

EHM Portal Frequently Asked Questions

1 – What does EHM stand for?

*EHM stands for ‘Early Help Module’. This is the system used by the professionals in MASH who review all referrals to Children’s Services, inclusive of Children’s Social Care, The Early Help Service and the Early Help Universal Plus Service. The EHM Portal will replace the online MARF for **all** Children’s Services referrals*

2 – Does everyone in my organisation have to register for an account? Can a generic email account be used?

*Generic accounts should **not** be used as this is insecure and very difficult to manage. i.e. if one user changes the password then it would need to be communicated (insecure) each time, if more than one user needed to make a referral or access the account at any one time they would time others out and lose their work.*

Each user should register with a valid email to make referrals even if this is not a company issued one as this is still more secure than a generic account. Where ever possible they should use the company email. Any follow up would likely be once referral was submitted at which point they would try and contact the referrer and if not they would contact the organisation on a general duty line to identify who they then needed to communicate with.

Ultimately the portal facilitates a streamlined referral method but otherwise this should be no different to the existing method and its complexities around working partners.”

2a - Will the system only liaise with the professional that made the referral? – If MASH needs to discuss further will they only talk to the professional that made the referral?

The Portal Referral Form allows the Referrers details to be entered in case further contact is required, it also captures Organisation details to contact a main number if the Referrer cannot be reached directly.

2b - Can professionals pre-register (before October 3rd) to save time before needing to make their first referral?

At the current time we are not able to facilitate pre-registrations to the portal. As we are in the process of transferring the systems we want to negate any potential referrals or registrations being received to the portal before it is launched, or referrals/safeguarding concerns being missed. As soon as the Portal is Live everyone can create their account in preparation to start using it when required.

2c - When professionals register their account is the 8 digit code automatically generated?

The 8 digit code is generated automatically

3 - If the referral is from a member of the community, or is about a child you may not have full details for how does the mandatory field of DOB work?

The DOB field is mandatory for the Systems Matching process, when the Referral comes to MASH a system search process is carried out to see if the Child is already on the system or if we need to create a file if not previously known. Ticking the ‘Is date of birth estimated?’ field will relax the validation rules of the search.

4 - With regard to ‘ethnicity’, is there an understanding that ethnicity might be an external judgement?

At the stage of completing the Portal Referral users can only enter what they believe to be correct. Once the Referral comes through to us and progresses, personal details can be checked and updated on the system.

5 - What are the options for 'gender'? Is it fully inclusive?

Below are the available options in respect of Gender

Female
Gender Dysphoria
Indeterminate
Male
Non-Binary
Transgender
Unborn

Looked-after children must be classified as being **male or female. In exceptional circumstances, a local authority may be unsure as to which gender should be recorded for a particular child. Where this occurs, gender should be recorded according to the wishes of the child.*

6 - Is the 30 day deletion function, 30 days after the last save, or 30 days from when the form was started?

The 30 day period starts when you first save the Referral Portal form. Every time you add additional information and save again the 30 day period will restart.

7 - Is live training planned?

There is no live training planned at the current time. We have been sending out regular comms/videos/information sheets to keep partners/professionals updated and informed

8 - What is the exact date of the launch?

The week commencing Monday the 3rd of October

9 - Will the old and new referral systems co-exist for a time until the new system is embedded and proven?

The EHM Portal will take the place of the online and paper MARF referral. We encourage all professional to utilise the EHM portal from the launch date.

10 - Is there an opportunity to reference previous referrals for the same child?

Each MARF/referral completed (whether using the EHM portal or previously, the online MARF or sending a paper based for to TMASH), will have a reference number, which can be included within free text spaces on the portal if relevant.

11 - Are there 'free text' opportunities or is the referrer providing short answers only to given questions (is there a word or character limit on any of the fields)?

Free Text opportunities are available for referrers to provide context to their concerns/referral on a number of the questions (much like the previous online MARF form).

12 - Does the PDF (create PDF) automatically expand to show fields with long text entries?

The PDF, once created, will provide a view of all information inputted

13 - Is there an opportunity for the referrer to provide detail about what support/action they think is required?

Yes, much like the previous online MARF, there will be this opportunity

14 - Is there a question about parental permission?

Much like the previous online MARF, there will be a section within the portal about parental consent. Consent for all referrals is best practice (and Early Help referrals must have parental consent) but we appreciate that there are some referrals need to be submitted without parental consent (safety concerns, emergency's etc.). If consent has not been gained for the referral the Portal will ask the reasoning's for this.

15 - Who does the referral form go to?

The EHM portal is directly linked to the Case Management system used by MASH professionals. The EHM portal will allow referrals to become automatically available within a 'work tray' for the review of a MASH Social Worker, with Business Support/Administration available.

16 – The response emails all come from 'do not reply' email addresses, how can the referrer can raise any urgent queries?

The previous online MARF and Paper Based MARF's were also replied to from a 'do not reply' mailbox so the process will remain the same. We always encourage professionals to contact MASH directly on 01708 434222 for any urgent enquiries, advice and information or if feedback to a submitted referral has yet to be received.

17 – Would it be possible to have the 'Ethnicity' tab as a mandatory field to support with ongoing data scoping exercises?

The Ethnicity field is mandatory. Please also see question 4

18 - Will referrers received feedback in respect of the referral outcomes through the EHM portal?

Currently, professionals receive feedback, in respect of their referrals, following MASH decision making, through email or letter correspondence. This process will remain the same. Once the outcome of the referral has been agreed at MASH, feedback will be provided to the referrer through the current process and not the EHM portal.

19 – If professionals are unsure as to the support that may be required, or thresholds of intervention needs when using the portal, will they still be able to contact MASH for advice, information and guidance?

Yes, we always encourage professionals to contact MASH directly on 01708 434222 if they would like to discuss their referral.