

## Early Help Pledge

### We will:

- put children and young people at the heart of all we do
- work with professionals to identify problems and facilitate the right support at the right time for families, children and young people
- process all requests in a timely manner
- provide a practical, safe and useful service
- listen to feedback from professionals and service users and use this to improve

Full details of the Bath and North East Somerset **Early Help Offer** can be found at [www.bathnes.gov.uk/services/children-young-people-and-families/early-help-support-families](http://www.bathnes.gov.uk/services/children-young-people-and-families/early-help-support-families)

This leaflet was designed in conjunction with young people from Southside Young Advocates Group.



## How to access Early Help in Bath and North East Somerset (information for practitioners)

**Early Help Targeted Support** - if you know which service could help **refer directly** to them. Details of early help services can be found on the Early Help App (download for free from the Apple or Android store by searching “B&NES Early Help” or go to [www.bathnes.gov.uk/earlyhelpapp](http://www.bathnes.gov.uk/earlyhelpapp))

**Early Help Assessment (EHA)** - if you know help is needed but the needs are unclear or complex, and likely to need input from several agencies, begin an Early Help Assessment (EHA) **with** the child, young person or family. If you need any help or guidance with the assessment contact the Integrated Working Team at [IWT@bathnes.gov.uk](mailto:IWT@bathnes.gov.uk) or 01225 395021.

**Request for Service from Social Care** - if a child or young person is at risk of significant harm, use local child protection procedures. For further guidance see [www.online-procedures.co.uk/swcpp](http://www.online-procedures.co.uk/swcpp) or discuss concerns with the Council’s Social Care Duty team on 01225 396312 or 01225 396313 to gain guidance on the most appropriate course of action.

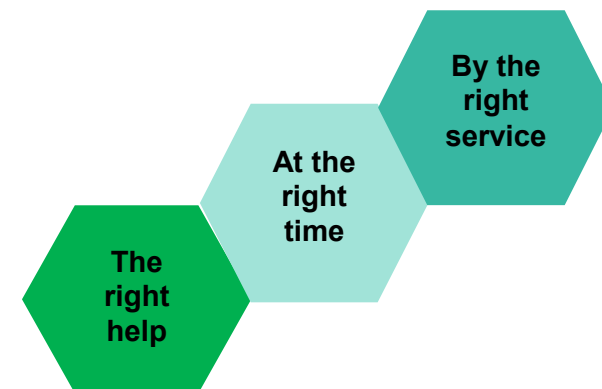
LGBTQ friendly



Bath & North East  
Somerset Council



## Early Help Hub



“Our vision is that all children, young people and families have access to well co-ordinated, good quality and timely Early Help when required so needs can be identified and addressed to promote fulfilling family lives”

## What is Early Help?

Early Help means providing effective support to children, young people and families as soon as needs start to be identified, and to bring about change. Professionals will work with the whole family to try to improve things for everyone. Early Help may occur at any point when needs arise, from pregnancy through to the teenage years and at any stage in adulthood.

### What is the Early Help Hub?

The Early Help Hub describes the B&NES Early Help Offer and the various points of access for professionals, families, young people and children to gain Early Help Services in Bath and North East Somerset

## How does the Early Help Hub work?

- ✓ Someone who is already known to you and your family, such as a teacher or health visitor, might suggest that you would benefit from Early Help. You could also speak to a professional to ask them to refer you and your family for more help and support. With your consent they will complete a referral with you.
- ✓ Your referral could go directly to a single service if it is clear which service could help, if not, an Early Help Assessment (EHA) could be completed to help decide which service or services could help, or a Request for Support form could go to Social Care. Social Care may then pass the referral to the Early Help Allocation Panel (EHAP) if it isn't appropriate for them.

- ✓ We may go back to the services who referred you to ask for more information or check what information we already have before the referral is passed on to the Early Help Allocation Panel.
- ✓ The EHAP will match your needs with the best service suited to your needs.
- ✓ The services that form the EHAP work in partnership with other chosen service (s) to ensure that when you're ready, the right help, by the right service is put into place.
- ✓ You and your family will be invited/welcome to a meeting with the different people who could help. This could include workers from schools, health visiting, Youth Connect, Children Centres etc. This meeting is called a TAF (Team Around the Family) or TAC (Team Around the Child).
- ✓ During this meeting we will work with you and your family to decide what support you need and what is available. Following an assessment of needs a plan will be agreed saying who is going to do what and by when.
- ✓ A Lead Professional will be decided. This person will be your main point of contact, they will keep you informed, listen to your views and support you during the work with you.
- ✓ The Review. This is when everyone will come back together and see how well the plan is working to discuss with you what is going well and what else needs to change and co-ordinate the services around you. These reviews will continue until all the work is completed.
- ✓ The outcomes are shared with all involved and celebrated with you and your family.

## What Early Help is available?

### Services available through the Hub include:

- Bright Start Children's Centre Services and First Steps Children's Centre Services.
- Connecting Families Service
- Family Support and Play Service
- Mentoring Plus
- Youth Connect
- Compass
- Other services as requested

**Information about other local services available through the Hub** can be found through the Online Family Support information (1 Big Database) see: [www.bathnes1bd.org.uk](http://www.bathnes1bd.org.uk)

For up to date information on all services available through the hub, download the **Early Help App** for free from the Apple or Android store by searching "B&NES Early Help"