

## Guidance for using the Portal to submit an Early help Assessment

### Register for a login:

Use the following link to access the portal – preferably via Chrome.

<https://herefordshireconnect.herefordshire.gov.uk/s4s/>

Select the 'login to your account' link in the top right of the screen then select the option to 'create your account' on the right. Complete the form then select 'create account' (bottom right of your screen).

Once your login has been set up, a notification will be sent to the email address added to the form (this is usually received the same day you make the request).

You will then need to send an email to [mosaicportal@hoopleltd.co.uk](mailto:mosaicportal@hoopleltd.co.uk) so they can set up a corresponding account on the Mosaic system and link it to your newly created portal account. **Without this step your portal EHA will be stuck in the portal!**

Once confirmation is received back from them you can then log an EHA.

From the above link select the 'Sign in' link. Your username will be the email address you have registered and the password will be as you specified within the sign up process.

You should see the following screen (it can take a minute to fully load):



### FAQ – Guidance for users

#### • **I'm unable to login to the portal**

If you have not received a verification email/your account is locked/your login isn't accepted by the portal please contact: Mosaic Portal [mosaicportal@hoopleltd.co.uk](mailto:mosaicportal@hoopleltd.co.uk)

Include in your email that you are trying to access the Early Help Portal and the email address you are using as your login name.

#### • **I've lost my form**

The portal form will time out after 20minutes of inactivity and you will be unable to save or submit your work. Please therefore ensure that you save regularly. Any saved forms will be accessible in the future via the My Assessments tab within the portal. If the form isn't visible here please refresh the page. Please delete any forms no longer required.

#### • **I've submitted a form but heard no response**

For updates regarding EHA's you have submitted please contact: [CHAT@herefordshire.gov.uk](mailto:CHAT@herefordshire.gov.uk)

#### • **The form lags/is slow to load**

Access the Portal via Edge or Chrome – you will often experience more issues when using other browsers such as Explorer. You should also ensure you have a reliable internet connection and speeds. If you are still having issues with connecting or loading the page there could be an issue our end – please report to: [mosaicportal@hoopleltd.co.uk](mailto:mosaicportal@hoopleltd.co.uk)

A linked login will expire if unused for 90 days. You may to repeat the log-in procedure

## Submitting an Assessment:

You do not need to be linked to a child already before submitting an assessment.

1. From the Forms List select – **Early Help Assessment (SF) – Portal**

### Right Help Right Time

The Right Help, Right Time Levels of Need framework has been developed to support practitioners at all levels working in statutory, public, voluntary and independent sectors in Herefordshire. If you are unsure whether an Early Help Assessment is appropriate, you can check here: [Right Help, Right Time Level of Need Framework](#) before completing this form.

Contact MASH (01432) 260800 if the child is a child in need or at risk of significant harm

2. This page reminds you to consult the RHRT to ensure you are submitting a level 3 EHA and to consider if it meets level 4 and should be a referral to MASH or a level 2 that could be covered by universal services. **Proceed to early help assessment.**
3. Complete the assessment type and contact information about the family.

Add each family member, to add more than one family member use the plus icon .

**Save your assessment regularly** – at the bottom of each page you will see a ‘save’ button. **The page can timeout and if you have not saved you risk losing the information you have input.**

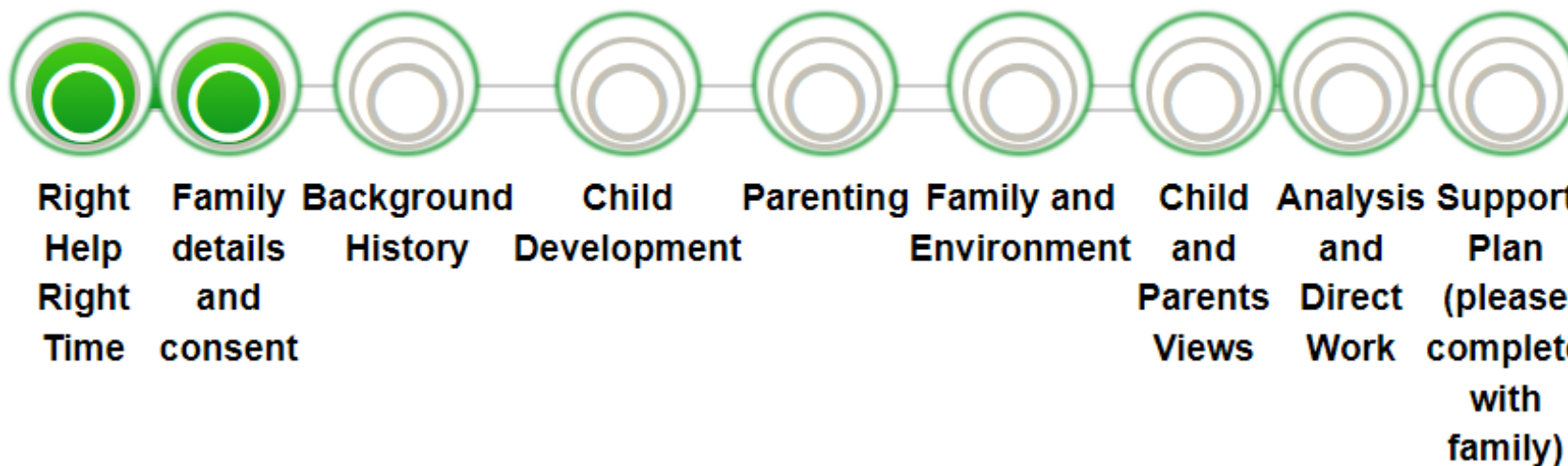
If you wish to save and return to your assessment at a later stage it can be accessed via the My Assessments tab on your dashboard screen:



**Practical guidance for completing an early help assessment- <https://herefordshireconnect.herefordshire.gov.uk/s4s/>**

Early Help Assessment - Portal

**THIS PAGE WILL TIMEOUT AFTER 20 MNUTES PLEASE HIT THE SAVE BUTTON REGULARLY**



Area

Assessment type

Assessment Date <sup>\*</sup>

Family name

Max 1000 characters. remaining 1000

Main Address

Max 1000 characters. remaining 1000

Main telephone number

Max 1000 characters. remaining 1000

Email

Max 1000 characters. remaining 1000

Page 2. Please complete the required fields – select assessment type.

Page 2 contd. Please list **all** the family members. Use drop down selection for gender, ethnicity and relationship. Click 'Save' and 'Next' when you have finished.

**The field below will allow you to add an additional address if you select 'Yes'.**

Do the children split their time across more than one family home?





Yes

No

Please note this form is likely to time out after 20 minutes. **It is advisable to save as you go along!**

Add each family member, to add more than one family member use the plus icon 

Children and other household members at child(ren)'s given address

Name	DOB/EDD	Gender	Ethnicity	Nursery/School/College/Place of Work	Relationship
  <input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/>	<input type="text"/>	<input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/> Max 1000 characters. remaining 1000
  <input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/>	<input type="text"/>	<input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/> Max 1000 characters. remaining 1000	<input type="text"/> Max 1000 characters. remaining 1000

**Page 2. DISCUSS THE CONTENT OF THIS ASSESSMENT WITH THE FAMILY AND OBTAIN THEIR CONSENT.**

Please complete the name of the person who explained to the family that the form will be shared with other professionals and stored on Herefordshire Council's data base. **YOU will be responsible for any GDPR breaches should you submit this information without the family knowing what you have written.**

The family's consent must be explicit.

Click next or save

**Enter the name of the practitioner who explained data protection and information sharing to the parent/guardian**

**\*This is YOUR NAME**

. You are responsible for ensuring GDPR is not breached!

Enter the name of the parent/guardian who has given consent to data protection and information sharing \*

**THIS IS PARENT'S NAME**

**This part requires extensive information to be recorded regarding the family.**

**Tip:** type information on a 'Word' document and cut and paste into boxes to avoid losing your work!

Please note this form is likely to time out after 20 minutes. **It is advisable to save as you go along!**

Background history (Consider any prior Early Help or Social Care history)

Complete details of any previous social care history or early help.  
Include what led to this assessment being completed

Max 2000 characters. remaining 2000


Next Sections:

1. Background
2. Child Development
3. Family and environment
4. Parenting
5. Strengths and Worries
6. Family Voice

Please complete the required fields with as much information as possible. Hover over the question mark to get prompts. Consider:

- What is working well for this family?
- What are you worried about?
- What are the family worried about?

*Please use simple language and refrain from using acronyms that families may not understand.*

Parenting 

Max 2000 characters. remaining 2000

List any family member who has an action that is not on the front page- **CONSENT MUST BE SOUGHT**

Other family members who are part of the family plan \*

Name	Address	Relationship
<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;">+</span> <span style="margin-right: 5px;">×</span> <input style="width: 90%; border: 1px solid #ccc;" type="text"/> </div> <p style="text-align: right; font-size: small;">Max 160 characters. remaining 160</p>	<div style="border: 1px solid #ccc; height: 100%;"></div> <p style="text-align: right; font-size: small;">Max 500 characters. remaining 500</p>	<input style="width: 90%; border: 1px solid #ccc;" type="text"/> <p style="text-align: right; font-size: small;">Max 250 characters. remaining 250</p>

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A minimum of 3 different headline areas of the Supporting Families Framework need to be met to qualify for support from the Prevention and Early Help Service

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Areas for support

- Getting a Good Education
- Good Early Years Development
- Improved Mental and Physical Health
- Promoting Recovery and Reducing Harm from Substance Use
- Improved Family Relationships
- Children Safe from Abuse and Exploitation
- Crime Prevention and Tackling Crime
- Safe from Domestic Abuse
- Secure Housing
- Financial Stability

Please tick all the indicators that are present for this family. This will produce drop down rows in the action plan.

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When selecting indicators and outcomes in the tables that will appear below, please ensure that for each indicator you select an outcome with the same preceding number

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Please note this form is likely to time out after 20 minutes. **It is advisable to save as you go along!**



Getting a Good Education

Indicator	Outcome	Desired Outcome	Action	Who will do this?	Timescale	Date added	Added by	Initial Score - Getting a good education
<div style="border: 1px solid black; padding: 5px; background-color: #f4a460; width: fit-content;">                     These should match, e.g. 1.1 indicator must have a1:1 outcome                 </div> 1.1 Average	1.1 Sustaine	90% ATTENDANCE						<input type="radio"/> 1 (Poor) <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 (Good)
		<div style="border: 1px solid black; padding: 5px; background-color: #00a0e3; color: white; width: fit-content;">                     Individual actions to be listed here and who will do each action- ensure to include the family's responsibilities here                 </div> Max 1500 characters remaining 1500	Max 1500 characters remaining 1500	Max 1000 characters remaining 1000	Max 1000 characters remaining 1000		Max 1000 characters remaining 1000	
								<div style="border: 1px solid black; padding: 5px; background-color: #e699b3; width: fit-content;">                     Scaling should be recorded here. Ask the child or family whilst completing and use scales gathered during the assessment.                 </div>

Please note this form is likely to time out after 20 minutes. **It is advisable to save as you go along!**

Details of person completing the form

Name

Max 1000 characters. remaining 1000

Role \*

Max 1000 characters. remaining 1000

Name of organisation/setting \*\*

Max 400 characters. remaining 400

Phone

Max 1000 characters. remaining 1000

Email

Max 1000 characters. remaining 1000

Team/Partner/Agency \*

What type of Early Help support is required?

I confirm I have added a score for every relevant indicator selected \*

Is child exploitation a concern? \*

Yes

No

Is neglect a concern? \*

Yes

No

Have any other assessments been completed with the family?

Details of Lead Practitioner involved in Early Help Assessment

Is the lead practitioner involved the same person that completed form?

Please complete details of the lead practitioner **if that is not you**. Select 'NO' to open up a field to input the person's details. Click save or Click Finish to submit the form.

Save

Close

Previous

Finish

Once you click 'finish' a summary page will be displayed with your full assessment and you will see the option to print then or you can click Ctrl + P to print the page.

Please note this form is likely to time out after 20 minutes. **It is advisable to save as you go along!**