



ISSUE 2 SEPT 2018

Introduction

This is the second edition of the Early Help Newsletter and I am pleased to update you that phase one of the Early Help redesign is now complete.



You will recall that our phase 1 redesign included the consolidation of our Early Help Hub, which is the gateway for Early Help referrals and the interface with Children's Social Care's Multi-Agency Safeguarding Hub (MASH).

The Early Help Hub now has a core group of staff (more about the hub later in this edition); who will be working with their colleagues in the Supporting Stronger Families team, which is our local troubled families programme, to ensure that the right Early Help support is offered at the right time to children and families. The team will be prioritising:

- Operating the Early Help Hub through the single point of access telephone line
- Embedding whole family working
- Ensuring that all relevant Early Help families have a named lead professional
- Refining Early Help processes
- Communicating about Early Help

I hope that you will find this edition of the EH News helpful and informative!

Ronke Martins-Taylor
Divisional Director, Youth and Commissioning



The New Early Help Hub

The new Early Help Hub is now live. The Hub will handle Early Help enquiries from the general public and partners with the aim of:

- Improving communication around Early Help
- Providing information and guidance
- Screening cases to ensure that the right intervention is provided for the families
- Support staff in the field (practitioners) to complete assessments and
- Helping to convene Team Around the Child/Family meetings

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The Early Help Hub manager Rachael – ***'Having worked with children, young people and families for most of my career, I have seen that when issues arise, the most successful outcomes for children are achieved when support is provided as early as possible - the right help is given at the right time. Early help prevents further problems arising later on.'***

PHOTO:

Front row (left to right):

Mohammed Jolil (Head of Early Help, Interim); Abdul Qaium (Early Help Hub Practitioner); Karen Simpson (Early Help Co-Ordinator); Rujina Yesmin (Early Help Hub Practitioner); Rachael Phillips (Early Help Hub Manager); Nicky Mutale (Early Help Hub Senior Practitioner)

Back row (left to right):

Kamran Miah (Early Help Hub Practitioner); Waliur Rahman (Early Help Hub Practitioner); Tanya Rajfeld (Early Help Co-Ordinator); Saleh Ahmed (Early Help Hub Practitioner)

**Do you have a concern about a child or young person?
Contact the Early Help Hub on 020 7364 5006**

Early Help Hub Case Study

You told us that you want to understand the types of cases that can be referred for Early Help so in this edition we have pulled together a case study.

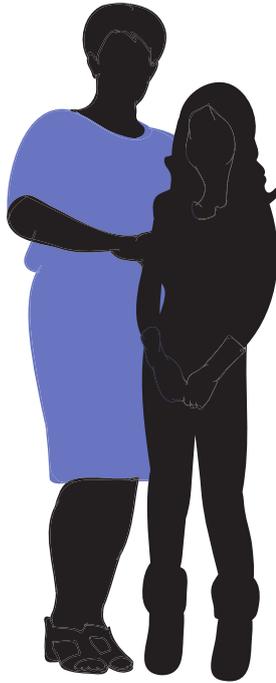
14 year old Lucy was referred to the Early Help Hub (EHH) from the Multi-agency Safeguarding Hub (MASH). The London Ambulance Service referred Lucy to MASH after she was found intoxicated in the street one afternoon. She was taken to hospital where it was identified that she had also swallowed a number of paracetamol tablets. Lucy was seen by the Paediatric Liaison Team at the hospital who discharged her with no follow up.

Upon receipt of the referral, the Early Help Hub Practitioner telephoned mum and spoke to her at length about her worries and concerns. Mother explained that her relationship with her daughter had recently changed and that they argued constantly. Mother was also worried that Lucy had fallen out with her friends. Mother had decided not to let Lucy out of the home and inferred that Lucy would not be returning to school at the start of term (it was school holidays). Mother wanted urgent therapeutic help for her daughter but had lost confidence in the health service given her experience at the hospital. Screening of the family identified that the family were not known to any other services, with no Early Help Assessment.

A number of subsequent in-depth conversations took place between the mother and the EHH Practitioner.

With mother's agreement the EHH Practitioner made a referral to the Child and Adolescent Mental Health Service (CAMHS). CAMHS initially declined the referral on the basis that the case was not followed up by the hospital liaison team. However the EHH practitioner was able to fully articulate mother's increasing concerns and worries. Additionally, an email was sent to the school's safeguarding lead for urgent contact after school holiday and Mother was given details of the Triple P Teen Parenting Programme, which she agreed to consider.

Contact with school was established after school holidays. Details of the referral and actions taken were provided alongside recommendations for further action. School agreed to contact mother immediately to enable Lucy's return to school and they agreed to arrange a Team around the Family Meeting to ascertain additional support and facilitate an Early Help Assessment for the family.



Early Help Relaunch Event

We are holding an Early Help relaunch event for all those involved in delivering Early Help in the borough. This will be take place on Thursday, 4th October, 2.30 – 5pm, in Whitechapel. You should have received an invitation to the event. However, if you have not please contact Scott Jackson: scott.jackson@towerhamlets.gov.uk

This event aims to:

- Provide updates about the work that has been undertaken on Early Help so far
- Make participants aware of the Early Help offer in the borough
- Clarify thresholds of needs and Early Help pathways

Who should attend?

All those with an interest in Early Help who work with vulnerable families; children and young people (aged 0 – 19 and up to age 25 if they have a disability or learning difficulty); and strategic leaders from these settings:

- Statutory sector
- Voluntary and Community sector
- Registered social landlords
- Schools



Next issue

- Whole Family Working

Please tell us what else you would like to see in the next issue

EarlyHelp.ServiceRedesign@towerhamlets.gov.uk

Single Point of Access – Children Services Hotline

Did you know that there is a dedicated, single point of access that can be used by the public and professionals in partner agencies to contact the council about children and young people?

The hotline number is: **020 7364 5006**.

Opening times: 9am - 5pm, Monday - Friday.

An emergency number operates outside of these times.



The hotline has 4 options:

1. **School admissions, appeals or exclusions**
2. **Early Help enquiries, guidance, information and advice**
3. **Concerns about a child or a child protection issue**
4. **General Enquiries and Information (Family Information Service)**

Early Help Training – Autumn/Winter Programme

We are pleased to announce that the Early Help Training Programme resumes in September 2018.

The training covers core elements for Early Help practitioners, particularly assessment skills. We also offer training on the ICT system used to record assessments.



The training promotes inter-agency collaboration and networking. It is underpinned by whole family working and restorative practice. The autumn/winter programme is below.

For more information and to book a place, please contact: Husna Begum, Parent and Family Service

husna.begum@towerhamlets.gov.uk

21, 25 September 5, 10 October, 7, 16, 30 November 10, 14 December 2018 9.30am – 12pm	LBTH eEarly Help Assessment (eEHA) System Please email EarlyHelpIT@towerhamlets.gov.uk for more information.
Wednesday, 19 September 21 November 2018 9am – 4pm	Early Help Practice and Assessment Skills Training Please email EarlyHelp@towerhamlets.gov.uk with your preferred date.
Wednesday, 7 October 5 December 2018 9am – 12pm	Integrated Working for Managers This half day training is for staff managing a team of people who work with children, young people and their families.
Thursday, 13 December 2018 9am – 12pm	Taking a Lead – Roles and Responsibilities of the Lead Professional This half day training is aimed at practitioners considered to be the most appropriate to act as Lead Professionals.

Early Help is partnership work

We know that our partners already work with children and young people to make sure that problems don't escalate. However, sometimes our partners will come across a vulnerable child or young person who could benefit from a more targeted Early Help service. So, it is even more important that we continue to work together as the Early Help service changes, so that we can achieve the best outcomes for families.

Partners

-  Schools (secondary, primary and special)
 -  Early Years Settings
 -  Public health
 -  General Practitioner
 -  Health Services
 -  Child and Adolescent Mental Health Services
 -  Police
 -  Fire Service
 -  Probation (both National Probation Service and the Community Rehabilitation Companies)
 -  Children's Social Care
 -  Day Care Providers
 -  Adult Social Care
 -  Private sector
 -  Community and Voluntary Sector Organisations
 -  and the wider public
- ... to name but a few