

Appendix A - Early Help Family Hubs/Bases – working for families

It is important to describe how Early Help Family bases will be of benefit to vulnerable families but also to the wider community by delivering both targeted and universal provision.

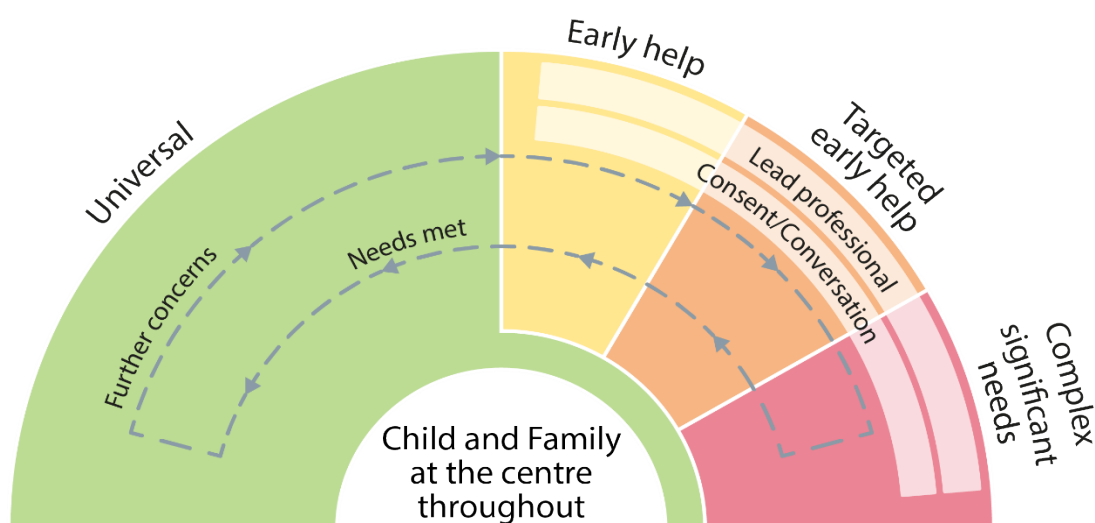
An Early Help Family base is primarily a model for the coordination of Early Help services providing children, young people and their families with a timely and responsive offer of help and support in times of need. The base will deliver holistic, base will work in partnership with the family and the community. They will help find and get help from different services in the area and will be able to provide information, advice and support. The base will provide a base for Early Help teams, but workers will visit families in their homes or in local community venues that are agreed by and convenient for the family.

There will be a range of services available coordinated via the base. Some will be available only to those who have the greatest needs but there will also be services available to any family, child or young person who needs them (for example Autism West Midlands (who deliver advice and information, training for parents, family groups and events, groups for children and young people), parenting groups, sessions to support young people's mental health and employment advice.

Some services will be delivered at the Family base but this does not preclude provision being delivered in other venues e.g. Health Centres.

Our delivery model includes a continuum of Early Help provided by a range of services and organisations providing help at all levels of need as shown in the diagram below:

UNIVERSAL	EARLY HELP	TARGETED EARLY HELP
<p>School Nurses, Health Visitors, Midwives, GPs, Schools.</p> <p>Early Years and Childcare providers, Library Services, Bookstart, SEND Local Offer, Family Information Service, Autism West Midlands, Parenting Clinics, Home Fire Safety Check, Understanding Pregnancy, labour birth and your baby, Youth Groups, Online Understanding your Child Course, Kooth, Beam, Healthy Start, 24U, Children's Centre Services</p>	<p>School Pastoral Support, LAPT, Young Careers, School Nurses, Health Visitors, Family Nurse Partnerships, All In, Children's Centre Services, Understanding your Child Group, Domestic Abuse Groups, PlayPals, Young Parents Groups, Family Hubs, Food Banks, Disability Access Fund.</p>	<p>Targeted Youth Support, Children's Centre Services, Lifelines, Parenting Practitioners, Enhance, Autism West Midlands, Young AddAction, School Family Support Workers, Employment Advisors.</p>



These Early Help services and this type of activity are already delivered in a range of facilities across Shropshire, including families' homes, health centres and community centres. In the future our Early Help Family bases will bring together family support services including early childhood services, targeted youth and parenting support, as well as our commissioned services, health and voluntary sector partners and our local schools. They will work across community clusters and work with other local partners and the community, to offer services for children and young people aged 0-19 (0-25 for SEND) and their families. Our family bases will be inclusive for all, which includes support for children with additional needs. Working in locality bases will

promote better information sharing networks, ensuring that children and families no longer go missing between services and making effective use of funds.

Early Help Family Bases will;

- provide a venue for some service interventions
- provide an environment for services to work together and not in isolation
- provide support for families with children throughout the age range
- offer and coordinate support for cases 'stepping down' from Children's Social Care
- work with families as part of a team and deliver specialist interventions when needed in the family home or in a local venue accessible to and agreed by the family
- link with local early education and childcare providers
- provide information and advice services for parents and prospective parents

For families that need it, Family bases will also provide targeted help and support to work through issues that may arise during a child or young person's life, coordinated by one lead professional; the Early Help Family Support Worker.

How will support be accessed by families?

Families will be able to access a directory of local family services and provision via the Shropshire Family Information Service website.

Families will also be able to talk about their concerns to an Early Help advisor or an Early Help Social Worker attached to their local family base. They can also talk to their school, school nurse or health visitor, who will have a direct link into the family base. There will family drop ins – to coordinate a quick response to a family's needs, and with the family's consent they may submit a referral to the family hub to access targeted support which will be planned and agreed with the family.

Once assessed a family might receive targeted family support in their home, or might be supported to access a group or a clinic provided at their local base or at a local community venue, or may receive a combination of appropriate support coordinated by their allocated Early Help Family Support Worker.

The flow of work

Referrals coming into the Early Help Family Bases, including cases 'stepping down' from Children's Social Care, will be received by the local Early Help Team Manager, and will be recorded on Shropshire Council's Early Help case recording system (currently E-CINs, but will be moving to Liquid Logic to align with both Children's and Adults' Social Care, providing greater opportunities to share information by the end of the financial year). The Early Help manager will ensure that the 'step down' pathway is applied, ensuring that the family's needs and ongoing support are clear and a handover period is in place to ensure against drift and delay. All cases will be discussed at an Early Help Partnership Allocation Panel in the local base, ensuring that work is allocated to the right worker with the right skills and knowledge and

ensuring that any appropriate local services are considered in supporting the on-going work with the family. This will encourage and enable families as cases are stepped out of Targeted Early Help, to continue to access support from wider universal provision available in the local community.

