

EARLY HELP WORKFLOW DIAGRAM

CONTACT & REFERRAL - UP TO 3 working DAYS

For MASH to pass the Referral to Early help

EHRD – UP TO 3 working DAYS

For EH manager to make decision on referral trajectory (NFA, Casework, step up, EHC, EH assessment etc)

EH ENGAGEMENT & EXPLORATION – UP TO 10 working DAYS

- For **Early help co-ordinators** at the EH front door to make contact with the family and the wider support network to explore existing strengths and support within the family. Consider additional support that can be provided by the existing support or community and partner agencies (through the provision of Information, advice and guidance) where necessary, they will pass on to wider family work teams for full casework
- For **family work teams**, this step is used to support initial engagement and relationship building with families (incl. children). Contact is made with both parents*, the children in the family and the referrer to explore the referral and wider support that can be supported by whole family casework

** If contact with both parents is not possible, this will need to be discussed with line manager*

EH FAMILY ASSESSMENT – UP TO 30 working DAYS

Family workers/case managers have up to 30 days to develop a holistic understanding of the family's needs. This will involve direct work with both parents and the children in the household, wider circles of support and network checks with professionals/partner agencies

The assessment aims to identify strengths and areas of need and will result in the development of a SMARTer intervention plan in response to the identified needs.

Initial TAF to be discussed and date confirmed during this period

INITIAL TEAM AROUND THE FAMILY (TAF) – UP TO 10 working DAYS

Meeting with the family, their professional network and whoever they view to be significant support to them
EH involvement and current understanding of the family's existing strengths and areas of needs to be discussed
Intervention plan to be agreed that clearly identifies goals that promote the overall wellbeing of children in the family and who will be responsible each action (**plans will be reviewed every 60 days**)

TAF REVIEW MEETING – EVERY 60 working DAYS

Meeting held with the family to review the agreed action plan every 60 days

What is happening in the family currently, does the current plan meet the identified need?

What progress is being made towards the plan, what have been the barriers? How might the plan need to change?