

Coventry Safeguarding Children's Partnership

Early Help Guide



Today we hope to help you to understand -

- The purpose and Early Help Assessment and Plans
- The use of the Early help Module (EHM) in Early Help
- Here to Help offer from Family Hubs
- What is the multiagency family matters meeting
- How to request support for a family through the multiagency Family Matters meeting
- Partnership working in Early help

We will do this through a range of slides, case study's and sharing videos.

The Model for Early Help in Coventry

Professionals from all agencies working with children and young people have shared responsibility to keep them safe and provide an effective, efficient and co-ordinated service to support their health and well-being.

The aim is to provide early interventions for children, young people and families that require support in order to prevent them moving towards higher levels of need, and to reduce the levels of need once these have been identified.

Partners have “pledged” how they will deliver services to children, young people and their families in line with the Early Help Strategy, in partnership with one another.





Coventry's Vision

Where children, young people and families' matter

Coventry's Early Help Partnership aims to:

Reach children, young people and families when the need first emerges; and intervene when there will be the greatest impact.





What is Early Help?

- The Early Help offer involves professionals from **all** agencies working with children and young people who have a shared responsibility to keep them safe and provide an effective, efficient and co-ordinated service to support their health and wellbeing.
- Promoting children's welfare is most effective when they receive help early and at a level according to their needs.
- The aim is to provide early help for children, young people and families that require support in order to prevent them moving towards higher levels of need, and to reduce the levels of need once these have been identified.

Engaging with Families (Early Help)

Early Help involves a practitioner having a conversation with the family about what they have noticed, and what the family need. – What is an Early Help Assessment Leaflet

Early help is voluntary and, as such, a child, young person and their parent/ carer must agree for the request for help to be progressed with them so that they can receive the support.

If a family does not agree to support from early help the professional must determine if this adds to a higher level of risk to the child, that would require a referral to MASH. This referral must meet the threshold of **significant harm**.

If the child's needs are likely to require a multiagency response (RHRT level 3) then this will start with an Early Help assessment to help identify agencies could work together to help children and their families.

The purpose and benefits of the process should be explained clearly, emphasising that it is a process to determine the most appropriate type of support required for a child, young person or family. An **Early Help assessment leaflet** should be given to the families to explain this process and provide contact details of the person who will start this assessment with them.

Case Study;
The
importance
of early help
being the
right help at
the right
time for
families.

Parent of Craig referred in along with a CAMHS Liaison Nurse at UHCW asking for help and support for the family as Craig has suicidal ideation

Craig had spent 2 weeks on Ward 14 as he said he wanted to take his own life

Craig's mother felt "out of her depth" with what to do best to support her son, as Craig's dad had taken his own life just before Craig's birthday and his mum felt "history was repeating itself"

Case study; How early help helped

A lot of meetings (every 3 to 4 weeks) and multiple telephone calls were made between Mel, Medhi at CAMHS, his mum, School and Craig himself to try and get him back into School asap due to GCSE's coming up

A Safety Plan and Risk Assessment with School was put in place with Medhi from CAMHS taking the lead on it

One to one sessions with Medhi from CAMHS and School were held on a weekly basis for 2 months so the Senco and teachers at School understood how Craig's mind works and what support he needs

Through Mel's home visits to Craig and listening to what he wanted, and the multi agency communication between everyone supporting Craig, he is now back in School full time and was able to sit his Mock GCSE's and he is now sitting his GCSE's and predicted Grade 7's

The main change is Craig being able to understand himself and know that he is different but that's OK!! He knows he sees the world differently but he can be the "real" him and he does not need to "play the cards" now 😊

The importance of recording using a multi-agency Early help module (EHM)

You should record you are working with a child or young person,
according to the Working Together 2018 guidance

Do you have a log in for the Early Help Module (EHM)?

Do you have a log in for EHM but would like a
refresher?

Do you not have a log in for EHM?

Do you have Steve's details-
Steven.turner@coventry.gov.uk

This is a video sharing how users from different agencies within the safeguarding partnership use Early help Module (EHM) within their roles to support families and children and offering early help.



8 Family Hubs across the city

- Aspire (Gosford/Lower Stoke)
- Families for All (Foleshill)
- Harmony (Hillfields)
- Mosaic (Tile Hill)
- Pathways (Radford)
- Park Edge (Bell Green)
- The Moat (Wood End)
- Wood Side (Willenhall)



Providing a safe base for partners to offer a service within in the local community.

Access to a number of resource some of which include use of a telephone, use of public access computer, laundry facilities, sensory rooms etc.

Access to a variety of bespoke and timetabled interventions that are delivered by the Family Hub and or by Early Help Partners

Here to Help

Advice and support through signposting and navigation to the relevant services

Provide basis necessary items through the distribution of food bank vouchers, and other immediate practical help

Family Hubs

'Serving children and families in the local communities'



Multidisciplinary team working together to help children, young people (0-19) and their families in the local community

- Family Hub practitioners (Family support)
- Youth Workers
- P.C.S.O's (Community policing)
- Early Help Social workers
- Early Help Partnership Co-ordinators
- Leaders and managers

Working in partnership with a range of agencies and services such as

- Midwives
- Health Visitors
- Coventry Independent Advice Service
- Advice for Families (Coventry Law Centre)
- Haven
- Primary Mental Health Service
- Neighbourhood Police
- Social care
- Local community groups



The Family Hubs

This is a video sharing a day in the life of a family hub, join us as we follow Amber's account (Family Hub Worker)





Here to Help function within family hubs

- Uses the key skills and knowledge of the team to navigate the next step when a problem is identified.
- To understand the problems and offer immediate help if required
- To identify who would be able to help with the problem
- To assess risk using the Right Help Right Time guidance
- Forward request to the Family Matters Meeting if a RHRT level 3 multi agency discussion would be in the best interest for the child and family



Family Matters – The 3 D's Discussion, Decision making, doing the do

- Weekly multi disciplinary and Partnership discussion about the requests for early help in each Family hub team for families who are likely to need multiagency co-ordinated Early help (RHRT level 3 through and Early Help assessment and plans)
- Initial discussions - what are we worried about, who is already helping and what should happen next
- Next steps – Agreement on should make contact with the family, and talk about the help that could be provided

- Family Matters Meeting dates and times.

Family Hub	Day and start time	Chair of Family Matters
Mosaic	Monday – 9.00am start	Sarah Burke Sarah.burke@coventry.gov.uk
Pathways	Tuesday – 9.00am start	Joel Kendrick joel.kendrick@coventry.gov.uk
Aspire	Thursday – 1.00pm start	Tracey Dickens tracey.dickens@coventry.gov.uk
Woodside	Wednesday – 9.00am start	Danielle Barnett danielle.barnett@coventry.gov.uk
The Moat	Thursday – 11.00am start	Sharon Bolton Sharon.bolton@coventry.gov.uk
Park Edge	Tuesday – 9.00am start	Dawn Carville dawn.Carville2@coventry.gov.uk
Harmony	Wednesday – 9.00am start	Andrew Fox – PCSO a.c.fox@west-midlands.pnn.police.uk
Families for All	Monday – 9.30am start	Bharti Patel Bharti.patel@coventry.gov.uk

What difference does a Family Matters discussion have on a child and their family?

- It identifies children where there are emerging problems and potential unmet need. To ensure that appropriate help is offered to safeguard children. The multi-agency team will deliver early help to families which will ensure that a range of skills and knowledge is effectively utilised.

The Family Matters meeting does this by:

- Identifying the most appropriate method to meet children and families including the use of family and community resources.
- Acting in an integrated way, utilising the knowledge, skills and expertise of a multi-agency team to improve outcomes for children and their families
- Allocating, when required early help requests, which requires a multiagency integrated response (Right Help Right Time level 3) to put into place the appropriate interventions as early and as responsively as possible
- Embedding Troubled/Families theory and practice into early help family support and achieve Payment by results
- Ensuring that every case has at least one multi-agency review, so that agreement to be reached regarding the most appropriate course of action and to identify that the Right Hep at the Right Time has been initiated
- Where there is clear evidence of a child being at immediate risk of harm the procedure to refer to MASH is followed.



**This is my story; My name is JoJo
I want to tell you how me and family got help in Coventry**

I am 13 years old, and I moved to Coventry with my siblings and mum, my mum was pregnant and was due to have a baby

We had to move house from Nottingham to Coventry because my dad was hurting my mum, me and my brothers and sisters were scared and worried that he would hurt us too. It meant we had to move again as we used to live in Nigeria, but it wasn't safe for us to live there anymore as the elders in the village wanted to hurt girls and my mum wanted to keep us all safe.

My mum went to visit the Midwife to check the baby and the Midwife shared she was worried that no one was going to look after us when mum went to have the baby- we had no family or friends in Coventry, and we were worried too

This is what's Early help has helped me and my family to do

We still have meetings with the church, school and the Family Hub worker and I even have my very own plan that helps me, and I understand what is written on the plan, there are no big words that I don't understand

This is how I feel-

- I was listened to
- My voice was heard
- Me and my family have the support that we need, this makes me happier
- The Family Hub has made a difference to my life

Mum smiles a lot more now which makes me happy. Mum has started a Maths and English course at Coventry College

I started a cycling safety course at my school which my Family Hub worker arranged so I know the rules on the road.

My worker has helped us all as a family to give us the confidence to make changes.

"Thanks for always being there for us and your support, I'm so grateful and your support strengthens me"



Me and My new bicycle

What role does the Early help Assessment Co-ordinator do?

Early Help Co-Ordinator

- Supports Early Help partners to assess the needs of children
- Help partners to meet the needs of vulnerable children
- Access and inform the resources that are available in the community
- Safety planning
- Contact children and young people and their families to keep them updated on the next steps
- Discusses safeguarding concerns and offers guidance about what to do next?
- Offers guidance and support on the access and use of the Early Help Module

Early Help Assessment Co-ordinators

COVENTRY Family Hub PARTNERSHIP

Jupinder Kooner

Flo Mudhai

Fiona Smith

Lucy Minett

Claire Smith

Jeanette Walsh

Kerrie Holdback

Sarina John

Coventry City Council

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Early Help

0800 8870545

Emergency Duty Team

024 7683 2222

between 5pm – 8.30am and during weekends

Multi-agency Safeguarding Hub MASH

024 7678 8555



Earlyhelp@coventry.gov.uk



www.coventry.gov.uk/familyhubs

www.coventry.gov.uk/applyearlyhelp

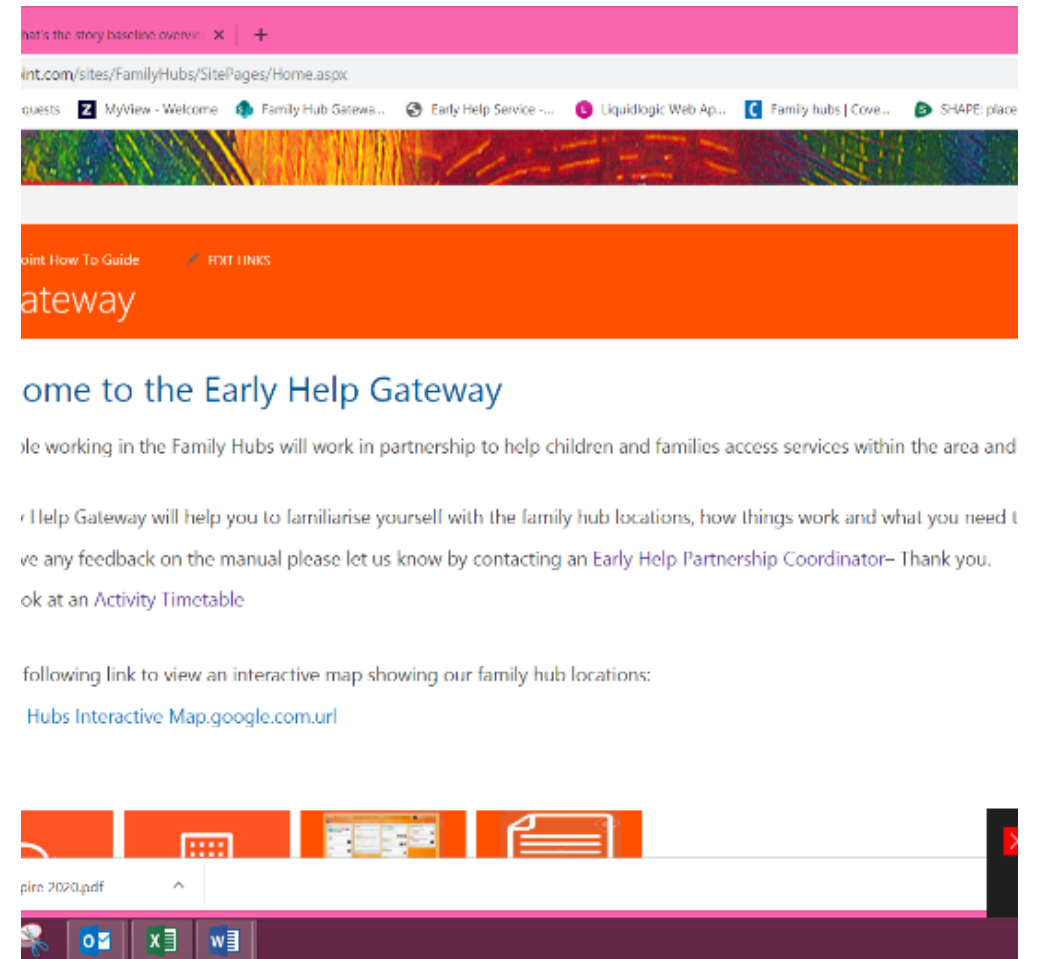


Find Family Hubs on facebook



What is the function of the Early Help gateway?

- The gateway is a SharePoint site held by Coventry City Council for the use of sharing information within Early Help and Hubs
- Documents that are relevant to Early Help would be shared within the site instead of email as an attachment this way everyone will have the most current up to date document.
- What gets stored on the gateway? – all documents that are relevant to Early Help
- Once in the site you can access individual Family Hub Information this includes Timetables, building documents and local information relevant to the Hub reach area



Early Help Directory - Trello board

The screenshot displays a Trello board titled "Early Help Directory" with six columns representing different categories of services. Each column contains a list of service cards, each with a title, a list icon, and a comment icon. The columns are:

- COVID 19 Help and Support 2020**: CRASAC, Health Visiting and School Nursing, Loan Shark Protection, St Giles, CGL, Food Banks, Community Resilience Team, Local food stores with delivery, Coventry Black Community Covid-19.
- Mental Well- being ,Health and Lifestyles**: Be Active Be Healthy - Family Weight Management, Bump and Buggy Workout, Boobie Buddies, Coventry and Warwickshire Mind, Family Nurse Partnership, Foleshill Women's Training (FWT)/MAMTA, Health Visiting.
- Physical Activity/Exercise**: Active Kids, 14 years+ FREE Exercise Class.
- Domestic Abuse**: Age UK, Coventry Domestic Abuse Services (Coventry City Council commissioned services), Coventry Haven, Foleshill Women's Training (FWT)/MAMTA, Mankind, Panahghar, Rise, Sahil Project.
- Money and Debt Issues**: Baby Godiva Coventry's Baby Bank, Benefits Advice line, Citizens Advice Coventry, Coventry and Warwickshire Gambling Service Aquarius, Coventry Food Banks/Clothes Bank, Coventry Independent Advice Service (CIAS), Coventry Law Centre, Groundwork Coventry.
- Homelessness**: Coventry Home Fi, Crisis Charity, Homeless Prevent, The Salvation Arm.

Each card includes a list icon (three horizontal lines) and a comment icon (speech bubble). Some cards also feature a profile picture icon. At the bottom of each column is a "+ Add another card" button. The board interface includes a top navigation bar with "Boards", a search bar, and the Trello logo. The board name "Early Help Directory" is highlighted in red, and the board is set to "Public".



Workforce development offer

- Right Help Right Time (2 hours)
- Access to EHM (90 minutes)
- Followed by step by step guidance and video guidance
- Access to EH co-ordinator for technical support
- Access to and Early Help assessment co-ordinator as a SPOC, and into the Family hubs