## APPENDIX

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Slide 2 Overview of Early Help and Safeguarding

**Slide 2**

Does the child/family you are working with have needs beyond which you can address?

- **NO**
  - Refer to MASH/complete joint referral form
  - Send Referral to MASH

- **YES**
  - Contact Early Help Hub to find out if Lead Professional in place
  - Integrated Front Door
    - EHH
    - MASH
  - Send EHA to EHH

Is there a child/young person at risk of significant harm?

- **NO**
  - Refer to MASH/complete joint referral form

- **YES**
  - Contact Early Help Hub to find out if Lead Professional in place
  - Integrated Front Door
    - EHH
    - MASH
  - Send EHA to EHH

**Possible outcomes**

- Assessment by Social Worker, if appropriate with police
- Child Protection Plan or Child in Need Plan
- District Early Help allocated as Lead Professional
- Another professional as Lead Professional
- Advice & Information given
- Support to further develop assessment
  - Lead Professional calls a TAF/CIN/CP meeting
  - Team Around the Family creates a Family Plan with clear outcomes
  - Review Regularly

Practitioners working with children, young people and families as part of their everyday job identify unmet needs requiring a multi-agency response but where safeguarding is not identified as a risk.

Practitioner speaks to the family to gain consent to engage in the Early Help Process.

Practitioner calls the Early Help Hub on 01480 376666 to ascertain whether there is already an Early Help Assessment (EHA) open which they can contribute to (or whether Children’s Social Care are actively supporting the family).

**Yes** - Early Help Assessment open with allocated Lead Professional and Team around the Family.

- Early Help Hub will share the name and contact details of the Lead Professional (LP). Practitioner will contact the named LP so that they can be added to the Team around the Family (with family’s consent).

**No** - Early Help Assessment open at current time.

- Early Help Assessment not appropriate at this time, family can be supported by appropriate preventative Early Help Support (see slide 4 for examples). Early Help Hub will give advice on available support.

- Practitioner meets with family and gathers information to populate the EHA. When the family and practitioner are happy that the EHA is an accurate record of the family’s strengths and needs the EHA is sent to the Early Help Hub to be logged and triaged.

Further information on what needs to be included in an EHA can be found in the document ‘What to include in your EHA’ at https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/.
A range of services are available in Cambridgeshire for practitioners and families to access directly, examples of these are provided below. This includes both commissioned and non-commissioned services. For information on other services available you can be found at [https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/](https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/) or call the Early Help Hub on 01480 376 666.

<table>
<thead>
<tr>
<th>Parenting</th>
<th>Youth Support</th>
<th>Children’s and Young People’s mental health</th>
<th>Housing and finances</th>
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<tr>
<td>Evidence based Parenting Programmes</td>
<td>Young People Worker Drop Ins</td>
<td>Emotional Health and Wellbeing Practitioners</td>
<td>Citizen’s Advice Bureau</td>
</tr>
<tr>
<td>Family Worker Drop Ins</td>
<td>Centre 33</td>
<td>KOOTH online counselling <a href="https://kooth.com/">https://kooth.com/</a></td>
<td>Housing Trailblazers Team</td>
</tr>
</tbody>
</table>
Slide 5 Early Help Support Routes

The family and assessor can choose different Early Help Routes depending on the nature of the needs identified and what the family feel is most appropriate. When sending an EHA to the Early Help Hub it is important that you have considered this and have clearly stated this in the expected outcomes.

<table>
<thead>
<tr>
<th>Single Agency Referral</th>
<th>Manage with internal resources</th>
<th>Targeted Support</th>
<th>Targeted Support – Early Help Districts</th>
<th>Close</th>
</tr>
</thead>
<tbody>
<tr>
<td>The completion of the Early Help Assessment results in there being only one identified need that can be supported through the referral to one service. There is no need to keep the EHA open.</td>
<td>Some organisations will have a range of support services within their own organisation that can support the identified needs without support from an external agency. This could also mean signposting the family to access universal services. There is no need to keep the EHA open.</td>
<td>It may be that the needs of the family can be best met via targeted support from one or a number of agencies, the EHA will remain open coordinated via a nominated Lead Professional and a Team around the Family (TAF).</td>
<td>The family may benefit from 1:1 support from one of the 7 District Early Help Teams, the EHA will remain open coordinated via a nominated Lead Professional and a Team around the Family (TAF).</td>
<td>Sometimes the needs are resolved in the sharing of information to complete the Early Help Assessment and it is appropriate to close at an early stage.</td>
</tr>
</tbody>
</table>
**Slide 6 Family Support Plan**

The purpose of the Family Plan is to enable the family and professionals (Team around the Family) to plan together how best to meet the short term and long term priorities identified within the Early Help Assessment to address the family’s needs.

The family plan template is available at [https://www.cambridgeshire.gov.uk/think-family](https://www.cambridgeshire.gov.uk/think-family) and should be used by all services who are working with families in Cambridgeshire.

The Family Plan has been designed to enable the Team around the Family (TAF) to identify how they will know if the work they are doing has been successful. Clarity around outcomes and measures helps the TAF to work towards common aim, understand what is realistic for the family and to know when the work is completed.

In Cambridgeshire there is a shared outcomes framework (available at [https://www.cambridgeshire.gov.uk/think-family](https://www.cambridgeshire.gov.uk/think-family)) which provides sample measures against the five main outcomes which professionals can draw from when completing their family plans.

An example of a completed family support plan is on SLIDE 7.

**REVIEW**

It is expected that the TAF should meet at regular intervals and at a frequency which is right for the needs of the family but no less than once every 3 months. During the meeting the plan should be reviewed and updated.

After each review, the updated Family Plan should be stored on the County Council’s ‘One’ system. Lead professionals must take responsibility to ensure this either by asking a County Council employee to upload it or if there is no County Council support the plan should be sent to the Early Help Hub.

**CLOSURE**

When all of the work has come to an end, or the TAF agree that a Family Plan is no longer needed:

- The family should receive confirmation in writing
- The final plan should be stored on One
- The Early Help Hub should be informed that the Family Plan has closed.
### Slide 7 Family Support Plan Example

<table>
<thead>
<tr>
<th>What are we worried about?</th>
<th>What will we do? (actions, who, when)</th>
<th>How will we know it’s worked?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• There are no clear routines and boundaries in the family home. Mum and Child 2’s</td>
<td>• Family Worker will complete parenting work with Mum, Child 1 and Dad 2 over the next 6 weeks</td>
<td>• Education: Child 2 will have an average attendance of 90% across 3 consecutive terms</td>
</tr>
<tr>
<td>relationship is more friends than parent-child and one consequence is Child 2’s poor</td>
<td>• Pastoral Lead will set attendance targets for Child 2 to work towards. Mum will support this with</td>
<td>• Resilience: Engaged with accredited parenting intervention and implementing new strategies over 3 month period</td>
</tr>
<tr>
<td>school attendance</td>
<td>consequences (removal of Xbox) at home straight away</td>
<td></td>
</tr>
<tr>
<td>• Mum is currently suffering from anxiety and depression impacting on her ability to</td>
<td>• Floating support worker will identify counselling support for mum by the next TAF meeting</td>
<td></td>
</tr>
<tr>
<td>cope and consider employment opportunities and she is currently claiming JSA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The condition of the family home is poor and unhygienic. Currently mum does not see</td>
<td>• Housing Officer will work with Mum and whole family to discuss possible impact of current home</td>
<td>• Resilience: reduced risk/concern for the family over a 3 month period</td>
</tr>
<tr>
<td>this as a priority</td>
<td>condition before next review meeting. Practical help may be provided to make a start on</td>
<td></td>
</tr>
<tr>
<td></td>
<td>improvements and set up a new cleaning routine. Work to begin in the next 4 weeks.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Describe using measures taken from the outcomes framework.
The Lead Professional (LP) role is for the family, not the individual and aims to ensure the provision of holistic support to meet the individual needs of all children, young people and adults within a whole family. In some setting and services, a professional linked to a child or adult is known as a keyworker or caseworker. This means that they are the designated professional from that service, for the named individual and does not mean that they are the Lead Professional for the whole family.

How the Lead Professional is identified

The LP can be anybody who works with children, young people, adults or families, who has had access to appropriate training and supervision to undertake the role.

Depending on the needs of the family, who undertakes the LP role may be decided by the Team around the Family or Social Worker (taking into consideration the points shown on the right) or may be decided by other services involved with the family.

Records of who is taking the Lead Professional role for families are held on the County Council’s ONE system. Non County Council professionals are able to contact the Early Help Hub on 01480 376 666 / early.helphub@cambridgeshire.gov.uk to request information or to ask for the records to be updated following a change.

Principles used when identifying the Lead Professional

The following principles should be considered when identifying who should be the Lead Professional:

- It should be decided with the views of the family in mind
- It is often the person who is most involved already
- The Lead Professional is not necessarily the person that initiated the Early Help Assessment
- If the family begin working with Children’s Social Care under a section 47, Child Protection Plan, then Children’s Social Care will always take the Lead Professional role.
Cambridgeshire Early Help: Information for Professionals

Slide 9 Team around the Family (TAF)

Team around the Family (TAF) is a generic term used to describe the group of professionals and potentially community or family members who are involved in supporting a family. The TAF could be just the Lead Professional and the family, however it is likely that it will include a group of others as well. When supported by Children’s Social Care the TAF may be called a Child in Need meeting or core group conference but the general principles will remain the same.

What should be covered in a TAF meeting:

- All members should be clear on individual roles in supporting the family
- Share information and any significant events
- Use the Family Plan to review progress and amend, assign any actions as required
- Involve the family in their view of progress
- Agree how TAF members will communicate between meetings and who is visiting the family
- Agree when the TAF will next meet

Role of members of the TAF:

- Participate in the gathering of information to inform assessment of family needs
- Ensure the work undertaken is reflected in the Family Plan and works towards the common goals agreed by the TAF
- Be accountable for delivery of own actions
- Commit to attend TAF meetings to ensure work is well co-ordinated
- Share information with other professionals in the TAF as agreed
- Commit to put the family’s needs at the centre and be part of the solution to overcome professional difference
Cambridgeshire Early Help: Information for Professionals

Cambridgeshire: Where Families Thrive

Slide 10 Step Downs from Social Care to Targeted Early Help

In Cambridgeshire the principle is that a child and family should be able to move seamlessly through Early Help and statutory Social Work services and the lead professional will be determined by the level of specific need and risk to the child.

*All work transferring from Early Help into Social Work Units MUST still be made via referral to the MASH.

A weekly meeting will take place for each of the 7 District Teams. The meeting will be a maximum of 1.5 hours and be able to discuss up to 9 families. The meeting will be chaired alternately by the District Manager’s for Early Help and Safeguarding. Core members include Consultant Social Workers, clinicians and Early Help Assistant Managers on a rota basis. Representatives from First Response, SEND, 14-25, YOS may also attend if appropriate.

All children needing to be transferred from Children’s Social Care to District Early Help support should have a completed Closing/transfer exemplar on the case file. This will provide the information required for discussion during the meeting alongside the Single Assessment.

Discussions will be recorded in the meeting directly onto the transfer exemplar. Thus meaning that the decision making is held in one place and flows through from the summary of why the case is transferring. This can be completed during the meeting by one of the attendees on a rota basis.

Where the family moves to support from Children’s Social Care to a District Early Help Team, the allocated worker from the Early Help Team will act as Lead Professional and convene a TAF.

If the family is to remain open to Children’s Social Care with additional input from the District Early Help Team then Children’s Social Care will remain Lead Professional in all Section 47 cases.

The family may close to Children’s Social Care and be best supported via Preventative Early Help services (e.g. Parenting courses, CHUMS) without the need for further TAF meetings.
Early Help Hub – Tel: 01480 376 666 Email: early.helphub@cambridgeshire.gov.uk
Slide 12 Early Support Pathway

Early Support aims to improve the delivery of services for children with a disability or significant and complex additional need and their families.

Children who meet Early Support (ES) criteria follow ‘Think Family’ processes and Early Support Coordinators provide a support offer to the lead professional, due to the high number of professionals involved across all agencies. They can be contacted by professionals and parents/carers.

Accessing the Early Support pathway?

1. Children must live in Cambridgeshire or have a Cambridgeshire GP and their parent’s consent to the referral.
2. Early Help Assessment (EHA) or if open to Children’s Social Care a Single Assessment to evidence needs.
3. **Slide 13 Emotional and Social Development Pathway**

This pathway is for children/young people whose parents and/or professionals believe may have emotional and social difficulties that displays itself in either challenging behaviours or atypical presentation such as being significantly withdrawn. The aim of the pathway is to:

- Ensure there is sufficient information gathered to help identify appropriate support
- Provide the family with help as soon as concerns start to be raised
- Ensure referral for any further assessment/diagnosis process has all the necessary information

Consideration of universal support to family including parenting programmes, Family Worker drop in. If further support is required, Early Help Assessment initiated and sent to Early Help Hub.

Early Help Hub identifies appropriate support to the family, this may include evidence based parenting programmes, allocation of Early Help District Team resource, Family Worker Drop in or relevant Parenting workshop. EHA remains open with allocated Lead Professional.

Parents engage in identified support and put into practice strategies over a minimum of a 6 week period.

Family and Lead Professional review progress as part of Team around the Family / Family Support plan and establish whether an onward referral may be needed which may include:

- Refer back to Early Help Hub to request further support
- Request a specialist assessment through the neurodevelopmental service
- Request a specialist mental health assessment through CAMHS
Cambridgeshire Early Help: Information for Professionals

Slide 14 Troubled Families in Cambridgeshire

What is Troubled Families?

Troubled Families is a national government funded programme which requires Local Authorities to lead a programme to support and track families with multiple problems. In Cambridgeshire there is a specific target to work with 2840 families and through a whole family intervention ensure there is ‘significant and sustained progress’.

The national programme also required Local Authorities to embed Think Family or whole family working within all public services to prevent needs escalating and reduce demand on more expensive services.

How are families identified for the TF cohort and how would I know if they were part of the cohort?

The Early Help Hub receive all Early Help Assessments and also requests for support from MASH. The Early Help Hub co-ordinators review the information provided to make a decision as to whether the family meets the criteria to be included in the Troubled Families cohort. The Troubled Families data team also include some families ‘retrospectively’ whose additional needs may have been identified later in the intervention.

To be included in the cohort families must meet 2 of 6 criteria:

- Education issues
- Crime/Anti Social Behaviour
- Current or historic domestic abuse
- In need of Early Help or Social Care support
- Risk of financial exclusion
- Health issues

County Council staff are able to see if a family is part of the cohort by looking at the Tracking involvement on Capita One.

Does the family receive a different service?

All families in Cambridgeshire have access to the same services dependent upon need regardless of whether they are part of the Troubled Families cohort.

We want all families to experience Think Family working when they engage with public services so all professionals are asked to consider when they begin working with a family:

- Who are the other family members, siblings, adults?
- What are their needs and are they being addressed?
- Who is the Lead professional and is there a family plan or does there need to be?
How are Lead Professional records kept and why is this important?

The Early Help Hub keeps records of who the Lead Professional is for each family. This is a crucial part of the Early Help Strategy locally to ensure professionals are able to easily find out whether a family already has a Lead Professional to avoid duplication.

It is therefore vitally important that Lead Professionals inform the Early Help Hub on 01480 376 666 / early.helphub@cambridgeshire.gov.uk if they are handing on the Lead Professional role and importantly who to, or if the whole family plan is closing.

What is PBR and when can a claim be made?

The national Troubled Families programme enables Local Authorities to make Payment by Results claims for families who have made ‘sustained and significant progress’ as a result of the Family Plan. It is possible to claim for £800 per family.

How is ‘sustained and significant progress’ measured?

Sustained and significant progress is measured using the shared Outcomes Framework as an objective measure of progress

www.cambridgeshire.gov.uk/thinkfamily

The Troubled Families Data Team use assessments, Family Plans and records held on Capita One to assess whether sustained and significant progress has been made.

It is therefore very important that Family Plans are either on the Capita One system or sent to the Early Help Hub so these can be used to enable money to be brought into Cambridgeshire to fund services.

Why might I get phone calls about families on the TF cohort?

A few reasons:

- It is possible the Troubled Families data team may call you to ‘fill in some gaps’ in the evidence we have on file to enable PBR claims to be made. This could be, for example, attendance information or checking the impact of some parenting work that was done, or whether parents attended groups they were referred to

- Other agencies may call because they have been made aware you are Lead professional for a family as they wish to work together with you. The Early Help Hub would inform other professionals who the Lead professional is for a family. Some agencies (in particular Jobcentre Plus) receive regular lists of families who are part of the Troubled Families cohort as a result of a data sharing agreement – they also are interested in ensuring work coaches are working in a joined up way with Lead Professionals to ensure their support to families claiming out of work benefits is timely and effective.
Cambridgeshire Early Help: Information for Professionals

Slide 16 – Early Help Staffing Structures and contact details

**Head of Service – Early Help**

- **North**
  - Sarah Tabbitt 01480 373813

- **South**
  - Lisa Riddle 01223 475903

**Early Help District Managers**

- **Wisbech**
  - Tanya Edgell 01354 750189
  - Sara Turton 01354 750420

- **March, Chatteris and Whittlesey**
  - Jo Middleditch 01223 699859

- **St Neots, Ramsey, Sawtry and Yaxley**
  - Thabang Thacker 01954 286010

- **Huntingdon and St Ives**
  - Paul Finon 01223 703270

**Early Help District Managers**

- **South Cambs**
  - Jo Maxwell 01223 727942

- **Cambridge City**
  - Jill Buckingham 01223 507166

**Troubled Families Function**

- Partnerships and Developing Practice Manager
  - Andy Jarvis 01480 373582

- Data and Quality Analyst – Business Intelligence
  - Alysia Ramsdale 01223 699291

**Early Help Hub**

- Early Help Hub Manager
  - James Burgess 01480 372697
  - Early Help Hub - 01480 376 666
  - [Early.helphub@cambridgeshire.gov.uk](mailto:Early.helphub@cambridgeshire.gov.uk)

Email protocol: firstname.lastname@cambridgeshire.gov.uk


Training: [https://cambridge.council.bookingbug.com/home/w2489473](https://cambridge.council.bookingbug.com/home/w2489473)