

Family Support & Complex Families

Early Help Co-ordinators

February 2022
Version 1



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Welcome

from a Camden parent

And from your Head of Service

All About Camden

Start where it matters – Camden’s children and families

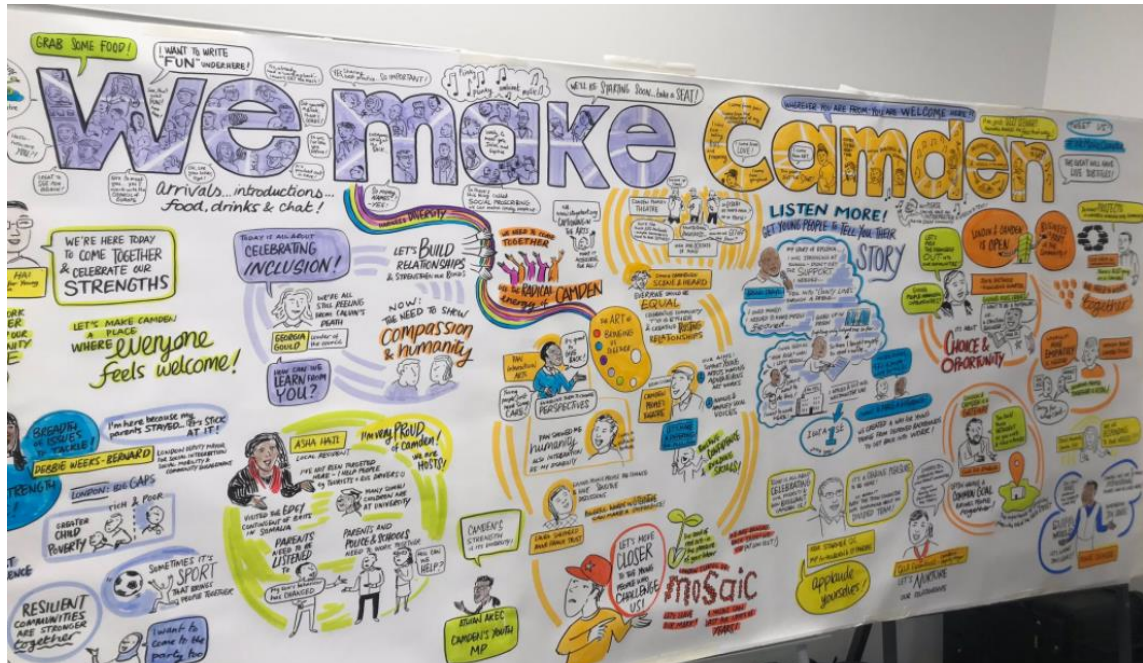


these are pictures of Camden children, young people and families.

They are incredible people. They are why you're doing what you're doing

We exist to help them to feel strong and to thrive - and it's an honour to serve them

Camden the Place



Camden is a very special borough. Its communities are its bedrock, and it has something for everyone. It is a proud, vibrant and diverse place, where people look after each other and participation matters.

When our residents say #WeMakeCamden, they mean it.

In your first month working here, please spend a lot of time outside exploring Camden. Take a walk with your supervisor or someone in your team who lives in Camden. Visit the parks or markets, or do our treasure hunt of community centres. Or just jump on the tube, bus or your feet to explore it for yourself.

Really take the time to connect with Camden as a place and what its like to live here and raise a family here.

Watch these two short films to find out more about the people and places that make Camden

[Camden 50 - exploring the borough | Love Camden](#)

[What is Camden? | Love Camden](#)



Camden's Borough Wide Plan - Camden 2025

[About](#) [Camden 2025](#) [Our Camden Plan](#) [Next Steps](#)



Camden 2025
Creating our vision
Homes and housing
Strong growth and access to jobs
Safe, strong and open communities
Clean, vibrant and sustainable places
Healthy, independent lives
Camden 2025 is a call to action

Camden 2025

[Read the full Camden 2025 vision \(PDF\)](#)

Camden has a proud, rebellious spirit that throughout its history has seen communities come together to tackle problems, and to bring about real social change.

Camden 2025 sets out a vision for the future of the borough, where everyone contributes to achieving a safe, fair, creative and active community.

We want to make Camden a better borough – a place where everyone has a chance to succeed and where nobody gets left behind.

Together, we will create a place that works for everyone, and where everybody has a voice.

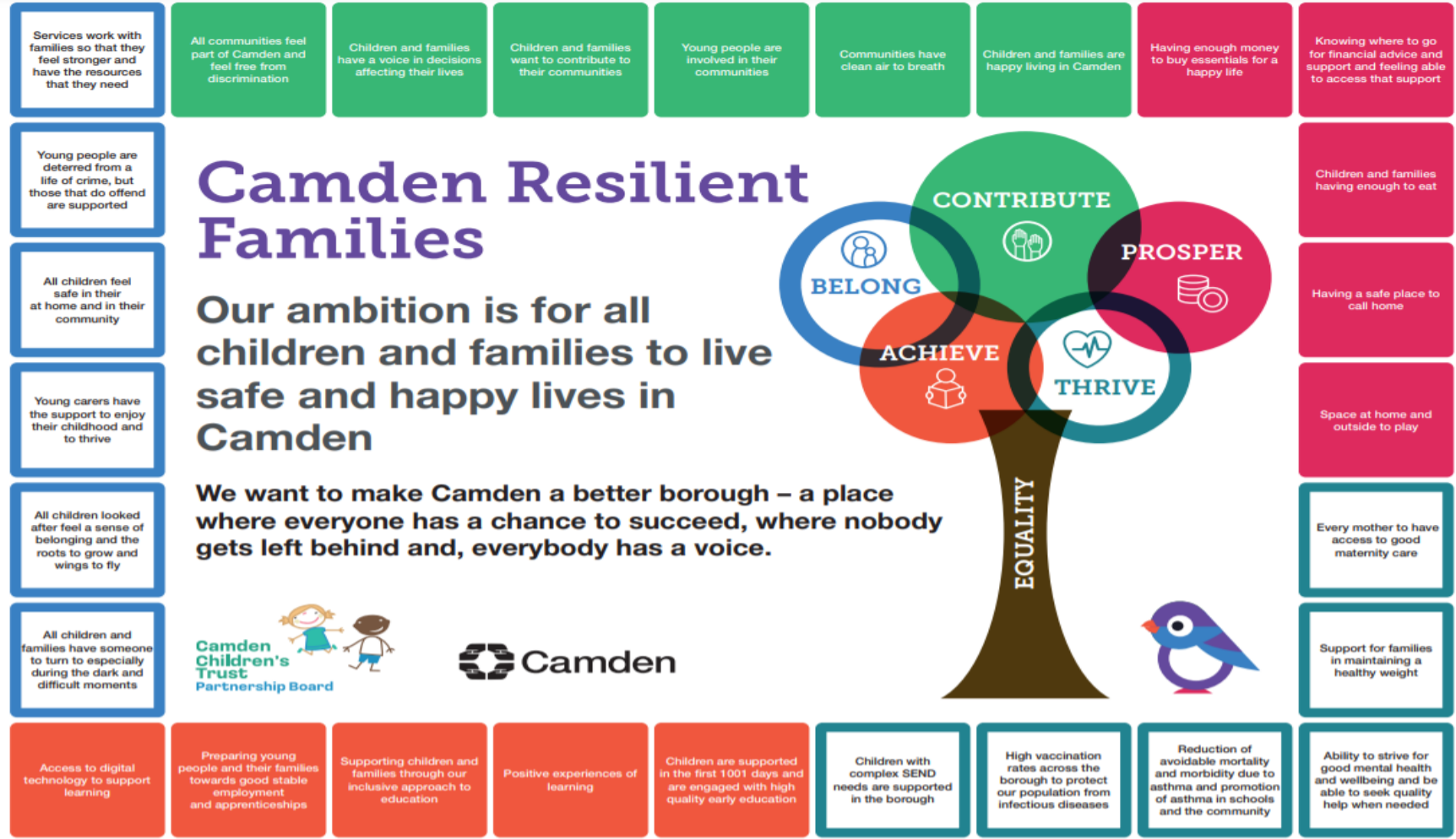
To succeed, Camden 2025 must act as a **call to action** that inspires a new way of working, where Camden's people, the council and others come together to work

Camden 2025 is the strategic plan for the whole borough.

It sets out what will be done to keep making Camden the best it can be – a place where everyone has a chance to succeed, where no one feels left behind and where everyone has a voice.

You can read the Camden Plan here [Camden 2025](#)

Camden's Plan for Children and Families - Resilient Families 2021



Camden Resilient Families

Our ambition is for all children and families to live safe and happy lives in Camden

We want to make Camden a better borough – a place where everyone has a chance to succeed, where nobody gets left behind and, everybody has a voice.



Resilient Families is Camden's plan specifically for children and families.

It sets out the borough's ambitions for all children and families who call Camden home.

Resilient Families helps achieve Camden 2025

And all your work will contribute to helping achieve these ambitions.

You can read more about Camden Resilient Families here

[Microsoft PowerPoint - Appendix A Camden Resilient Families Framework 2021FINAL](#)

What Camden Families Say is Good Help

The Good Help for Families Manifesto

We are the Camden Family Changemakers Expert Parents Group.

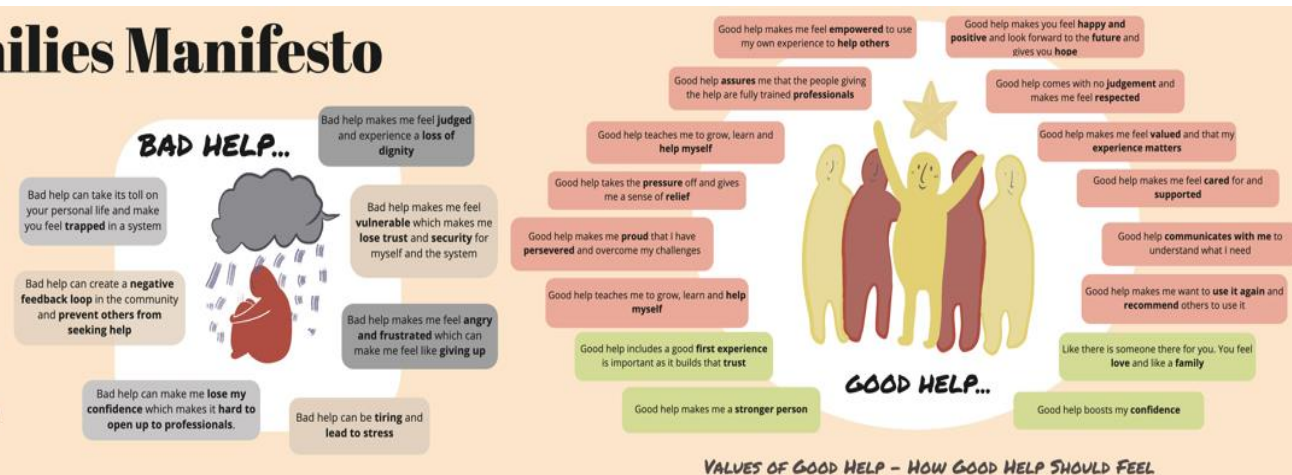
We are 20 parents and family members, who come from 12 Camden wards, represent 11 different ethnicities and have children ranging from newborn to young adult.

In January 2021, we came together to create a design vision for good help for families after COVID, whenever that may be.

Our Camden community is special to us. Whatever storms may be coming after COVID, we want to make sure every Camden family has the help and support they need.

Camden is strong. We have come through so much already. The help we all give should make us even stronger.

This is our design vision to achieve good help for families after COVID.



To achieve Resilient Families ambitions, we need to make sure the help we give to children and families is good help.

Camden families told us what good help should look and feel like in our Family Changemakers Project in 2021.

Please read the Changemaker Manifesto on the link below to find out what they said and reflect on the impact it has on your work

[Early Help for children and families - Camden Council](#)

Our Service - Purpose, Values and Aims

Our Purpose

Giving practical and emotional help, with love and care, so that families can feel stronger



Our Values

To act with integrity, curiosity, purpose, creativity, consistency, compassion and humility

To uphold family support practice as rights-based, ethical, socially-situated, anti-racist, anti-oppressive and non-stigmatising,

with equity and the wellbeing of children and families as our guiding principles

Our Aims

To build relationships that help create the conditions for change

To work in strengths-based partnership with families

For families to leave us stronger than when they found us



Family Support and Complex Families Service Group

You are part of the Family Support and Complex Families Service Group. These are the purpose, values and aims of our service

We expect everyone in the service to honour these values and aims in their work with children and families.

This is because it helps us make sure

- our help is the Good Help Camden families told us they want and need
- our work makes a difference to the lives of children and their families
- our work contributes to Camden Resilient Families and Camden 2025

Our Service – Who's Who



Our service group is made up of 6 different services

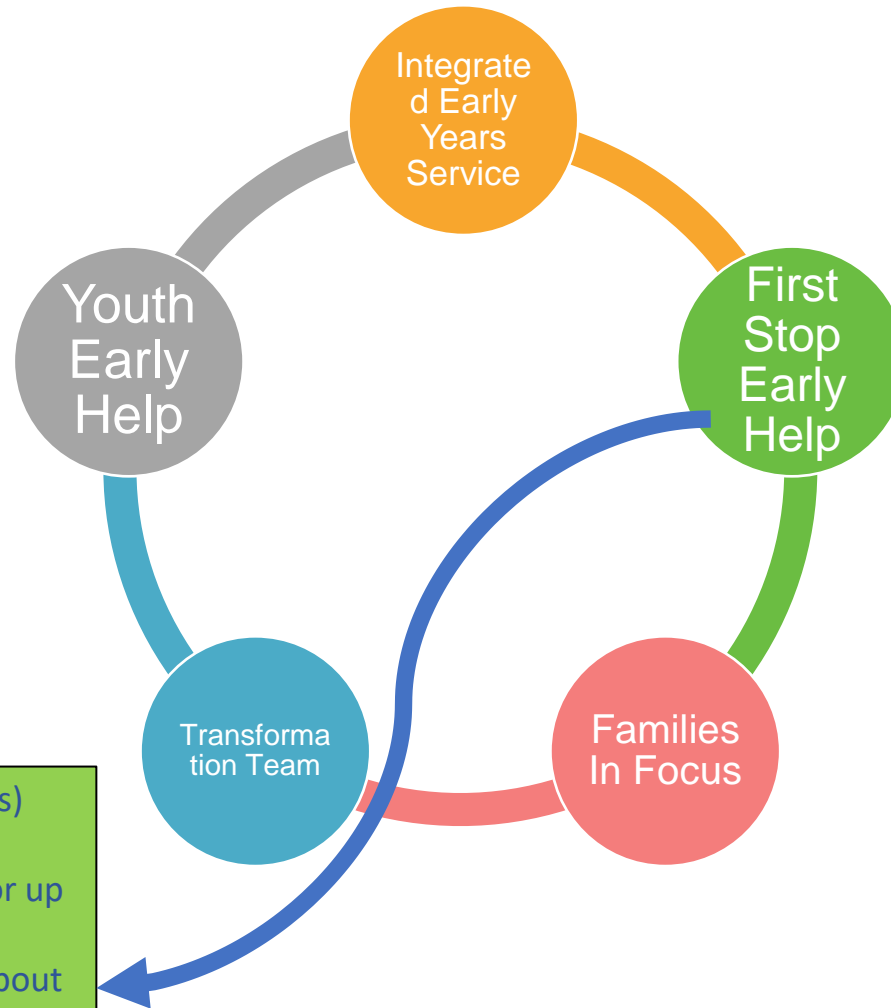
Our Senior Management Team is Becca Dove (Head of Service), Jess Eneberi, Elaine Dunning, Tim Cosh, and Caitriona Scanlan (Service Managers).

Our services include Early Help Coordinators, Family Workers, and Independent Domestic and Sexual Violence Advisors.

We have other professionals attached to our services including employment advisors, educational psychologists, consultant psychotherapists and housing specialists.

Where Our Service Fits in the 'Family of Early Help' in Camden

- ▶ **Integrated Early Years** – a range of help, support and activities for families who are expecting a child or who have children aged 0-5
- ▶ **First Stop Early Help** – a team of family workers who will work alongside you for up to 12 weeks
- ▶ **Families in Focus** – a team of family workers who will work alongside you for 6-12 months
- ▶ **Transformation Team** – a team of family workers who will work alongside you for 12 months +
- ▶ **Youth Early Help** – a range of help and support for families who have children aged 13+



First Stop Early Help- Early Help Co-ordinators (EHC's) are part of First Step Early Help. They are a team of Support Workers who will work alongside a family for up to 10 days over the telephone to connect them to support & services. They also help make decisions about what to do next and whether a family would benefit from a full family casework service from Camden

Our set of services is one of a suite of services in Camden Early Help. Together, we provide early help family support across the life course of a child.

Camden Council's Early Help family support offer includes our service, Integrated Early Years and Youth Early Help.

We all provide family support, working with whole families, and each team has a specialism (early years, teenage years, parenting etc)

You will be attending the 'Introduction to Early Help in Camden' course to learn more about how early help works in the borough – sign up here

<https://camden.learningpool.com/enrol/index.php?id=879>

Our Service - Priorities



These are the priorities of our service and the things we all focus on in our daily working lives helping children and families.

Doing these things well helps us make a contribution to the Camden Resilient Families ambitions for children and families.

And most importantly, it helps makes sure the work we do makes a difference for children and families.

Our Service - Making Sure Our Help is Good Help through our Practice Model

<p>Relational</p> <p>This means we place a high value on healthy, consistent, positive and helpful relationships, with families, in families, with each other and in teams and networks It means recognising that relationships are 'the most powerful agent of change'</p>	<p>Systemic</p> <p>This means we don't try and locate a problem in an individual in a family. We try to look at the whole family, their wider networks, their history and environment as a system. We think about what has happened in that system in the past and what is affecting that system in the present to try and figure out "why now"</p>
<p>Reflective</p> <p>This means taking the time to think deeply about what we are seeing and feeling to make sense of it - we are always curious and we always 'listen like crazy'</p>	<p>Reflexive</p> <p>This means being able to examine our own feelings, reactions and motives and how these influence what we do or think in a situation, with families and with each other – "understanding ourselves in the work"</p>
<p>Restorative</p> <p>This means thinking about our work as helping to repair harm, resolve conflict and restore relationships. We think all families have gifts and strengths, and that their networks and communities can help solve problems (helping families to 'look in the fridge before the professionals go to the supermarket!')</p>	

Our service practice model is also called Resilient Families! Everyone in Early Help is trained in the Resilient Families Practice Model.

Our practice model is the way we work, think, feel and act in our work with children and families. It is informed by two evidence-based approaches.

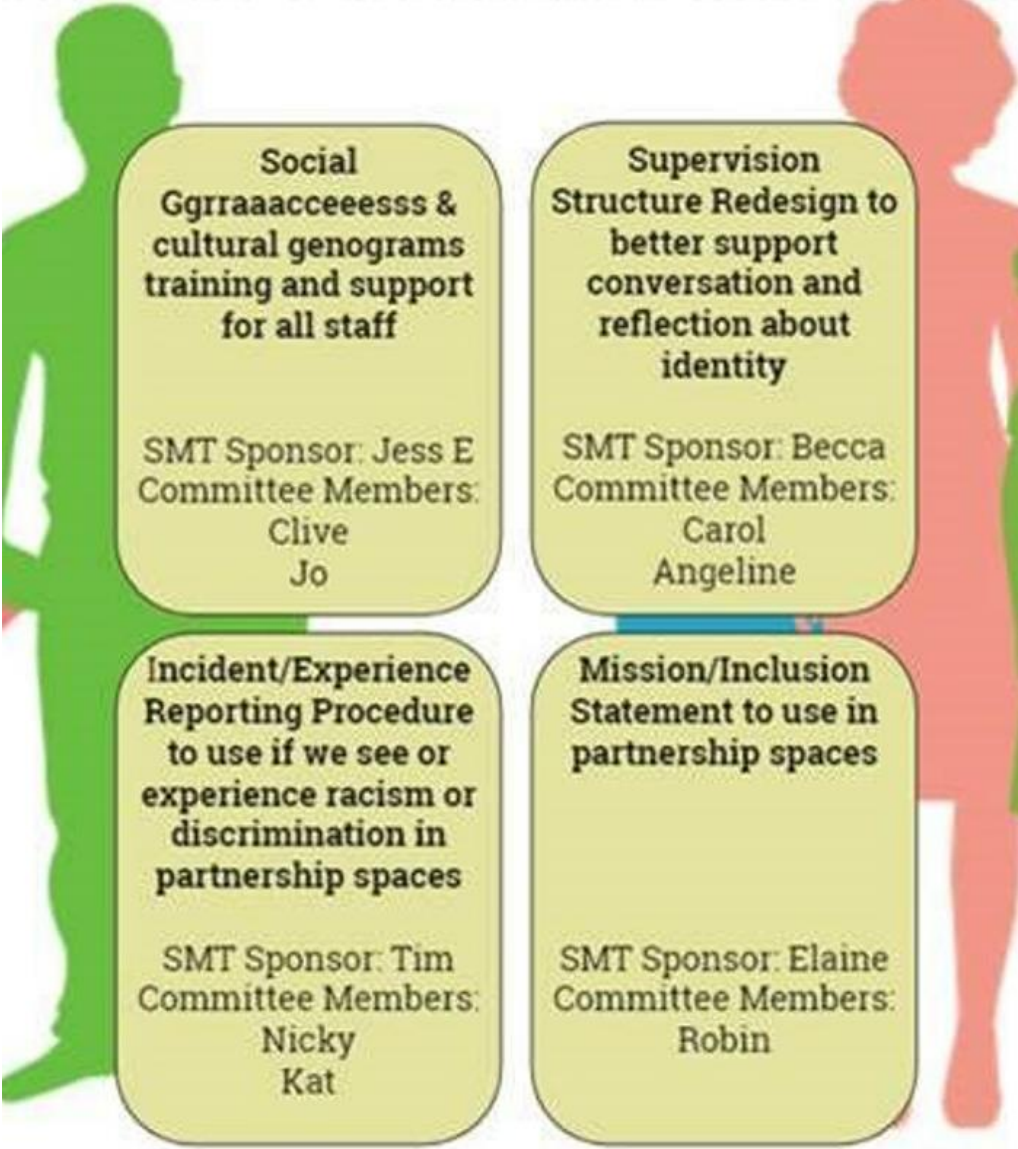
You'll be completing training in our practice model in the first 6 months of starting in your role

You can read more about the Camden Resilient Families practice model here:

[Introducing the Model | Family Early Help \(camden.gov.uk\)](https://camden.gov.uk)

And do the Resilient Families Practice Model introductory e-learning training here
https://camden.learningpool.com/mod/scorm/player.php?a=541¤torg=adapt_scorm&scoid=1430

Our Service - Commitment to Racial Justice and Equity



Our service is committed to anti-racist and anti-oppressive practice and it is an integral part of our practice model. You'll be completing the Council's anti-racism training in your first 6 months in your post.

Here are the 4 racial justice goals that our service is working toward. You can learn more about our service approach to anti-racist & anti-oppressive practice here:

<https://ascpractice.camden.gov.uk/early-help-guide/resilient-families-practice/resilient-families-an-anti-racist-and-anti-oppressive-practice/what-do-we-mean-by-anti-racist-and-anti-oppressive-practice/>

And have a look at our service Black Lives Matter Resource Repository here for resources to help you in your daily practice <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/black-lives-matter-resource-repository/>

Our Service – How We Quality Assure Our Work

We seek feedback from families at regular intervals in the work



We consistently do audit and reflective practice to take a look at our work

"You are listening to me and that shows me you respect me

You cared enough about me to check that I found your work helpful and that it was helping make my life better

and you're humble – you showed me you're open to learning when your help could have been better"

Why does it matter to the child and the parent?

Quality assurance helps us make sure our work is helping children and families in the best possible way, and that we can constantly learn and reflect on what we do.

Our starting point for QA by reflecting on 'why does it matter to the child and the parent' and 'what would a child or parent say about this'.

We do our QA in lots of ways, and you can read more about our approach here

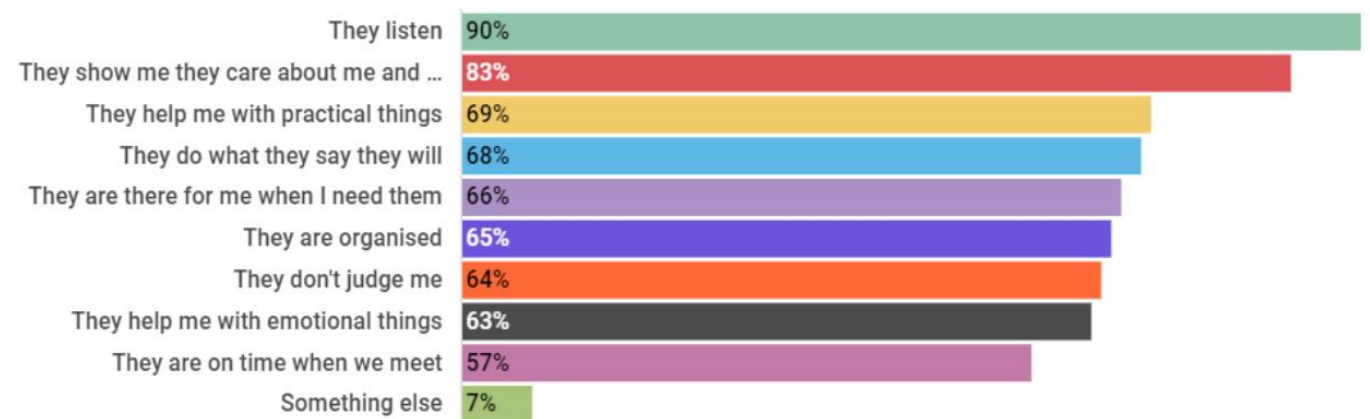
[fscf-qa-framework-november-2020-v4.pdf](https://www.camden.gov.uk/sites/default/files/2020-11/fscf-qa-framework-november-2020-v4.pdf)
([camden.gov.uk](https://www.camden.gov.uk))

Is the help helping? What Camden families say about our family work



Early Help Family Feedback

The thing I value most about my family worker is...



Other Feedback We Have Received

“ I am always amazed by how they make one feel that you are the focus of their attention. A special talent indeed. ”

“ Find alot of happiness and love working with my worker. She helps to relax my mind. ”

“ He was humourous which made my children feel at ease. We enjoyed the video calls and the children looked forward to his calls. He always encouraged us and praised us and acknowledged our efforts. ”

“ My family worker showed empathy, cared for me and supported me throughout my difficult situation. ”

The most important people in our work are children and families, so we ask them regularly whether we're making a difference in their lives, and in what ways.

We use a relationship feedback form to help us with this. We ask families if they would mind filling it in a regular points during our work with them. Every 3 months we look carefully at what they've told us and learn from it.

You'll be using this form a lot in the coming weeks, and you can find it here

[How Are We Doing? \(office.com\)](https://office.com)

Our Service – Assuring the Quality and Impact of our Work



We all have a role to play in and a contribution to make to QA. There are lots of opportunities for you to help shape our service and to co-produce our QA including:

- Sharing thoughts, reflections and suggestions with your line manager
- Contributing to team and whole team spaces, such as team meetings, reflective group supervision and peer audits.
- Completing anonymous surveys which are sent out regularly
- Being a member of or contributing to staff committees such as “The Racial Justice and Equity Organising Committee”

Our Service – Audit Activity

What can you expect from the auditing process?

Resilient Families audits are allocated randomly every other month by the Practice Lead.

The audits are completed by a Manager from another part of the service. This is to allow for more objectivity and to create a safe and transparent space for workers.

In order to gain your perspective, and to speak to the person who knows the family and their journey best, you will be asked for your “Worker Reflections” before the audit starts. This is an opportunity to reflect on your experiences of working with the family and the help you received to do this.

After the audit is completed, the auditor will arrange a “3 way meeting” to discuss the findings of the audit, focusing on strengths and considering any areas for development/recommendations.

You can expect to have a case audited once every 3-6 months, however it may be more regular if we have themed audits looking at particular practice areas such as CSE.



“ I do value the learning, discussion and feedback ... it’s good to know what is working well and where to improve!” Louanne-Transformation Team

A note from a parent:

You exist to serve Camden children and families and helping them change their lives in whatever way makes them stronger

Everything you do, every process, every action, every decision, should contribute to you doing that to the very best of your abilities

If you can't say how something helps you do that, then maybe you shouldn't be doing it"

All About You

Your Well being

We are absolutely committed to you living well at work. Your supervisor will make space in every supervision to reflect with you on your wellbeing, and we'll be using the Wellbeing Passport to help where needed.

<https://lbcamden.sharepoint.com/sites/intranet/HR/Intranet Documents/Forms/AllItems.aspx?id=%2Fsites%2Fintranet%2FHR%2Fintranet Documents%2FWellbeing Passport%2Epdf&parent=%2Fsites%2Fintranet%2FHR%2Fintranet Documents>



Your Aspirations

We want to do as much as we can to make sure you can realise your ambitions, aspirations and potential, whatever that means for you - Camden has a range of ways to explore your development including mentoring, career coaching and aspirations discussions with your supervisors.



New starter information

Please ensure you read the new starter information on Camden intranet “Essentials”

<https://lbcamden.sharepoint.com/SitePages/Find%20out%20about/Being-a-new-starter.aspx>

Probation

All new employees to Camden are subject to a 6 month probationary period, with exception to ASYE Social Workers who are subject to a 12 month probationary period. Fixed term staff, staff who have previously worked as agency workers and new joiners who have worked in other local authorities are subject to a probationary period.

<https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/Probation.aspx>

Sickness

Camden expects all employees to attend work on a regular basis and do their job, however, we accept that in the event of genuine sickness absence, that this may not always be possible. We want to deal with sickness absence sensitively and support our employees, however, we also need to give consideration to maintaining our services and reducing the negative impact that sickness absence can have on the organisation.

<https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/Sickness-Absence-Management.aspx>

Leave

Camden provides a range of paid and unpaid leave to support staff balance work and other life demands. You will find more information on the these leave types by clicking the title below and forms are available at the bottom of the page.

<https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/Leave-entitlement.aspx>

Learning and Development offer



Mandatory training

All Camden staff must complete mandatory training when starting at Camden and at regular points during your employment – regardless of your role or level.

This is to make sure we are all equipped with the latest information and skills to do our jobs safely and deliver the best possible results for our residents and communities.

You complete your mandatory learning on the [L&D Hub](#).

Learning and Resources

'Learning and Resources' (L&R) are collections of online and classroom-based learning courses, webinars, elearning and other resources including articles, videos, podcasts, and top tips.

L&R packages either cover a specific topic at introductory, intermediate and advanced levels or refer to learning for a particular role or service. This learning will be complemented with signposting to other relevant recommended sources of information.

Providing a range of types of learning allows you to tailor what learning you access, at what level and through what method. Using the L&R packages you can select the learning applicable to your current role, and explore learning around future roles or areas of interest. In this way you can build your own learning programme. Embedding this flexibility in our learning approach ensures that learning is available to you when you need it and at a level that is helpful to you.

At present only absolutely essential training that cannot be delivered virtually is being delivered in classrooms. We will add classroom based sessions to L&R packages which would benefit from them, at the point at which it is again safe to run them.

Look through all the [Learning and Resources](#) available and select those relevant to you.

Learning Pathway for Early Help staff



Introduction / Induction

In this section you will find learning and resources for all staff across early help. Here you will also find your mandatory learning.

- 📍 Corporate mandatory learning
- 📍 Introduction to Resilient Families e-learning module
- 📍 Resilient Families practice training
- 📍 Resilient families practice guide
- 📍 Camden early help friends workshop
- 📍 Early help assessment practice learning offer: Foundation training
- 📍 Mosaic training (previously Framework-i) - Bookings are made by line managers for staff only.
- 📍 Working with fathers for early help practitioners
- 📍 Safeguarding the welfare of children and young people online workshop
- 📍 Learning and resources: Safeguarding awareness and management
- 📍 Child exploitation and extra-familial risk for early help
- 📍 Learning and resources: Domestic violence and abuse

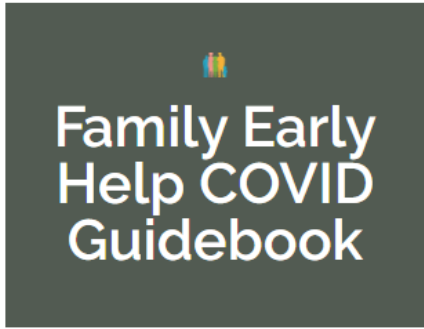
○ In addition to the general Learning and Development offer, Early Help makes an extensive learning pathway available for our staff.

○ This is because there will be specific knowledge, skills and expertise that will be helpful to you in your family work.

○ You can find the Early Help Learning Pathway here

○ https://camden.learningpool.com/totara/catalog/index.php?catalog_cat_browse=33767&orderbykey=text&itemstyle=narrow

Family Early Help Guidebook



COVID Weekly Email Updates & Slide Packs

FSCF Procedures During COVID

Black Lives Matter Resource Repository

Direct Work Kit Bag

NHS and Government COVID Information

Technology for Workers

Parking and Transport for Workers

Camden Map & Getting Around Camden

Staff Wellbeing During COVID

Food

Schools

Health

Homes, Housing and Council Tax

Housing Repairs

Mobile Phone Credit, Broadband and WIFI

Employment, Jobs and Benefits

Finance, Bills and Financial Hardship

This section contains the processes and procedures we are following during the COVID crisis, and information about a range of subjects that may be helpful in your work with families

Each tab is labelled with a subject. Click on the subject you are interested in.

If you want to go back a section, click the box marked 'Family Early Help' in the top left hand corner.

If you press the grey 'home' button, it will take you to the Family Early Help landing page. To get back to the Guidebook, click the green oblong tile marked 'Family Early Help Guidebook' on the landing page.

If you are in any doubt about the process and procedures we are following during COVID, please contact your line manager

Your go-to resource for anything relating to our early help work is our Family Early Help Guidebook microsite.

Here you will find links to a wealth of information and resources to help you in your daily work with families, including our policies and procedures, and information about the wide range of resources, services and supports available in Camden.

Your manager will give you an induction to the Guidebook, and you can find it here

[Family Early Help COVID Guidebook | Family Early Help \(camden.gov.uk\)](https://www.camden.gov.uk/family-early-help-covid-guidebook)

FSCF Procedures

Please ensure to follow these links and familiarise yourself with the following procedures, policies and guidance in your first two weeks:

[Family Early Help Workflow, Timelines and Dashboard | Family Early Help \(camden.gov.uk\)](#)

[Children and Families Contact Service protocol](#)

[Early Help Panel ToR](#)

[Panel Guidance slide pack](#)

[When You Start Working with a Family - Consent Form, Privacy Notice and Resilient Families Tools | Family Early Help \(camden.gov.uk\)](#)

['Stepping Up' Escalation Procedures | Family Early Help \(camden.gov.uk\)](#)

[Working from Home Guidance | Family Early Help \(camden.gov.uk\)](#)

[Material Support Fund Policy and Procedure | Family Early Help \(camden.gov.uk\)](#)

[General Policies and Procedures | Family Early Help \(camden.gov.uk\)](#)

Family Early Help Direct Work Kit Bag

Uses of direct work

- Gaining an understanding of the child's perceptions of his/her life
- Disengagement work
- Explaining plans for the future
- Addressing current areas of concern
- Facilitating identity formation
- Increasing child's knowledge of self
- Reintegration of early life events
- Focusing on life-long matters



DIRECT WORK WITH CHILDREN

General points

- 'DIRECT WORK' CREATES THE CONDITIONS FOR THE *CHILD* TO SPEAK – NOT THE ADULT
- THE FIRST AIM OF DIRECT WORK IS *UNDERSTANDING* THE CHILD'S PERCEPTIONS OF SELF AND OTHERS; IT MEANS BEING AN 'ACTIVE' *LISTENER*, NOT AN ACTIVE AND BUSY *DOER*
- DIRECT WORK MEANS 'BEING STILL' IN ONE'S SELF – remember Jill Comfort's phrase '*exceptional heed*' - IN ORDER TO RESPOND TO THE CHAOS IN THE CHILD – AGAIN, IT IS ABOUT 'BEING', NOT 'DOING'
- WORKERS NEED SELF-AWARENESS SO THAT THEY CAN DIFFERENTIATE THEIR FEELINGS FROM THOSE OF THE CHILD – (need for child observation skills)
- SOMETIMES DIRECT WORK INVOLVES USING MATERIALS OR TECHNIQUES, BUT IT IS MORE THAN THAT: *IT IS THE USE OF SELF, IN RELATIONSHIP TO THE CHILD. . . . BUT ALWAYS TAKE A KIT-BAG* (see later)

The Family Early Help Direct Work Kit Bag contains a wealth of ideas for the sessions and visits you will do with children and families.

Doing direct work – spending time with children and families - is absolutely essential to helpful and purposeful family support, and you will be seeing your families and children once a fortnight as a minimum.

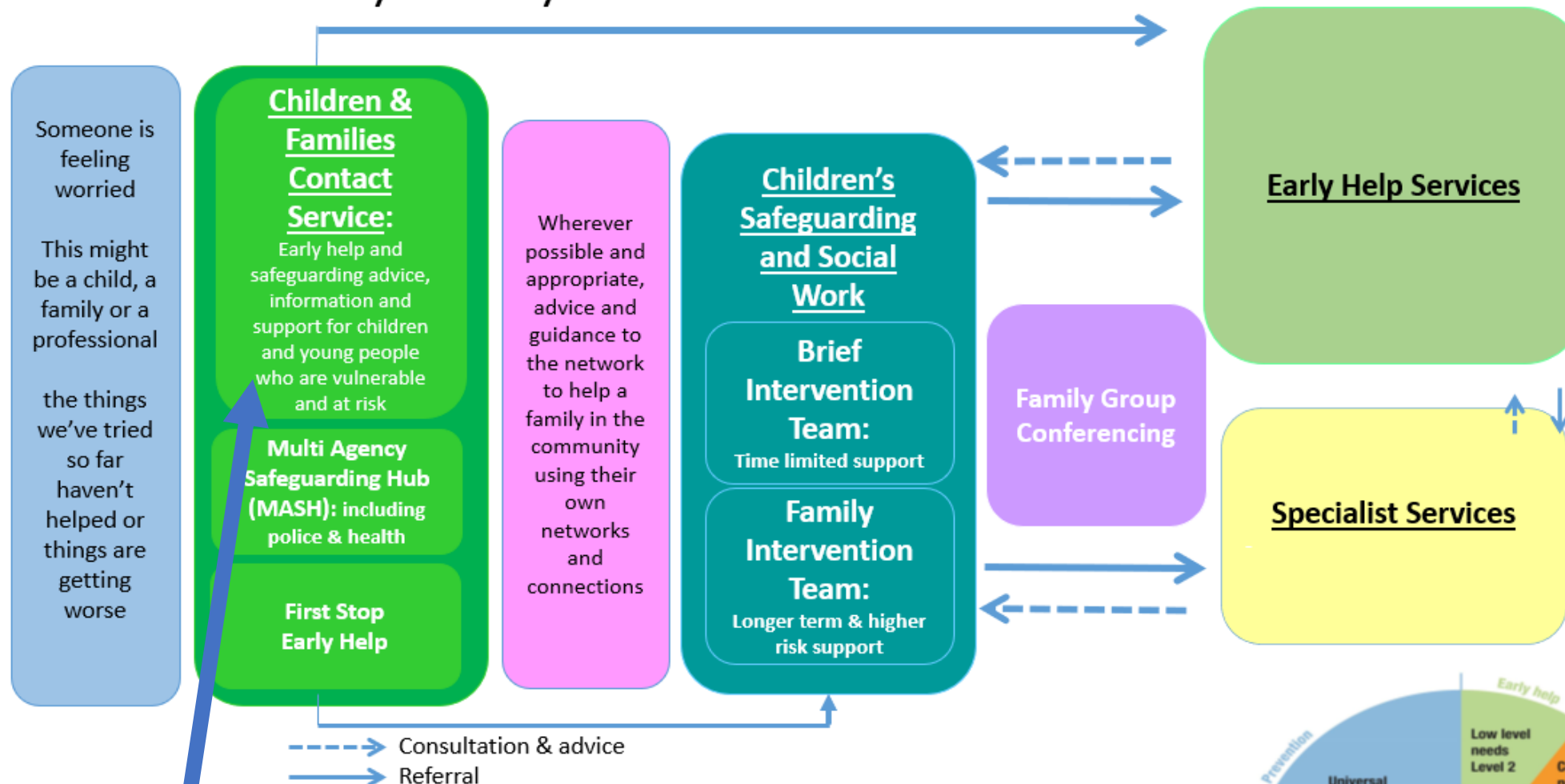
All of the resources, tools and activities in the Direct Work Kit Bag can be used remotely or face to face.

You can find the Direct Work Kit Bag here

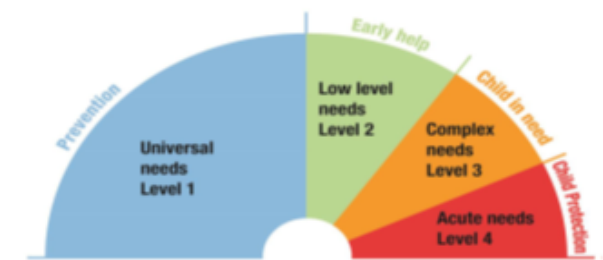
<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/direct-work-kit-bag/>

Camden's Children and Families Contact Service (Front Door)

A Child and Family Journey in Camden.....



This is you! You will be receiving early help referral decisions, supporting families for up to 10 days and help decide what happens next



Early Help Referral Decision (EHRD)



What outcomes do we want for our families and how can we support this?

<p><u>To Work & Learn/Employment & Education</u> <i>Please Consider:</i> Strengths in this area? Network checks with school TFEA referral Welfare Rights SEN/EHCP</p>	<p><u>To be Healthy</u> <i>Please Consider:</i> Registered with GP/Dentist? Network checks with health Mental Health</p>	<p><u>Timescales</u> (Where applicable) <i>Please Reference:</i> This was not completed within 10 days timescale due to... e.g. delay in update from CAMHS.</p>
<p><u>To be part of a community/Community Connections/Resilience Building</u> <i>Please Consider:</i> Faith/Religion Links to Community activities - Cadets etc. Knowledge & access to support/services Community Anchor?</p>	<p><u>To nurture relationships within the family and beyond/Relationships/Circle of Support</u> <i>Please Consider:</i> Who is in the family Influence/impact of extended family FGC Trauma informed practice? Restorative intervention</p>	<p><u>RFP Tools</u> (Where applicable) <i>Please Reference:</i> Template P1/E2/U1 uploaded. Please see case note....</p>
<p><u>Dashboard Check</u> <i>Please Reference:</i> Add information gathered OR Add statement e.g. Dashboard checked no additional info</p>	<p><u>Voice of the Child & Voice of the Father</u> <i>Seek VOC & VOF as standard practice:</i> Evidence & mentalise where not possible to speak Write in first person & use full sentences... " I am scared..."</p>	<p><u>Analysis Guidance</u></p> <ul style="list-style-type: none"> • Summary of present issue • With information you have gained from the network - are there any concerns? • What does the history tell us? How does this impact on our current concern? • What insight are the parent/parents evidencing? • What support is currently in place both professional and family? Will this lessen the risk? • Is there any other service that could support the family? • What is your professional view of what should happen

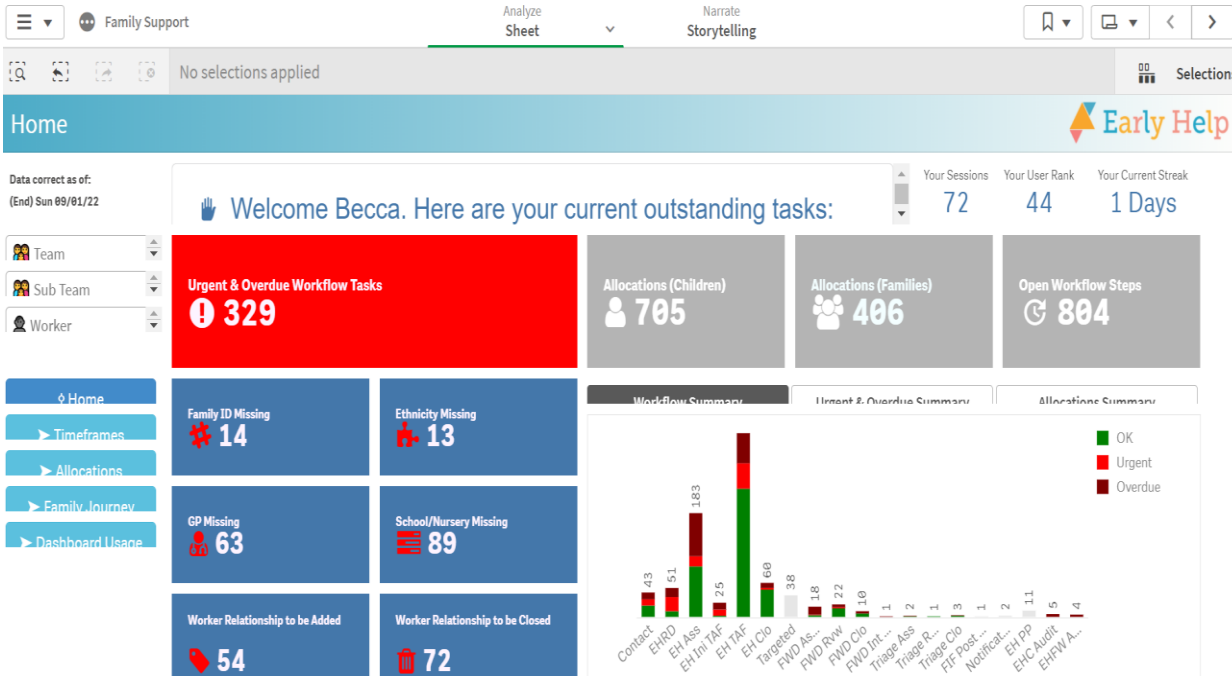
Early Help Workflow

Here is a simple table showing the timeframes for completing each piece of work on the helping journey – for early help coordinators, the green and blue boxes are the most important ones:

3 days	<ul style="list-style-type: none"> for the initial contact to be screened at front door by the screening officers, who will either pass to MASH, pass to Early Help Coordinators or NFA
10 days (max)	<ul style="list-style-type: none"> for the early help coordinators at front door to do further enquiries and decide next steps, including provide advice and guidance or pass to family work teams for full family casework
30 days (max)	<ul style="list-style-type: none"> from the point you are allocated to a family to complete an assessment – you should see the children within the first 10 days of the work
10 days (max)	<ul style="list-style-type: none"> after you have finished your assessment to hold your first Team Around the Family meeting (TAF) with the family and their scaffolding network
60 days (max)	<ul style="list-style-type: none"> thereafter to hold review TAF meetings with the family and their scaffolding network until your work with the family comes to an end

All the days in the above table are working days. If you want to print off or save a copy of this simple explainer, you can find it [here](#)

Family Early Help Dashboard



The Family Support Dashboard give you an overview of all your cases in one single place.

It allows you to keep track of what stages you are at with each family you are working with. It also lets you know if the current stage you are at with each family member is within timeframe.

There is also a Family Journey page. This gives you more information on your families background and allow you to do network checks. You can get information on previous interventions that have taken place as well as School Attendance, DVA Contacts, School Exclusions, YOS Offences, Rent Arrears, CTAX Arrears, NEET Status and FSM Status.

Please log on as often as it helpful, but at least one per week, as this will help you in your work. If you are inactive on the dashboard for an extended period of time, your account will be frozen and will need to be reactivated by the data team.

You can access the dashboard using the link below:

<https://qliksense.lbcamden.net/hub/stream/23cc5a02-1f87-4e61-871d-78f490719e10?qlikTicket=uyUrpnljaJjy.ktW>

Your line manager should ask for you to be set up and to attend training, when you join the team. If you have any problems accessing or navigating the dashboard, contact Jay Virdee or Roland Ramos in the early help data team (on Teams or Outlook)

Early Help Dashboard User Guide

You can find a User Guide for the Dashboard on the Guidebook here [New QlikSense Family Support Dashboard \(camden.gov.uk\)](https://camden.gov.uk/guidebook/new-qliksense-family-support-dashboard)

QlikSense Family
Support Dashboard
User Guide



Mosaic Case Recording System

Mosaic is our electronic case recording system. It's where you will store all the information, casenotes and documents recording your time with a family.

Once you start in your role, you will receive a Mosaic log-in. Your manager will arrange for you to attend training to learn how to use the system, and support you as you learn.

If you make a mistake, don't worry! Let your manager know and they can connect you with the Mosaic team who can help you to correct the error.

Remember everything on Mosaic is part of the chronology of the family's journey that they might ask to see one day. So keeping the Mosaic record for all members of the family up to date, thoughtful and well-cared for is really important. It is part of family's story and we should honour it that way.

The screenshot shows the Mosaic Case Recording System interface. The top navigation bar includes the user name 'Roisin Harper' and menu items: People, Organisations, Workers, Reports, Tools, and Help. The left sidebar contains navigation options: Allocations, Recently Viewed, and Current Work. Below these is a table with columns for Type, Title, and Subject (ID). The main content area is divided into three sections: 1. Homepage: A welcome message for Roisin Harper, stating the last login was on 12/01/2022 at 9:53 am, and that the user is accessing the London Borough of Camden instance in session 8621874. 2. London Borough of Camden Information: A section with the Mosaic logo. 3. Alerts: A table with columns for Title, Subject, and Date, showing 'No records to display' and 'Showing 0 to 0 of 0 entries' with navigation buttons (First, Previous, Next, Last).

Referral Pathways



Via Front Door

Referrals for our service are all received and processed through the Camden Children and Families Contact Service. That service includes a team of early help coordinators. The team manager is Chloe McKay. Professionals can refer, and families can self refer, by emailing or calling the Contact Service. All referrals are screened by MASH screening officers, and early help referrals are passed to the Early Help Coordinators who will decide what should happen next (e.g. whether they can help with information, advice and guidance (including whether a service or support in the community is best placed to help) or whether formal early help casework from a Council service is the best option).

Early Help Panel

Panel meets once a week. Its role is to make decisions on most appropriate allocation of complex Early Help (Level 2) cases for whole family work following discussion and review of information provided by referral agencies, with a view to effectively and efficiently match family need to the right Early Help service. The panel is to be used when it is unclear which Early Help service would be best placed to meet the families needs.

Key work streams :

- Receive and process referrals from the Children and Families Contact Team and other Early Help services of complex Early Help cases in need of whole family work
- Receive and process complex Early Help from Children's Service and Social work team where a Lead Professional / agency cannot be identified or where a case is being stepped down from social care
- Effectively match presenting needs of families to the right Early Help service
- To carry out multi-agency case auditing of Early Help whole family work cases worked with by Early Help services

Things to do in your first two weeks as a Early Help Co-ordinator:



- Familiarise yourself with the Early Help Guidebook and definitely read the FSCF Procedures page
- Review the new starter information and start the mandatory Camden corporate training
- Complete the Camden Resilient Families e-learning, and book onto the next Resilient Families training
- Book onto Mosaic and Early Help Dashboard training (to be arranged by line manager)
- Attend Intro to MASH meeting – email Robina Khanom for next dates
- Shadow a Team around the Family meeting
- Shadow Daily Discussion meeting (to be arranged by your line manager)
- Attend a Transformation Team Small Group Meeting (contact Tim Cosh)
- Attend the Early Help Panel (takes place each Tuesday 14.30-16.30- contact Chloe McKay and Jess Eneberi)
- Front door induction (contact Chloe Mckay)
- Introduction to FIF Parenting Programmes (to be arranged by line manager with FIF Manager)
- Have a guided walk around Camden with a peer or manager – spend time outside exploring Camden and reflect on what you've discovered
- Pop in to Camden community centres, faith organisations, youth centres, VCS, schools etc (to be arranged by line manager)
- Find out more about Quality Assurance in FSCF (contact Roisin Harper)
- Q&A with EHC – what they wish they'd known when they started – Manager to book
- Take your time! Make space to breathe and to reflect on how all this is feeling for you. Talk with your line manager about what you need more of, less of, something different, to go over things again if they feel unclear.

This might feel a bit overwhelming for a while and there's a lot to take in whenever we start a new job. But we're all here for you and if you ever feel stuck or need help, please do ask. Its always okay to ask questions

We are very lucky that you chose Camden and we'll be doing all we can to make your daily work life rewarding, enriching and enjoyable.

You are going to make a huge difference to the lives of children and families - we're here with you every step of the way.

