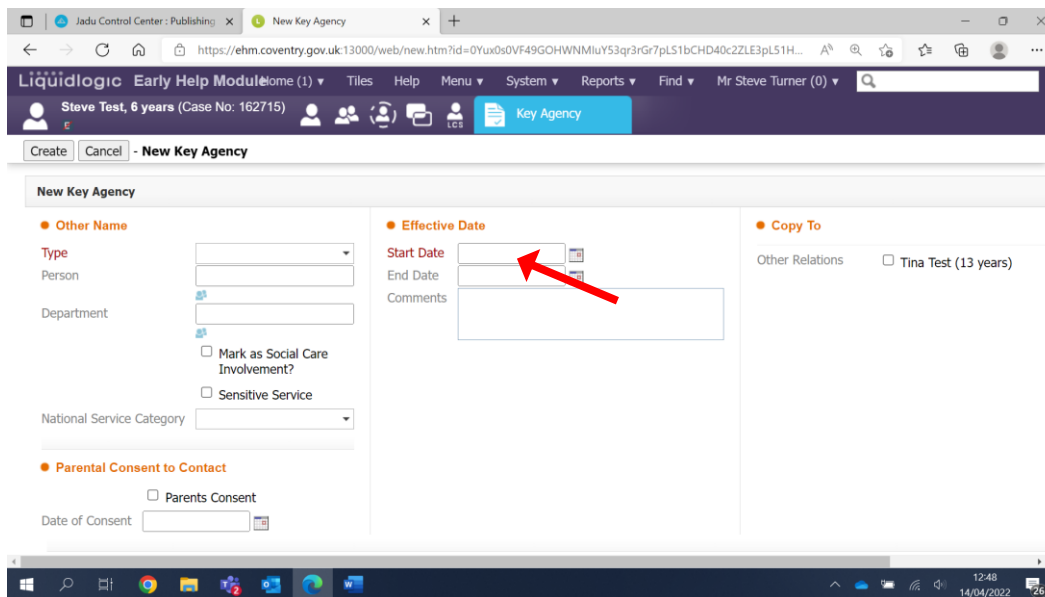
The screenshot shows the 'Involvements' section of the EHM interface. The main content area displays a table of involvements and a section for Key Agencies. A red circle highlights the 'Add Key Agency' link in the bottom right corner.

Context	Role	Professional	Start Date	End Date	Contact No
Early Help Episode	Episode Coordinator	Mr Steve Turner	03-Dec-2021	07-Dec-2021	02476 786868
Early Help Episode	Other Role	CAF Management	03-Dec-2021	07-Dec-2021	
Early Help Episode	Episode Coordinator	Mr Steve Turner	01-Mar-2021	01-Mar-2021	02476 786868
Early Help Episode	Other Role	CAF Management	01-Mar-2021	01-Mar-2021	
Early Help Episode	Episode Coordinator	Mr Steve Turner	26-Feb-2021	26-Feb-2021	02476 786868
Early Help Episode	Other Role	CAF Management	26-Feb-2021	26-Feb-2021	
Early Help Episode	Episode Coordinator	Mr Steve Turner	12-Jan-2021	14-Jan-2021	02476 786868
Early Help Episode	Other Role	CAF Management	12-Jan-2021	14-Jan-2021	

Type	Person / Department / Organisation	Start Date	End Date	Contact No	Social Care	Comments
YOUTH OFFENDING SERVICE	Adrian Seymour - Youth Offending Service (Coventry)	14-Jun-2021	06-Apr-2022	01234456789	<input type="checkbox"/> No	Current YOS Referral. Please contact for further information
Education	Mr Steve Turner - Family Hub - Park Edge - Bell Green (E) ehm	03-Feb-2021	03-Feb-2021	02476 786868	<input type="checkbox"/> No	Working with Steve to support his behaviour in school.

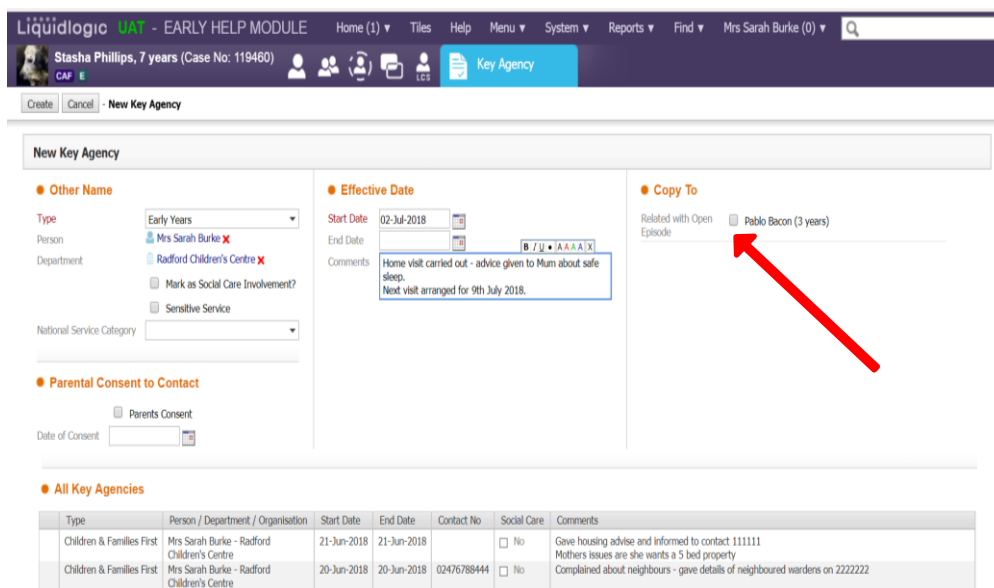
Click here to view current agencies only
Add Key Agency

- Firstly, select your agency from the **Type** drop down list
- Under the Person field you will see a small blue icon. Clicking on this will take you to your address book. On your address book under Manager Contacts, you will see yourself. Select yourself and confirm. Your name and department will then appear in these fields.
- Ignore Mark as Social Care Involvement and Sensitive service.
- Select the relevant category from the National Service Category
- Click on start date and enter the date that you are recording for



Step 3.

- In the comments section – add the information that you wish to record.
- Please note – if you are working with the siblings and the information is relevant to them, please tick their boxes on the right of the page.



Step 4.

- Once you have finished adding your detail, click on 'create'.

Type	Person / Department / Organisation	Start Date	End Date	Contact No	Social Care	Comments
SCHIO	Edgewick Community Primary School (Coventry)	01-Sep-2018		024 7668 6893	<input type="checkbox"/> No	
Early Years	Mrs Sarah Burke - Radford Children's Centre	02-Jul-2018		02476788444	<input type="checkbox"/> No	Home visit carried out - advice given to Mum about safe sleep. Next visit arranged for 9th July 2018.

Ongoing.

- When you go into the Key Agency tab, you will be able to see a list of the agencies that are offering support to the family currently.
- If you select the 'show ended key agencies' tab, it will open up the names of professionals that have ever offered support to this child.

Type	Person / Department / Organisation	Start Date	End Date	Contact No	Social Care	Comments
SCHIO	Edgewick Community Primary School (Coventry)	01-Sep-2018		024 7668 6893	<input type="checkbox"/> No	
Children & Families First	Mrs Sarah Burke (Radford Children's Centre) - Family Hubs	09-Jul-2018		02476788444	<input type="checkbox"/> No	Working with family, offering support regarding finances.
Children & Families First	Mrs Sarah Burke (Radford Children's Centre) - Family Hubs	02-Jul-2018		02476788444	<input type="checkbox"/> No	Home visit carried out - advice given to Mum about safe sleep. Next visit arranged for 9th July 2018.

Type	Person / Department / Organisation	Start Date	End Date	Contact No	Social Care	Comments
SCHIO	Edgewick Community Primary School (Coventry)	01-Sep-2018		024 7668 6893	<input type="checkbox"/> No	
Children & Families First	Mrs Sarah Burke (Radford Children's Centre) - Family Hubs	09-Jul-2018		02476788444	<input type="checkbox"/> No	Working with family, offering support regarding finances.
Children & Families First	Mrs Sarah Burke (Radford Children's Centre) - Family Hubs	02-Jul-2018		02476788444	<input type="checkbox"/> No	Home visit carried out - advice given to Mum about safe sleep. Next visit arranged for 9th July 2018.
Children & Families First	Mrs Sarah Burke - Radford Children's Centre	21-Jun-2018	21-Jun-2018		<input type="checkbox"/> No	Gave housing advice and informed to contact 1111111
Children & Families First	Mrs Sarah Burke - Radford Children's Centre	20-Jun-2018	20-Jun-2018	02476788444	<input type="checkbox"/> No	Complained about neighbours - gave details of neighbored wardens on 2222222
Children & Families First	Gerakline McKiowen - Tile Hill Children's Centre	20-Jun-2018	20-Jun-2018		<input type="checkbox"/> No	Gave mother a food voucher
Health Visitor	Ms Angela Gregg - Health Visitors	01-Jan-2018	20-Jun-2018		<input type="checkbox"/> No	Whatever comments - assessment

19 - Forms

In the Forms section, you will be able to see any forms that have previously been completed for a child. For example, if a troubled families form has been completed you should be able to see this here.

The screenshot shows the 'Forms' section of the EHM system. At the top, the user is identified as Bobby Smith, 7 years (Case No: 8471) with HZO status, and the section is 'Basic Demographics'. The left navigation menu includes Personal, Further Details, Photos, Risks, Relationships, Key Agencies, Contacts, Forms (selected), Documents, General Notes, History, Time Line, and Chronology. The main content area has a 'Free Text Filter' with 'Go' and 'Reset' buttons. Below are four sections: 'Forms' (None), 'Draft Forms' (None), 'Completed Forms' (None), and 'Cancelled Forms' (None).

20 - General Notes

General Notes can be used for:

- Recording if Consent Denied
- **General notes must not contain confidential information.**

The screenshot shows the 'General Notes' section of the EHM system. At the top, the user is identified as Bobby Smith, 7 years (Case No: 8471) with HZO status, and the section is 'Basic Demographics'. The left navigation menu includes Personal, Further Details, Photos, Risks, Relationships, Key Agencies, Contacts, Forms, Documents, General Notes (selected), History, Time Line, and Chronology. The main content area has a 'Free Text Filter' with 'Go' and 'Reset' buttons. Below are two sections: 'General Case Summary' (No case summary has been recorded, with an 'Update General Case Summary' link) and 'General Notes'. A note states: 'Note: If this person is involved in a Case Note which was created within the context of an episode of another child, it will appear as a General Note in this area only if: - This person did not have an open episode at the time. - You have access to the episodes of all involved children.' Below this is another 'Free Text Filter' with 'Go' and 'Reset' buttons, and two 'Add General Note' links. An arrow points to the bottom 'Add General Note' link.

Click **Add General Note**.

Finalise Create Create and Close Close - Update: Bobby Smith, 7 years - New General Note

New Bobby Smith, 7 years - New General Note

● **Part 1 - Contact**

From Context Of Bobby Smith
 Contact Date
 Contact Type
 Significant Event

Contact Regarding

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
Children / Young People involved in this General Note								
▶	Self	Bobby Smith	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	None
Adults also present / interviewed								
No Adults recorded...								
Other relations you can add to this general note								
No other relations recorded...								

Reason for Contact

Detailed Notes

Analysis of information

Management Decision

Action

Complete the **Contact Date**, **Contact Type** (from the drop down list) and enter the details of the note in **Reason for Contact**. If there is more than one child in the family, you can add the note to them by clicking the green plus sign at the side of their name in 'Other Relations' section.

You can notify another user of the general note that you are adding by clicking along the line where the child's name is shown.

Update Cancel - Update General Note Individual

Update General Note Individual: Bobby Smith

● **General Note Individual**

Individual's Name Bobby Smith
 This individual is a Child / Young Person

● **Please tick if 'Bobby Smith' was interviewed**

Interviewed? Yes No

● **Please tick if 'Bobby Smith' was seen during the interview**

Seen During Interview? Yes No
 Seen Alone? Yes No
 Seen Bedroom? Yes No

● **Interview Concerning**

Link to Form
 ▶ Remove this Individual from the General Note

● **Notify**

Users to be Notified **Notify Role(s)**
Notify User(s)

Training Team A User 2, Training Team A User 2 (Yourself)
 ▶ Select another user to be notified...

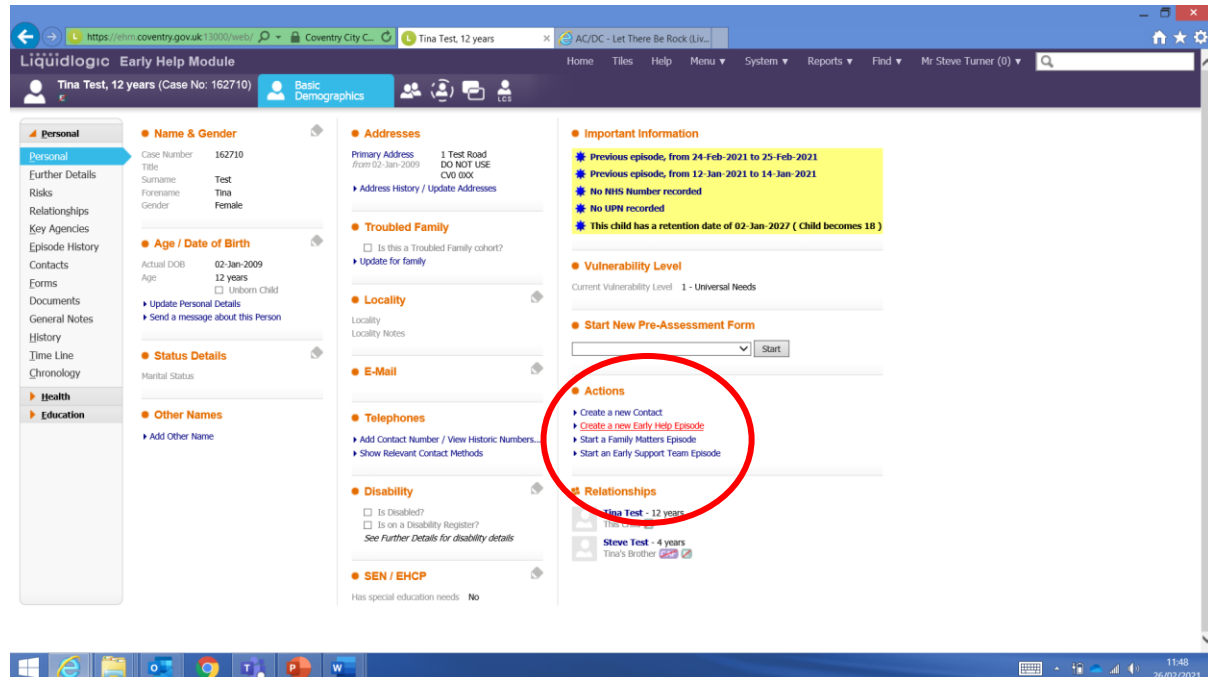
For schools it is recommended that you add the Early Help Assessment Coordinator (EHAC) for your schools to be notified. Click **Select another user to be notified...** - this will take you to your address book where you can select a user. Click **Update**.

When you have completed the boxes with your information, click **Finalise**.

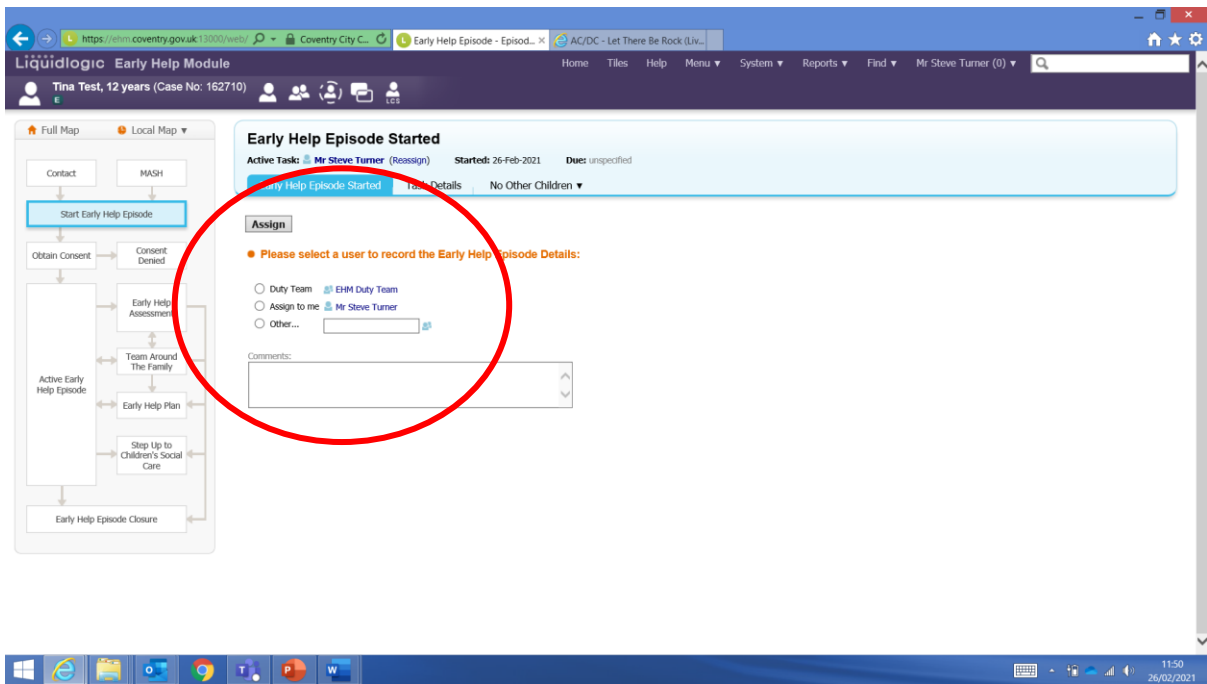
21 - Starting a New Early Help Episode

Please Note - Early help episodes can only be started on children and adults who are under the age of 21.

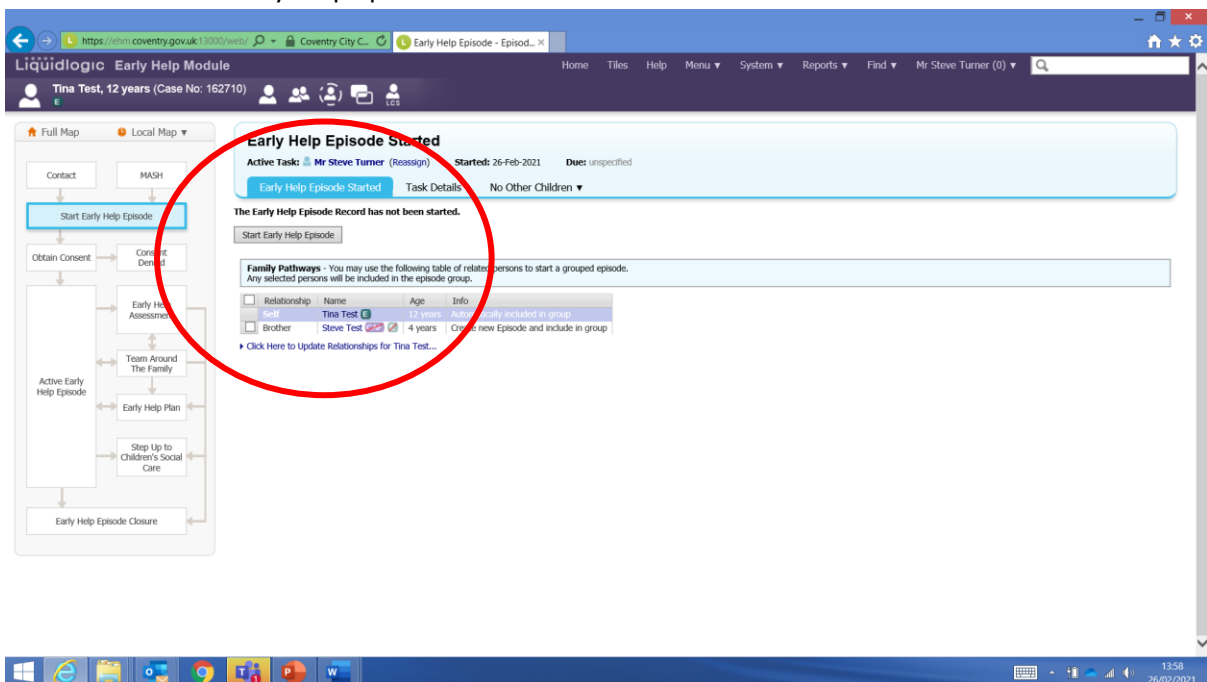
From the child's record under the Actions heading select Create an Early Help Episode



On this first screen you can select who to assign the early help episode to. The majority of the time you will be assigning it to yourself so you would select your name, however the system does allow for another EHM professional to be selected. If you wish to select another professional use the 'other' option and click on the blue image, which will take you to your address book where you can select another professional. When you have made your selection click on the grey 'Assign' button.

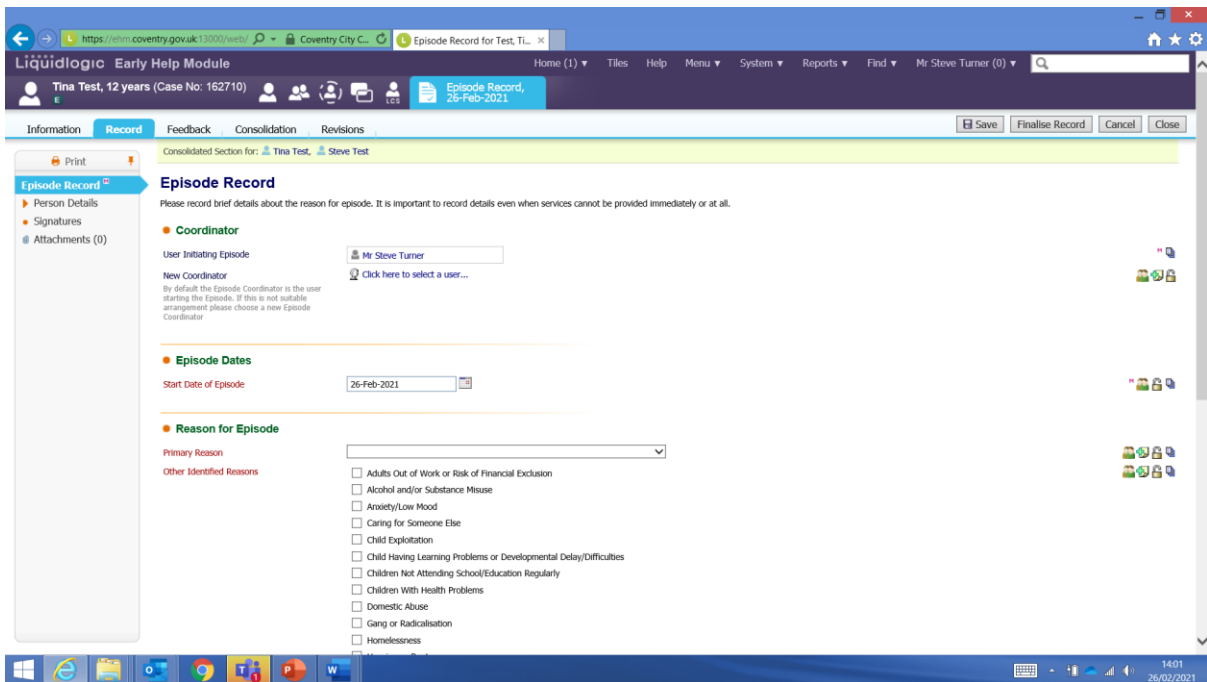


On this screen you can choose to include the child's siblings. You can see the siblings in the table if you want to include them in the episode then click in the box next to their name. When you've done that click on 'Start Early Help Episode'



You are now at the section where you can enter the primary and other identified reasons. These should be the agreed reasons as to why the family need support.

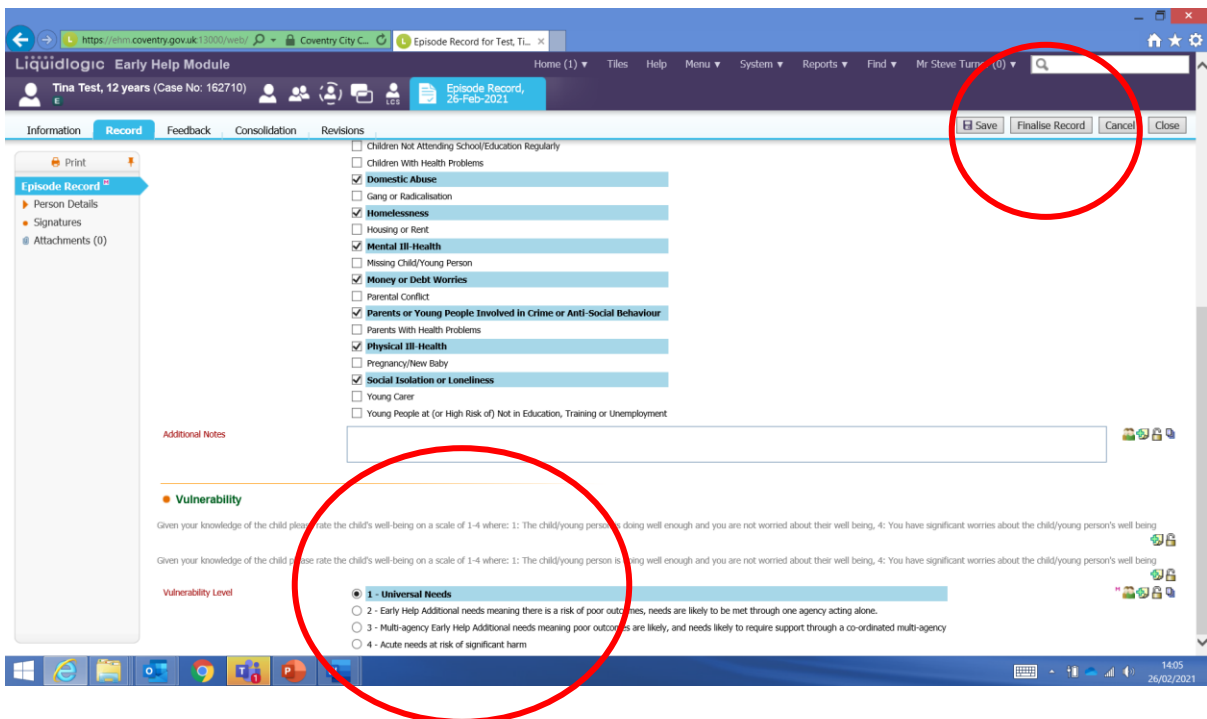
Please note: **All red fields are mandatory and more than one 'Other identified Reason' can be selected.**



As you scroll down you can see the 'Additional Notes' field. You can type additional information in here that relates to the selected reasons.

You can also select the Vulnerability level.

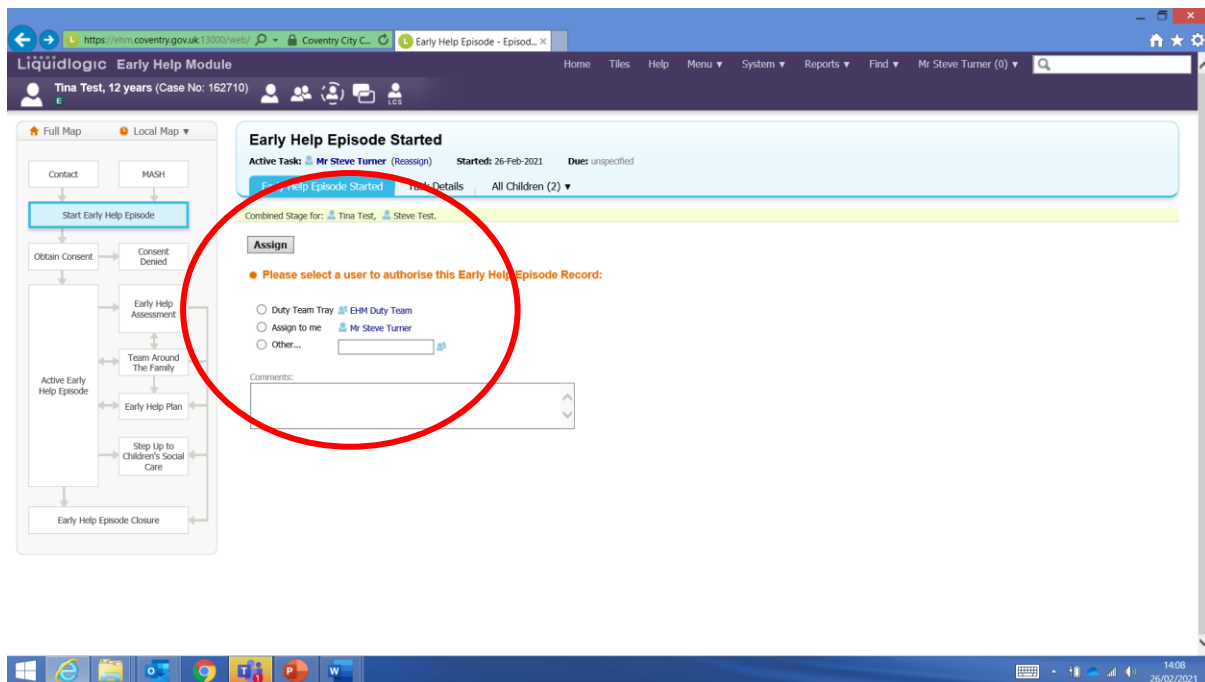
Once you have done that click on 'Finalise record'



This section of the early help episode must be authorised.

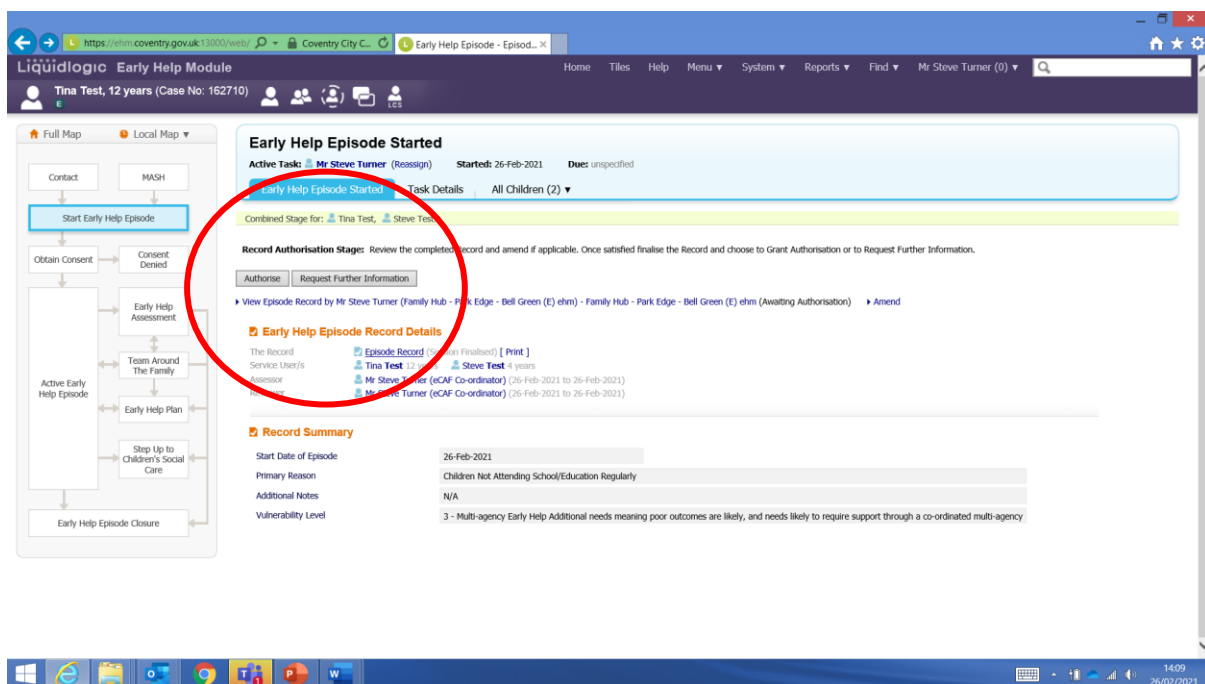
From this screen you will select yourself as the person who will be authorising this.

When you have selected yourself click 'Assign'



Now click on 'Authorise' to authorise this stage.

Once you have done that the 'Start Early Help Episode' stage is completed.



22 - The Consent record

Please Note – This stage can also be started from your work tray on the Home page, entitled ‘Agreement to Early Help’

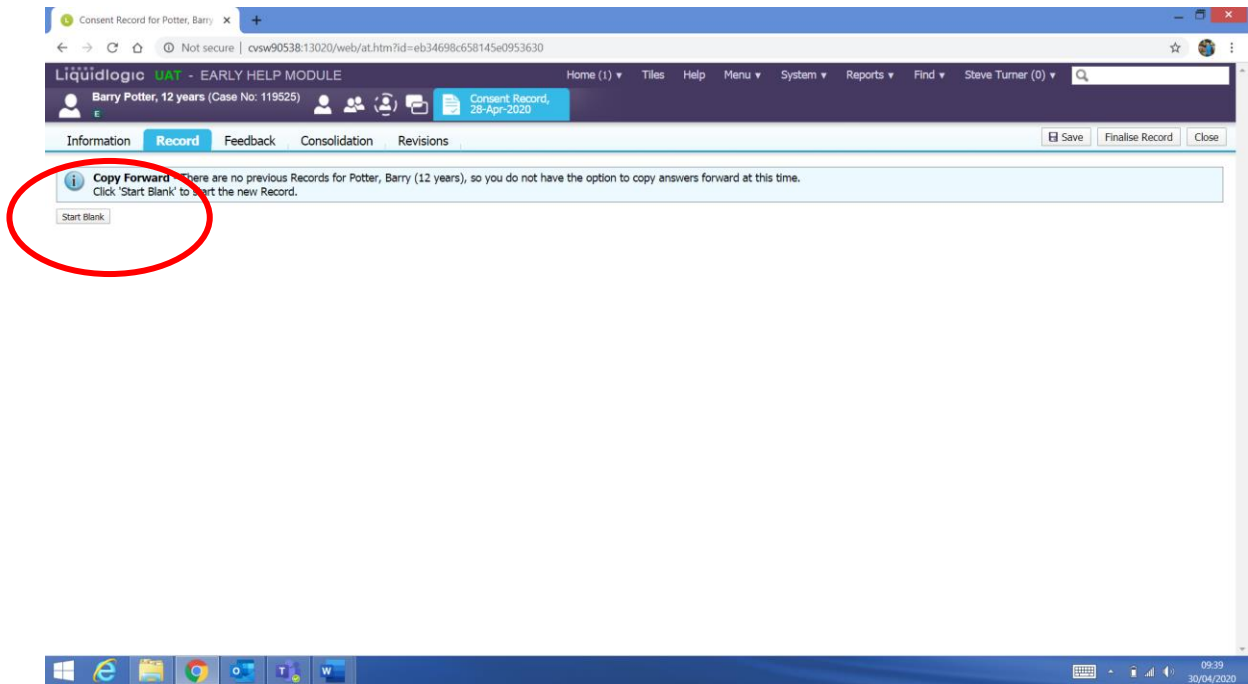
The next stage in the early help episode is to record that you have consent from the family, this is the obtain consent stage on the case pathway.

You will see the grey ‘Start Consent’ button to start this stage.

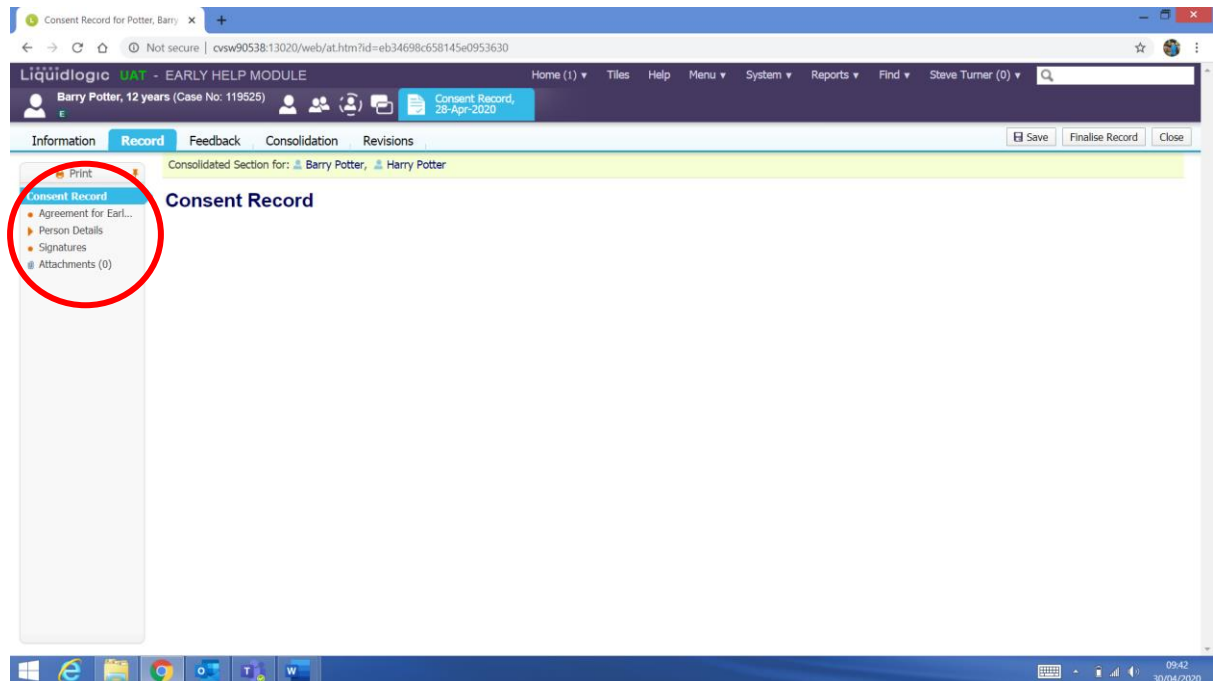
The screenshot displays the 'Liқuidlogic UAT - EARLY HELP MODULE' interface. On the left, a flowchart outlines the 'Early Help Episode' process, with 'Obtain Consent' highlighted in blue. The main panel shows the 'Agreement to Early Help' task, assigned to Steve Turner, started on 28-Apr-2020. Below this, a message states 'The Consent record has not been started' with a 'Start Consent' button circled in red. The interface also shows a 'Full Map' and 'Local Map' view, and a Windows taskbar at the bottom.

Once you click on the Start consent button you are taken to this screen

This is the copy forward screen, click on 'Start Blank' to start a new blank consent record



Next- From the options on the left - hand side select 'Agreement for Early Help'



This is the consent record – working from the top to the bottom, completing each of the sections.

Please Note: The fields in red are mandatory

Agreement Dates

- **Date of Agreement** - Use the calendar to select the date (use the same date you choose for the episode started date)
- Privacy / Notice issued? – Ignore this question

Consent Decision

- **Agreement Decision Maker** – Clicking in the box will give you a drop-down list to select from
- **Method of Agreement** – Click in the box to select from the drop down
- Reason for sharing information without agreement – Ignore this question

Related Persons Deciding on Agreement

- Related Persons Deciding on Consent – You will see the children’s names and below will see ‘Click to Define or Update list of people deciding on consent’ – Clicking on this link will bring up a list of the relations of the children. You can then select from the list who has given consent

Other Persons Deciding on Agreement

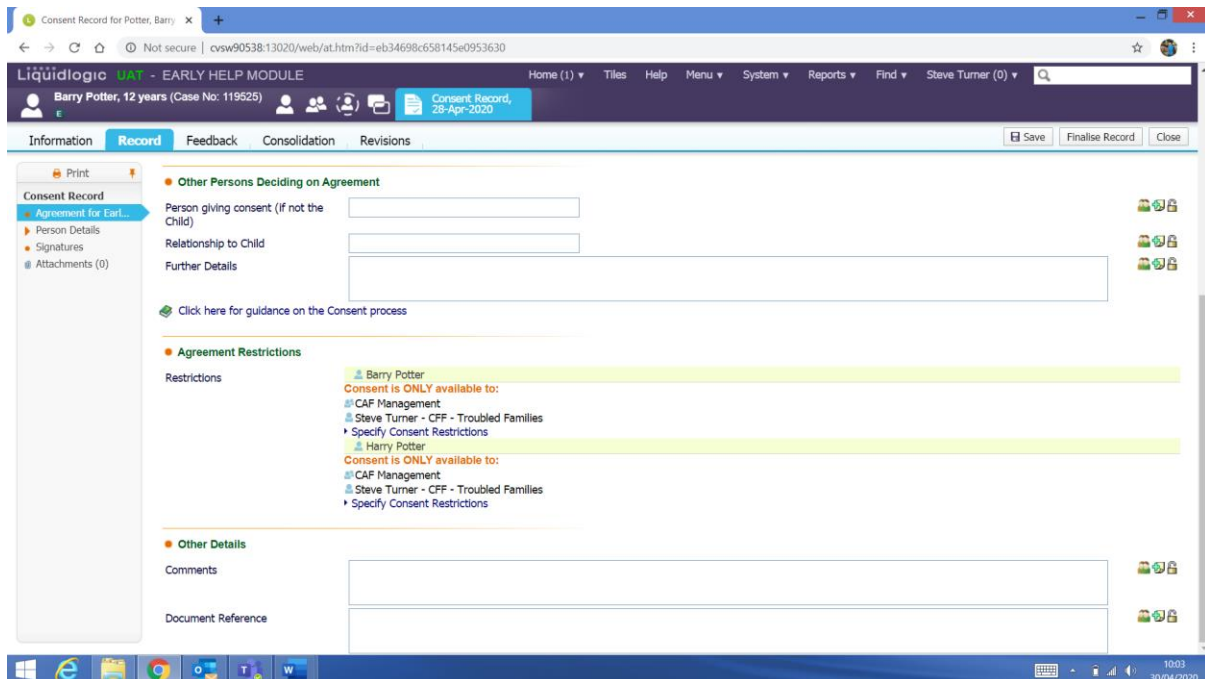
- If another person gave agreement who is not on the list of relations, they can be entered manually in this section. If this section does not apply ignore it.

The screenshot shows a web browser window displaying the 'Agreement for Early Help' form. The browser address bar shows a URL starting with 'csw90538:13020/web/at.htm?id=eb34698c658145e0953630'. The page title is 'Liquidlogic UAT - EARLY HELP MODULE'. The user is logged in as 'Steve Turner (0)'. The form is titled 'Consolidated Section for: Barry Potter, Harry Potter'. The form is divided into several sections: 'Agreement Dates', 'Consent Decision', 'Related Persons Deciding on Agreement', and 'Other Persons Deciding on Agreement'. The 'Agreement Dates' section includes a date picker for 'Date of Agreement' and radio buttons for 'Privacy Notice Issued?'. The 'Consent Decision' section has a dropdown for 'Agreement Decision Maker' and a dropdown for 'Method of Agreement'. The 'Related Persons Deciding on Agreement' section lists Barry Potter and Harry Potter, each with a note that no specific related people have been selected and a link to 'Click to Define or Update list of people deciding on consent...'. The 'Other Persons Deciding on Agreement' section has input fields for 'Person giving consent (if not the Child)', 'Relationship to Child', and 'Further Details'. The form is displayed in a web browser window with a navigation menu at the top and a taskbar at the bottom.

Continued..

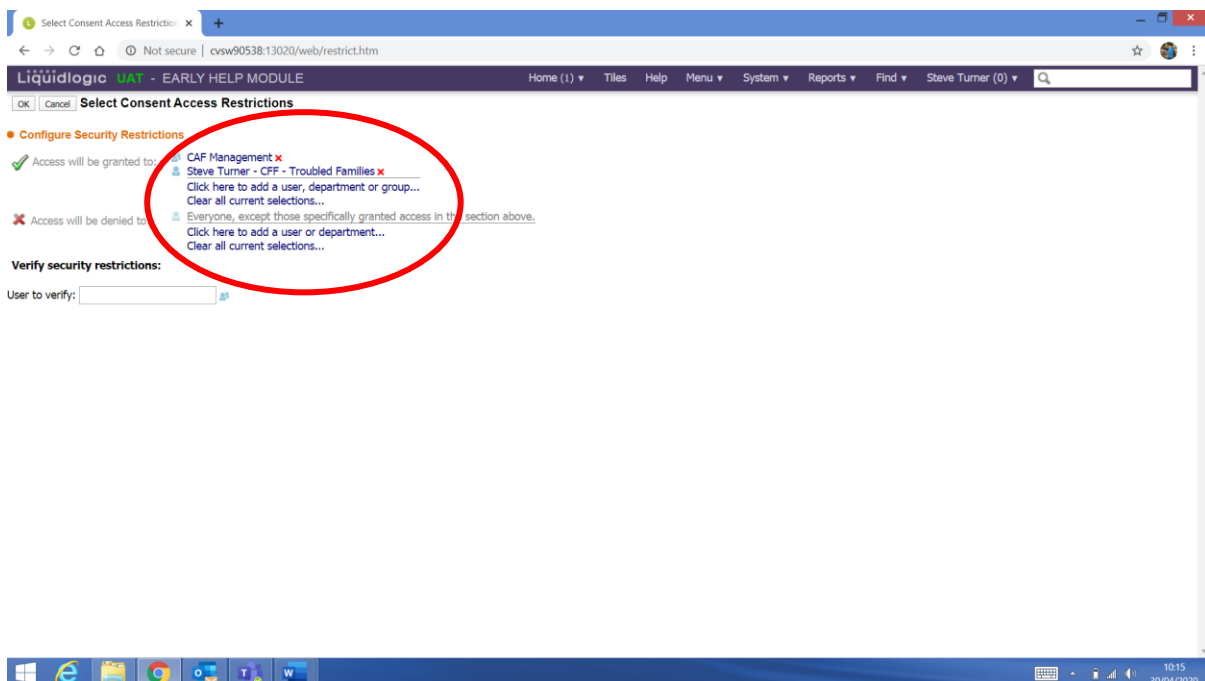
Agreement Restrictions

- Restrictions – This is an important section as this is where you can give other EHM users access to this early help episode. You will see it currently shows **Consent is ONLY available to:** CAF Management and yourself.
- **Specify Consent Restrictions** – Clicking on this will take you to the next section (see below)



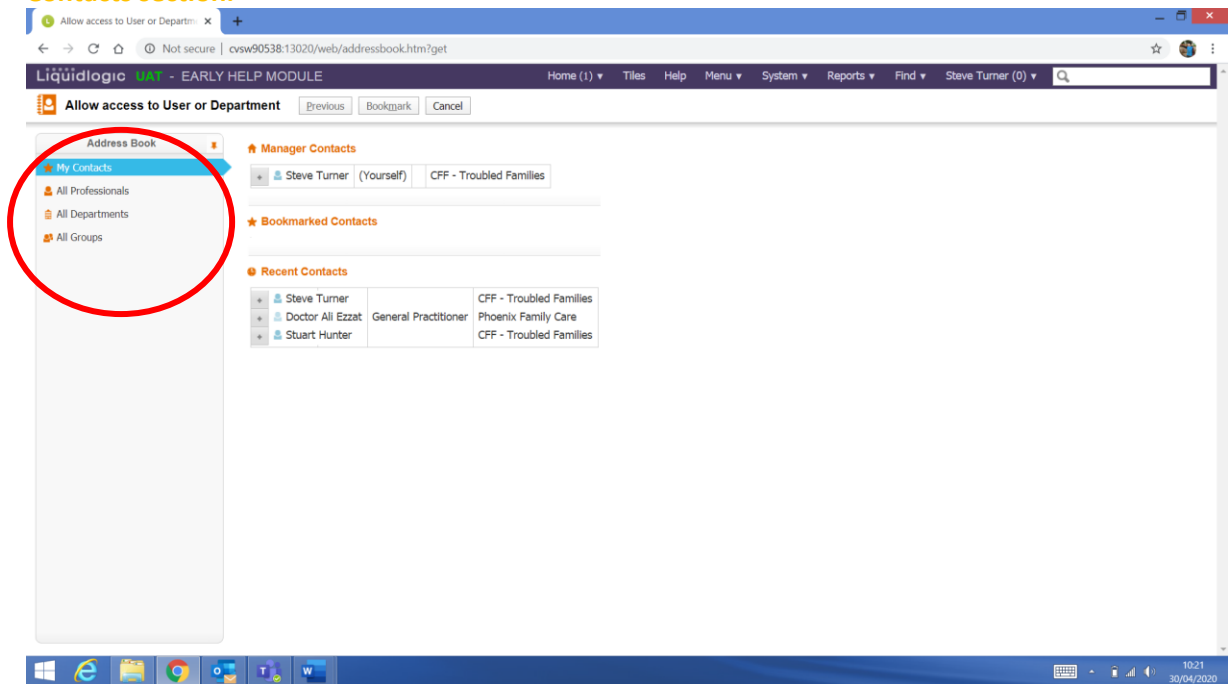
Select Consent Access Restrictions

Configure Security Restrictions – As you can see this shows who currently has access. You can click on **'click here to add a user, department or group'** to add a new EHH user or department.

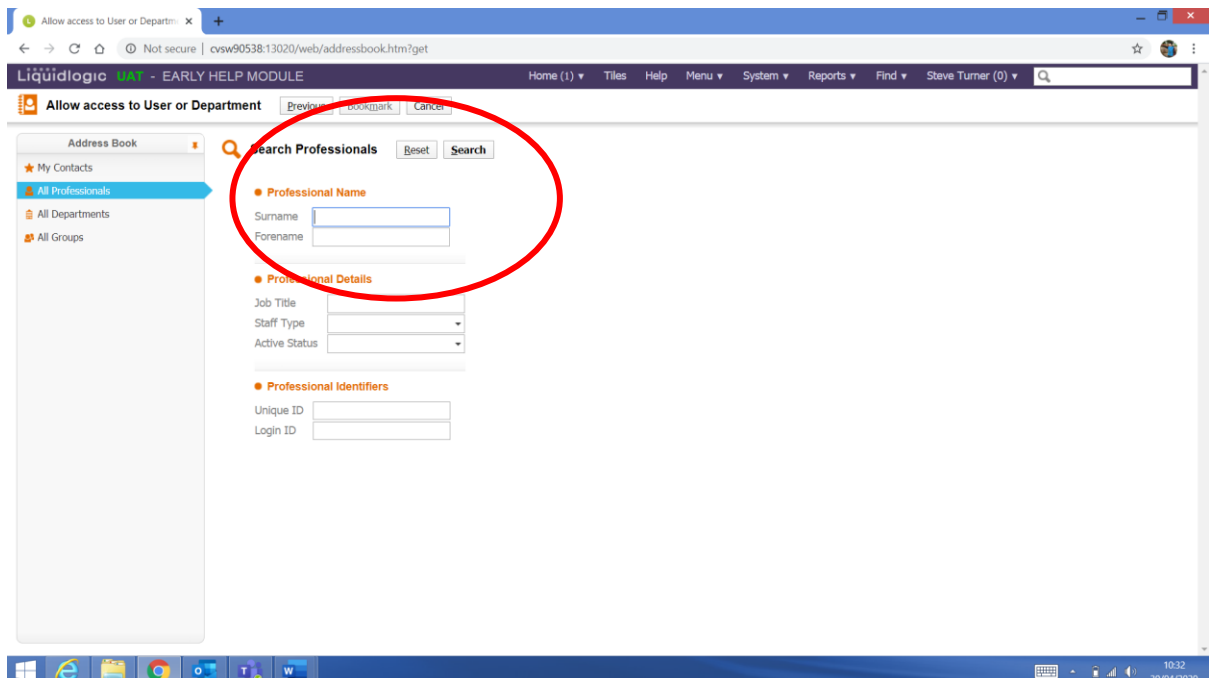


Address Book

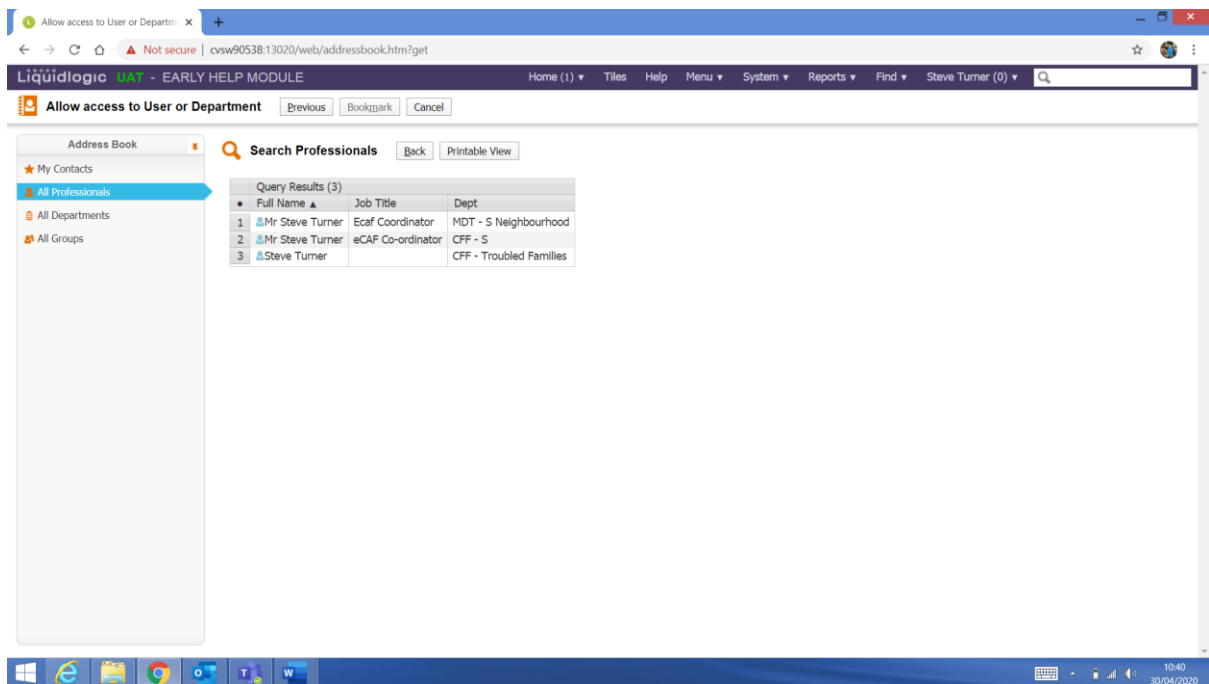
This is your EHM address book and from here you can select the EHM user you want to add by clicking on the 'All Professionals' section on the left or by selecting them from the **Bookmarked Contacts** section.



By clicking on All Professionals, you can now search for the person by entering their surname and forename and then clicking Search

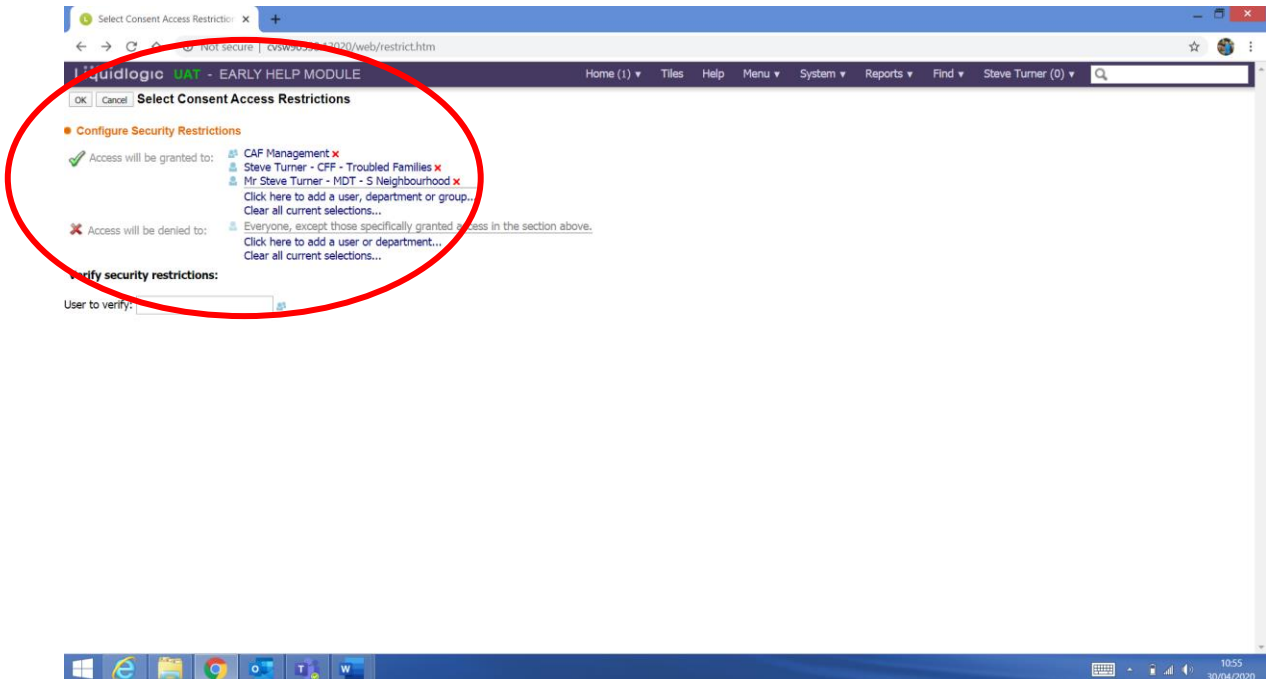


This will bring you a list of names, click on the correct name and click on Confirm

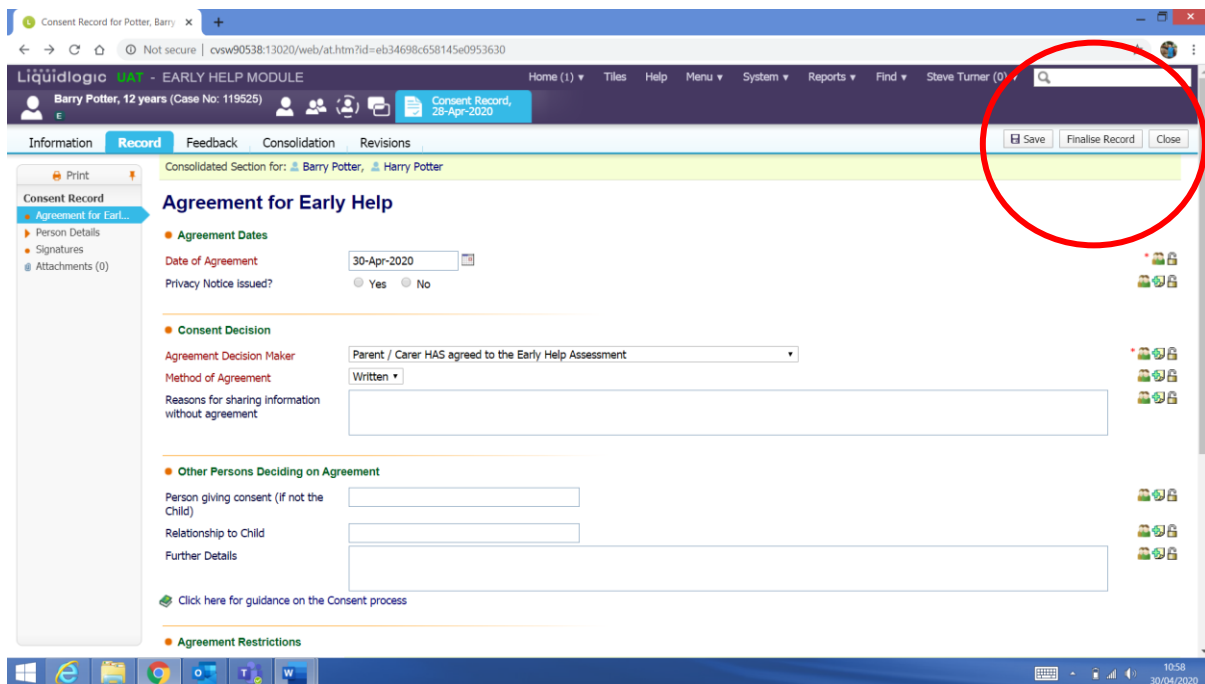


You can now see the person Turner you have searched for and selected has been added to the 'Access will be granted to' section.

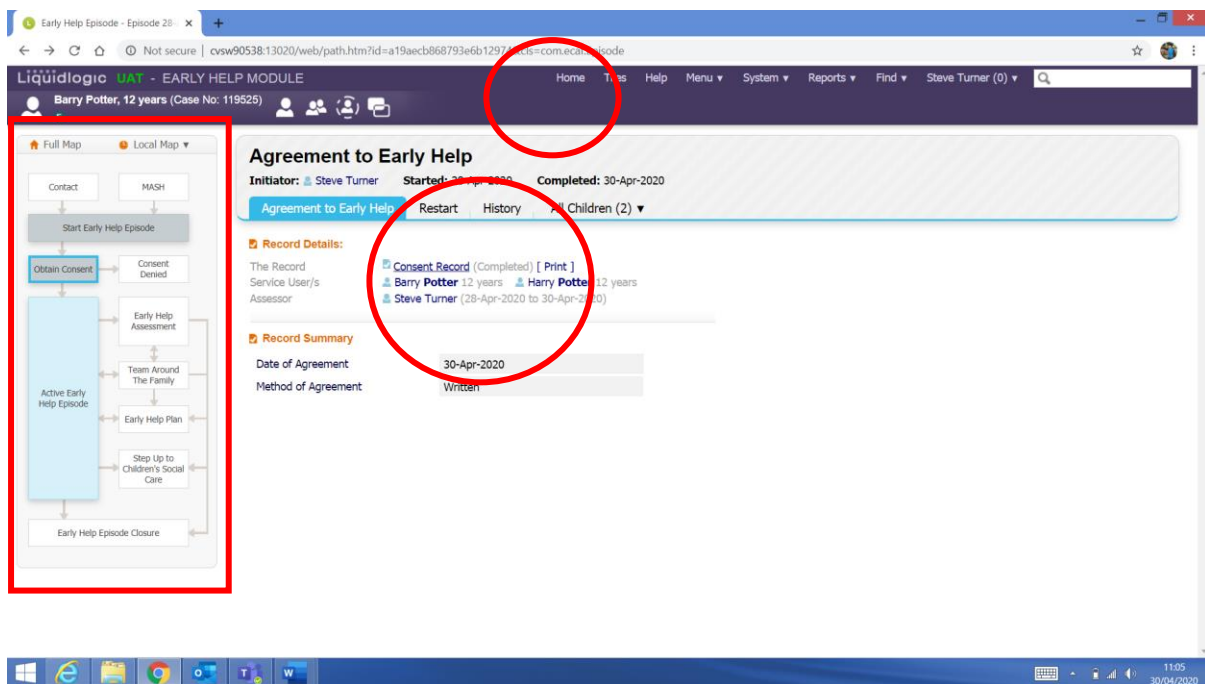
From here click OK to return to the consent record



Now you can Finalise the Record by clicking on Finalise Record



You can now see the Consent record has been completed

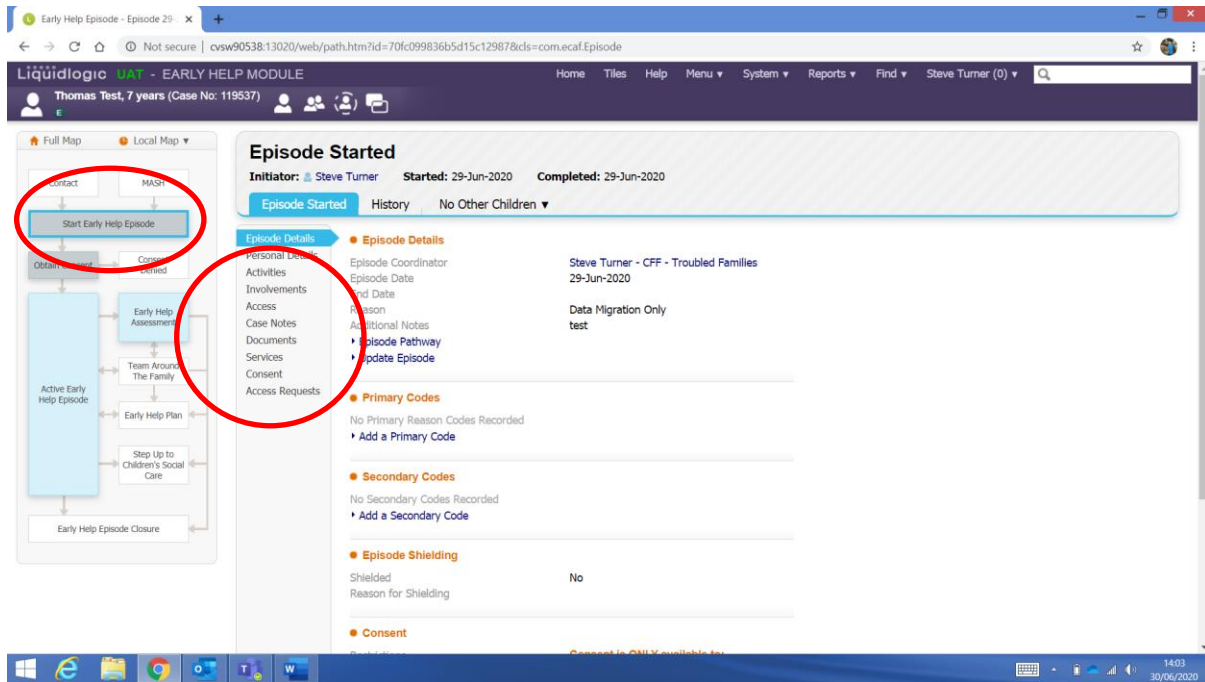


From here click on Home to return you to the home page

23 – Adding Case Notes

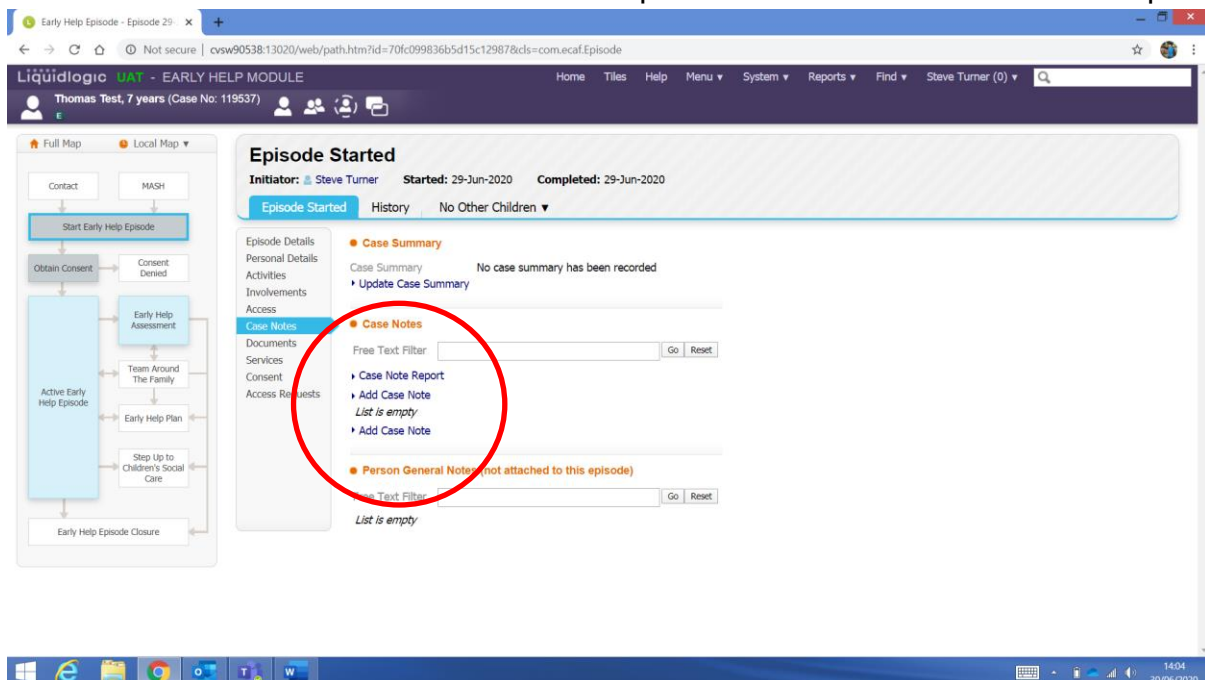
To view or start a case note firstly select the 'Episode Started' stage from the case pathway.

You will now see the Case Notes option in the middle section.



You can view previous case notes and select them to read fully, they are listed as the newest first.

To add a new case note click on the blue link 'Add Case Note' Please note – You can also use the blue link 'Case Note Report' to create a case note report.



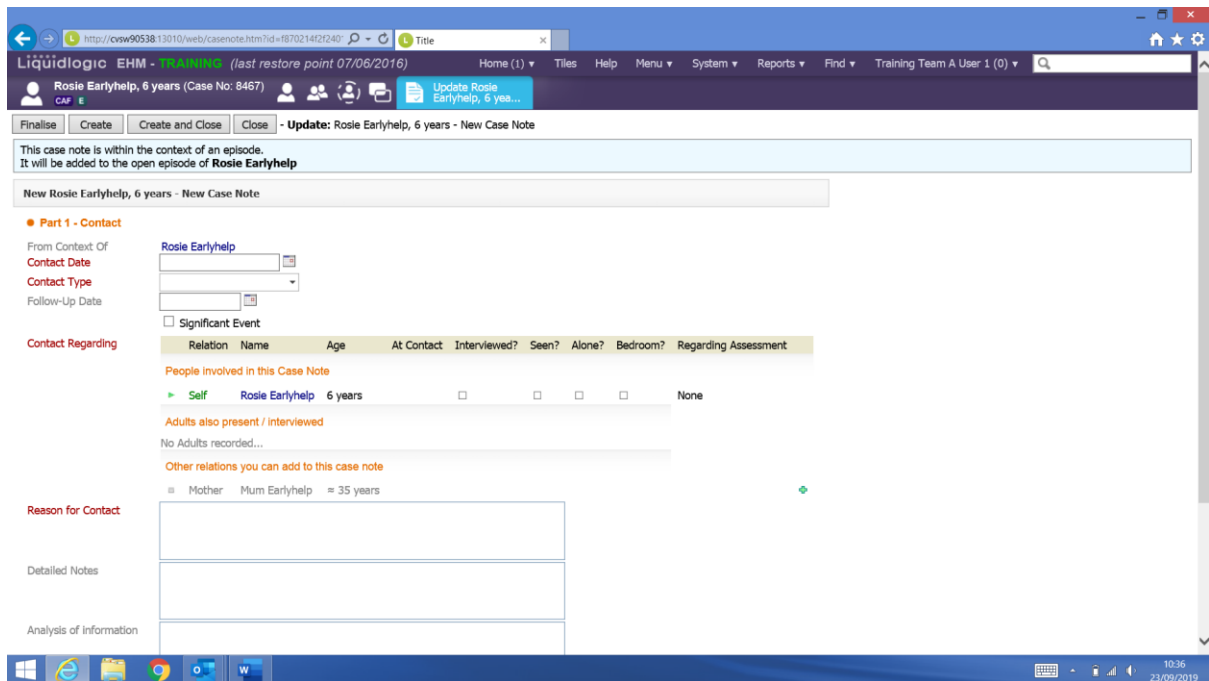
Now you are at the case note section you can work down the screen completing all the Red mandatory fields as a minimum.

Once you have filled in all the fields you can select one of the grey buttons;

Finalise – Will finalise the note, save it and it won't be able to be amended

Create & Create and close - Will create the note and it will be able to be amended

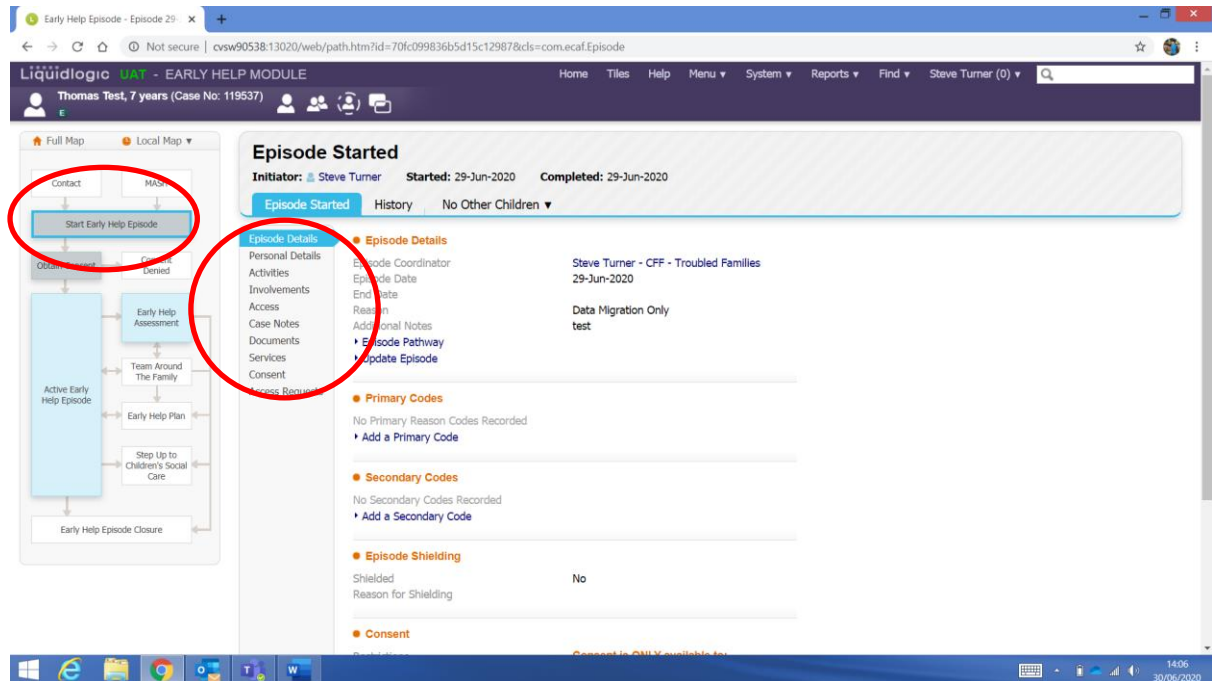
Close – Will close the case note, it will lose it and not save it.



24 – Attaching a Document

To view or attach a document firstly select the 'Episode Started' stage from the case pathway.

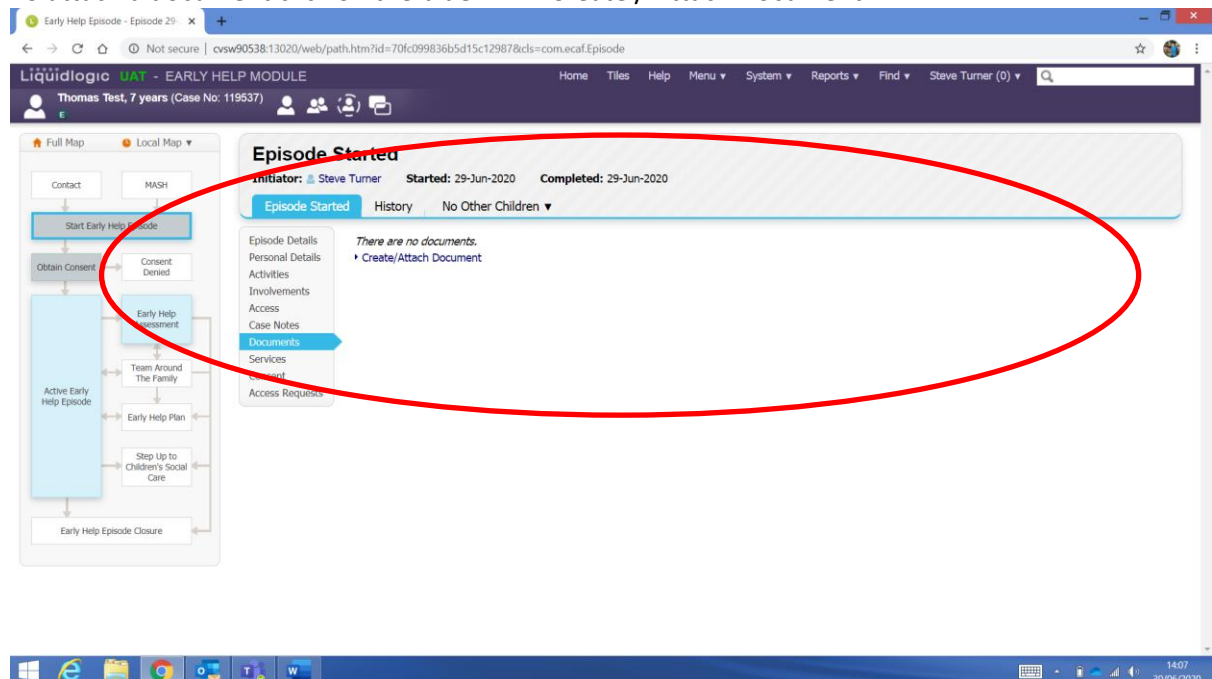
You will now see the Documents option in the middle section.



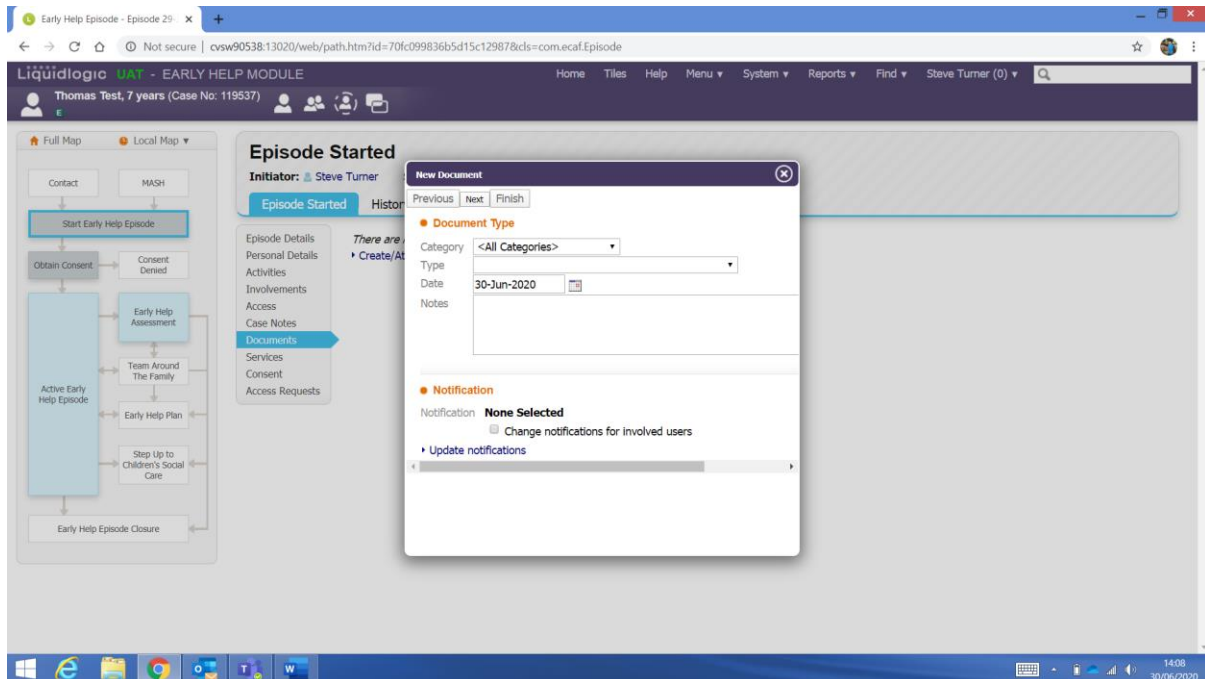
When you click on documents you will be able to see any previous uploaded documents and you will be able to attach a new document.

To view a document click the relevant document.

To attach a document click on the blue link – Create / Attach Document



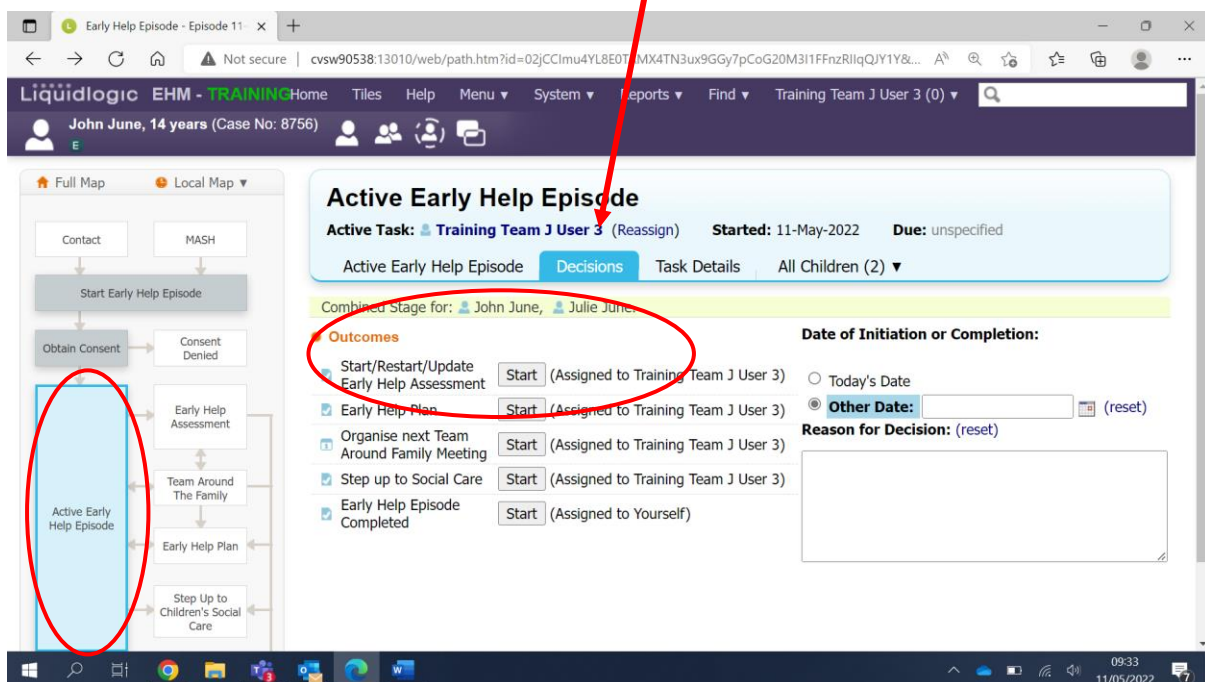
To create / attach a document click on the blue link [create / attach a Document](#) and follow the on screen instructions



25 – The Assessment stage

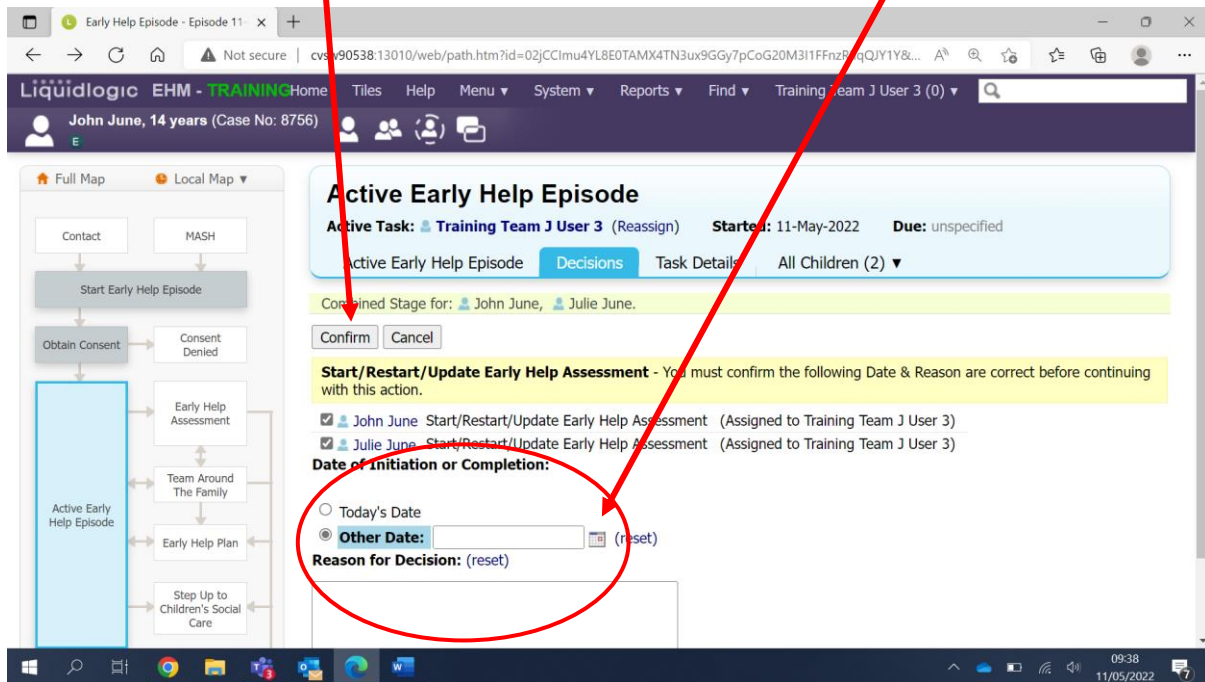
From the 'Active Early Help Episode' stage ensure the Decisions tab is highlighted in blue.

From this screen you can select the 1st option from the Outcomes – Start / Restart / Update Early Help Assessment by clicking on the grey Start button



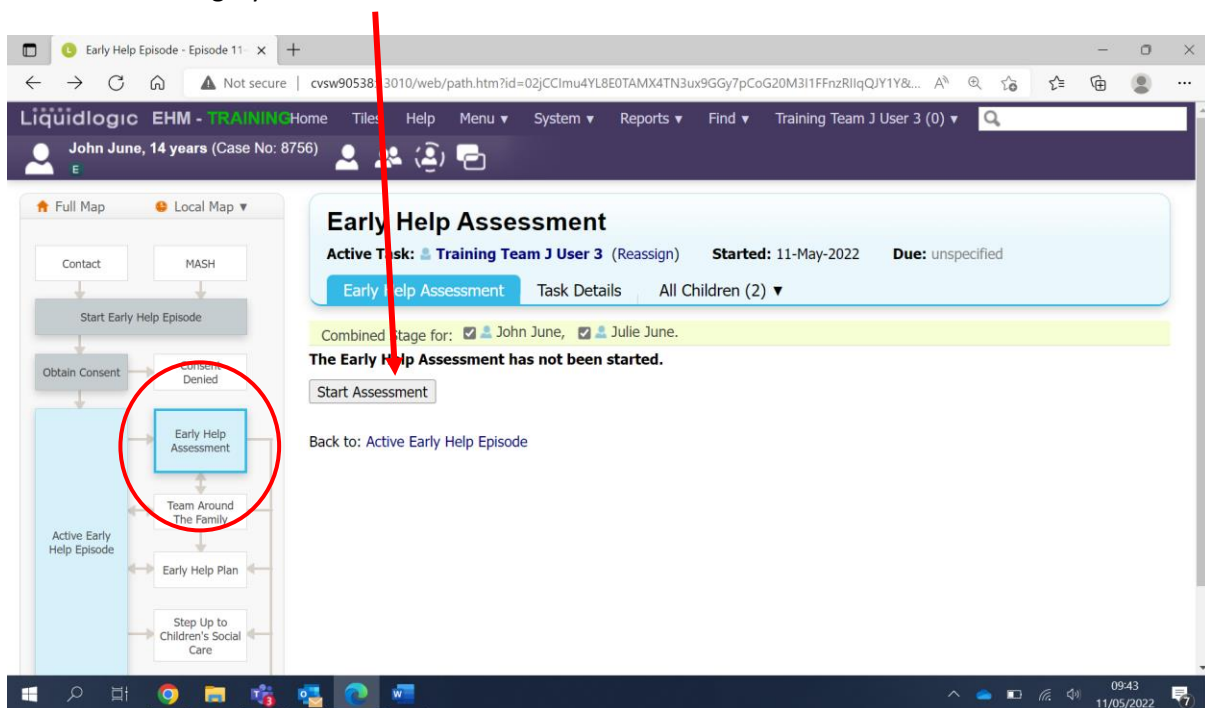
From this screen select either Today's date or an Other day by using the calendar icon

Next click on the grey Confirm button

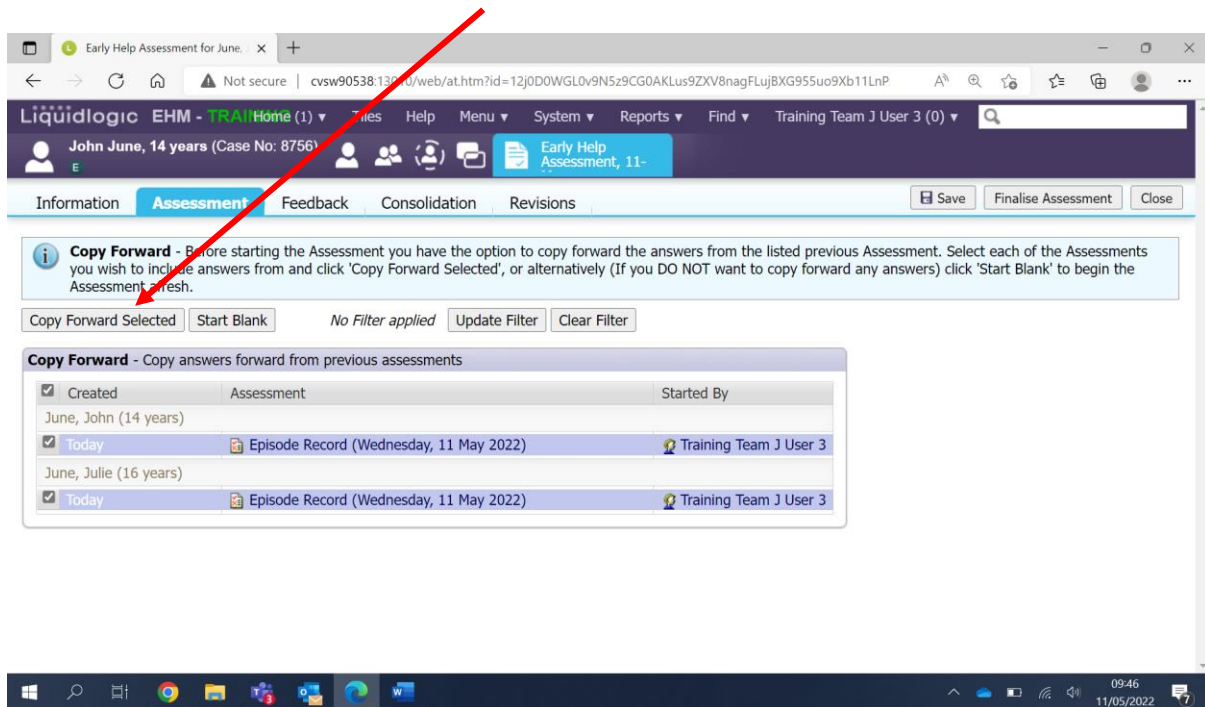


You'll now see that the 'Early Help Assessment' stage has turned blue on the case pathway

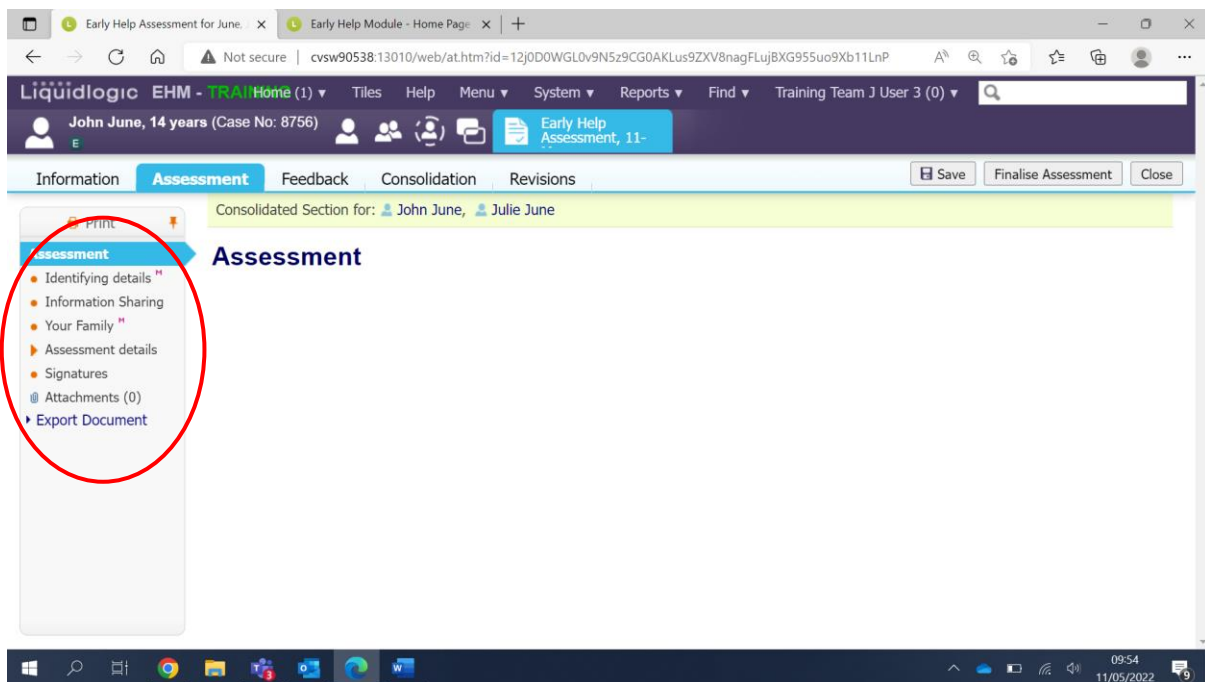
Now click on the grey Start Assessment button



You can now copy forward any information you have already completed from the previous stages. To do this click on the grey Copy Forward Selected button



Now you are on the assessment. You can see the different sections of the assessment on the left-hand side



Identifying details:

On this section you can enter the relevant dates in the red mandatory fields, and you can select if this assessment is being completed by Children's Services

Please note: The system does auto save at regular intervals, but it is recommended to click the grey Save button once a section has been completed and whenever you have entered a lot of information.

The screenshot shows the 'Identifying details' section of the 'Early Help Assessment' form. The left-hand navigation menu has 'Identifying details' highlighted with a red circle. The main form area contains the following fields:

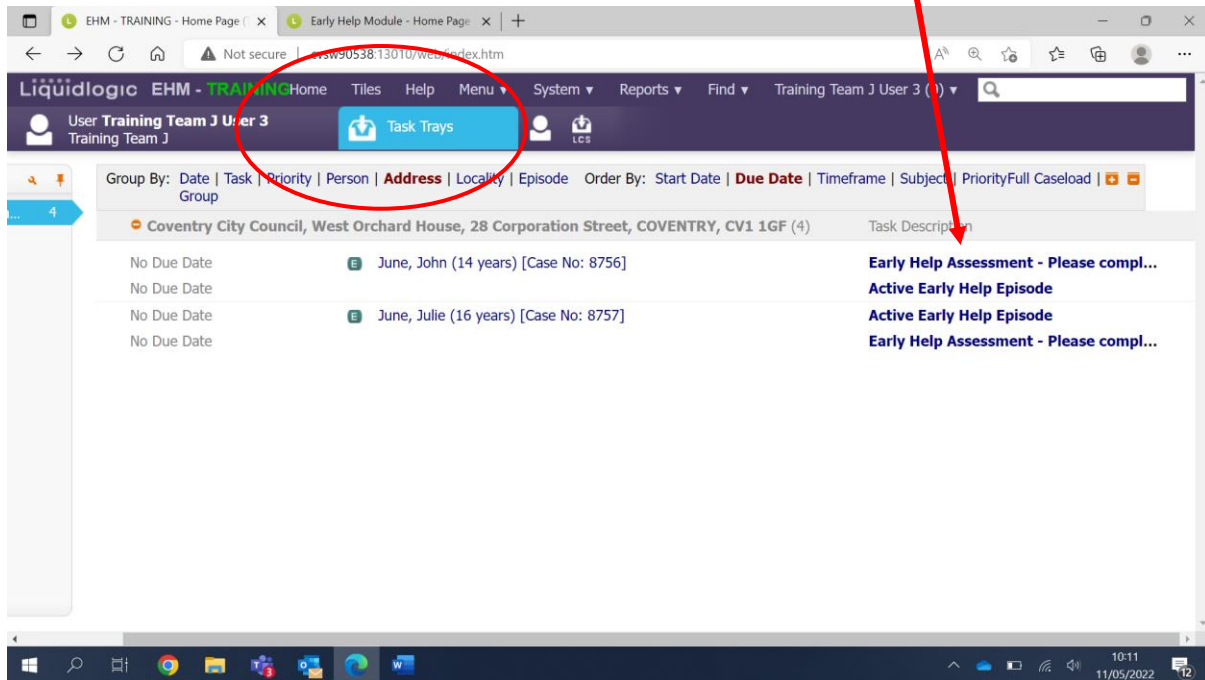
- Date Early Help Assessment Started: 11-May-2022
- Date we aim to complete by: (empty)
- Date Early Help Assessment Due: (empty)
- Date Early Help Assessment Completed: (empty)
- Is this Early Help Assessment being completed by Children's Services? Yes No

Below these fields is a section for recording details of the person being assessed, with a highlighted entry for 'John June, John (14 years)'. The 'Save' button in the top right corner is highlighted with a red arrow.

You can leave the assessment stage at any time by clicking on the grey Close button

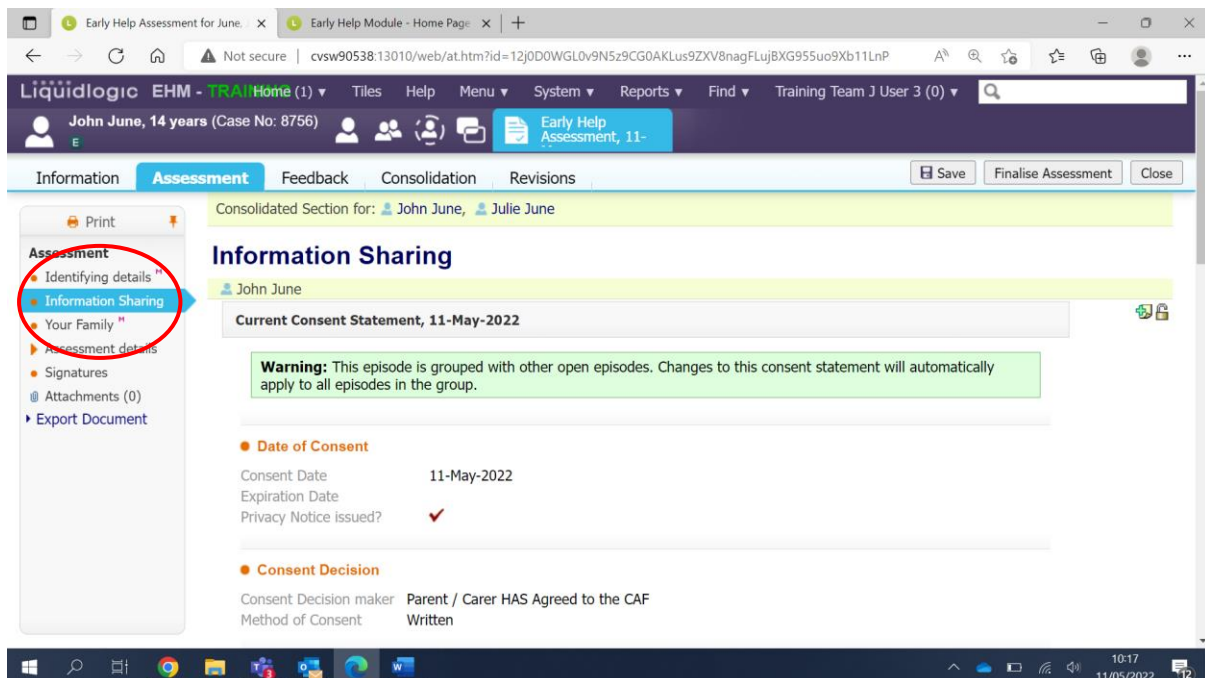
This screenshot is identical to the one above, showing the 'Identifying details' section of the form. A red arrow points from the text above to the 'Close' button in the top right corner of the form.

If you close the assessment or if you log out, you can easily access the assessment again by selecting the assessment task from you Task Tray on the Home page.



Information Sharing:

There is nothing to fill in on this section, this section contains information you have copy forwarded from the other sections of the episode



Your Family:

Continue to work your way down this section, filling in all the necessary fields

Consolidated Section for: John June, Julie June

Your Family

Your Name and Relationship in the Family

Name of Agency Completing this Form with you: Training Team J

Name of Practitioner: Training Team J User 3

Practitioner's Job Title

Telephone number of the agency completing this form:

Email address of Agency completing this form:

Primary Need: Domestic abuse

What led to you asking for help for your Family?

Assessment details:

Continue to work through the various fields of this section, you will notice that this section has sub sections.

Consolidated Section for: John June, Julie June

Assessment details

Timeline of Significant Life Events

What has happened to you and your Family? Who has been involved up to now? What was the outcome and what impact did it have?

Date/Time period	Event	Outcome for the child/ren or young person	Impact for the child/ren or young person	
<small>If unsure of the date please record as 01/MM/YY or 01/01/YY if unsure of the Month.</small>				
				✖ +
				✖ +
				✖ +
				✖ +
				✖ +

Child's Voice

The screenshot shows the 'Child's Voice' section of the EHM software. The left-hand navigation menu has 'Child's Voice' highlighted with a red circle. The main content area is titled 'Child's Voice' and contains the following text and form fields:

- Consolidated Section for: John June, Julie June
- Question: "What is the young person or child/ren understanding of why Early Help are involved with you?" followed by a text input box.
- Question: "Was each Child/Young Person seen during this assessment?" with radio buttons for "Yes" and "No".
- Instruction: "Use the exact words and images provided by the children or young person".
- Text: "How has the child given their worries, wishes and feelings through other means - such as using direct work toolkit, 3 Houses, fairies and wizards, drawings?"
- Text: "Please upload to documents and share with family and what these are telling us" followed by a text input box.
- Text: "What does the Child/Young Person say is the best things about their life? (Strengths)" followed by a text input box.

Analysis and Scaling

The screenshot shows the 'Analysis and Scaling' section of the EHM software. The left-hand navigation menu has 'Analysis and Scaling' highlighted with a red circle. The main content area is titled 'Analysis and Scaling' and features a diagram titled 'Whole Family Strengths and Worries'.

The diagram is a triangle with 'CHILD Safeguarding & promoting welfare' in a circle at the base. The left side of the triangle is labeled 'DEVELOPMENTAL NEEDS' and lists: Health, Education, Emotional & Behavioural Development, Identity, and Family & Social Relationships. The right side is labeled 'PARENTING CAPACITY' and lists: Basic Care, Ensuring Safety, Emotional Warmth, Stimulation, and Guidance & Boundaries.

Bottom Lines

Consolidated Section for: John June, Julie June

Bottom Lines

Only use this section in the assessment if there is an immediate need for help that has a significant impact on the child and needs to be actioned before the initial meeting for the Early Help Plan

What must happen?	By When?	By who?	What will happen if it doesn't?

Outcome

This is the final section of the assessment and an important one.

Ensure you complete all the red mandatory fields, if you select Yes to first 2 questions then you must also start the Supporting Families Form – **please see the separate guidance on how to do this.**

As you scroll down this section you must select the correct Right Help Right Time level and the Suggested Outcomes.

Consolidated Section for: John June, Julie June

Outcome

Is this a whole family Assessment? Yes No

Is this generating a plan that takes into account all relevant family members? Yes No

What is happening at the end of this assessment?

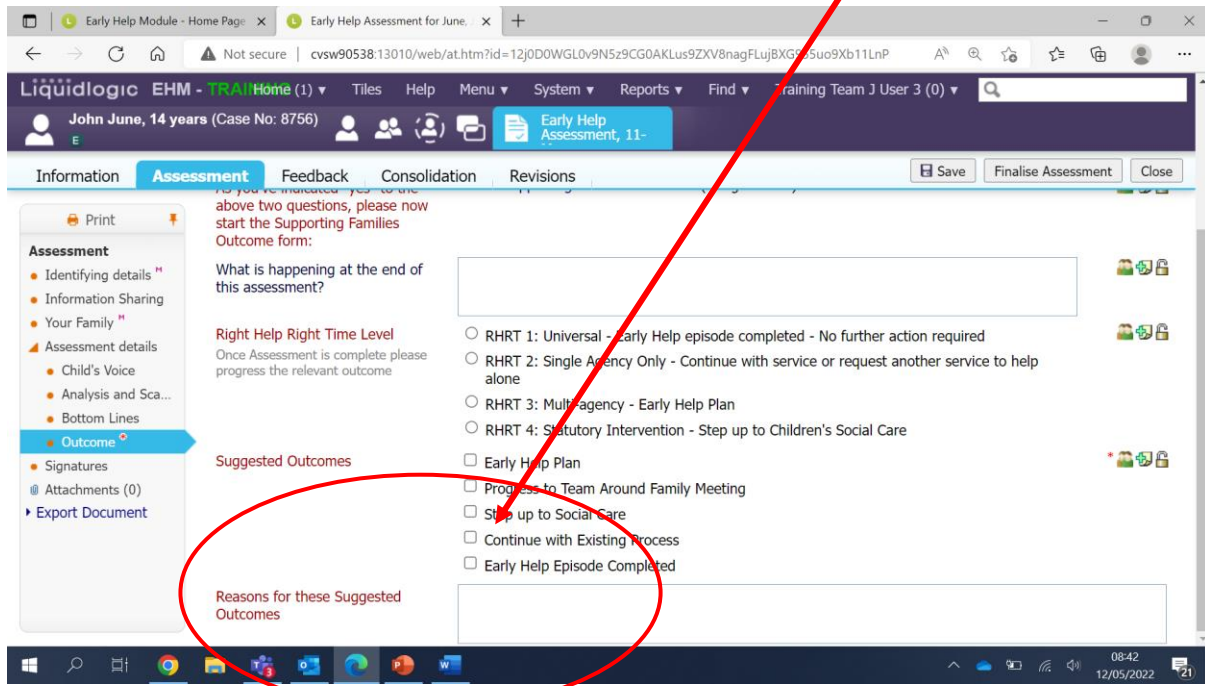
Right Help Right Time Level
Once Assessment is complete please progress the relevant outcome

RHRT 1: Universal - Early Help episode completed - No further action required
 RHRT 2: Single Agency Only - Continue with service or request another service to help alone
 RHRT 3: Multi-agency - Early Help Plan
 RHRT 4: Statutory Intervention - Step up to Children's Social Care

Suggested Outcomes

Early Help Plan
 Progress to Team Around Family Meeting
 Step up to Social Care

Suggested Outcomes – We recommend you select Continue with Existing Process and in the Reasons for these Suggested Outcomes field type 'Continue with Existing Process'.



Once you have completed all the fields of the assessment and you have clicked Save you can export the document to word so it can be printed and shown to the family.

How to export the document is covered in another section of this guide.

Please note – It's important to save the assessment and not finalise just yet because if the family read through the assessment and want to make any changes this can be done. Once the assessment is finalised it cannot be changed.

Finalise the assessment

Presuming the family have seen the assessment and you are now ready to finalise it.

Click on the grey Finalise button.

Click Ok to confirm

The screenshot shows the 'Early Help Assessment' form in the Liquidlogic EHM system. The 'Assessment' tab is selected. The 'Suggested Outcomes' section is visible, with 'Continue with Existing Process' checked. A red arrow points to the 'Finalise Assessment' button in the top right corner of the form.

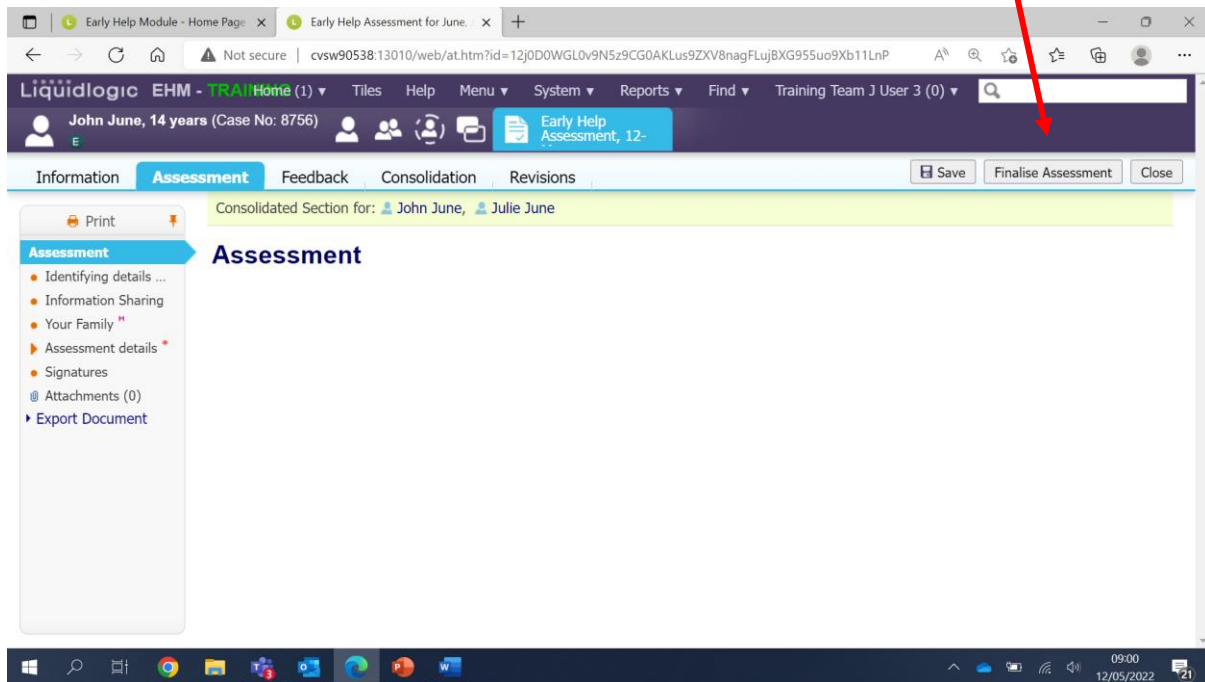
Once you have selected to finalise the assessment the next step is to authorise it.

This is the authorisation step. Click on the blue link to update the early help assessment.

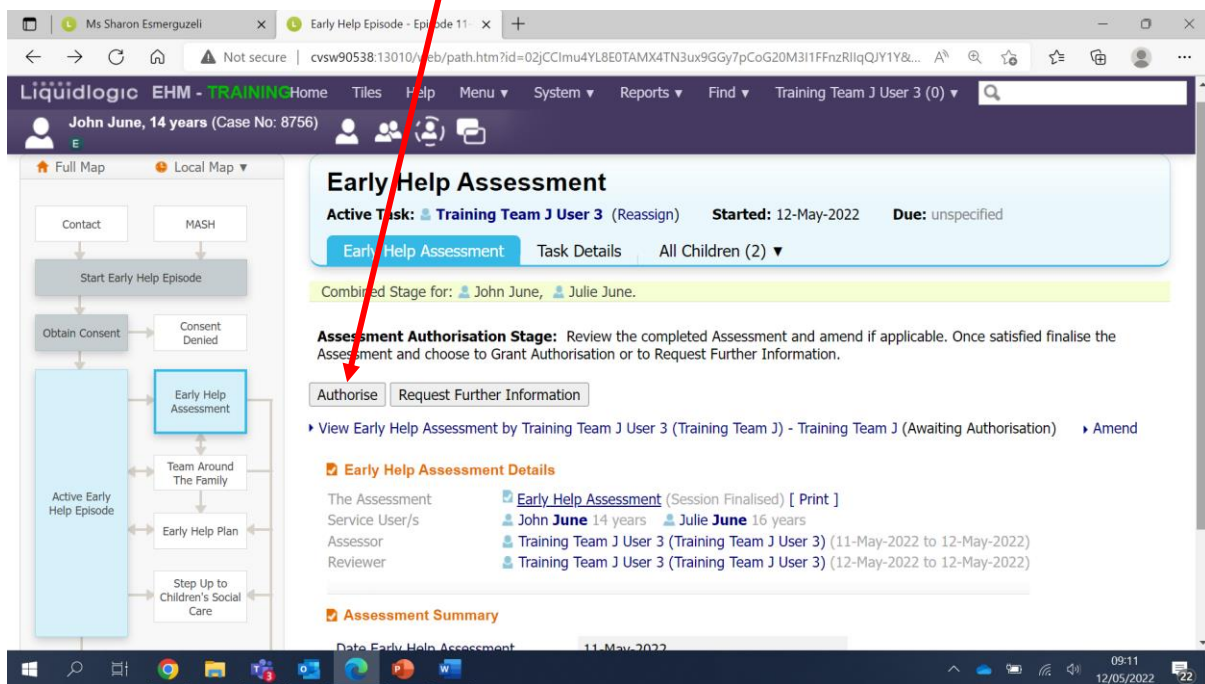
The screenshot shows the 'Early Help Assessment' task details page. The 'Assessment Authorisation Stage' is highlighted. A blue link 'Update Early Help Assessment by Training Team J User 3' is visible. A red arrow points to this link.

You are now back at the assessment – Click on the grey Finalise Assessment button.

Click Ok to confirm.



Now click the grey Authorise button. And click Ok to confirm.



Click the grey Start button.

The screenshot shows the 'Early Help Assessment' task in the Liqidlogic EHM system. The task is assigned to 'Training Team J User 3' and started on 12-May-2022. The 'Decisions' tab is active, showing a 'Continue with Existing Process' option with a grey 'Start' button. The 'Date of Initiation or Completion' is 12-May-2022, and the 'Reason for Decision' is 'Continue with Existing Process'. A flowchart on the left shows the process steps: Contact, MASH, Start Early Help Episode, Obtain Consent, Consent Denied, Early Help Assessment, Team Around The Family, Early Help Plan, and Step Up to Children's Social Care.

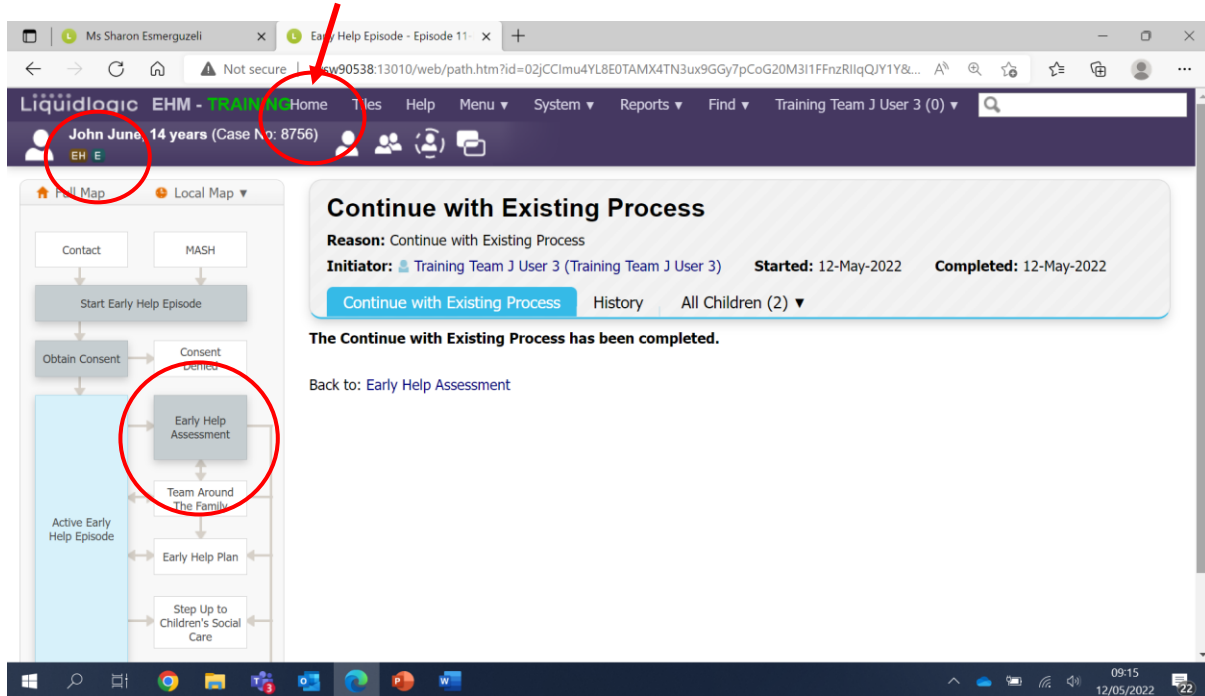
Click the grey Confirm button

The screenshot shows the 'Early Help Assessment' task in the Liqidlogic EHM system. The task is assigned to 'Training Team J User 3' and started on 12-May-2022. The 'Decisions' tab is active, showing a 'Continue with Existing Process' option with a grey 'Confirm' button. A confirmation message is displayed: 'Continue with Existing Process - You must confirm the following Date & Reason are correct before continuing with this action.' The 'Date of Initiation or Completion' is 12-May-2022, and the 'Reason for Decision' is 'Continue with Existing Process'. A flowchart on the left shows the process steps: Contact, MASH, Start Early Help Episode, Obtain Consent, Consent Denied, Early Help Assessment, Team Around The Family, Early Help Plan, and Step Up to Children's Social Care.

You'll now see the Early Help Assessment stage has turned grey on the case pathway to indicate the stage is now completed.

You can also see the EH flag appears next to the E flag under the child's name.

From here you can select Home to take you back to your task tray.



Please note – To print the finalised version of the assessment refer to the Export Document section of this guide.

26 - How to start and complete the Supporting Families Outcome Plan (SFOP)

The SFOP is started from the assessment stage of the early help episode, as you can see on the below screen shot.

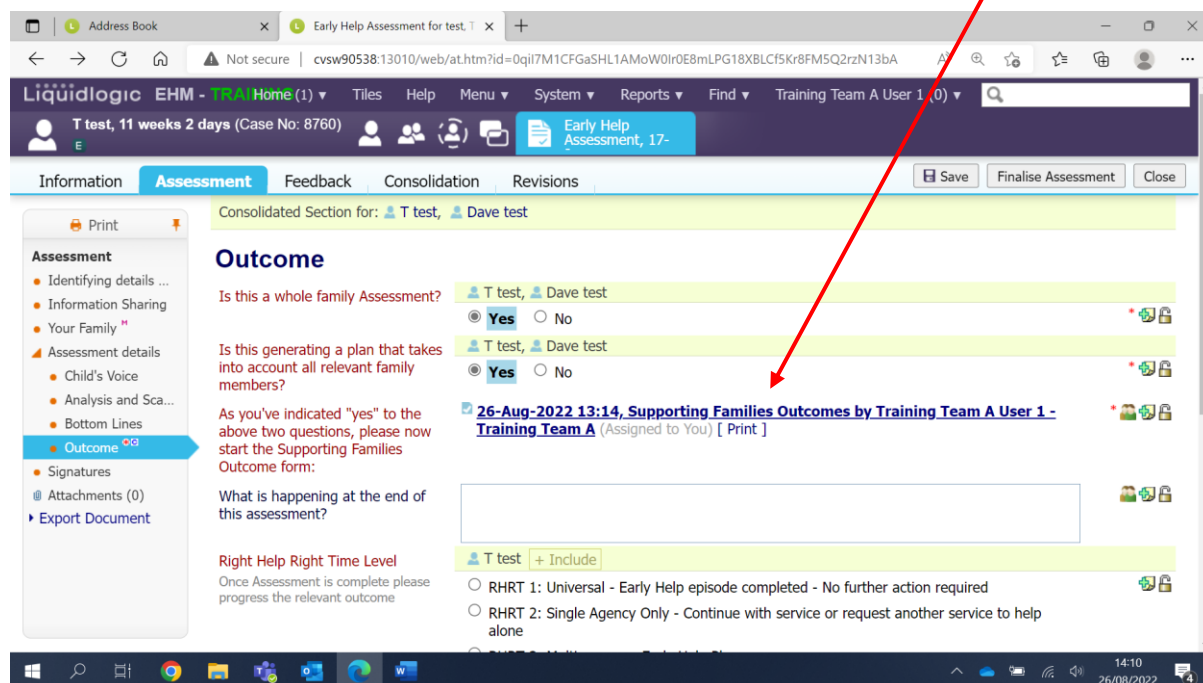
From the list of sections on the left-hand side, you can see the Outcome section highlighted in blue.

To start the SFOP YES must be answered for the 2 red mandatory questions:

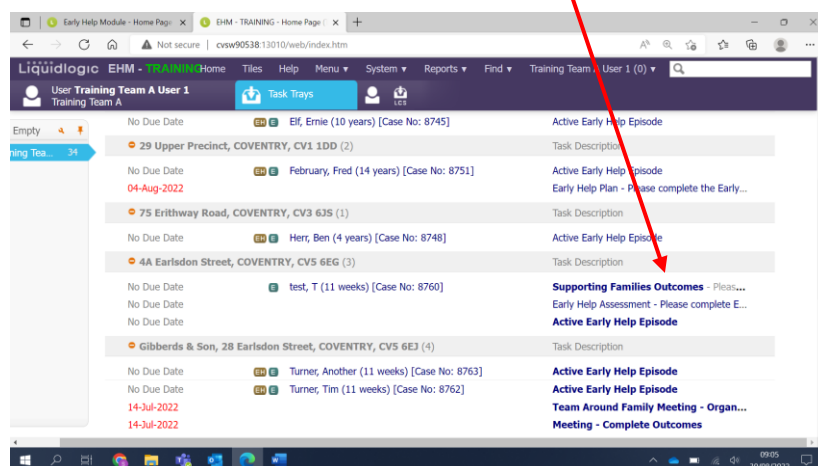
Is this a whole family Assessment?

Is this generating a plan that takes into account all relevant family members?

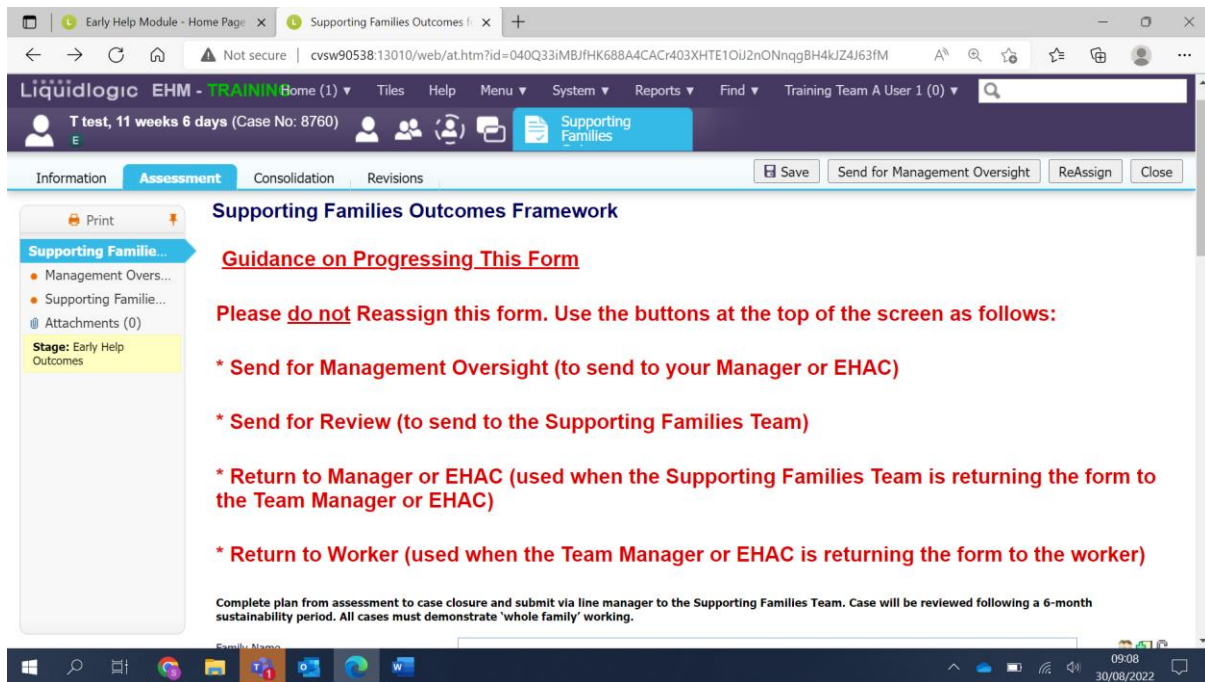
When YES is answered to the 2 questions a statement appears and a link to start the SFOP. The SFOP is a standalone form, this means when you click on the link the form will be started and will be outside of the early help episode. The form will appear in your EHM Work Tray.



The link to the SFOP will be in your work tray

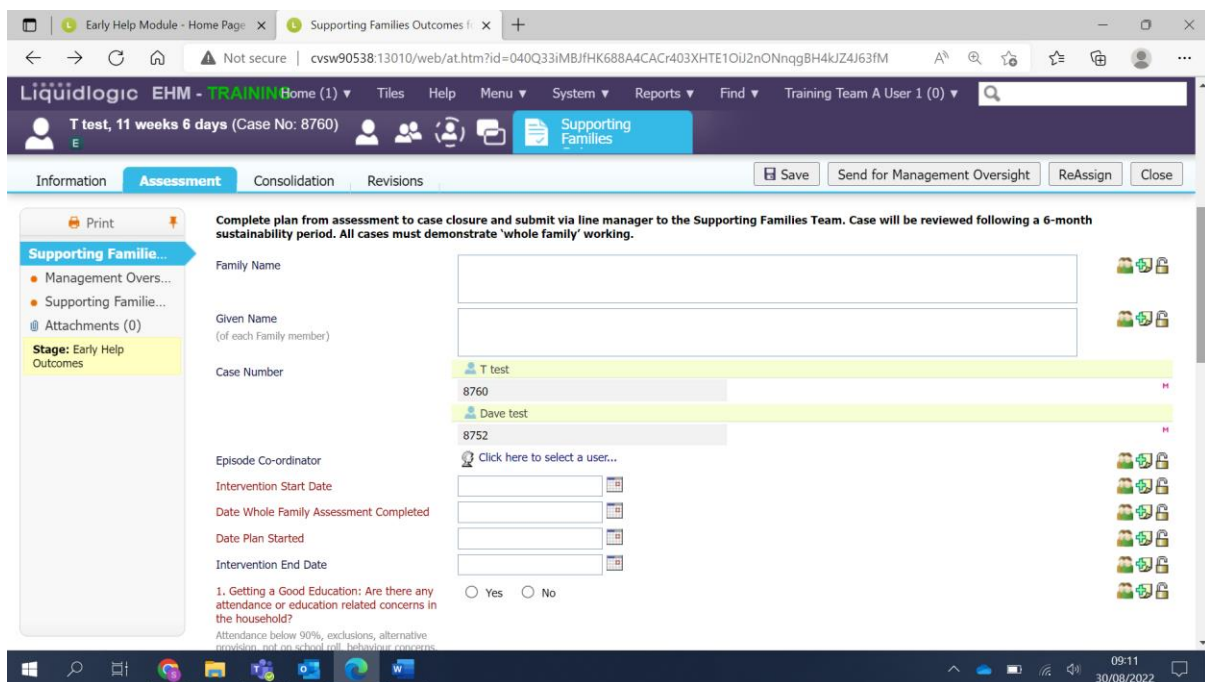


The first page of the SFOP:



As you scroll down the page all fields need to be completed, paying particular attention to the red mandatory fields.

Please Note: As you move down the page you will see the 10 Supporting Families headlines, a Yes or No must be answered for each one. If you answer a YES this headline will then appear on the left hand side of the form. This will allow you to then complete that headline as required.



As you can see on the below screen shot – Headline 1 and 2 have been answered with a Yes and now appear on the left-hand side, whereas headline 3 was answered with a No, so we have no further work to do for headline 3.

The screenshot shows a web application interface for 'Liquidlogic EHM - TRAINING Home'. The user is logged in as 'Training Team A User 1 (0)'. The current case is 'T test, 11 weeks 6 days (Case No: 8760)'. The 'Assessment' tab is active, showing a list of assessment items. The first two items, '1. Getting a Good Education: Are there any attendance or education related concerns in the household?' and '2. Good Early Years Development: Is the development of any child in the household of concern?', are marked with 'Yes' and are highlighted in yellow. The third item, '3. Improved Mental and Physical Health: Are there any health needs related to adults or children that are of concern?', is marked with 'No' and is not highlighted. The interface includes a navigation menu, a search bar, and a sidebar with a 'Supporting Families' section. The Windows taskbar at the bottom shows the date as 30/08/2022 and the time as 09:25.

The final question to answer on the front page is to select the Manager or EHAC who will be providing oversight.

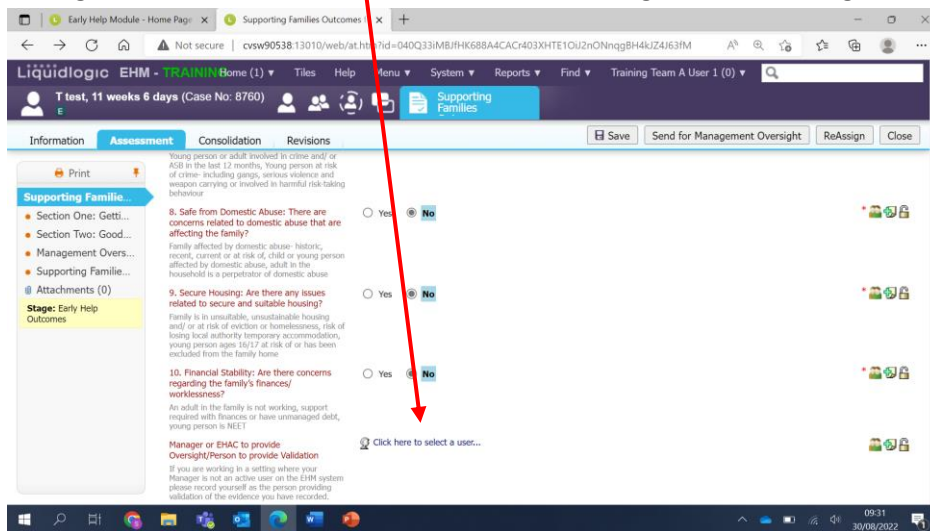
With regards to the manager who will be providing oversight. If you work for Children’s Services, then this will be your line manager.

If you do not work for Children’s Services, then this will either be your Early Help Assessment Coordinator (EHAC) or if you do not have an allocated EHAC then you can select yourself.

If you have a question about this, please email; steven.turner@coventry.gov.uk

To do this click on the blue link.

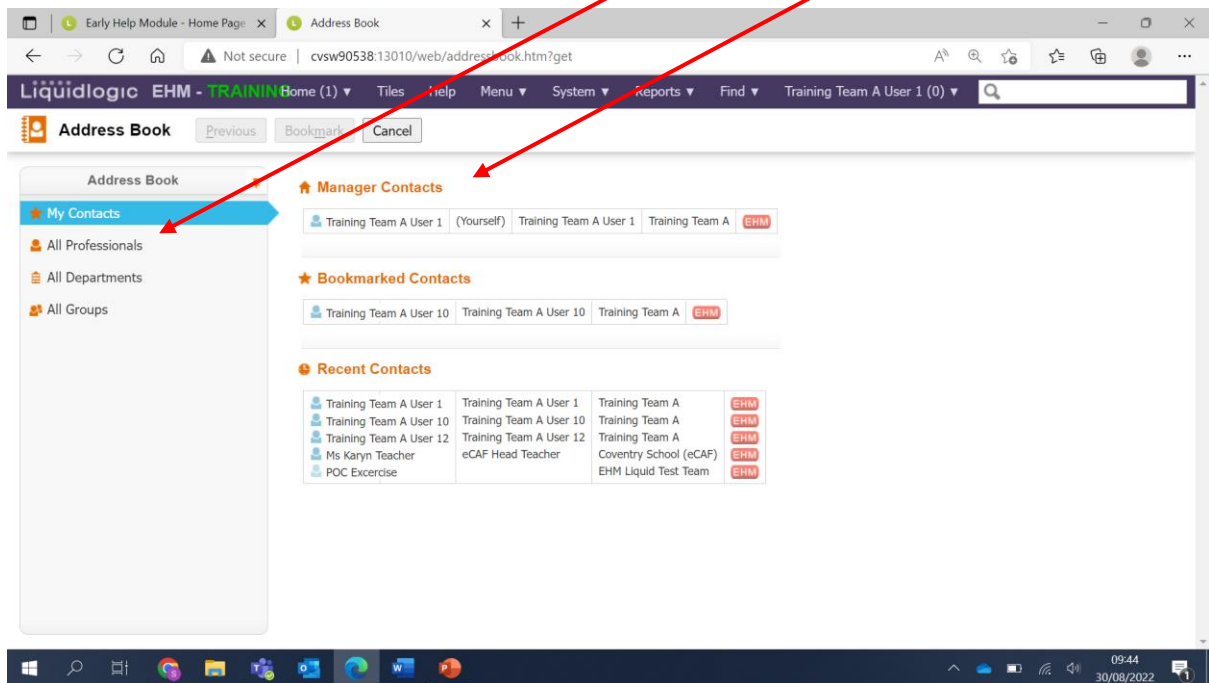
The blue link will take you to your EHM address book, in your address book you can search for your manager or EHAC. Please see below screen shot for guidance on using the address book.



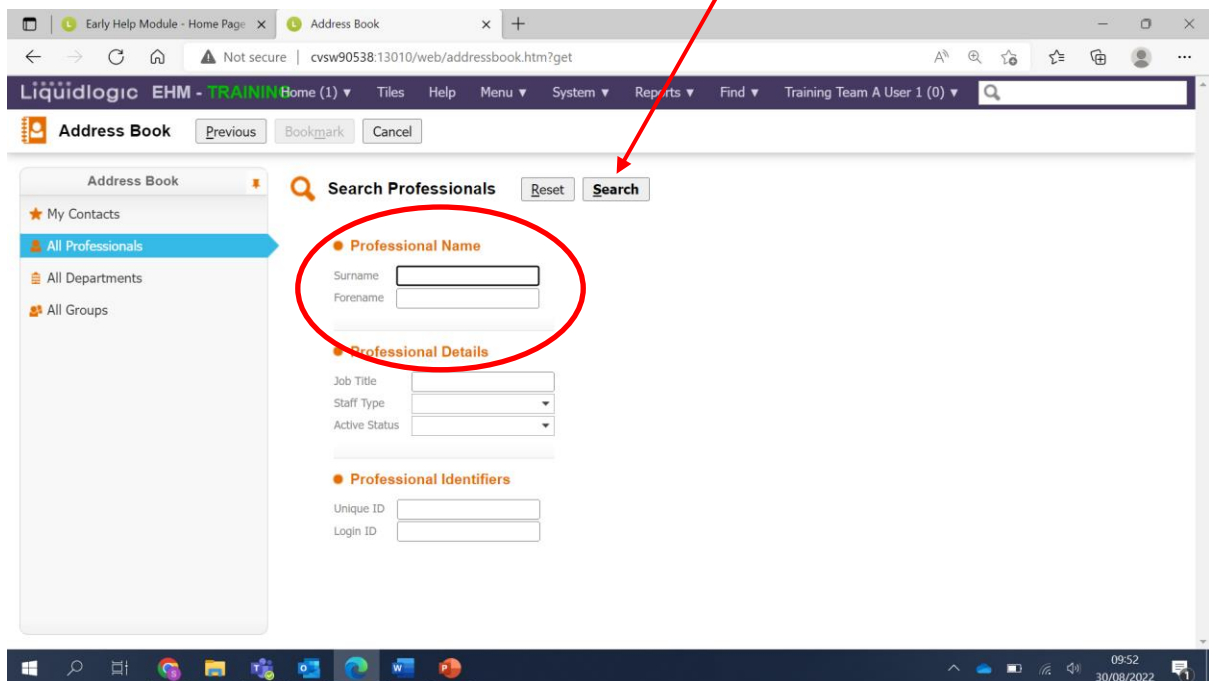
The EHM Address Book:

In your address book you will see the My Contacts section highlighted in blue. If you are providing validation for your own SFOP select your own name from the Manager Contacts section.

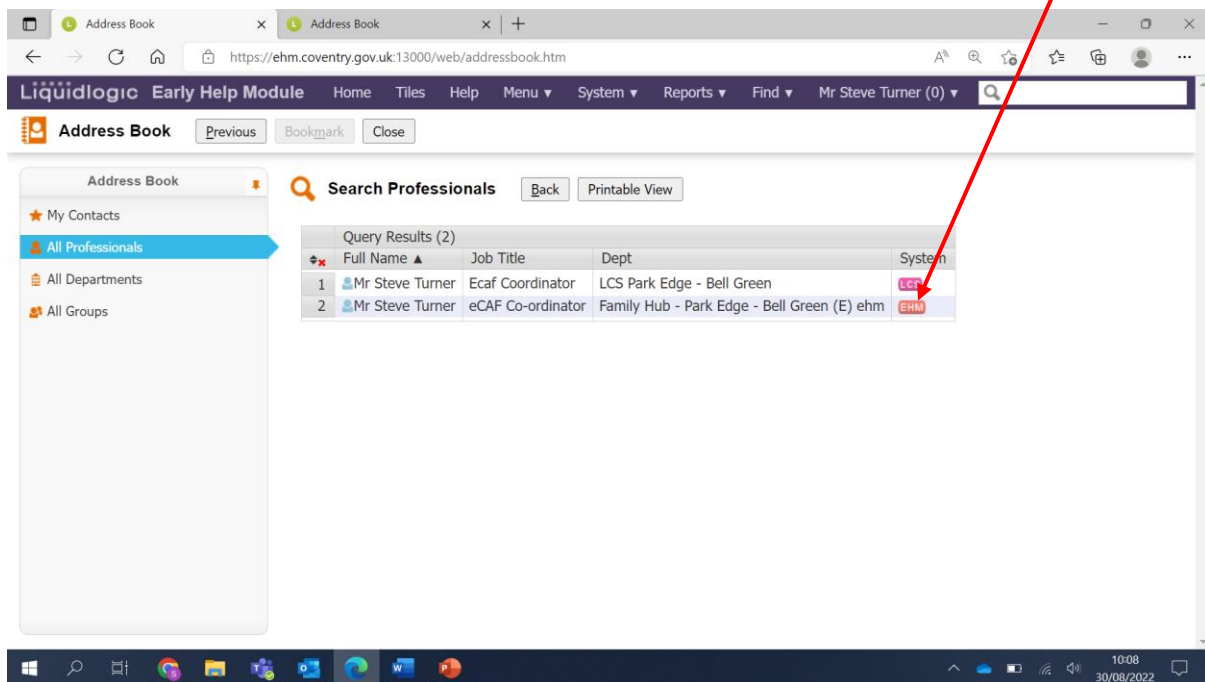
If not you can search for an EHM professional by clicking on the All Professionals section.



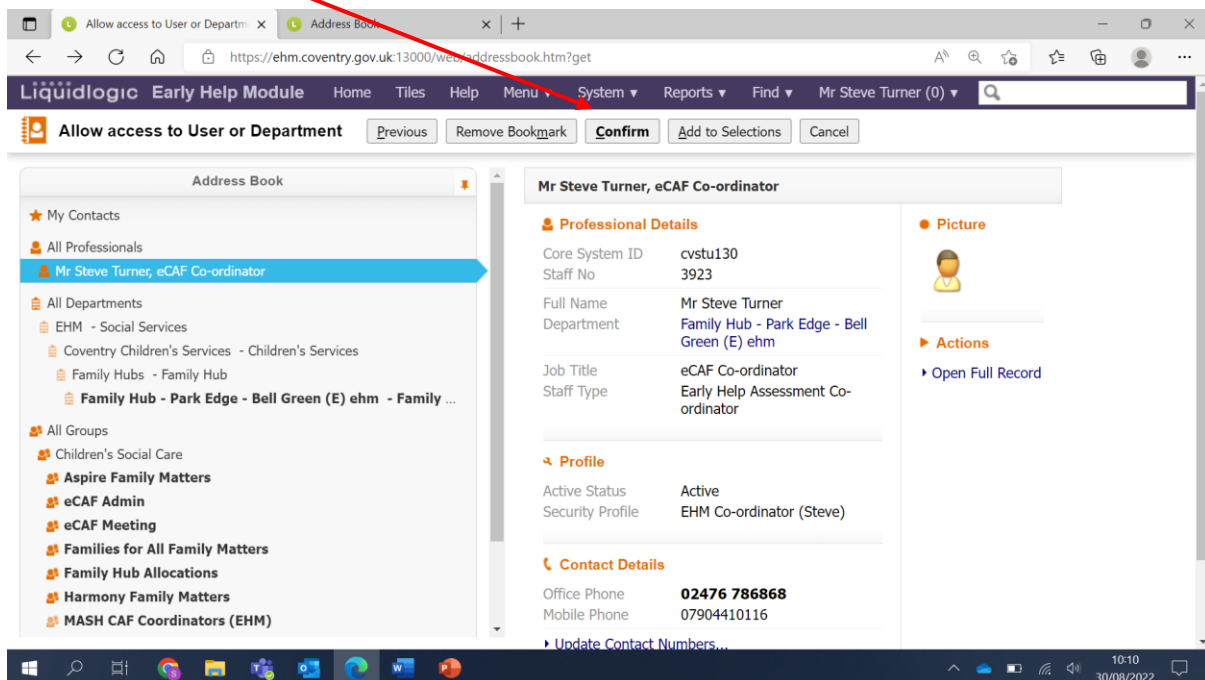
Selecting All professionals will allow you to enter the Surname and Forename of the professional you are searching for. Once you have entered the details click Search



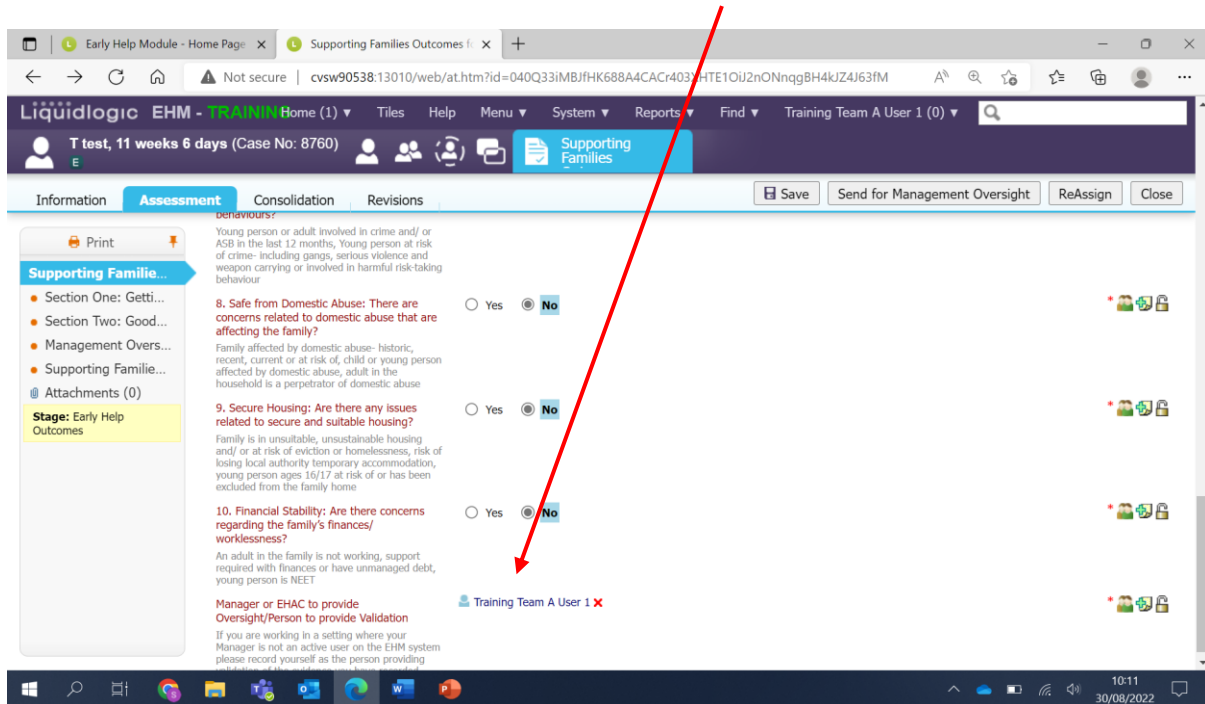
Select the relevant person. It's important to make sure you select the correct account; some professionals have an LCS and EHM account. Use the icon to check (always select the EHM account) click on their name to select them.



Select Confirm

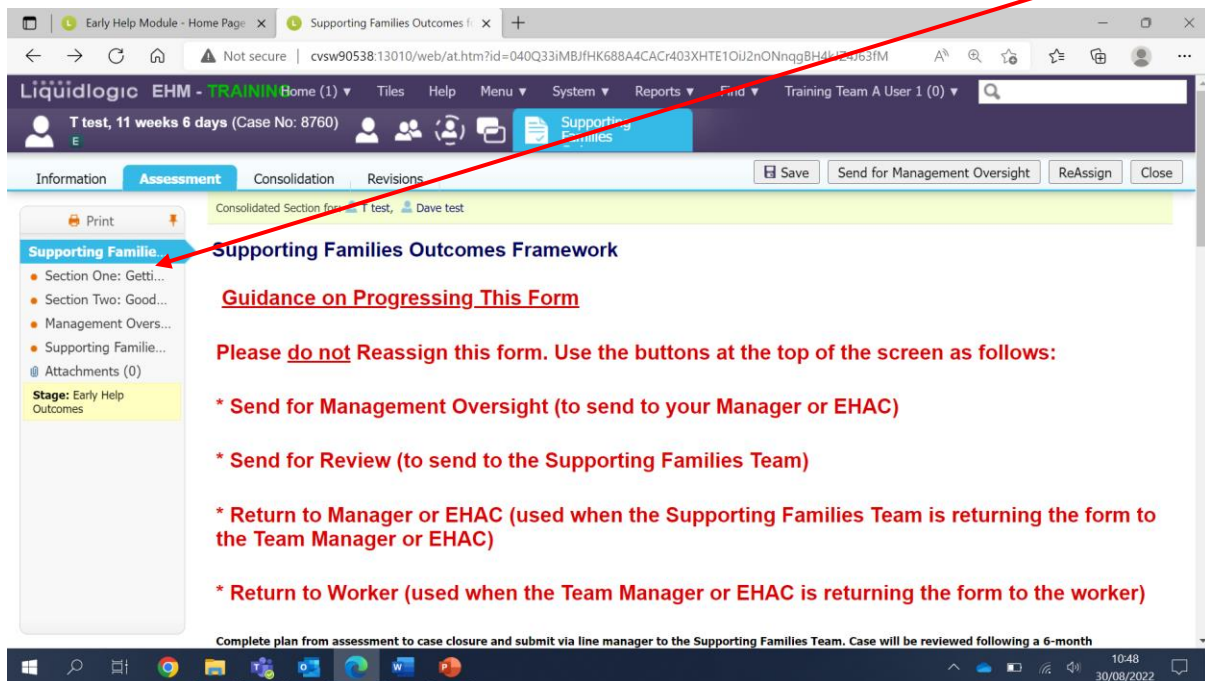


You will now see the name of the professional you have selected.



Please Note: It's important to regularly save the form by clicking the grey Saved button at the top of the page.

Now you have completed the front page you can move onto completing the headline sections.



Each headline section looks like the below – You will see the mandatory questions to answer with a Yes or No.

The screenshot shows a web browser window with the URL cvs90538.13010/web/at.htm?id=040Q33IMBJfHK688A4CACr403XHTe1OUZnONnqgBH4kJZ4J63fM. The page title is 'Supporting Families Outcomes'. The user is logged in as 'Training Team A User 1 (0)'. The form is titled 'Section One: Getting a Good Education' and contains three questions (1.1, 1.2, 1.3) with 'Yes' and 'No' radio buttons. The 'Save' and 'Close' buttons are visible at the top right.

If you select Yes to a question, the mandatory evidence and scaling field must be completed as well as the **Outcome** fields.

Also please note: if you have finished working on the form for the day you can save and then close. The form will still be in your work tray for you to access at any time.

The screenshot shows the same web browser window as above. The 'Save' and 'Close' buttons at the top right are circled in red. The 'Outcomes' field for question 1.1 is also circled in red. The 'Yes' radio button for question 1.1 is selected. The 'Family Need Evidence' field is empty. The 'Outcome Evidence' field is empty. The 'Outcomes' field is empty.

When you have completed all the relevant headline sections and the early help episode is ready to close the form can be sent for Management Oversight.

If you have any questions about the form, you can email the Supporting Families Team:

troubledfamiliesdatateam@coventry.gov.uk

It is important to note that the early help episode must be kept open until the SFOP has been authorised.

Sending the SFOP for Management Oversight

When you are ready to send the form for management oversight click on the grey 'Send for Management Oversight' button.

The form will now go to your manager or EHAC for them to undertake an oversight. Once they have completed the Management Oversight section 1 of 2 things will happen.

1 – Your manager will be happy with everything in the form and will send it for review – No more for you to do. Await an email from the Supporting Families Team.

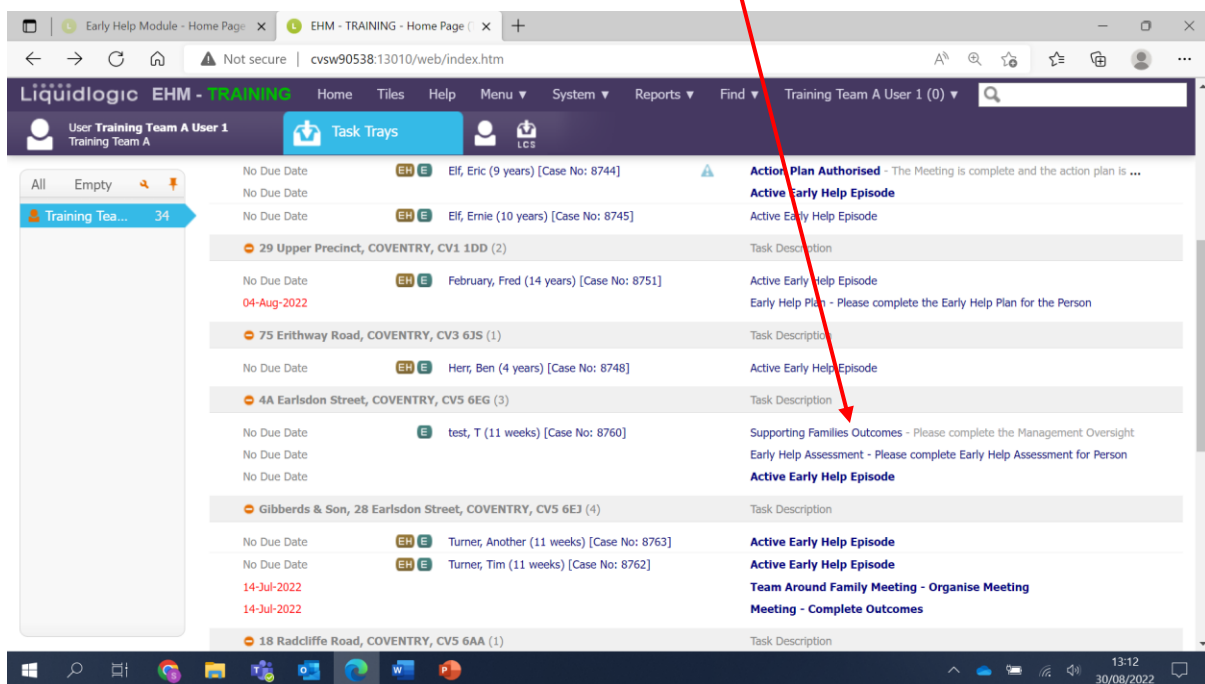
2 – Your manager will require you to add further information so the form will be returned to you. It will be back in your work tray. Once you have acted on your managers advice you can then send it back for management oversight by clicking on the 'Send for Management Oversight' button.

Please Note: If you are undertaking the oversight yourself the form will be in your work tray and the management oversight field will be active for you to complete. Please scroll down the guide to see how to complete the oversight section.

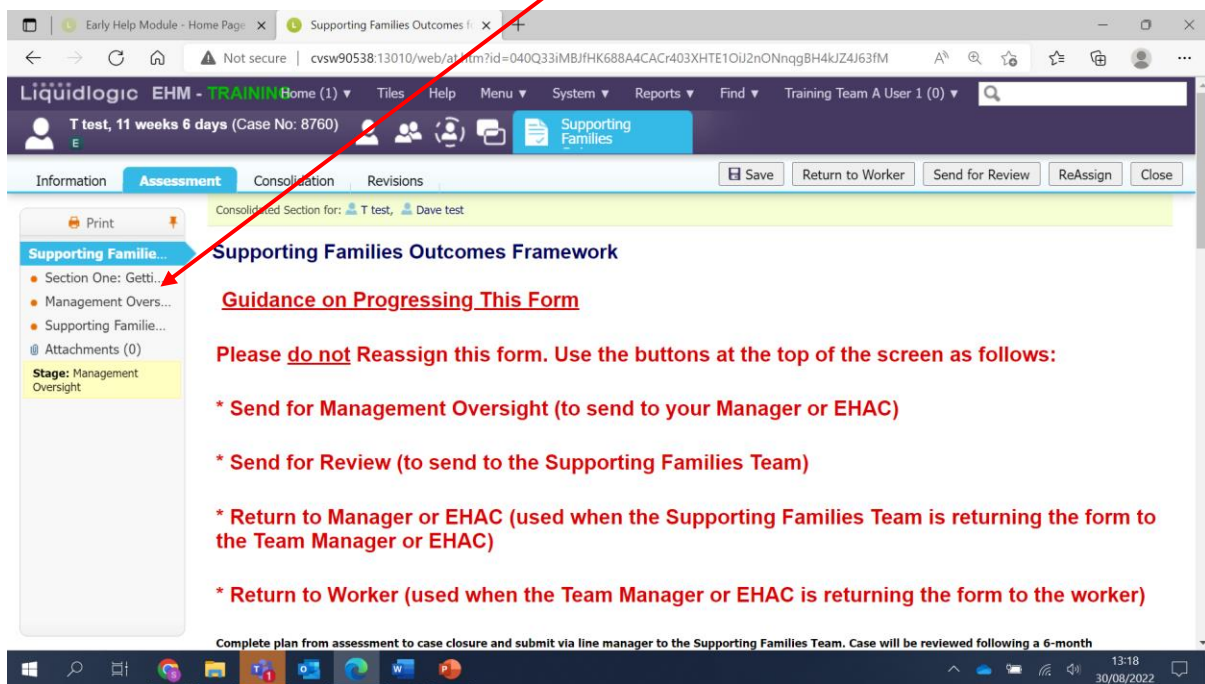
The screenshot shows a web browser window displaying the Liquidlogic EHM software. The browser address bar shows a URL starting with 'cvsw90538:13010/web/at.htm?id=040Q33iMBJfHK688A4CACr403XHTe10U2nONnqgB4kZ463FM'. The software interface includes a navigation menu with options like 'Home', 'Tiles', 'Help', 'Menu', 'System', 'Reports', 'Find', and 'Training Team A User 1 (0)'. Below the navigation, there are tabs for 'Information', 'Assessment', 'Consolidation', and 'Revisions'. A 'Supporting Families' button is visible. The main content area shows 'Section One: Getting a Good Education' with a sub-section '1.1' containing a question about attendance. A red arrow points from the text above to the 'Send for Management Oversight' button in the software interface.

How to undertake Management Oversight

The SFOP will be in your work tray- Click on the link to open the form.



Click on the Management Oversight section



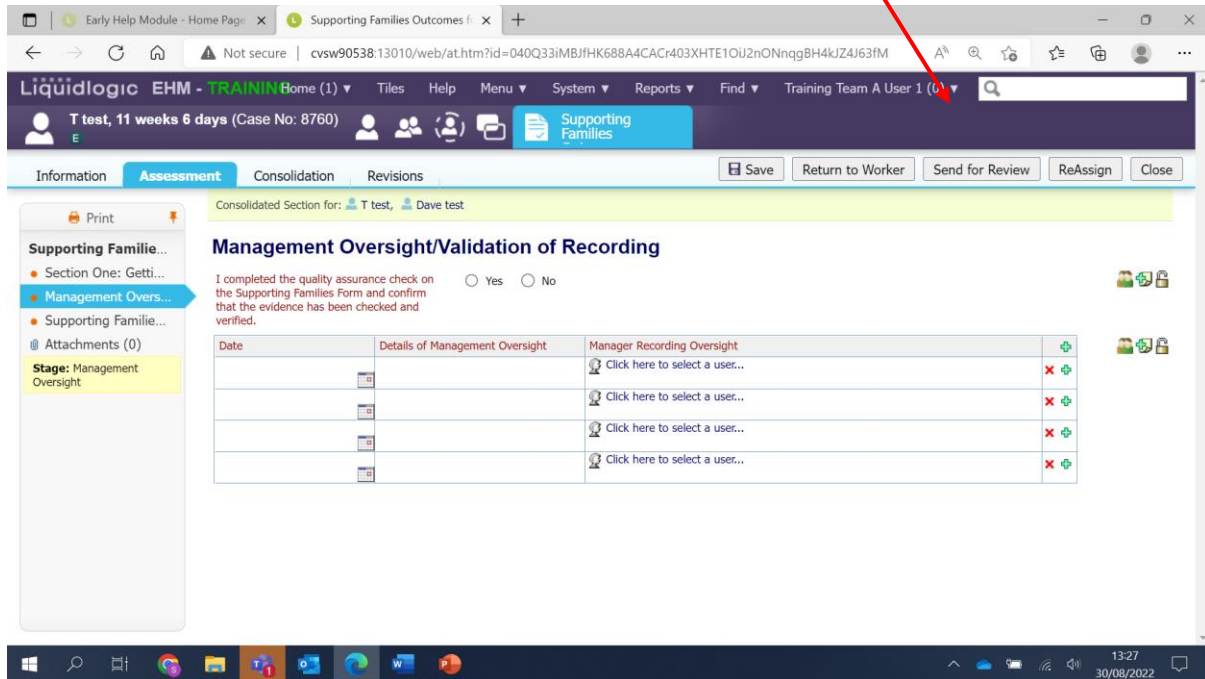
Answer Yes or No to the mandatory question and then fill in the fields on the form.

Once you have done that click on 'Send for review'.

The form now goes to the Supporting Families Team for them to review.

Please Note: You **must NOT** close the early help episode until you have received notification from the Supporting Families Team that the SFOP has been approved.

Once it has been approved you can then close the early help episode.

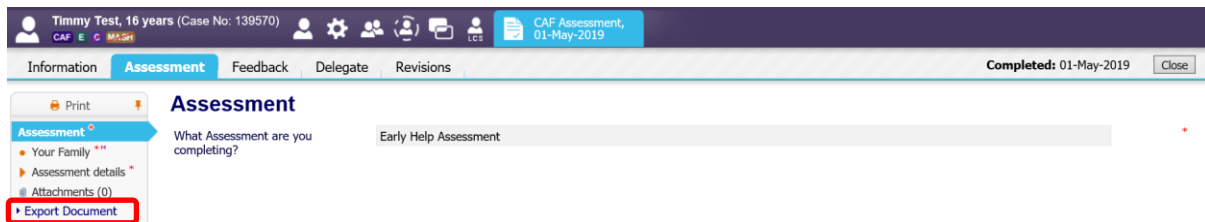


Helpful Contacts:

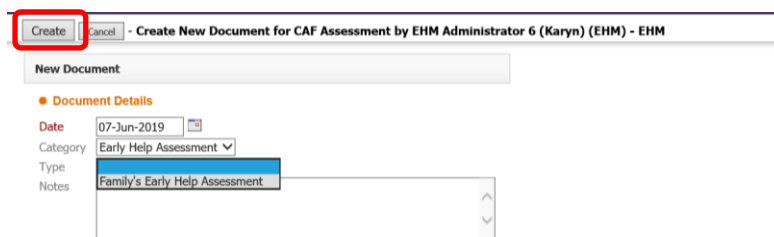
Troubledfamiliesdatateam@coventry.gov.uk

28 - Providing a Family Friendly Version of the Early Help Assessment

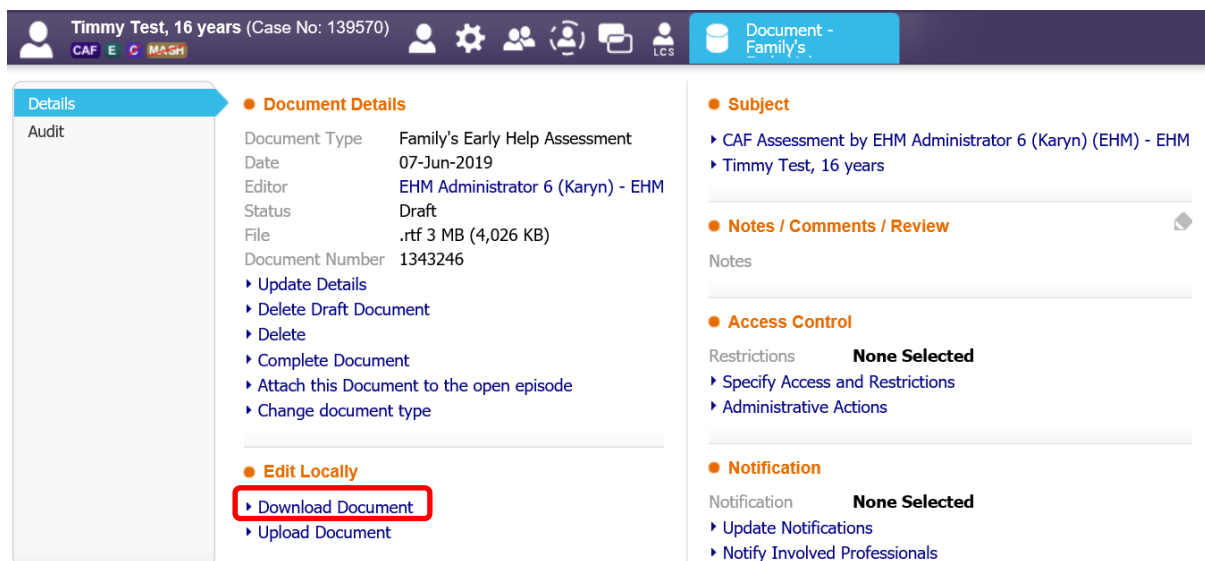
Once your Early Help Assessment is complete the system will now allow you to create a “Family Friendly” version of the Early Help Assessment. To create this, go to the export section within the form:



Record the date you are creating the document and choose the following options and click Create:



The system will then create your document but to view it, you'll need to download it:



The system will then open Microsoft Word and the document will appear with the information from your Assessment. You can then print this and share it with the Family.

Please Note: If there are some errors within the generated document you must delete the export within the EHM system by using the delete option, make the changes within your form and then run the export process again. Any changes you make outside of the EHM system will not be saved back into the Early Help Assessment within EHM.

The screenshot shows the EHM system interface for a document titled "Document - Family's". The user is logged in as "Timmy Test, 16 years (Case No: 139570)". The interface is divided into three main sections: "Details", "Document Details", and "Subject".

- Details:** Shows "Audit" information.
- Document Details:** Lists document information: Document Type (Family's Early Help Assessment), Date (07-Jun-2019), Editor (EHM Administrator 6 (Karyn) - EHM), Status (Draft), File (.rtf 3 MB (4,026 KB)), and Document Number (1343246). Below this are several actions: Update Details, Delete Draft Document, **Delete** (highlighted with a red box), Complete Document, Attach this Document to the open episode, and Change document type.
- Edit Locally:** Includes Download Document and Upload Document.
- Subject:** Lists "CAF Assessment by EHM Administrator 6 (Karyn) (EHM) - EHM" and "Timmy Test, 16 years".
- Notes / Comments / Review:** A section for adding notes.
- Access Control:** Shows "Restrictions: None Selected" with options to "Specify Access and Restrictions" and "Administrative Actions".
- Notification:** Shows "Notification: None Selected" with options to "Update Notifications" and "Notify Involved Professionals".

Once you've printed your Early Help Assessment and shared it with the family you must complete the document in order to finalise it. If you've not already completed the export, a task will be present in your work tray as follows:

The screenshot shows the EHM system interface with a task in the work tray. The task is titled "Update Document - Family's Early Help Assessment" and is for "Test, Timmy (16 years)". The time is 14:08. The interface is divided into three main sections: "Details", "Document Details", and "Subject".

- Details:** Shows "Audit" information.
- Document Details:** Lists document information: Document Type (Family's Early Help Assessment), Date (07-Jun-2019), Editor (EHM Administrator 6 (Karyn) - EHM), Status (Draft), File (.rtf 3 MB (4,026 KB)), and Document Number (1343249). Below this are several actions: Update Details, Delete Draft Document, Delete, **Complete Document** (highlighted with a red box), Attach this Document to the open episode, and Change document type.
- Edit Locally:** Includes Download Document and Upload Document.
- Subject:** Lists "CAF Assessment by EHM Administrator 6 (Karyn) (EHM) - EHM" and "Timmy Test, 16 years".
- Notes / Comments / Review:** A section for adding notes.
- Access Control:** Shows "Restrictions: None Selected" with options to "Specify Access and Restrictions" and "Administrative Actions".
- Notification:** Shows "Notification: None Selected" with options to "Update Notifications" and "Notify Involved Professionals".

Click into the task and click on complete:

You've now completed your Early Help Assessment.

Ensuring the Family's Early Help Assessment stays within the Episode

Once you've created your Family Friendly Early Help Assessment document, it is vital that you ensure that this document is only available to those who need to see it. To do this, go into the Attachments section within the Early Help Assessment and click on "Attach this Document to the open episode." This will ensure that the document stays securely within the Early Help Episode:

The screenshot shows the EHM system interface for a document titled "Document - Family's". The user is logged in as "Timmy Test, 16 years (Case No: 139570)". The interface is divided into several sections:

- Document Details:** Includes fields for Document Type (Family's Early Help Assessment), Date (07-Jun-2019), Editor (EHM Administrator 6 (Karyn) - EHM), Status (Draft), File (.rtf 3 MB (4,026 KB)), and Document Number (1343249). Below these are actions: Update Details, Delete Draft Document, Delete, Complete Document, and Attach this Document to the open episode (highlighted with a red box). There is also an option to Change document type.
- Edit Locally:** Includes Download Document and Upload Document.
- Subject:** Lists "CAF Assessment by EHM Administrator 6 (Karyn) (EHM) - EHM" and "Timmy Test, 16 years".
- Notes / Comments / Review:** A section for adding notes.
- Access Control:** Shows Restrictions as "None Selected" with options to Specify Access and Restrictions and Administrative Actions.
- Notification:** Shows Notification as "None Selected" with options to Update Notifications and Notify Involved Professionals.

29 – The Early Help Plan

On your task tray on the home page you will see the Active Early Help Episode task. Click on this.

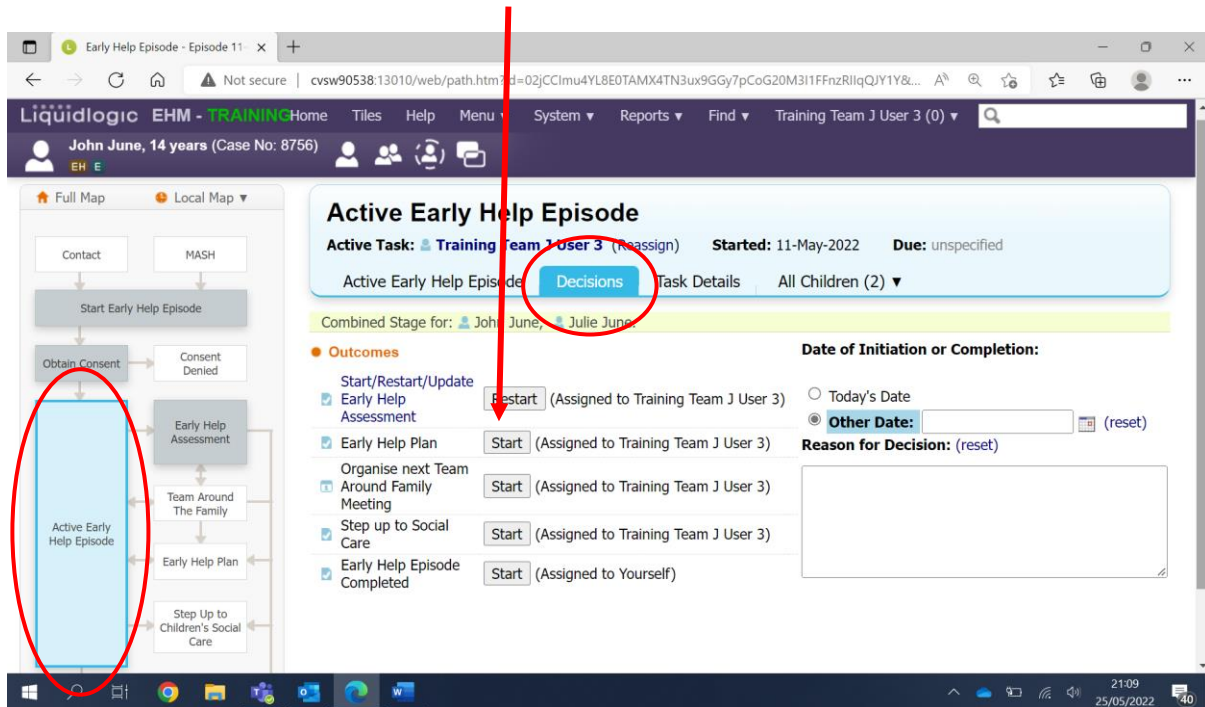
The screenshot shows the EHM system home page for "User Training Team J User 3". The "Task Trays" button is circled in red. Below it, a table lists tasks:

Group	Task Description
Coventry City Council, West Orchard House, 28 Corporation Street, COVENTRY, CV1 1GF (4)	Supporting Families Outcome - Please ...
No Due Date	Active Early Help Episode
No Due Date	Active Early Help Episode
No Due Date	Supporting Families Outcome - Please ...

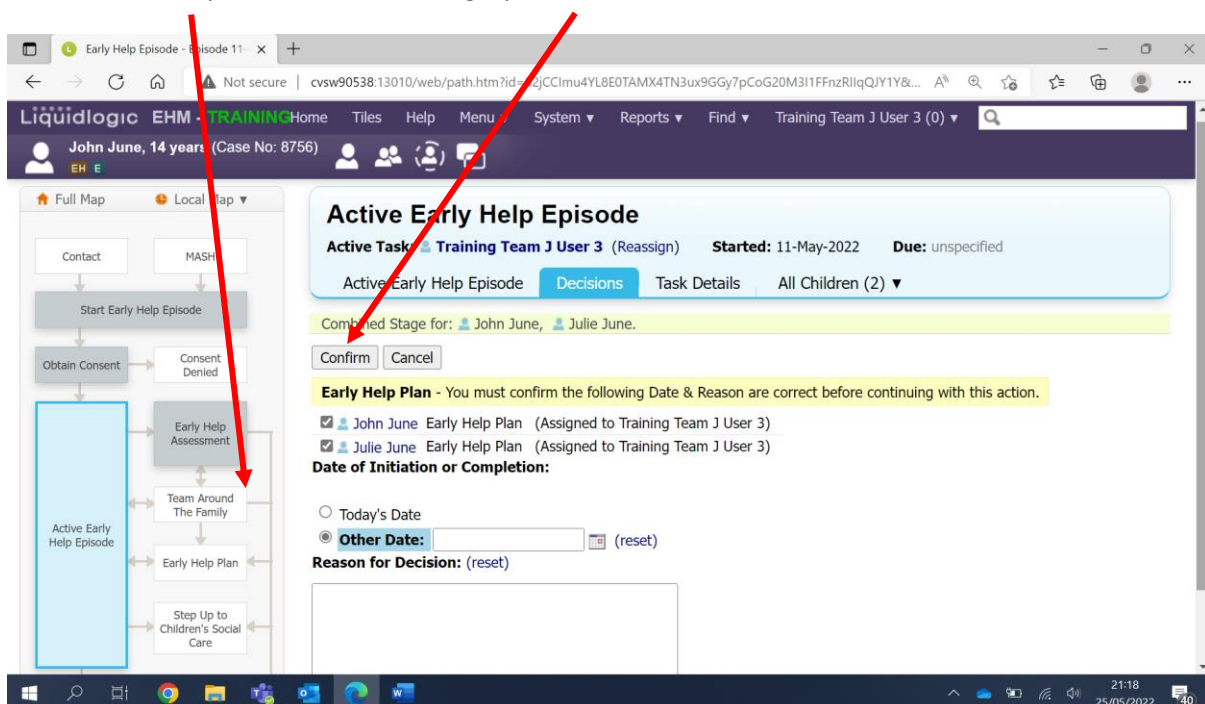
A red arrow points from the "Task Trays" button to the "Active Early Help Episode" task in the table.

This will take you to the Decisions tab on the Active Early Help Episode stage.

From here select to Start the Early Help Plan.

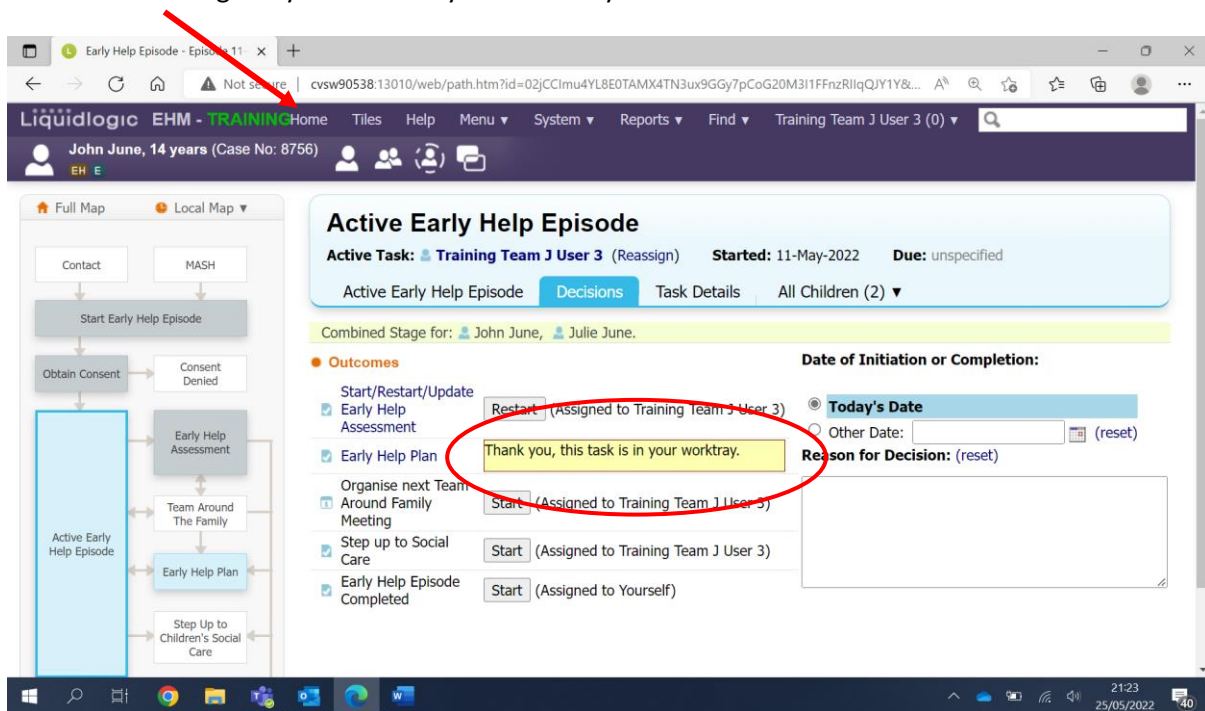


Next select Today's Date and click the grey Confirm button.

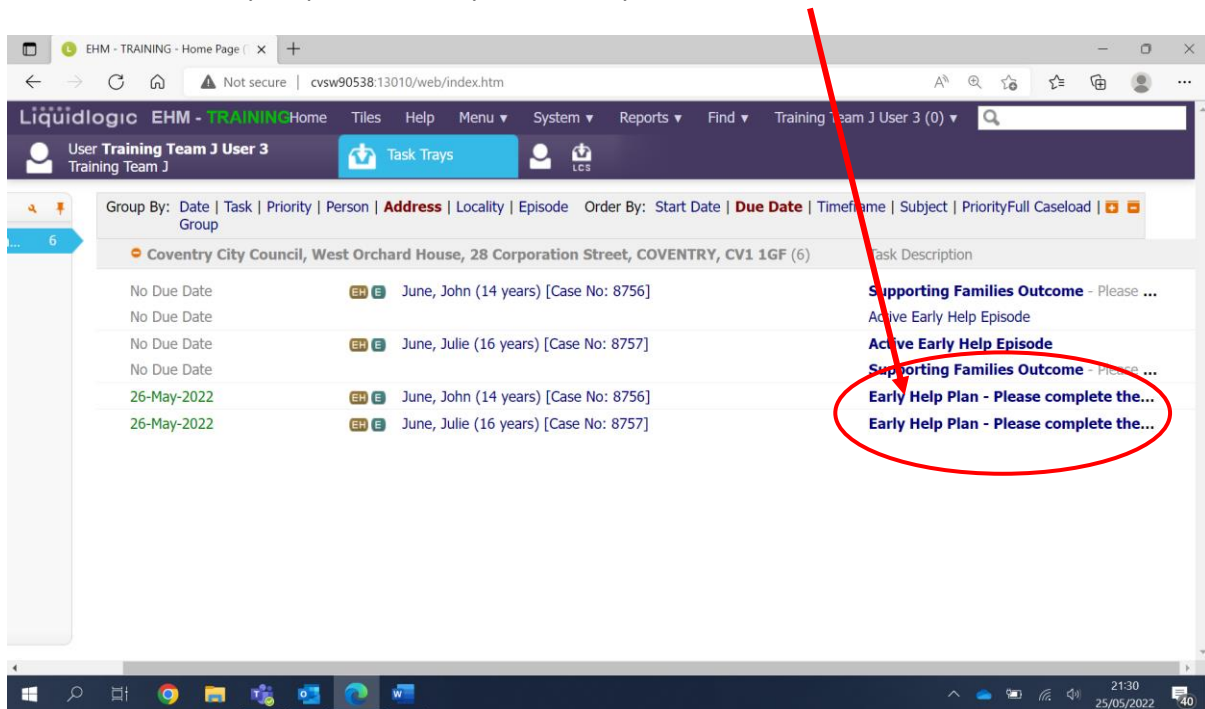


Now you will see the yellow notice to inform you the task is in your work tray.

Click on Home to go to your work tray aka task tray.

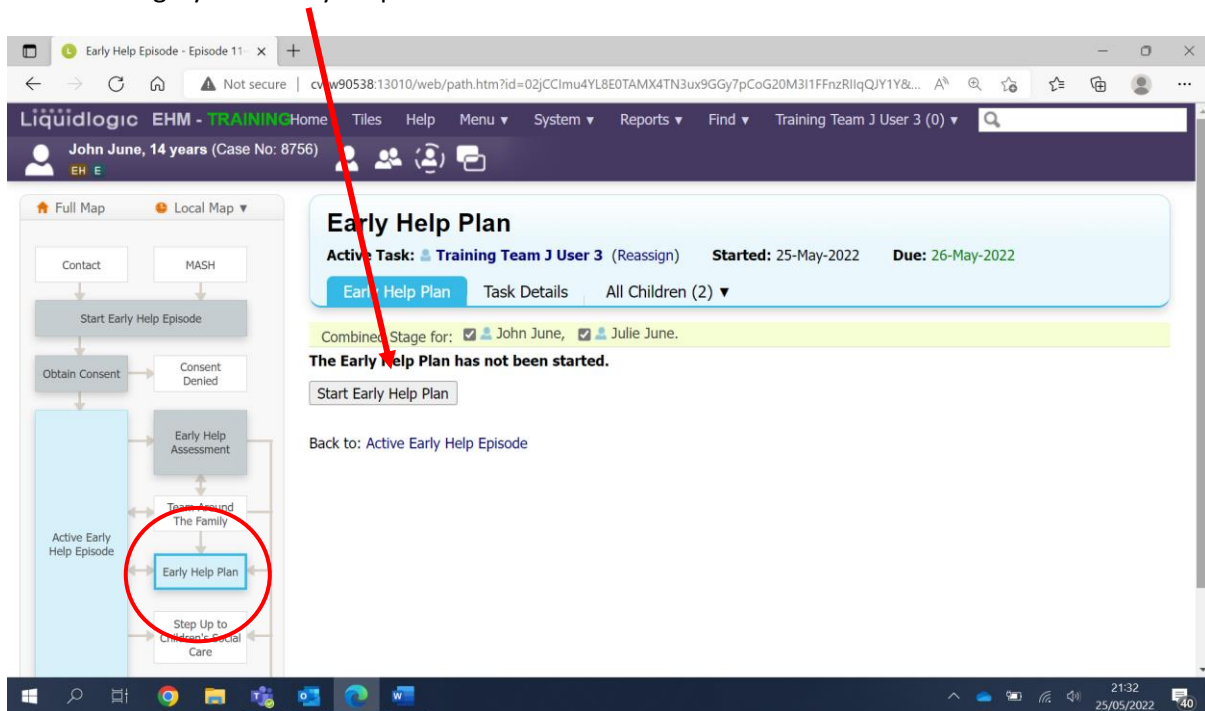


You will see the Early Help Plan task in your task tray. Click on the task.



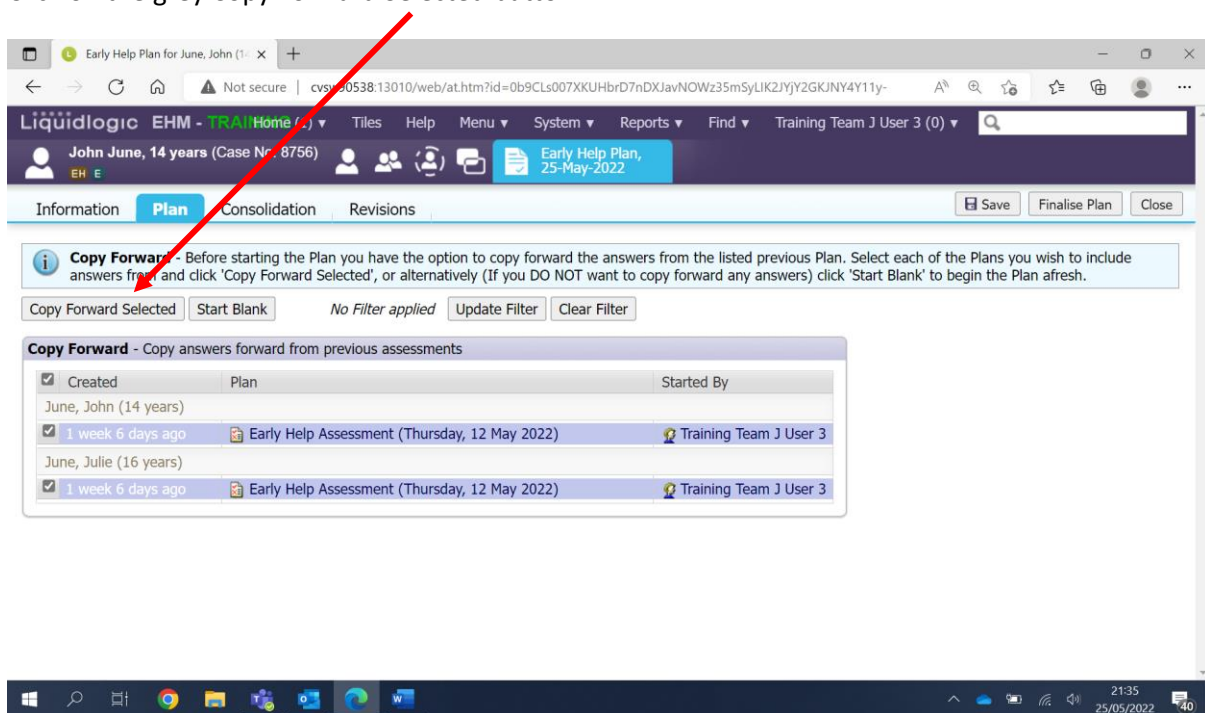
You can now see the Early Help Plan stage has turned blue on the case pathway.

Click on the grey Start Early Help Plan button.



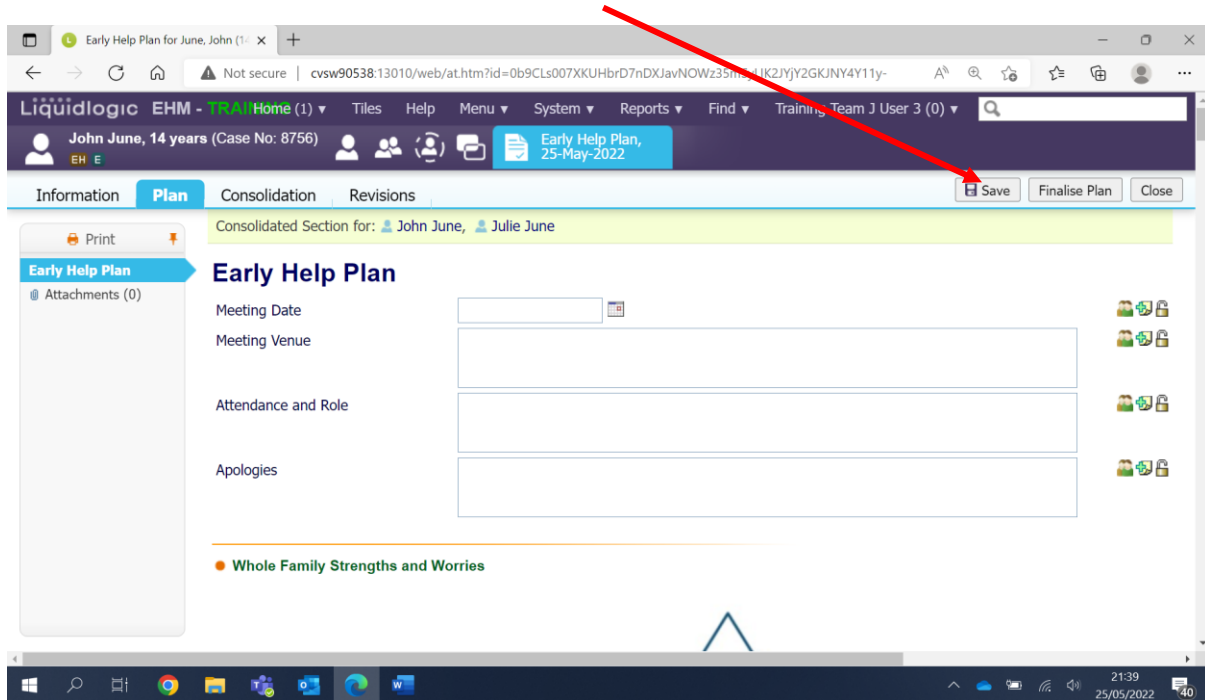
On this screen you can select to Copy Forward certain pieces of information from the Early Help Assessment. This is important as it will copy the worries you have identified.

Click on the grey Copy Forward Selected button.



You can now work your way down the screen completing all of the necessary fields.

Please note: It is advisable to click the grey Save button at regular intervals.



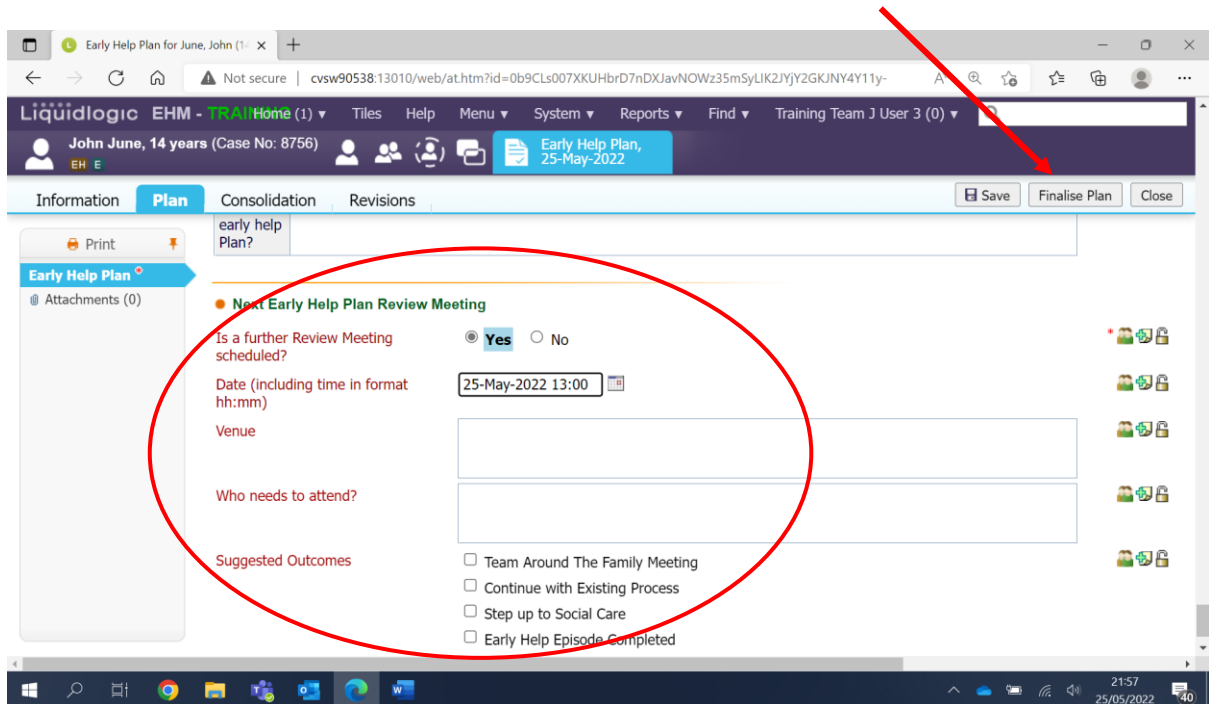
As you reach the end on this Early Help plan screen you will see 3 red mandatory questions.

If a Team Around the Family meeting is going to take place, then select Yes to the first question. If you select Yes then you must now fill in the date and time of the forthcoming meeting: The format is: **25/05/2022 13:00**. Add a venue and who needs to attend.

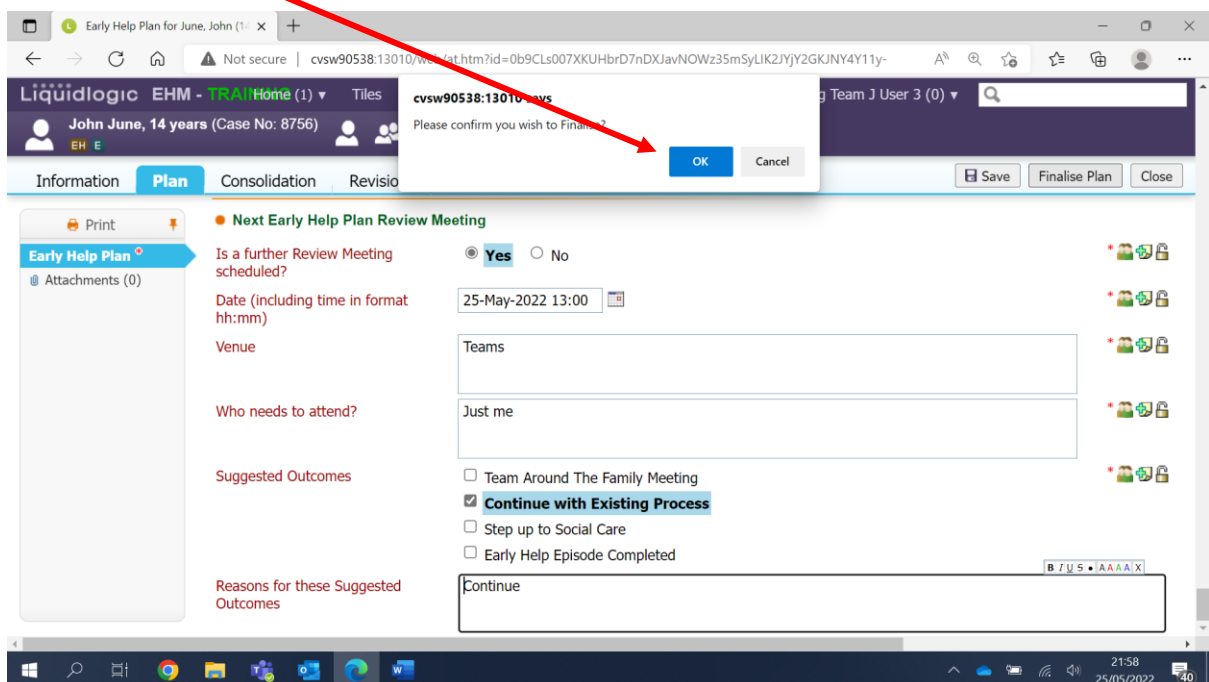
Select 'Continue with Existing Process' for Suggested Outcomes

Type Continue with Existing Process in the Reasons for these suggested outcomes field.

If you have completed all the fields, you can now click the grey Finalise Plan button.



Click Ok to confirm



You now have to authorise the Early Help.

Click on the blue Update Early Help Plan link.

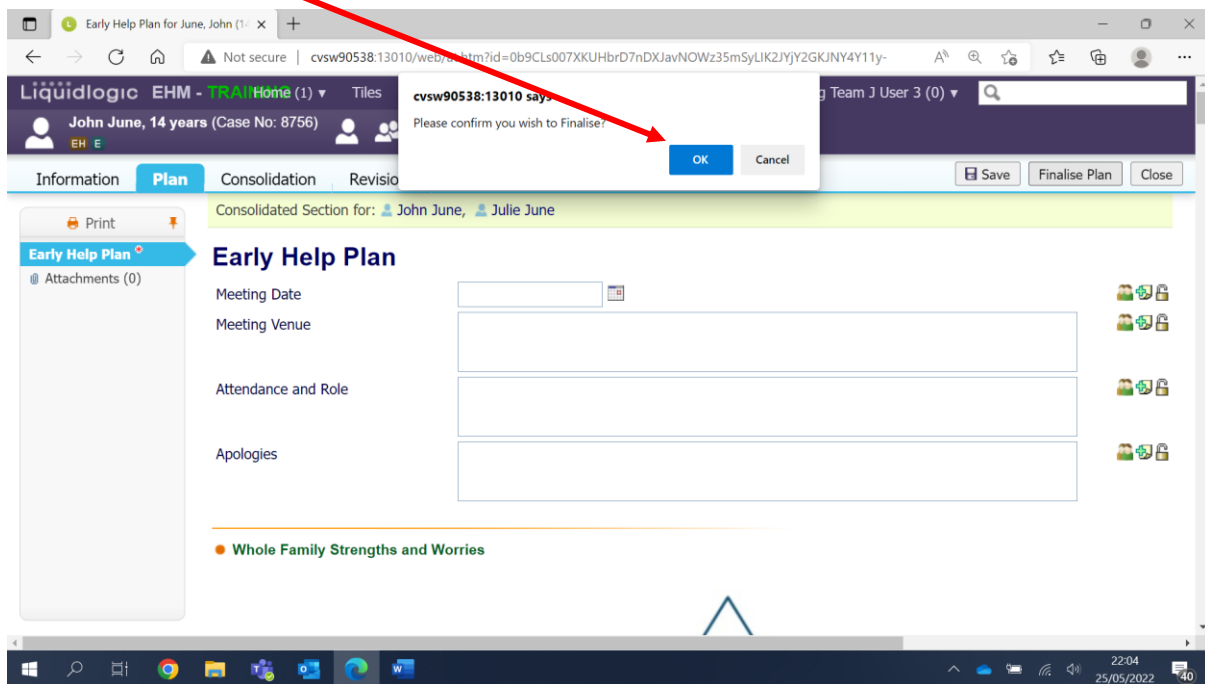
The screenshot shows the 'Early Help Plan' task details in the Liquidlogic EHM system. The task is assigned to 'Training Team J User 3' and is in progress. The 'Plan Authorisation Stage' is highlighted, and a red arrow points to the 'Update Early Help Plan by Training Team J User 3 (Training Team J) - Training Team J (In Progress)' link. The plan details include the service user 'John June' (14 years) and assessor 'Training Team J User 3'. The task is due on 26-May-2022.

You are now taken back into the plan and have the opportunity to amend it if you need to.

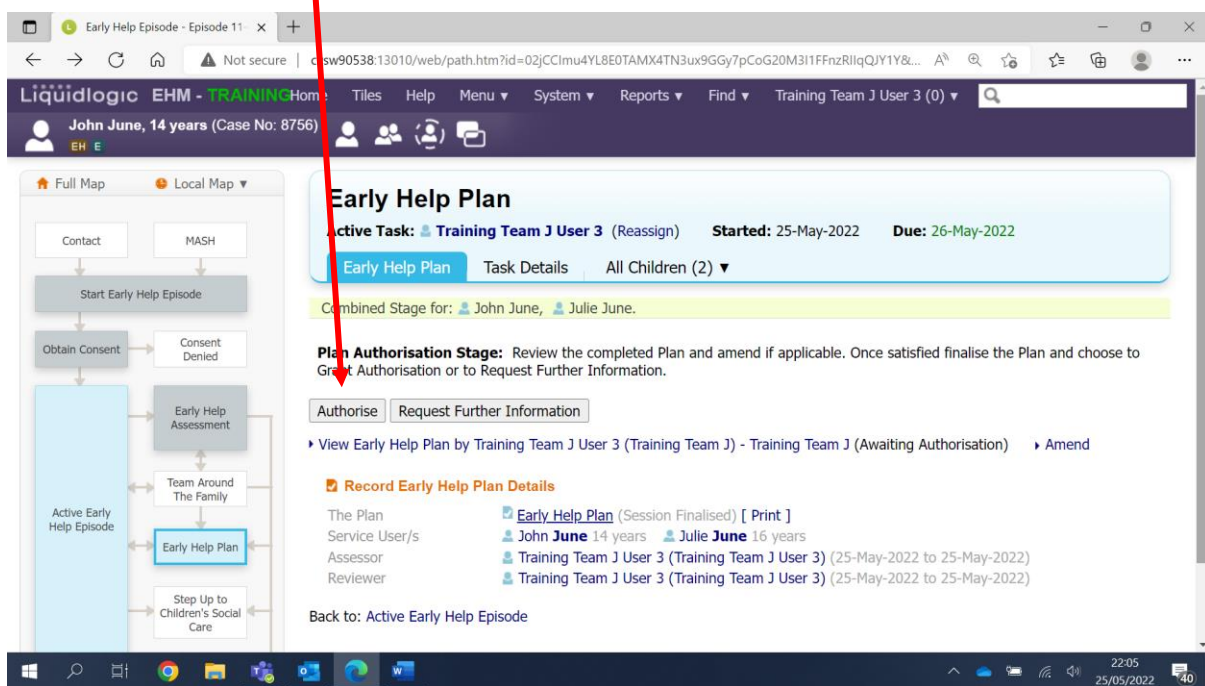
Once you have double checked the plan you can click on the grey Finalise Plan button.

The screenshot shows the 'Early Help Plan' form in the Liquidlogic EHM system. The form is titled 'Early Help Plan' and is for 'John June, 14 years'. The 'Plan' tab is selected, and the 'Finalise Plan' button is highlighted with a red arrow. The form includes fields for 'Meeting Date', 'Meeting Venue', 'Attendance and Role', and 'Apologies'. There is also a section for 'Whole Family Strengths and Worries'.

Click Ok to confirm



Now click the grey Authorise button.



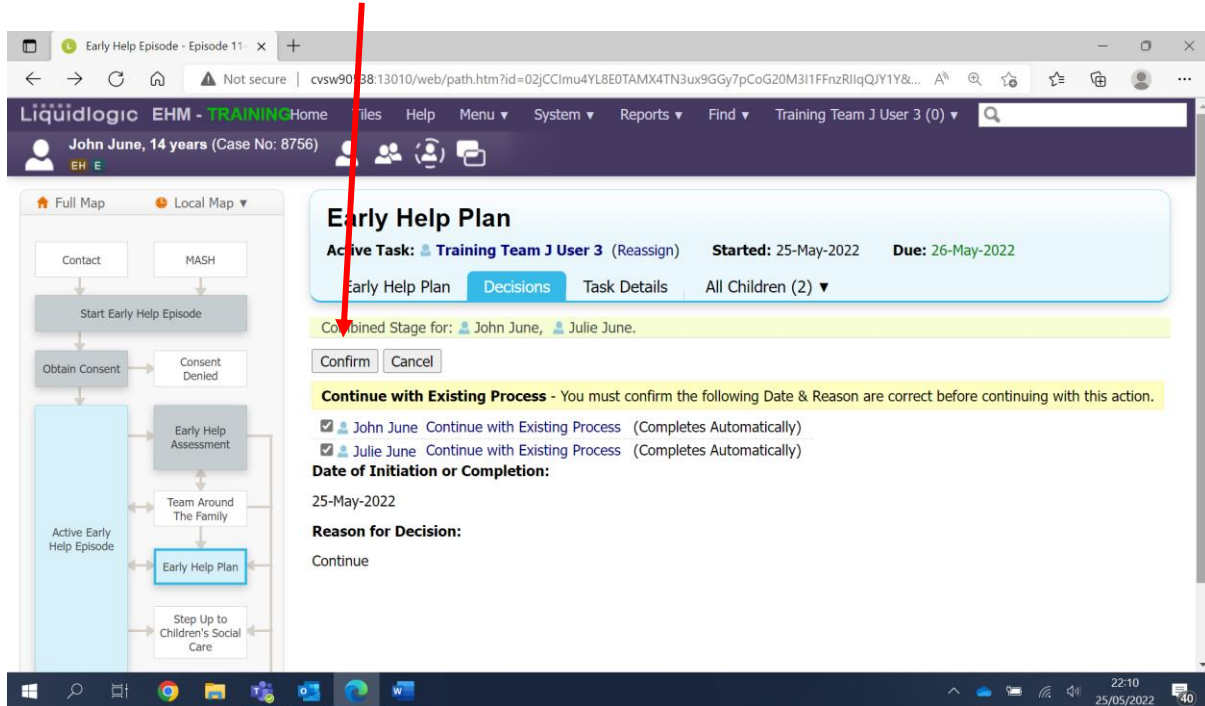
Click Ok to confirm

The screenshot shows the 'Early Help Plan' page in the Liquidlogic EHM system. A modal dialog box is open, asking for confirmation to authorize the plan. The dialog text reads: 'Please Confirm you wish to authorise this Plan? Assessment Type: Early Help Plan Completed On: 25-May-2022'. There are 'OK' and 'Cancel' buttons. A red arrow points from the text 'Click Ok to confirm' to the 'OK' button. The background interface shows a flowchart on the left, a task summary at the top right, and a 'Plan Authorisation Stage' section with buttons for 'Authorise' and 'Request Further Information'.

Click the grey Restart button.

The screenshot shows the 'Early Help Plan' page with the 'Decisions' tab selected. Under the 'Outcomes' section, there is a 'Restart' button next to the text '(Completes Automatically)'. A red arrow points from the text 'Click the grey Restart button.' to this button. The 'Date of Initiation or Completion' is listed as '25-May-2022' and the 'Reason for Decision' is 'Continue'. The background interface is the same as in the first screenshot.

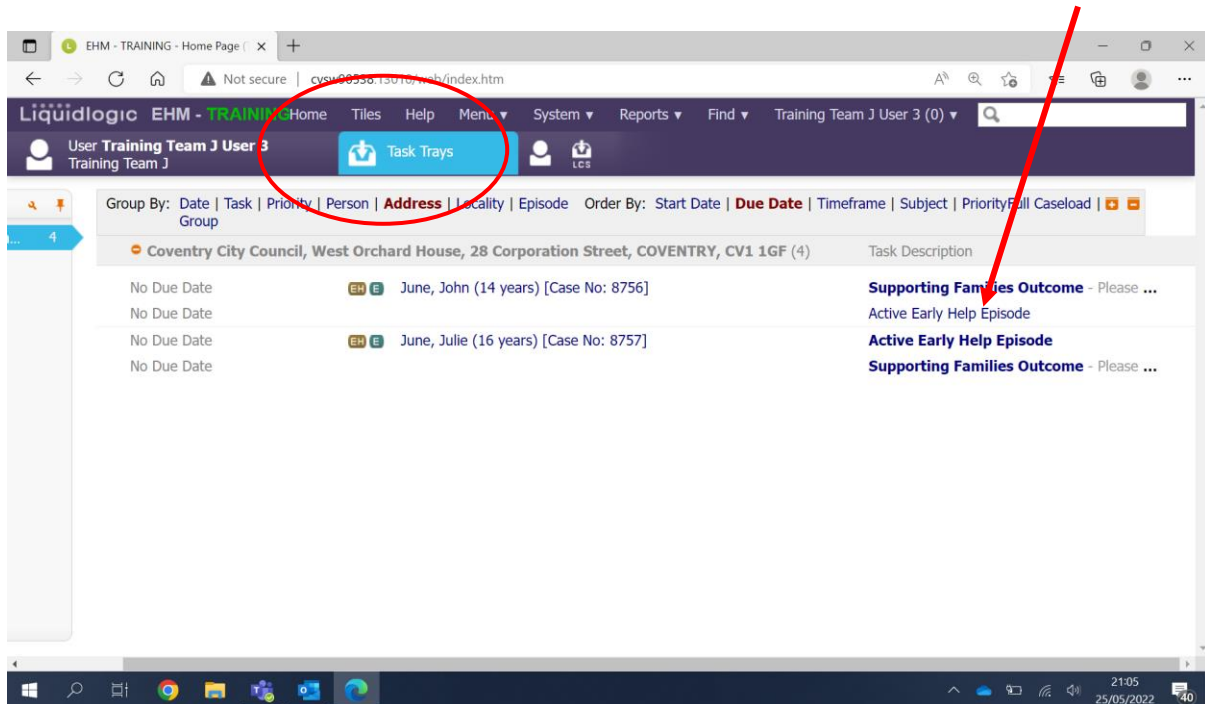
Now click on the grey Confirm button.



You will now see the Early Help Plan stage on the case pathway has turned grey to indicate the stage has been completed.

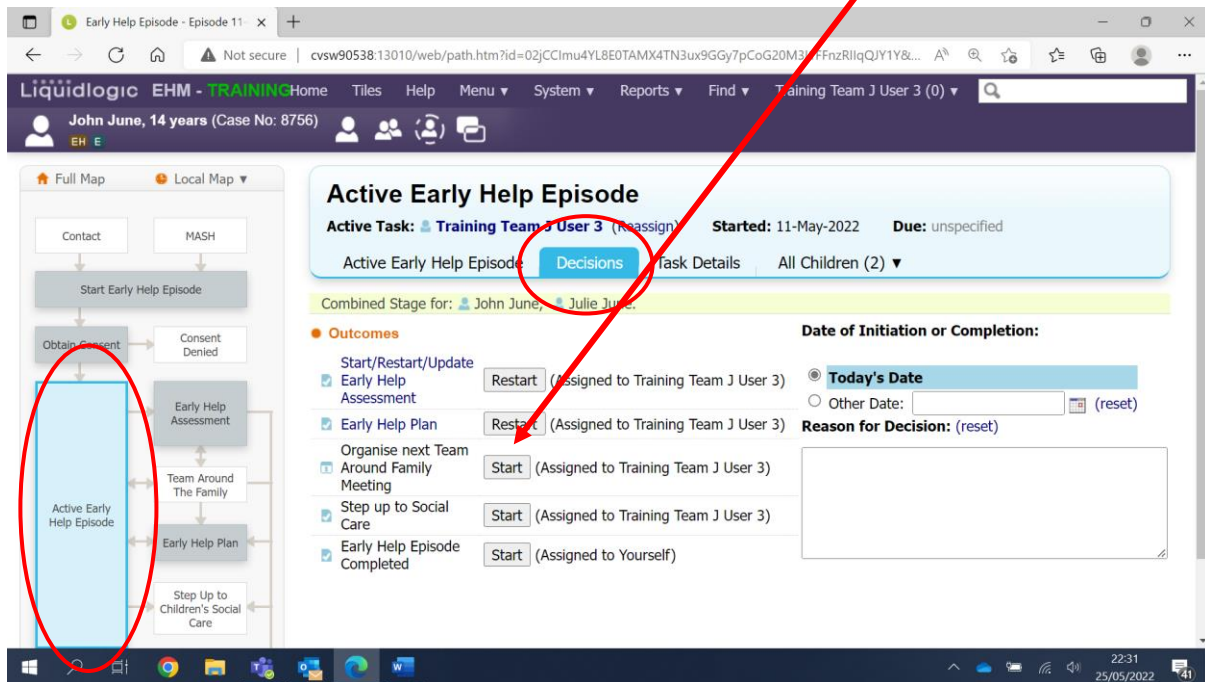
30 - Team Around the Family Meeting

On your task tray on the home page you will see the Active Early Help Episode task. Click on this.

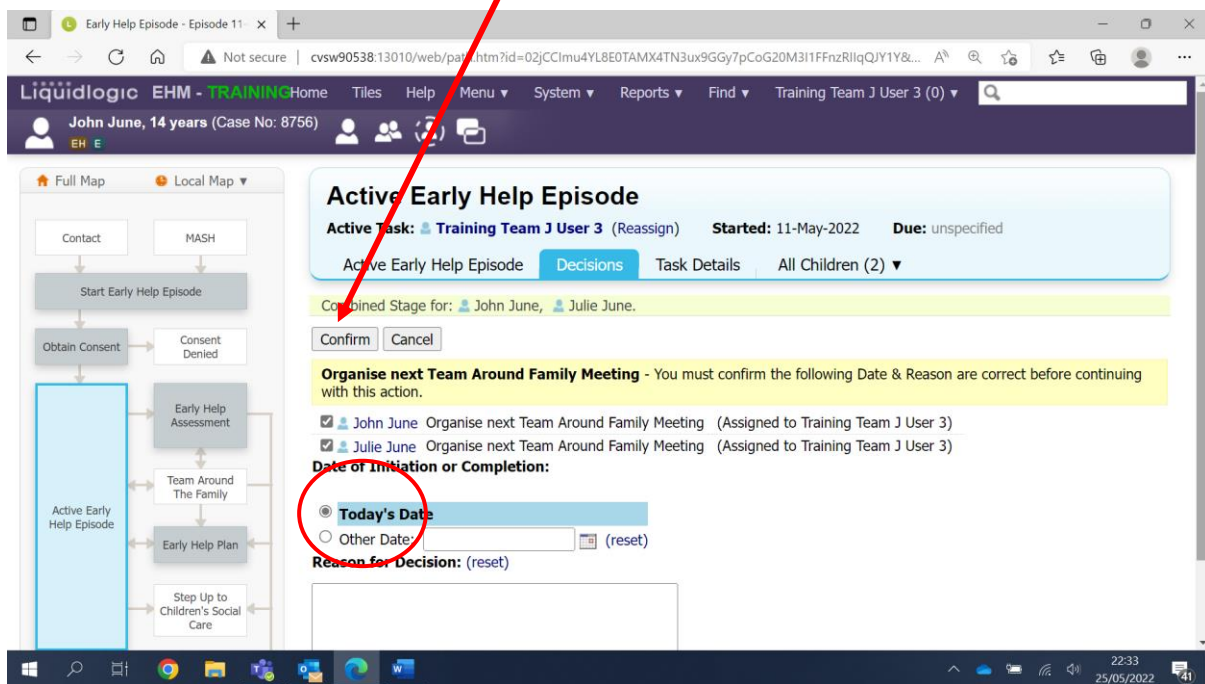


This will take you to the Decisions tab on the Active Early Help Episode stage.

From here select the grey Start button next to Organise next Team Around Family Meeting.

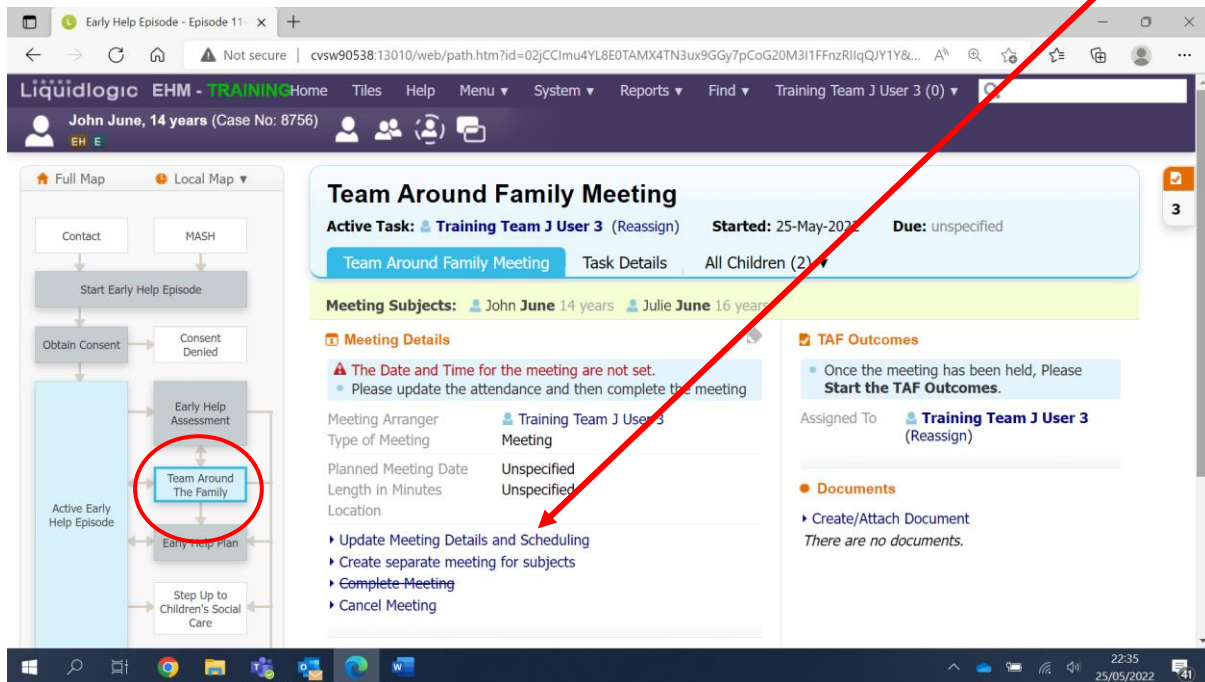


Select Today's date and click the grey Confirm button.



You can see the Team Around The Family Stage has turned blue on the case pathway.

From this screen the first thing to do is Update Meeting Details and Scheduling, click on the blue link.

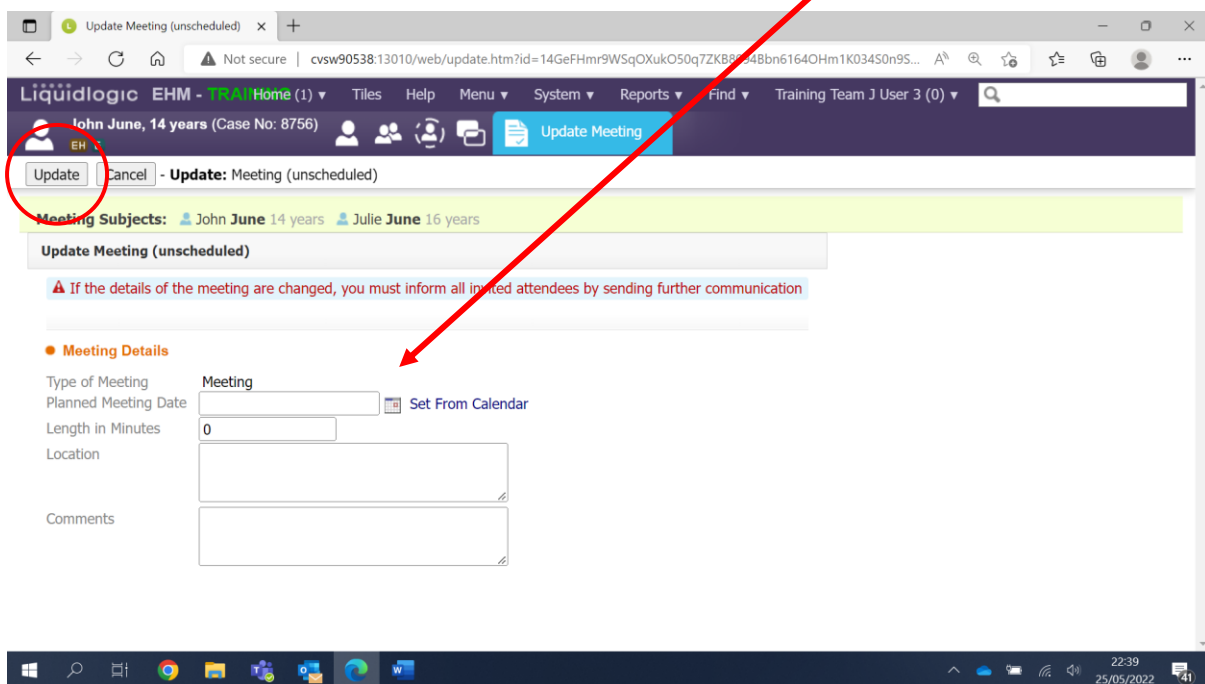


You can now fill in the Planned Meeting Date field (click on the calendar icon to select the date)

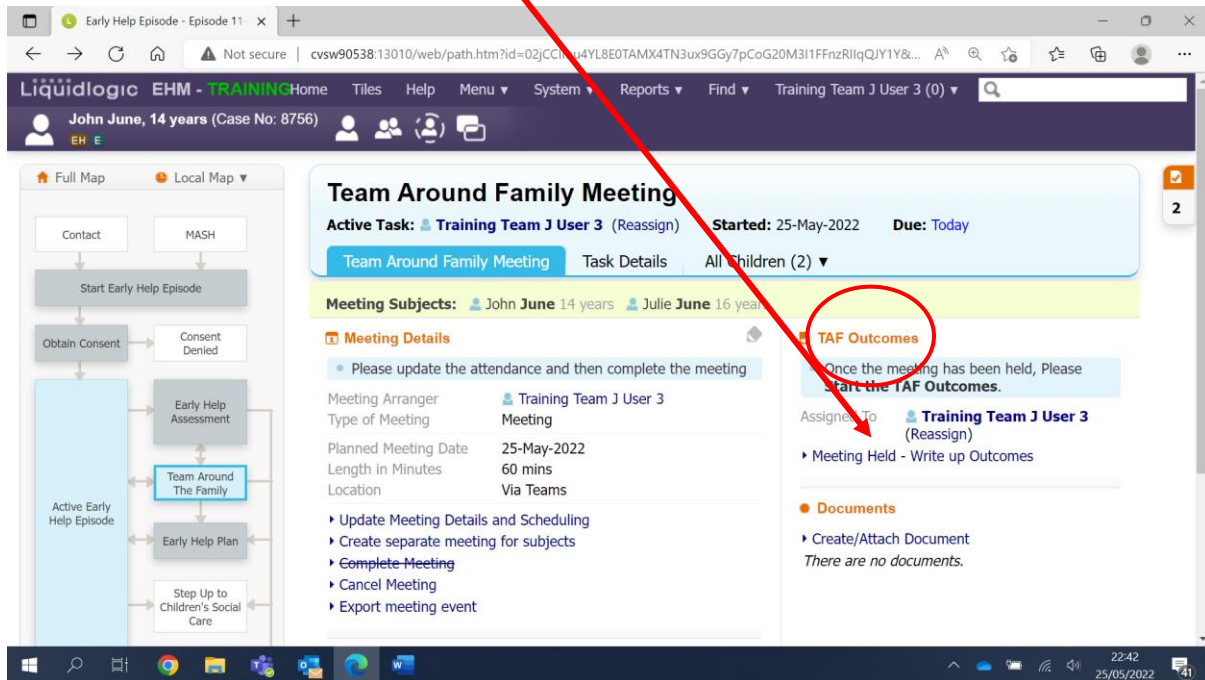
Length in minutes

Location.

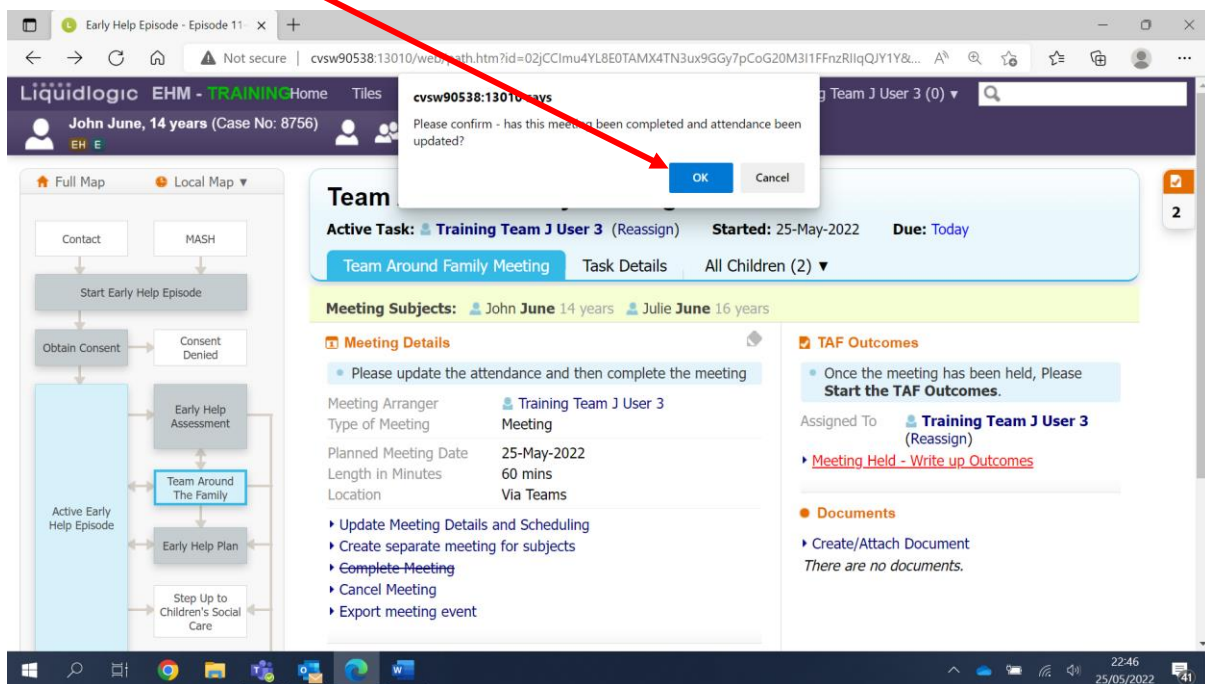
Once you have filled in these 3 fields click the grey Update button.



Now the meeting Details section has been filled in you can navigate to TAF Outcomes and click the Meeting Held – Write up Outcomes blue link.

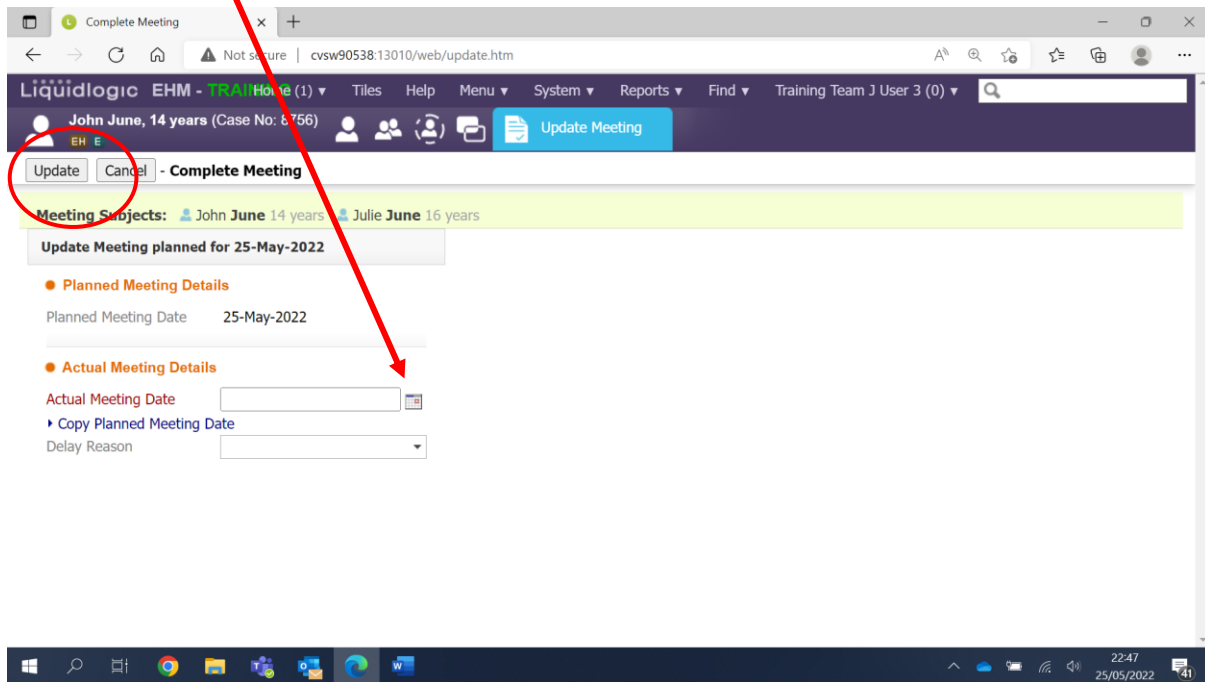


Click Ok to confirm



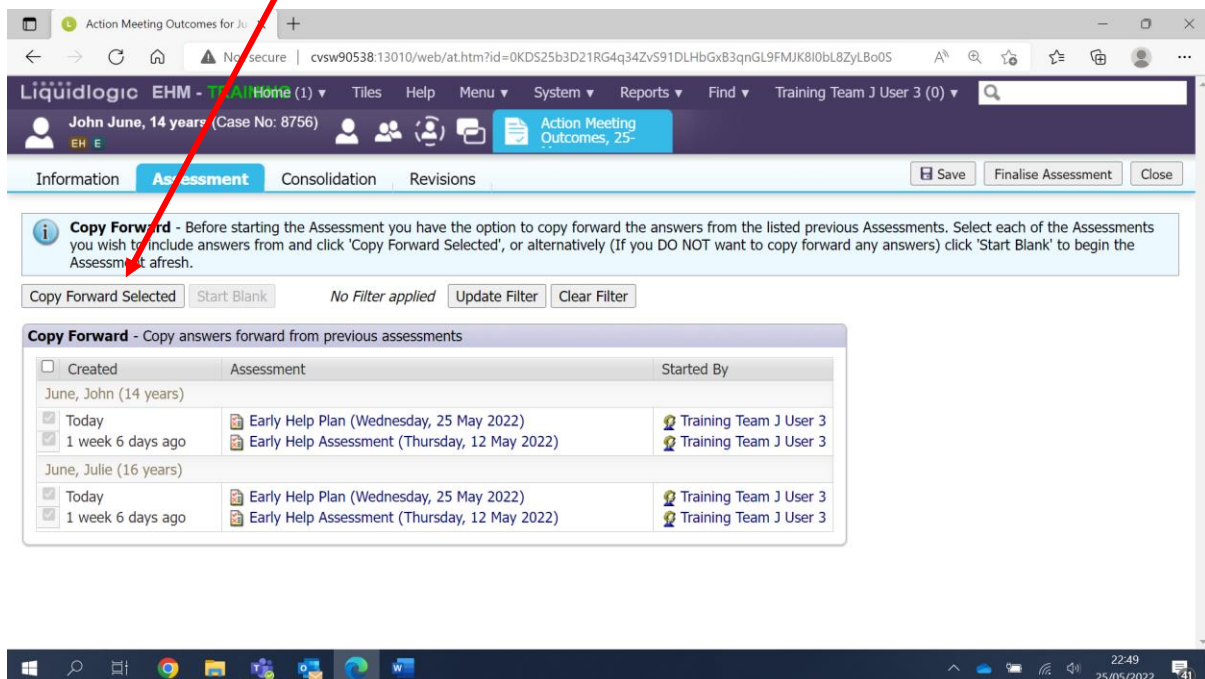
Use the calendar icon to select the same date you entered on the previous planned meeting date field.

Then click the grey Update button.

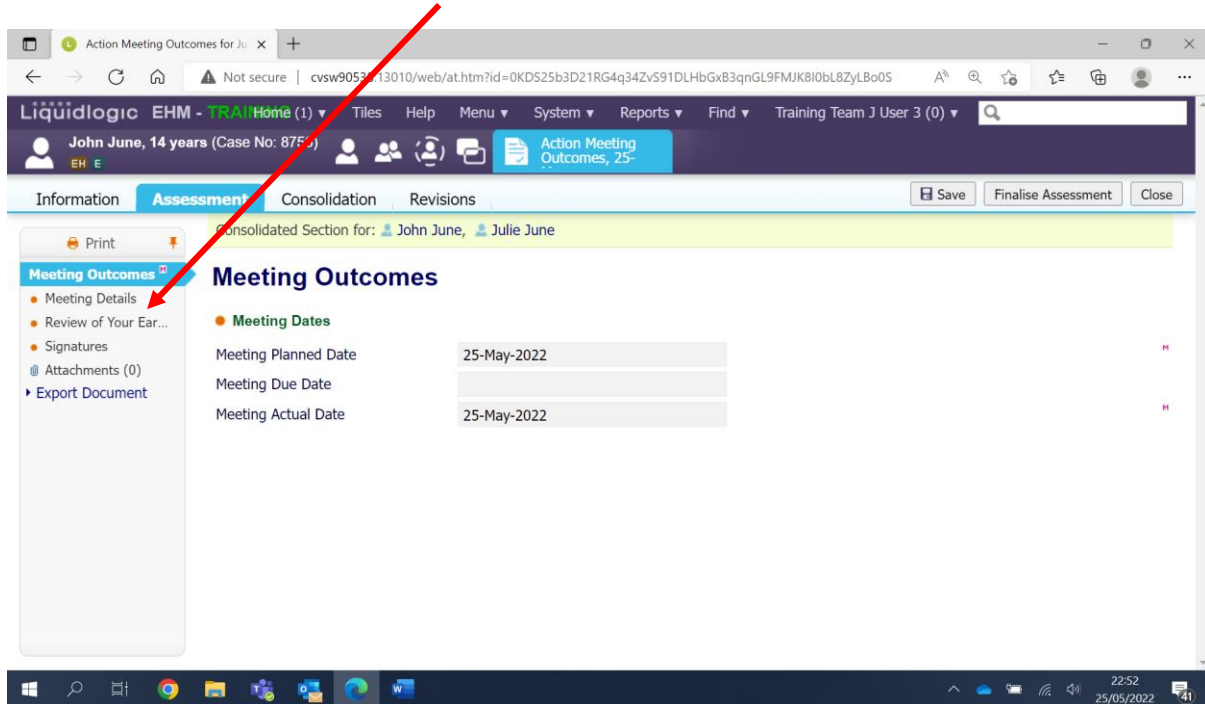


On this screen you can select to Copy Forward certain pieces of information from the Early Help Plan. This is important as it will copy the early help plan.

Click on the grey Copy Forward Selected button.

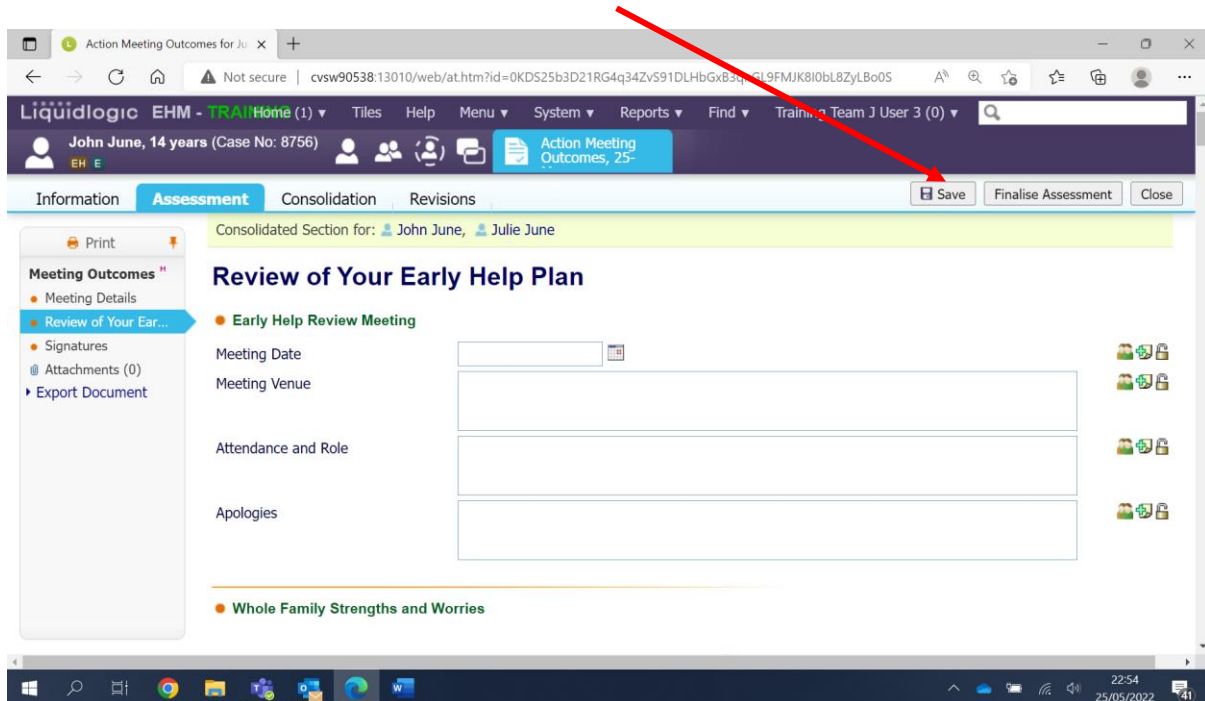


You can now select the Review of your Ear.. section.



You can now work down the screen filling in the necessary fields.

Please note: It is advisable to click the grey Save button at regular intervals.



At the bottom of this section, you must answer the red mandatory question – Is a further Review Meeting Scheduled?

If you select Yes then you must fill in the Date and time field (Format is 25/05/2022 13:00), Venue and Who needs to attend?

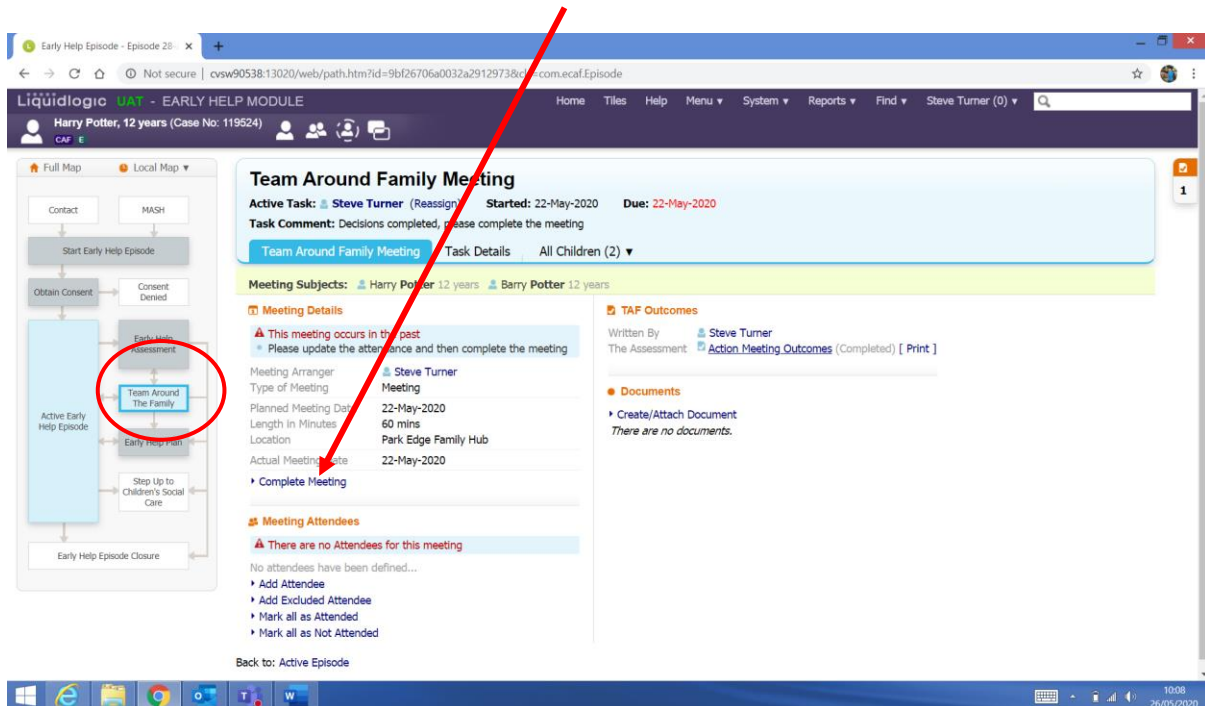
If you select No then you must complete the closure summary field.

Once you have done this, click the grey Finalise Assessment button.

The screenshot shows the 'Assessment' tab in the Liquidlogic EHM system. The 'Next Early Help Plan Review Meeting' section is active. The question 'Is a further Review Meeting scheduled?' is answered 'Yes'. Below this, there are input fields for 'Date (including time in format hh:mm)', 'Venue', and 'Who needs to attend?'. The 'Who needs to attend?' field contains the text 'Just me'. A red arrow points to the 'Finalise Assessment' button in the top right corner of the form.

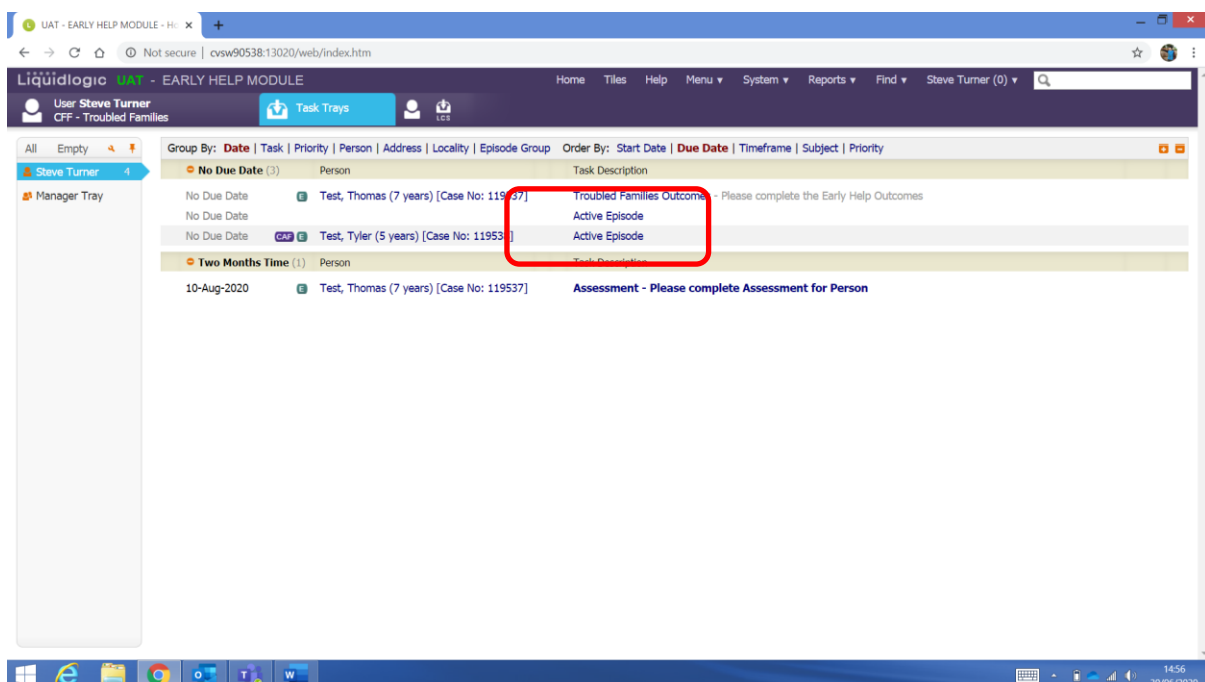
The screenshot shows the 'Assessment' tab in the Liquidlogic EHM system. The 'Next Early Help Plan Review Meeting' section is active. The question 'Is a further Review Meeting scheduled?' is answered 'No'. Below this, there is a 'Closure Summary' field with a note: 'This section only needs to be completed at the end of the final planning meeting. Please provide details of how the family have met the initial reasons for the episode to be opened.' The 'Finalise Assessment' button is visible in the top right corner.

You have now been returned to the meeting stage, you can see the stage is still blue on the case pathway, indicating that this meeting stage is still active and not yet complete. By finalising the early help plan you have completed that stage but to complete the rest of the meeting stage you need to click on 'complete meeting'.

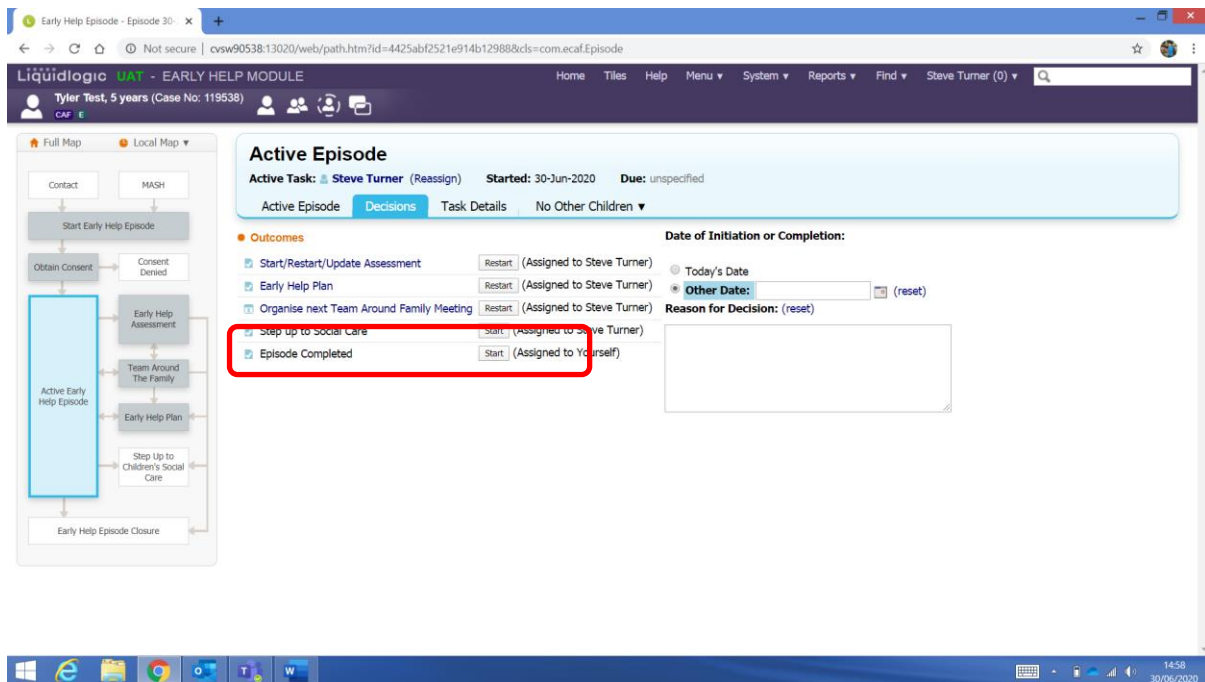


31 – Closing an episode

To close an early help episode, select the 'Active Episode' task next to the child you are closing. Please note if it is a family episode you only have to select the task next to 1 of the children.



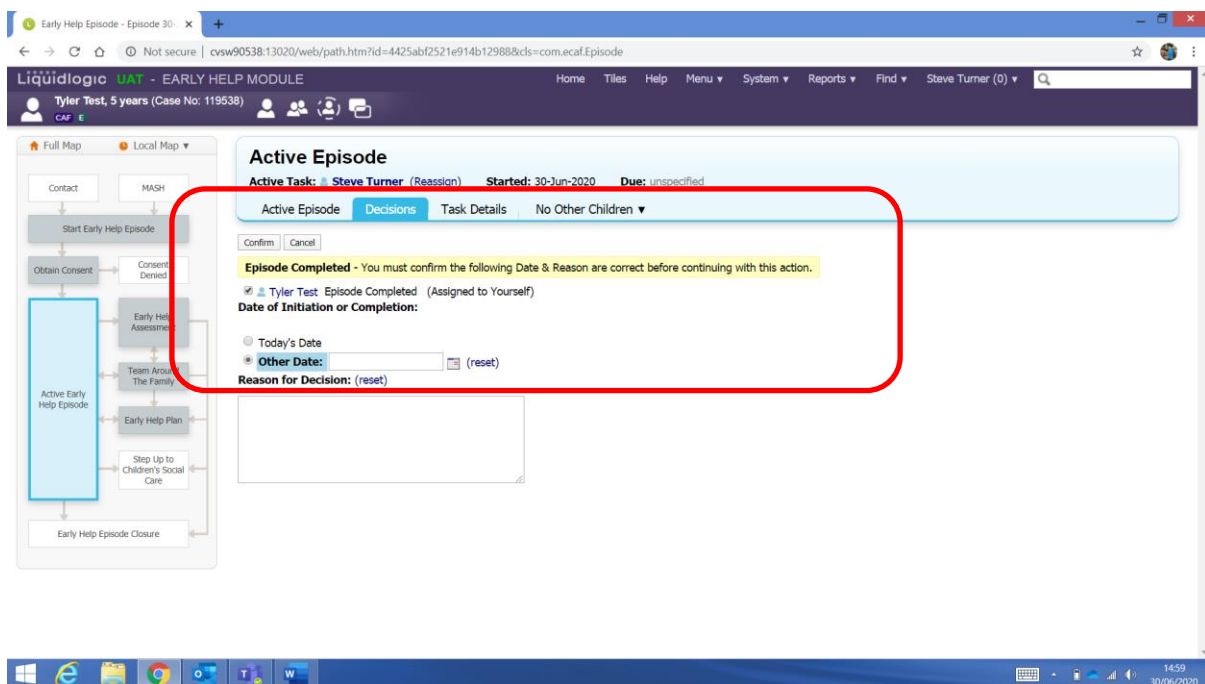
Below is the next screen you will see – Select the Start button next to Episode Completed



Check the child or children you want to close have a tick next to their name and then enter the date you are closing the episode.

Please note if you have a family episode you do not have to close all of the children, if you untick a child their episode will remain open.

Then click on the Confirm button.

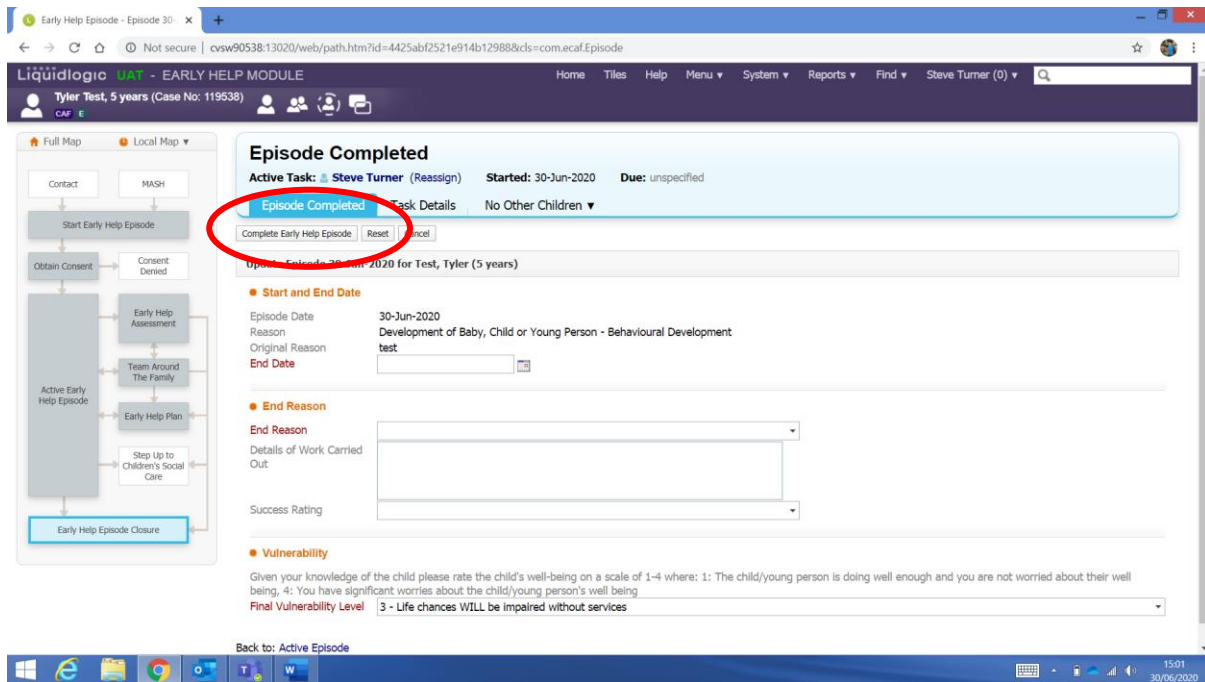


The final screen on the episode closure stage is below.

Complete the **Red** mandatory fields along with the Details of Work Carried Out section. Please note this section is very important as providing a detailed summary of the work carried out is very helpful.

Don't forget to change the 'Final Vulnerability level'

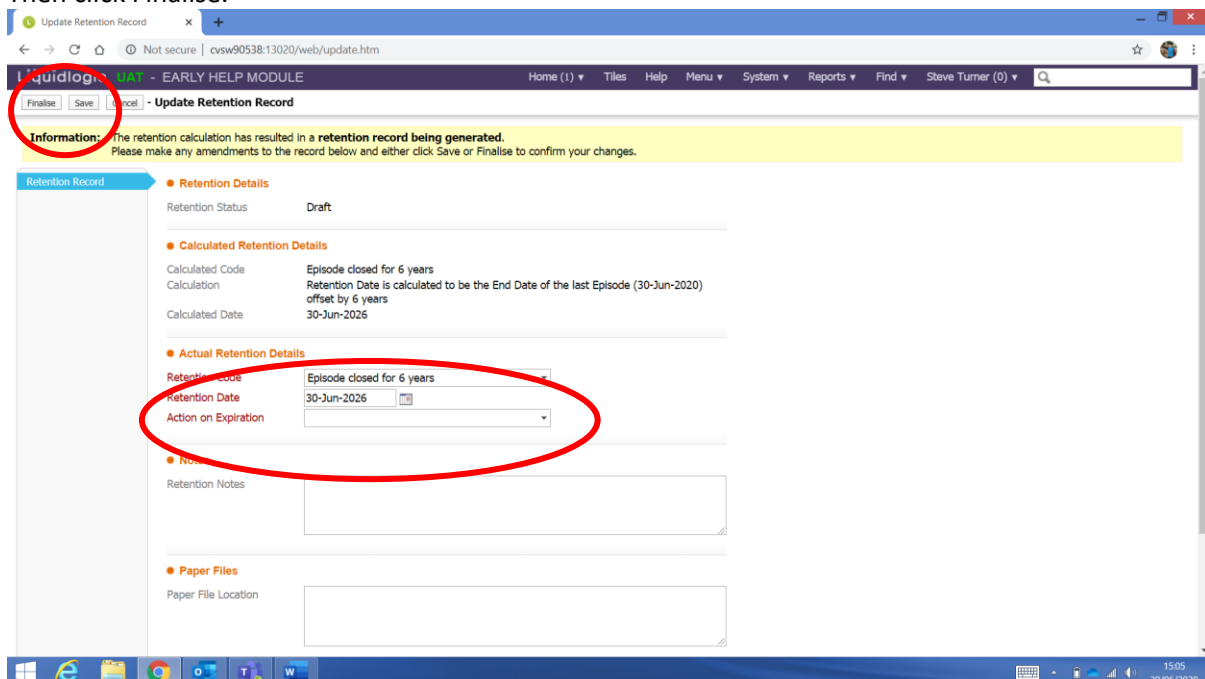
Then click on 'Complete Early Help Episode'



The final help screen is the Retention Record.

In the 'Action on Expiration' field – Select Begin Purge Process from the drop down list.

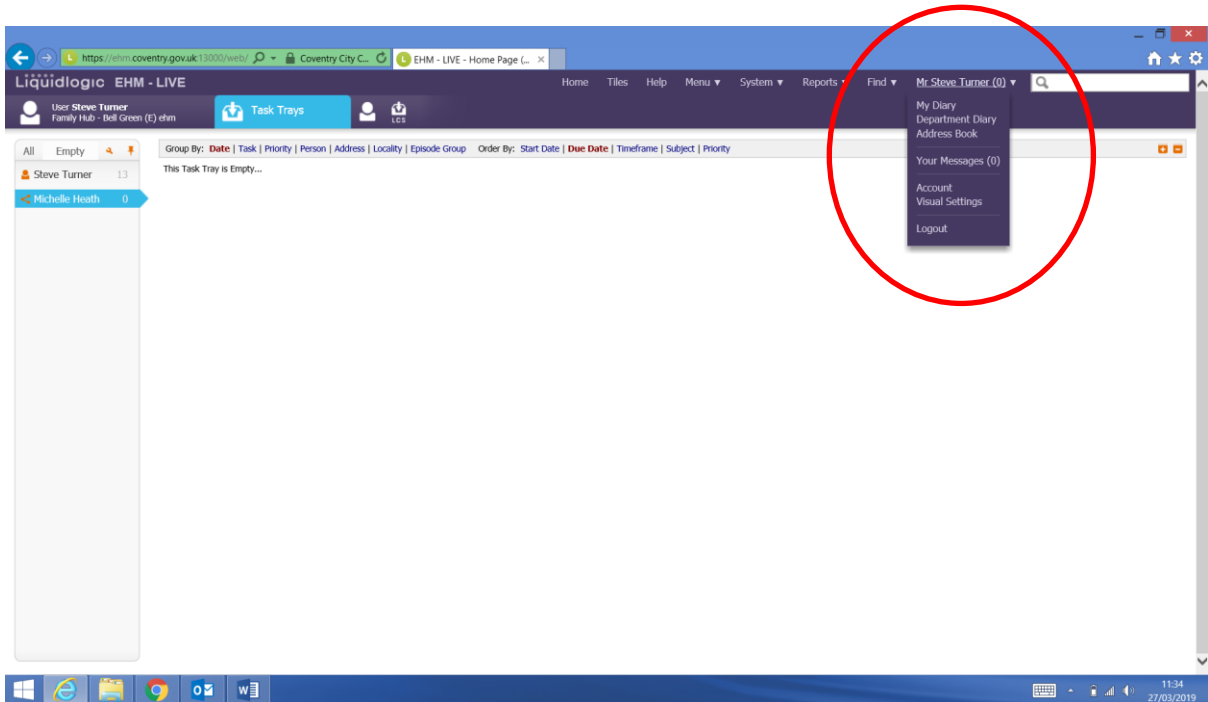
Then click Finalise.



32 - Logging out

It is important to log out correctly.

This is done by hovering the cursor over your name and then scrolling down to Logout



Click Confirm

