

## Transcript of Early Help Hub tutorial video

### Question: Cain Suleyman, Director: What's the Early Help Hub?

#### EvaLynne Charmer, Early Help Mentoring Team Manager:

The Early Help Hub was set up in Sept 2014 in Brighton & Hove as a way that people can access services, and pull in different services for children, young people and families across the city.

Here's Ben Glazebrook from the Young People's Centre calling into the Support Team at the Early Help Hub, asking for some advice about a young person

#### Ben Glazebrook, Young People's Centre Manager:

(On the phone to the Early Help Support team, Ben is discussing a young person he has some concerns about)

He's 14, and he's been coming to some activities at the YPC for the last 6 months or so He's seeming a bit down, a little bit low, much quieter than usual. He's been having a bit of a chat with a youth worker here and he's sort of disclosed that things are bad at home. He's got stuff going on with dad, money problems, dad's lost his job and dad's been drinking a lot so Mum's asked him to leave. There seems to be quite a lot going on at home. That seems to be affecting him at school and I think mum said something about because dad needs to leave about sort of the family splitting up.

#### EvaLynne Charmer:

The result of the conversation with the Early Help Support Team was that because there was more than one issue going on there for the family, and the family had consented, was to send in an Early Help Referral Form which we could discuss at our weekly meeting and decide what services we thought were best placed for the family

#### Kirsty Munro, Early Help Support Officer:

So when we receive the Early Help Referral Form first of all we check that all of the details are provided on the form for the whole family and then we will record the info on our Early Help Referral Tracker. Once that has been processed we will email the referrer to confirm that their referral will be heard at the Weekly Allocations Meeting the following Monday, and we will advise the referrer of the outcome of the meeting within 2 days of the meeting

### Question: Cain, Director: Can you tell me a bit about the Early Help Hub?

#### Julia Daborn, Early Help Support Team / Family Information Service Manager:

We're the front door to Early Help. We answer enquiries, we take referrals to the Weekly Allocations Meeting and check that they are fit for purpose, that all of the information is there and make sure they get there on time.

#### Laura Tyrrell, Early Help Support Officer:

The number of referrals we get can vary. Anything from twelve up to thirty. The majority of the referrals come from schools, predominantly secondary schools, and we also get lots of referrals from the Engagement Team within the Early Help Hub

### Question: Cain, Director: What's the Engagement Team?

#### EvaLynne Charmer:

Ok so one of the teams who work with us in Early Help, called the Engagement Team, they sit with social services- so they make sure that any family that might have had a social worker previously would come into Early Help so they would make contact to engage the family, and find out if they have any further support needs that Early Help can meet.

Also sometimes families are referred into social services who don't actually meet their threshold – so rather than those families float around with no support, we would contact them - via the Engagement Team – again, to make sure they have everything they need, and if there's anything that we can offer as a city.

### **Question: Cain, Director: What is the WAM?**

#### **EvaLynne Charmer:**

It happens every Monday morning, and it's the meeting where we get together with lots of different services across children's and adult services in the city, to look at all of the referrals that have come in that week, and hopefully make some decisions about how we can find support and the right services for the family. As such, the person referring in doesn't have to be specific about a service they are asking for – necessarily – it's more important that they highlight what the needs are in the family that are not already being met as far as they know, and we have managers and professionals from a wide variety of services like Health Visiting, School Nursing, Mental Health and Adult Social Care Services; Education, Family Coaching, and various Youth Services across the city so it's a really wide variety of professionals who attend that meeting. We have some community and voluntary sector professionals come to that as well

### **Question: Cain, Director: So what was the outcome of this particular WAM?**

EvaLynne: This particular family referred in by Ben was discussed for quite a while at this week's WAM and it was decided to offer a package of support including three different strands. First of all we thought it would be useful to offer the young person a 1:1 targeted youth worker. He was already accessing various activities and support at the Young People's Centre, but to have a 1:1 youth worker from the Brighton & Hove Youth Service was going to be offered. Secondly we decided we'd offer a family coach who could maybe go and work with both mum and dad, and the children for a period of up to six months, to help them resolve all of the difficulties around managing the break up, their finances, any implications on housing, and also really importantly to make sure that the school attendance wasn't an ongoing issue. To pull all of that together, there wasn't a key worker involved with the family currently, so we decided to put in an Early Help Mentor – who is somebody who could go out and pull all of those services together, do a full assessment on the family and make sure that all of those needs are being met.

### **Early help mentoring**

#### **Debbie Bowden, Mentor:**

There are five of us Mentors in the team. Our role mainly is to support professionals working with families, so we don't actually have a key working role but what we will do is support the professionals that are working directly with families.

#### **Carl Evans, Mentor:**

My role as a Mentoring professional would be to establish the needs of the family by completing an Early Help Assessment, effectively from what's said on the referral so far, there's issues around substance misuse, housing, issues around work and finances, issues around school attendance around being able to get on with school because of concentration levels, exhaustion etc. and issues around emotional well-being for various family members. So what we want to do is drill down into what those needs are through the assessment process, then move to a Team Around the Family approach where we draw in various professionals to meet those needs.

### **Family coaching**

#### **Ben Hansford, Support Officer**

Following your referral into the WAM, once it's been decided that your referral will be allocated to ITF for a brief or supported level intervention I will email the professional that will email the referral to notify them of that WAM outcome and any appropriate waiting times in readiness for an allocation to an ITF Family Coach. What you can expect from me in the meantime is to be able contact me to provide you any updates on an allocation to a Family

Coach, also to provide me with any further information or escalations that you feel you would like to pass on to the Family Coach in readiness for allocation.

### **Sophie Brown, Family Coach**

So a Family Coach is someone who works with families to improve outcomes really for the children and the whole family and that would be that we'd be looking at things like education, reducing anti-social behaviour, making sure that all of the right support was in place for the family and the children, and also making sure that the professionals working around the family were all taking to each other and meeting regularly to make sure the family and their children are all meeting their full potential.

### **Question: Cain, Director: Are there any professional services out there you would like to see more referrals from?**

#### **Julia Daborn, Early Help Support Team / Family Information Service Manager:**

We're really keen to develop referrals from a wide range of services across the city and we're working on new pathways all the time, for example we recently started taking referrals from GPs and we're looking to expand that.

Evalynne Charmer: Okay so the outcome for that particular family has been really, really positive. After six months of a family coach working with them, a youth worker working with them, and the mentor got the family assessment done and helped to form a Team Around the family – father is accessing support for his alcohol use. He's also attending a Triple P Parenting course – specifically for fathers of teenagers – he said that's really helping him build communication with his son. There are no issues with attendance for any of the children, everything is stabilised at school. Mum's really happy because she's accessed support and advice around money and finances from the Family Information service, so all really good outcomes for that family.

So if you feel that you need some advice, support or you just want to talk to somebody in Early Help, then please do give us a call - the number and the email is coming up next.

- Telephone: 01273 292632
- Email: [earlyhelp@brighton-hove.gcsx.gov.uk](mailto:earlyhelp@brighton-hove.gcsx.gov.uk)

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