

Right Help Right Time Levels of Need a framework for providing effective support for children, young people and families – making a difference

The Early Help Hub has been developed to provide a service which offers advice, guidance and support for families in Herefordshire with a child or children aged 0-19 years. Their aim is to provide help and support to families at the earliest point of identification and to reduce the need for more specialist or statutory service interventions at a later stage. In order to intervene at the earliest point and target help and support in a way that makes a difference to the lives of children and their families to achieve this, a good quality assessment and action plan is required. 'Working Together To Safeguard Children' (2018) states that for an assessment to be effective ***“It should be undertaken with the agreement of the child and their parents or carers, involving the child and family as well as the practitioners who are working with them. It should take in to account the child’s wishes and feelings wherever possible – their age, family circumstances and the wider community context in which they are living.”***

How we can support children and their families in our setting

If or when difficulties arise our friendly and professional staff members will listen to your worries and look at how we can support you to access the right help as soon as it is needed. Each family's needs are different you may need support with:-

- Family relationships
- Managing behaviours which are challenging
- Housing and/or financial issues (such as debt)
- Emotional well-being and Mental Health
- Safety in the community

These are only some examples, we understand that we all live different lives and have different experiences but if you have any concerns or worries no matter how small please share them so that we can look at how we can access the right help to support you.

We may suggest using an Early Help Assessment (EHA). The EHA provides a consistent approach using a common language and a holistic assessment of the child's and family's needs. It is **not** simply a referral form. Before completing an EHA written consent must be given by the child's parent(s)/carer. It is important you choose who you want to lead your EHA as it involves sharing confidential information about the difficulties you are experiencing. If our setting is chosen your child's key person will complete an assessment with you and your family.

The content of the EHA will be open and transparent and written with the family using language you understand.

Through the delivery of EHA we may access other agencies or specialist services to provide support/guidance with the aim of providing effective intervention. Integrated working across services means the assessment will be shared with other relevant professionals to achieve its goals.

If you have chosen another professional to carry out the lead role in the delivery of your EHA, nursery staff members will work collaboratively with all involved.

The purpose of the EHA is **not** to make a child and/or family dependent on a profession and/or a service intervention; it is to empower the child, family members and services to achieve positive outcomes for themselves.