My Assessment and Plan (MAP)

Practice Week | Family Help



How and why we are developing and rolling out a new, family-owned, single assessment and plan

November 2026

Why we are changing

A national requirement

The DfE Families First Partnership Programme requires a single assessment and plan across Targeted Early Help and Child in Need, with clear alignment when child protection is needed.

Owned by the family

The family's voice should be at the heart of the assessment. It should use the family's own words and language, reflect their views clearly and feel like their assessment and plan.

Flexible by design

The format is deliberately stripped back so practitioners can adapt conversations and recording to suit each family's style, while retaining professional analysis, risk, statutory duties and accountability.

Working well, worries, what we will do.

One assessment and plan that should build on what is already known, reduce repeated retelling of the family's story and evolve with the family as their circumstances change.

What we developed

A practical, family-facing assessment and plan that could be tested before the LCS build

1	**WORD TEMPLATE**	Completed with families and uploaded to the Assessment form in LCS
2	**FAMILY VOICE**	Uses family's language and reflects each child and family's unique perspectives and voice
3	**CLEAR ANALYSIS**	Reflects family views as well as professional judgement and perceived risks
4	**LIVE PLAN**	Records actions, owners, dates, progress and review
5	**LCS CONTROLS**	Mandatory LCS fields are completed to progress the workflow and support accurate reporting

How the interim process works

1. Work with the family using the Word template

2. Upload the completed document to the Assessment form in LCS

3. Complete the mandatory LCS fields

4. Progress the case through the workflow and maintain accurate reporting

An accompanying Plan and Review template supports ongoing planning.

How we are developing it

Agile means using, learning and adapting, not waiting for a perfect final design.



START	USE	LEARN	ADAPT	EXPAND
Design draft template based on objectives	Test in real practice with families and workers	Use feedback, QA and case review evidence	Improve the template, guidance and system design	Explore wider Norfolk ambitions beyond DfE and FFPP requirements

This gives us a route to both ensure DfE requirements are met and shape the work around what Norfolk families and colleagues need and want.

What families said

What we have learned

Families respond better when the assessment feels like a conversation, uses language that makes sense to them and makes the child's voice and the family's views easy to recognise.

Ownership grows when families can see themselves in the plan and understand what happens next.

Better conversations

Learning through practitioners and case reviews indicates clearer conversations, stronger participation and greater family understanding.

Accessibility matters

Some families need alternatives to written information or more practitioner support to take part fully and feel they "own" it.

More focus groups

Planned parent and family focus groups will explore clarity, participation, accessibility and what should change.

Visible learning

We will record what families feed back, show how it influences decisions and feed changes into design, guidance and testing.

What practitioners said

What is landing well

- ✓ Less recording time and more time with families
- ✓ More flexibility to tailor conversations and plans
- ✓ Stronger family participation and ownership
- ✓ Plan and Review makes progress easier for everyone to see

What needs more support

- ! Consistency in approach where it matters without losing flexibility for families.
- ! How to maintain family ownership and represent professionals' views of risk where there is disagreement.

Ongoing learning is shaping the template, accompanying practice guidance and requirements for the LCS build.

Where we have got to with rollout

From one-team pilot to wider Family Help use

APR–MAY — Team 6 began live testing in North East and Broadland

SUMMER — Short feedback cycles, senior review and quality assurance

AUTUMN — Gradual rollout to more Family Help teams; LCS discovery begins

09 NOV — Design Authority approved the Family Help LCS build

NOW — At least 12 of 18 Family Help teams using the new template.

Current position

- Rollout is continuing across Family Help
- The first phase will cover TEH, Child in Need and Child Protection
- LCS build and reporting impacts are being planned and refined.
- Development of accompanying practice guidance for colleagues.

What comes next

KEEP LEARNING

- Continue staged rollout
- Capture worker and manager feedback
- Run parent and family focus groups

BUILD SAFELY

- Confirm core DfE and reporting requirements
- Design and test in LCS iteratively
- Retain clear professional risk and accountability

SUPPORT PRACTICE

- Create practice guidance.
- Test realistic TEH, CIN and CP journeys
- Plan support for post-LCS launch.

EXPLORE AMBITION

- Opportunities for other teams to explore wider use of the template.

Meet core requirements first. Explore wider ambition through evidence, co-design and learning.

Questions and discussion

