

Cont.

When children and families have emerging needs:

- Early Help support is coordinated through a Children & Family Panel
- A Lead Professional (LP) completes the full Family Support Assessment within 10-15 days.
- Working with other agencies/professionals the LP devises an Action Plan to meet the needs of the family, then works with the family to achieve these actions.

When children and families have multiple needs:

Those requiring complex support have a Lead Professional who is a practitioner from the Early Help Family Support Service, who:

- Carries out a full family assessment within 10-15 days.
- The LP devises an Action Plan, provides intensive support to the family, holds regular reviews, monitors the family outcomes, shows the family progress made/needed.

When there are immediate safeguarding concerns:

If a child or family has acute needs, or is in need of protection, send your referral straight to **First Contact** at FCT@southend.gcsx.gov.uk

Early Help Family Support Service

Helping to improve Families lives

For further information about our services, if you need support please contact:

Early Help Family Support Service

Civic 2

Victoria Avenue
Southend-on-Sea
Essex SS2 6ER

Telephone
01702 215783

Email
earlyhelpcontactpoint@southend.gov.uk

Website:
www.southend.gov.uk

The Duty Manager is also available for families and professionals to seek advice.

If you, or someone you know, would like this information in another language or other format such as Braille or on CD: Please contact 01702 534600

DO YOU KNOW A CHILD OR FAMILY NEEDING EARLY HELP?

If you do we are here to help!

Early **HELP**
Family Support
& Youth Offending Service

EARLY HELP FAMILY SUPPORT AND YOUTH OFFENDING SERVICE

Early **HELP**
Family Support
& Youth Offending Service



How can we help?

Early Help Family Support is about providing children and families, regardless of age, with the assistance they require as needs present themselves, to prevent escalation and more intensive support later on.

We can help to raise young people's aspirations and achievements, ensure they have the opportunities they need for inclusion, facilitate their participation in decision making that affects their lives and strive for excellence in the services we provide for them.

We provide:

- ◆ A 'Single Front Door' to access Early Help Family Support services.
- ◆ A core offer to Schools, Early Year's Settings and GP's to support them to fulfill their statutory duties with regard to Early Help.
- ◆ A traded service to provide additional support to individual Schools and settings, particularly with regard to improving school attendance.
- ◆ A specialist whole family support service to meet complex needs.
- ◆ A Family Information Service.
- ◆ An offer of support and guidance to all providers of Early Help services to Children and Young People.

How do I request Early Help for a child or family?

You will need to complete the new **Early Help Family Support Assessment (EHFSA)**. This replaces the old Early Help Assessment (EHA) form which is no longer being used. This should then be emailed to the Early Help Family Support contact point email address:

earlyhelpcontactpoint@southend.gov.uk

We will acknowledge receipt of your Early Help Family Support Assessment within **24 hours**.

Next Step:

The Early Help Family Support Duty Manager will assess your request, looking at current and historic issues for ALL family members.

This will result in one of four outcomes;

1. Alternative help suggested: No other concerns or issues within the family and the presenting issue is better addressed at a universal level.

2. Children and families have emerging needs and will be supported via Children & Family Panels (chaired weekly by the Early Help Family Support Service)

3. The family has multiple needs and will be supported through Intensive Early Help Family Support

4. Immediate safeguarding concerns: i.e. risk of significant harm and neglect. The referral is then discussed with the First Contact team and referrer notified.

The referrer will be notified of the decision **within 48 hours**:

What Happens Next:

If the presenting issue is better addressed at an Universal level:

We provide the relevant agency with advice and support to meet the need of the child/family, including support for Team Around the Child and Family (TACAF) arrangements. We track and monitor the impact of the early help provided and provide community based support.