Welcome to the first edition of the Early Help Module (EHM) Newsletter

There have been a number of briefing sessions held during November and December, advising of changes that are taking place in Cambridgeshire County Council moving to the Liquidlogic system for Early Help and Social Care.

Moving to this system means that where you are working with children/young persons as the lead professional role, the local authority has enabled the system to be accessible to external partners to record Early Help Assessments and update key information about the services and support that is in place to support the child/young person and their families.

The EHM system within Cambridgeshire will go live for internal staff on 20th January 2020. We will then open this up to external staff after this date.

We have developed a helpdesk portal that will manage the requests for new users, changes, eLearning, ask a question and logging issues once you are actively using the live system. More information in contained below in this newsletter.

- New Privacy Notice
- How do I get access to the live EHM System?
- What is Firmstep and why do I need to

If you have been provided with login details to the CCC EHM system - click here to get to the live system.

Each time you log on to this system you are confirming that you are accessing the system for legitimate business reasons.

You are also confirming your compliance with and adherence to Cambridgeshire County Council’s policies and procedures and the General Data Protection Regulations (GDPR).

Failure to comply with these may result in your access being rescinded and disciplinary or
New Privacy Notice

This new Privacy Notice has been produced following extensive consultation with and approval from the Data Protection Officers of both Peterborough City Council and Cambridgeshire County Council Joint Information Governance Service. It brings us in line with other council services and is fully GDPR compliant.

Please take the time to read the document as the introduction of this new Privacy Notice removes the requirement for signed consent to engage in Early Help.

Click here to view the new privacy statement. It does not remove the need for you to seek agreement from the family to engage in support and it is essential that you go through the document with the family, so they are clear what we are doing with their information.

The outcome of this discussion is that there should be no surprises for the family. It will be really important that you print a copy of this Privacy Notice off for every family that you intend working with at an Early Help level and that you go through the document with them. You will still need to ensure the family are happy to engage with you at an Early Help level before progressing.

The Liquid Logic Early Help Module (EHM) has been updated to accommodate the change to the Privacy Notice. Instead of scanning and uploading a consent statement, the Lead Professional will now be asked to tick a box on the Early Help Module to confirm they have given a copy of the Privacy Notice to the family, gone through the document with the family, and gained their agreement to work with you at Early Help.

In respect of the open episode on EHM, control of who can access the details of the episode will still rest with the Lead Professional and only those staff names added to the list by the Lead Professional will have access to the information associated with that open episode.

If a child / family you have been working with moves to a new school and the episode needs transferring to a new Lead Professional, as the current Lead Professional you must check with the family that they are happy with the proposed...
new Lead Professional and check with that professional to check they are happy to take on that role. Partners are asked to record a case note on EHM to this effect. Once you have added this case note, please then contact the Early Help Service who will transfer the case. We will be unable to transfer the case to a new Lead Professional without that case note.

How do I get access to the live EHM System?

In order to be granted access to the Councils system, users must follow this process:

1) Register for a Firmstep account on Cambridgeshire County Council's Website. Click here to start the process.

2) Complete the request "new user", which will require information about you and your role and your line manager (who will need to authorise that you do need the access). Your line manager will also need to register to be able to approve your request.

3) Once you have submitted this form, a task will be sent to the Early Help Service to review your application and approve that the helpdesk staff can set your access and provide login details. You will also receive an email requesting that you complete the eLearning. The email will include a link and password.

4) Access to the live system will only be granted once steps 1 to 3 above have been completed.

What is Firmstep and why do I need to register?

Firmstep is the product we have built our EHM External Partner Helpdesk process in. It is a forms package that allows for workflow to be enabled so we can send emails, assign information to different colleagues within the Local Authority depending on the type of request. For example, the request types of "Ask a question" will initially be reviewed by staff within the Early Help Service. Requests that are "Log an issue" will usually require a technical action to be undertaken and these will be assigned to helpdesk staff who will be working across Peterborough and Cambridgeshire Local Authorities.
How do I access the Helpdesk Portal?

If you need to request access, complete eLearning, report an issue or ask a question you will need to register in our Helpdesk Portal.

To access the Helpdesk Portal click here.

Where can I find guidance?

Any guidance relating to best practice or how to obtain access, report issues etc, is saved on our website.

To access the guidance click here.

Frequently Asked Questions

During the briefing sessions a number of professionals raised questions about this new process. Responses to the questions raised will be added to the website shortly.

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