

## FAMILY EARLY HELP ASSESSMENT PROCEDURE July 2019

**Purpose:** To ensure the smooth and timely completion of assessments  
 To ensure early identification and management of risks to assessments not being completed on time  
 To ensure whole management oversight and grip of timescales

Day / Time	Process	Person
Daily	<ul style="list-style-type: none"> <li>Team Managers and workers to check the Family Support dashboard daily to check timescale priorities</li> </ul>	Team Manager and worker
Day of EHRD completion and allocation	<ul style="list-style-type: none"> <li>The Team Manager reviews the EHRD, to authorise allocation of an Early Help Family Assessment (EHFA).</li> <li>The Team Manager completes the EHRD and in section 6, '<b>Actions Taken</b>', allocates the assessment to the Team Manager of the allocated worker (which may be yourself)</li> <li>Team Manager completes section 3, '<b>Agreed timescales and planning for assessment</b>' section of the EHFA with the allocated worker. Team Manager confirms both dates for completion and midway review with the worker.</li> <li>The plan should be a list of bullet points that set out an understanding of the referral reason, purpose of the assessment, areas of consideration, what work will be carried out, who will be seen and / or contacted for information.</li> <li>The date boxes in the Early Help Family Assessment (section 3) should be completed at the point of completion of the EHRD (i.e. on the same day) and allocation by the Team Manager.</li> <li>The Team Manager then allocates the assessment to the allocated worker (on the same day that they complete the EHRD and section 3 of the assessment)</li> <li>At the point of allocation, the Team Manager must complete the above process for each sibling in the family, and allocate them to the allocated worker.</li> <li>Once the EHFA has been copied to each sibling, it will include the completed section 3. Agreed timescales and planning for assessment</li> <li>Team Manager to email the allocated worker and copy to Service Manager, confirming date</li> </ul>	Team Manager / worker

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	<p>assessment will be submitted by the worker (no later than 28 working days) and initial expectations for the work (a copy of the 'Plan for assessment' section of the form)</p> <ul style="list-style-type: none"> <li>• A calendar invite sent by Team Manager to allocated worker and Service Manager for 15 working days time, to do Midway review assessment check – in</li> <li>• Team Manager inserts reminder to own calendar of when assessment is due for sign off (no later than 30 days)</li> </ul>	
Duration of assessment	<ul style="list-style-type: none"> <li>• Worker to use a range of RFP tools and other resources through the Helping Process with the family – tools are here <a href="https://ascpractice.camden.gov.uk/early-help-guide/resilient-families-practice/tools-for-exploration-and-assessments/">https://ascpractice.camden.gov.uk/early-help-guide/resilient-families-practice/tools-for-exploration-and-assessments/</a> and Helping Process is here <a href="https://ascpractice.camden.gov.uk/early-help-guide/resilient-families-practice/the-helping-process/">https://ascpractice.camden.gov.uk/early-help-guide/resilient-families-practice/the-helping-process/</a></li> </ul>	Worker
Within 10 days of completion of EHRD and allocation	<ul style="list-style-type: none"> <li>• All children in the family to be seen</li> </ul>	Worker
3 weeks (15 days)	<ul style="list-style-type: none"> <li>• Team Manager holds assessment check – in with worker. This may be in person or by phone. This is in addition to supervision</li> <li>• Following check – in, Team Manager sends calendar invite to worker and copied to Service Manager for 10 working days time, to do final check – in and to request assessment</li> <li>• If assessment looks to be delayed, Team Manager consults with Service Manager to discuss reasons. Service Manager approves assessment going out of timescale or requests alternative remedial action</li> <li>• Team Manager puts case note on file to confirm action taken to ensure assessment is completed on time and / or any extraordinary circumstances that mean the assessment will be out of timescale (confirming the number of days that the worker has to complete the assessment, approved by Service Manager)</li> </ul>	<p>Team Manager</p> <p>Team Manager</p> <p>Team Manager and Service Manager</p> <p>Team Manager</p> <p>Team Manager / worker</p>

Day / Time	Process	Person
	<ul style="list-style-type: none"> <li>Team Manager to confirm with worker that date for initial TAF has been set for no later than 10 days after than the final assessment due date. Worker to check Team Manager's diary and send calendar invitation for initial TAF</li> </ul>	
5 week (25 day) period from completion of EHRD and allocation	<ul style="list-style-type: none"> <li>The worker should ensure that the Working with Reluctant Families procedure has been exhausted and followed within 5 weeks of completion of the EHRD and allocation (which are now on the same day)– see Early Help Procedure on working with reluctant families</li> <li>Also see page 8 and 9 of the CSSW guidance on 'Working with non engaging, resistant and hostile families' document for ideas about how to work with families who are reluctant to work with services – guidance is here <a href="https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/general-policies-and-procedures/">https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/general-policies-and-procedures/</a></li> </ul>	Worker
No later than 5 weeks (25 days)	<ul style="list-style-type: none"> <li>Worker shares draft assessment with the Team Manager and makes any necessary amendments</li> <li>Team Manager sends back any amendments / suggestions to worker within 48 hours of receipt of assessment</li> </ul>	Worker Team Manager
5 weeks (25 days)	<ul style="list-style-type: none"> <li>If by week 5 (25 days), the worker has completed all of the expected steps to engage and sustain a relationship with the family, but has been unsuccessful, (and recorded them case notes), worker to complete Brief Closure record and send to Team Manager to be signed off</li> </ul>	Worker Team Manager
No later than 28 days	<ul style="list-style-type: none"> <li>Worker shares the assessment with the family and makes any necessary amendments</li> <li>Team Manager does final check – in with worker by phone or in person</li> <li>Team Manager requests final draft assessment from worker by email, copied to Service Manager</li> <li>Worker completes assessment (or Brief Closure) on MOSAIC</li> </ul>	Worker
No later than 30 days	<ul style="list-style-type: none"> <li>Team Manager signs off assessment (or Brief Closure) on MOSAIC</li> </ul>	Team Manager

Day / Time	Process	Person
Daily	<ul style="list-style-type: none"> <li>Service Managers to monitor dashboard to check when their assessments are due and to liaise with Team Managers each day to check progress</li> </ul>	Service Manager
Every Friday	<ul style="list-style-type: none"> <li>Service Managers to review assessments waiting for sign off and follow up with relevant Team Managers</li> </ul>	Service Manager
Every Friday	<ul style="list-style-type: none"> <li>Service Managers to inform Head of Service verbally or by e-mail of any anticipated problems with completing assessments on time and what remedial action they are taking</li> </ul>	Service Manager
As needed	<ul style="list-style-type: none"> <li>Service Managers to take responsibility for signing off assessments, and following above procedure, in the event of Team Manager absence (sickness or annual leave) or to ensure an alternative Team Manager is delegated and notified to undertake these tasks</li> </ul>	Service Manager
Fortnightly	<ul style="list-style-type: none"> <li>Service Managers to check this procedure is being followed in monthly Team Manager supervision and by regular dip sampling</li> <li>To be reviewed at SMT on a fortnightly basis to monitor improvements in timescales performance</li> </ul>	Service Manager SMT

**Exceptional circumstances for granting additional time to assessment timescale :**

- **Family availability** – family holidays, family work patterns e.g can't do initial HV for 2 weeks due to mother's shifts etc – case note must specify exactly what this is
- **Worker related** – to cover A/L, sickness, performance etc
- **Relationship building** – to cover creative working with families, delayed engagement, far off CIN meeting date etc, case note must specify exactly what this is
- **Face to face support scheduled (EHRD only)** – to allow additional time for the EHRD to be completed to facilitate face to face contact