

# Early Help Resource Pack

## Introduction

This pack has been created by the Supporting Families Team as an early help resource for anyone working with children and families in the city.

It contains advice about early help processes and offers a range of tools and information about early help including assessment tools, sources of information to support families and ongoing workforce development opportunities.

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# Supporting Families Team Offer

## Supporting practitioners to support families

To ensure that practitioners across the city are supported in the work they do with families, the Supporting Families Team offer a package of support workers and/or services who are providing early help support to children and families. Supporting Families Advisors do not work directly with families but are a point of contact for professionals who are working with children, young people and families at an early help level.

### Support can include:

- Support for workers/services across the city around early help practice and process, use of early help assessment tools and the availability of services.
- Advising who else may be involved with a family to allow effective multi-agency working and the development of a Team Around the Child & Family (TACF).
- Family-specific advice and guidance to help you better support the families you are working with. This includes providing advice in cases where progress has become “stuck”.
- Signposting to local support and services that may be suitable for a family.
- Where an early help assessment (EHA) and/or TACF is in place for a family, the family will be eligible to access support from the Supporting Families Employment Advisor where there is an identified need.
- Attending team/training meetings to provide advice and support about early help practice.
- Reaching out to offer advice and guidance where there has been a recommendation for you or your agency to provide early help support to a family via an EHA and TACF.

### Delivering early help?

Where you are taking on the lead practitioner role, please send EHA and TACF documentation to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk), and inform us if early help support is closing for a family or being transferred to be led by another agency.

### Why do we keep a record of early help assessments?

We maintain a central record of the support a family has received so that we can help understand a family’s journey. This means we can link together agencies who might be working with the same family. It also means that if the family is referred to the Targeted Intervention Service or Children’s Services, it is clear what support has already been in place and when.



Contact the Supporting Families Team at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) and a member of the team will respond to you; please provide your phone number if you would prefer a call back.

# Supporting Families Employment Advisor

Where early help is delivered under an Early Help Assessment, this support is captured under the Supporting Families Programme which allows the family to access support from our Department of Work and Pensions (DWP) Employment Adviser (SFEA).

The Supporting Families Employment Adviser (SFEA) is hosted by City of York Council from the Department of Work and Pensions to work closely with the team, focussing on supporting adults who are in receipt of out of work benefits. If you are a lead practitioner working with a family, our SFEA is able to offer support to individuals in receipt of out of work benefits in the following ways:

- Advice and guidance relating to out of work benefits;
- Benefit checks to ensure the adult is accessing the right benefits;
- Advice on appropriate developmental and training routes for individuals experiencing worklessness including support to overcome barriers to progressing to work;
- Where appropriate, the SFEA can engage with adults where financial hardship is an issue for the family and provide guidance on sources of help and support.

In some cases, the SFEA is available to undertake direct work with the adults to address unemployment or offer advice and guidance around financial stability. This could include support for:

- Basic skills
- Accessing employability courses
- Accessing support services e.g. CAB/Housing/Carer's count
- Progress to sustainable employment
- Childcare options
- Accessing training courses
- Work readiness/ C.V/ interview techniques
- Health issues
- Work search
- Adult Learning

The SFEA is unable to support with housing issues or with completing forms. If a family require support with these things, please contact Supporting Families for information and signposting to appropriate services.



**To make a referral, contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for a copy of the referral form. The family must be in receipt of support under the early help assessment process in order for a referral to be accepted.**

# Continuum of family need



# Guide to completing an early help assessment

The early help assessment is a tool to help families identify and explore their needs and consider what support can be put in place to help them. This guidance will walk through the early help assessment tool and how to complete it.

The early help assessment also acts as a route to request targeted support where there is a **clear identified need**. Please read the information about the Targeted Intervention Service and what constitutes an appropriate referral prior to making a request for targeted support.

The early help assessment tool is available at [www.saferchildrenyork.org.uk/EarlyHelp](http://www.saferchildrenyork.org.uk/EarlyHelp). Contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice and guidance at any point throughout the early help assessment and team around the family process.

## 1. Your household

Complete this section with details of all household members. If the child is unborn, please include the estimated due date if known.

## 2. Your support network

Use this section to identify the family's **personal** and **professional** support networks. This will outline what support the family is already receiving and help identify the right people and services to consider including in the team around the family.

## 3. Reason for assessment

Explain the reason for initiating the assessment. It may be helpful to answer questions such as: *What has prompted the early help assessment? What are the family or services seeing/ experiencing which suggests they need some extra help?*

## 4. Family wellbeing tool/scale

This section can help the lead practitioner and family to explore the different areas of the family's life. It's important to consider what is going well so this can be built upon, alongside considering where there are difficulties the family need support with. The final column is to record what needs to happen or change to make things better for the family. Consider, for example: what would 'good' look like in relation to the child's education? This could be asked of each area, particularly those scoring below a 6. Following the areas of need, there is a scaling tool for the family to score their view of their overall circumstances. This can be really helpful to track progress for the family.

## 5. Family plan

Use the information within the family wellbeing tool to create the family action plan. This will outline what the family can look to achieve themselves and what is being asked of the professionals supporting them. The plan provides clarity on who is doing what, by when, and should be reviewed at the first team around the family meeting.

Sometimes it may be appropriate to create the plan at the first team around the family meeting. In this case, the initial plan may involve actions to set a date for the meeting and ensure relevant professionals are invited.

## 6. Additional views and comments

Use this section to record any additional information you or the family may want recording. For example, should a parent not wish their early help assessment to be shared with another family member such as an ex-partner, this can be recorded here.

## 7. Next steps

Once the assessment is complete, there will be a clearer picture of the family's needs which will inform what the appropriate next step is.

- Where the next step is either a team around the family meeting, single agency support, or support by universal services, please tick the appropriate box and send to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).
- If the assessment identifies a need to request targeted support, please tick box 4 and send to [mash@york.gov.uk](mailto:mash@york.gov.uk).

If you plan to support the family via team around the family meetings, but would also like to request targeted intervention to support a specific identified need, please send the early help assessment to both [mash@york.gov.uk](mailto:mash@york.gov.uk) and [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

## 8. Agreement

As early help only takes place with the family's agreement, tick the boxes to indicate the family agrees to the sharing of their information within the assessment. Agreement must also be obtained and clearly recorded in order to refer a family for targeted intervention. Record the parent/carer's name and signature, or if the form is digital, the lead practitioner click the box to indicate the family has given verbal agreement.

## 9. Targeted Intervention Service referrals only

Only complete this section if you are requesting targeted intervention for the family. Provide clear details of why you are requesting targeted intervention. You must explain what specific support you are requesting from the Targeted Intervention Service, and why the family's needs cannot be met solely by universal services or the current involved agencies. **If this section is not completed, the referral will not be accepted.**

Once you have completed an Early Help Assessment please update the Supporting Families Team by emailing: [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk)

# Guide to completing a Team Around the Family meeting

A team around the family is a meeting involving the family and the agencies supporting them. The purpose is to review the family's initial assessment and plan. Where there are a number of different needs and/or agencies working with a family, the team around the family provides ongoing coordination of support and allows both families and practitioners to see where things are getting better and where support may still be needed.

The record of the team around the family meeting can act as a route to request targeted support where there is evidence of a **clear identified need** that cannot be met by involved services. Please read the information about the Targeted Intervention Service offer and what constitutes an appropriate referral prior to making a referral.

Contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice and guidance at any point throughout the early help assessment and team around the family process.

## 1. Child details

Complete this section with details of children included in the team around the family.

## 2. Team around the family details

Record details of each meeting here including who led the meeting, dates and information on the original assessment.

## 3. Meeting attendees

Identify all members of the team around the family including those who were unable to attend. We encourage all professionals to provide a report or update if they are unable to attend. This is important where actions have been allocated to specific workers to ensure support remains active.

## 4. Original/latest plan

Input the latest plan; this could be from the early help assessment, latest team around the family, single assessment or final child in need review. This allows you to review and monitor actions for the family and professionals to identify progress.

## 5. Family wellbeing tool

This section allows you to follow through the narrative from the initial plan and focus on what is going well or has improved for the family, alongside considering where there are difficulties that continue to need support or new needs that have arisen.

## 6. Family wellbeing scale

In this section, the family's scores from the original plan or previous meeting can be recorded, alongside their current score. This can help the family to track their progress.

## 7. Family plan

The plan provides clarity on who is doing what, by when, and should be reviewed at the each team around the family meeting. It allows the actions from the plan to be reviewed and can help identify what progress has been made since the actions were first identified. Some of the goals may remain the same as support continues, there may be new goals should any new needs have been identified in the summary of progress section.

## 8. Additional views and comments

Use this section to record any additional information you or the family may want recording. For example, should a parent not wish for information be shared with another family member such as an ex-partner, this can be recorded here.

## 9. Next steps

The TACF meeting will provide a clearer picture and update of the family's current needs which will inform what the appropriate next step is.

- Where the next step is either a team around the family meeting, single agency support, or support by universal services, please tick the appropriate box and send to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).
- If the assessment identifies a need to request targeted support, please tick box 4 and send to [mash@york.gov.uk](mailto:mash@york.gov.uk).

If you plan to support the family via team around the family meetings, but would also like to request targeted intervention to support a specific identified need, please send the early help assessment to both [mash@york.gov.uk](mailto:mash@york.gov.uk) and [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

## 10. Referrals for targeted intervention

Only complete this section if you are requesting targeted intervention for the family. Provide clear details of why you are requesting targeted intervention. You must explain what specific support you are requesting from the Targeted Intervention Service, and why the family's needs cannot be met solely by universal services or the current involved agencies. **If this section is not completed, the referral will not be accepted.**

## 11. Closure and outcome

This section is only to be completed if early help is ending. Detail how things are for the family, including the voice and views of parents/carers and child/ren where possible. This could include the positive steps and outcomes the family have achieved, and what the family feel themselves is better after accessing early help support. Updates from involved agencies are also useful in detailing the progress a family has made. Complete the tick boxes with the appropriate closure reason.

Once you have completed a Team Around the Child and Family review please update the Supporting Families Team by emailing: [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk)



# Targeted Intervention Service Offer

The Targeted Intervention Service (TIS) provides direct support to children and families who are facing additional challenges and may have multiple complex needs. The TIS provides additional capacity and expertise to address family's needs by offering time-limited, direct work with a targeted focus. Interventions will typically comprise of 6-12 weeks of intensive support to the child and family, alongside the involvement of the partner led practitioner and wider team around the child and family (TACF).

The TIS deliver support underpinned by an early help assessment (EHA) and identified plan, and they will work as part of a TACF.

## When is it appropriate to refer a family to the Targeted Intervention Service?

When a family is being supported via an EHA and TACF, and the plan identifies that they have multiple complex needs that cannot be met by universal and community services, a referral to the TIS can be considered.

As early help is voluntary, a referral for targeted support can only be made with the family's consent.

## How to make a referral to the Targeted Intervention Service?

To request targeted support for a family, complete the EHA tool (available at [www.saferchildrenyork.org.uk/EarlyHelp](http://www.saferchildrenyork.org.uk/EarlyHelp)) and send to **mash@york.gov.uk**. If you have already held TACF meetings, you can send your most up to date TACF, as well as any previous TACFs, as this evidences what support has been in place, any progress made and the family's support network.

## Whether you are referring using an EHA or TACF, you should complete and evidence the following 4 questions which are in the EHA and TACF tools.

**Why** does this family need support from the TIS?

**What** specific support is being requested?

**Why** do existing agencies and services feel unable to support the family's current needs?

**What** are you worried about for this child or family if additional support is not put in place?



Professionals can always contact the Supporting Families Team for advice and guidance prior to making TIS referral. If a TIS referral is deemed not to be the way forward, the team will discuss alternative avenues of support. Send your enquiry by email or request a call back if you would prefer a conversation - **supportingfamilies@york.gov.uk**

# Information Sharing Guidance

Early Help is voluntary; agreement from children, young people and their families to work with them should always be sought. An information sharing form should be used to record that a family have given their agreement to record and share their personal information in order to receive the best possible early help service.

It is important that children and families understand that their agreement is required to share information as part of the assessment of early help and support needs. A benefit of using the Early Help Assessment tool is that it has an agreement section which supports safe, legal and informed information sharing for early help including a section to record specific consent for any referral to the Targeted Intervention Service (TIS).

Early help practitioners across all agencies and services collect a significant amount of information on individuals during the course of working with families to offer early help. It is important that the information collected is:

- Relevant to the work being undertaken
- Proportionate to need
- Factually accurate

## A family's agreement for early help:

- Must be informed
- Can end at any time

## You should:

- Use clear accessible language
- Explain there are times where confidentiality cannot be maintained
- Follow local policies and protocols
- Be aware of relevant legislation

## Sources of further advice:

1. Your own information sharing policies and procedures. Most organisations will have these and someone from whom you can seek further advice such as your Safeguarding Lead.
2. [Working Together To Safeguard Children 2023](#) gives clear guidance around how to safely share information about children young people and families when delivering early help or considering safeguarding concerns.
3. [DFE Information Sharing Advice May 2024](#) This advice outlines the importance of sharing information about children, young people, and their families in order to safeguard children. It should be read alongside the statutory guidance.

# Process map: Early help assessments initiated by a partner agency

1. A child/family presents with some needs they would like support with. This could be progressed through advice or signposting but, if more complex, consider the completion of an EHA to explore need in depth.

2. Consider discussing the family's needs with the Supporting Families Team who can, with consent, advise of any other agencies known to be involved with the family.

3. Partner agency completes an EHA with the family to explore their needs. Partners can contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice if needed. Please send completed early help assessments to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

4a. Outcome of the assessment is to convene a team around the child and family

4b. Outcome of the assessment is single agency support or team around the child and family not needed.

5a. Complete regular reviews as needed. Please send all TACF reviews to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

5b. No further action needed

6. Once needs are met and/or ongoing support is in place the EHA can close. Please send the final closure TACF to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk). If issues are not improving consider contacting [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice & guidance.

If there are safeguarding concerns at any point in the EHA process, please contact the MASH on 01904 551900 or [mash@york.gov.uk](mailto:mash@york.gov.uk), or 0300 131 2131 out of office hours.

# Process map: Multi-Agency Safeguarding Hub (MASH) recommendation of partner led early help

1. MASH have assessed a referral as appropriate for partner led early help at either level 2 or 3 of the Levels of Need Threshold Document.

2. MASH will identify an appropriate lead agency/lead practitioner and contact them advising of the recommendation to complete an early help assessment. MASH will provide advice around available services and interventions to support the needs of the family. The Supporting Families Team will contact the identified lead agency/practitioner to offer support and guidance in relation to early help processes and services.

3. Partner agency completes an EHA with the family to explore their needs. Partners can contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice if needed. Please send completed early help assessments to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

4a. Outcome of the assessment is to convene a team around the child and family

4b. Outcome of the assessment is single agency support or team around the child and family not needed.

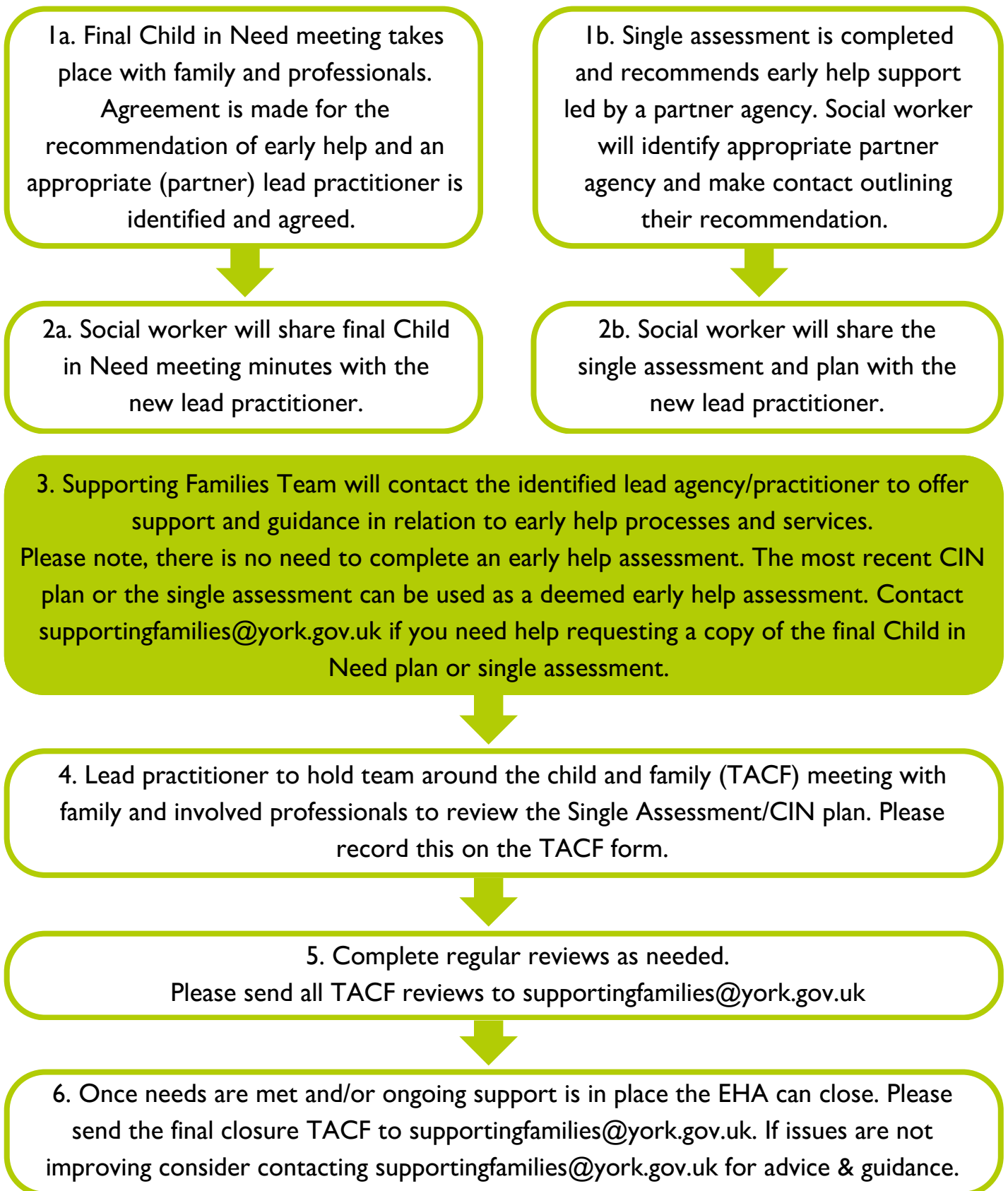
5a. Complete regular reviews as needed. Please send all TACF reviews to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

5b. No further action needed

6. Once needs are met and/or ongoing support is in place the EHA can close. Please send the final closure TACF to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk). If issues are not improving consider contacting [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) for advice & guidance.

If there are safeguarding concerns at any point in the EHA process, please contact the MASH on 01904 551900 or [mash@york.gov.uk](mailto:mash@york.gov.uk), or 0300 131 2131 out of office hours.

# Process map: Stepdown from Children's Social Care to partner led early help



If there are safeguarding concerns at any point in the EHA process, please contact the MASH on 01904 551900 or [mash@york.gov.uk](mailto:mash@york.gov.uk), or 0300 131 2131 out of office hours.

# Children's Workforce Induction Pack

As part of the development of York's RAISE Family Hub Network, a **Children's Workforce Induction Pack** has been created by partners within the Network as a resource for anyone working with children, young people and families in the city.

The pack is designed to provide an initial overview of key useful information and comprises 13 "bitesize" modules which practitioners can access at any time. Each module provides information around the relevant subject area but also includes links to further sources of information and, where appropriate, training opportunities.

Please feel free to share access to this pack across your workforce and encourage its use as a tool for discussion and also support colleagues to access the training and work through the modules. Likewise, we would encourage the use of this pack at the point new staff are recruited into roles within CYC and our partner organisations.

Please follow the link provided for further information and to access the pack online.

[www.raiseyork.co.uk/InductionPack](http://www.raiseyork.co.uk/InductionPack)

The RAISE Integrated Leadership Team will monitor the use of the pack over coming months and also collate feedback to inform future developments.

In this pilot phase we are keen to evaluate how effective this pack is in increasing practitioners awareness of subject areas and how they feel it can be used as an ongoing resource to support them in their roles. To enable this, we would ask that staff are supported to work through the pack and, on completion, it would be helpful if they could feedback comments through the SurveyMonkey questionnaire linked below.



Should you have queries in relation to the resources please contact [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk)

# Frequently asked questions

## For practitioners providing early help support to families

### 1. What is early help?

Early help is focused on prevention, early intervention, and the provision of support for families to improve outcomes and prevent situations escalating to require statutory intervention.

Early help is not one service and is a collaborative approach between services and families; it can be provided through a single or a multi-agency response as appropriate to the needs of the child and family and the challenges they are experiencing. Early help is available to every child and family, either through informal or formal routes depending on the level of need. As soon as a need is identified, at its earliest stage, early help should be provided, either through a conversation, action, and/or intervention to address the need, by someone who has or can develop a trusted relationship with the child and or family.

### 2. What is an early help assessment?

An early help assessment (EHA) is a tool designed to help practitioners and families identify strengths, worries and what support would help with the presenting needs of the family. It allows the needs of the whole family to be considered and a clear plan to be put in place to coordinate the required support. This support needed may be a referral to a service, direct support from an existing involved service or suggested strategies for family members.

### 3. What is a team around the child and family?

A team around the child and family (TACF) is a meeting involving the family and the agencies supporting them. The purpose is to revisit and review the family's early help assessment and plan. Where there are a number of different needs and/or agencies working with a family, the TACF provides ongoing coordination of support and allows both practitioners and family to see where things are getting better and where support may still be needed.

### 4. What is the benefit of supporting a family via an early help assessment?

If the family's needs are not fully understood, or there are a number of agencies involved, completing an EHA with the family can help work through the family's situation, coordinate their support and agree a clear plan. It also means the family only have to tell their story once, as the document can be shared with involved agencies. The EHA allows a family to build on their strengths and help them in identifying their own needs and solutions.

By having a clear understanding of the family's needs, you may signpost them to universal, community or specialist services. Some families may benefit from support from you in making referrals to specialist services. Addressing needs and issues that a family may face early can help reduce escalation of needs resulting in complex and statutory interventions.

## **5. What is my role in early help?**

Everyone has a role in early help. You may have identified a family that would benefit from additional support. The support needed may be helping the family find universal or targeted services locally or nationally to help them. Your role in early help may be to act as lead practitioner. You may also undertake a role in being a member of a TACF, if you are supporting the family but not lead practitioner.

## **6. I am considering completing an early help assessment with a family. How do I check to see if there is already support in place?**

The Supporting Families team can let you know if there is already support in place for a family and provide you with details of the early help lead practitioner or allocated social worker. You can contact Supporting Families at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk). If you are wanting details of previous referrals or support that the family has received you will need consent from the family for these details to be shared.

## **7. Why am I being asked to be lead practitioner and what does this involve?**

The lead practitioner is normally someone the family already knows, trusts and has a good relationship with. They will provide the family with advice, support and guidance throughout the process, working closely with the other agencies involved to organise the assessment, develop the plan and coordinate the support needed.

The lead practitioner may be the professional who identifies that a family needs coordinated support and completes the EHA. The initial TACF meeting offers further opportunity to discuss with the family and professionals who is best placed to be the lead practitioner going forward. The lead practitioner can change over time as the family's needs change.

## **8. I don't have expertise in the needs identified for the family, or the family need support I cannot provide - where can I get advice and support?**

As lead practitioner, you are not expected to be an expert in the needs a family may present with or to take all responsibility for the plan, you are essentially coordinating it and acting as a point of contact for the family. The actions and plan are the responsibility of the whole team around the family, including parents. The Supporting Families Team can help identify services that can join a TACF to provide ongoing support and contribute to the family plan. Contact the team at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

You can also search support services on the RAISE website, [www.raiseyork.co.uk](http://www.raiseyork.co.uk), or by contacting the Family Information Service directly on 01904 554444.

## **9. I have never completed an early help assessment or led a team around the child and family, where can I get support and guidance?**

The Supporting Families Team can help professionals with the early help process. They can provide advice and guidance on completing an EHA and putting in place a TACF. Contact the team at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk). The team are more than happy to arrange a call or come out to your setting to discuss early help.



## **10. The family's needs are not improving and/or increasing, what should I do?**

Contact the Supporting Families Team at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk); they can look over the EHA/TACFs to understand the needs of the family and to see if there are any other services that could be explored. If it is felt that it would be beneficial exploring support from the Targeted Intervention Service, a referral for this support may be recommended.

## **11. What is the process for closing an EHA/TACF?**

Once the family's needs have been met, or there is a clear ongoing plan of support for the family that does not require multi-agency support, the early help process can be closed. As early help is voluntary, families can also decide to end the process at any point. The TACF form allows you to indicate the reasons for early help closing. Send the final TACF form with details of closure to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) so that records can be updated.

## **12. Why do I need to send copies of EHAs/TACFs to the Supporting Families team?**

It is important that we keep our records up to date with details of the support a family is receiving. It helps us bring professionals together and allows the MASH team to be aware of support in place, or that has been undertaken with a family previously so they can establish the right support for a family when any new referral comes in.

For this reason, we request that all completed EHA and TACF forms are sent into [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) so that records remain up to date.

The EHA and TACF forms allow you to clearly indicate what support the family are receiving, whether this be single agency support or signposting to universal services.

Once the early help process has ended please complete the closure section on the TACF form and email this to [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk).

## **13. Can a family refer themselves in for early help?**

We would always encourage families to speak with a professional they know or are already working with to explore what support is available to them. Families are able to call MASH directly and discuss any concerns and needs they have. MASH may in turn contact involved professionals (e.g. schools, health services) as part of their enquiries.

If a family do not meet the threshold for support from Children's Services or Targeted Intervention, MASH may contact an existing involved professional/agency with a request to complete an EHA and coordinate support for the family.

## **14. What support do the Targeted Intervention Service offer?**

The Targeted Intervention Service (TIS) can deliver support underpinned by an early help assessment and identified plan. They will work as part of a TACF and will provide outreach support in the home. Interventions will typically comprise 6 to 12 weeks of intensive support to the child and family, alongside the involvement of the partner agencies within the TACF.

### **15. How do I refer a family for additional support from the TIS?**

To request support from the TIS, please send a completed EHA and/or TACF to [mash@york.gov.uk](mailto:mash@york.gov.uk). The EHA and/or TACFs provide evidence of what support has already been tried, any progress made and may include a plan for support moving forward. Both the EHA and TACF forms have a final section to complete if a referral for TIS support is being made. You only need to complete this once on the most recent EHA/TACF. **If this section is not complete, the referral will not be accepted.** As early help is voluntary, a referral for targeted support can only be made with the family's agreement.

### **16. When is it appropriate to refer a family to the TIS?**

Where a family is being supported via an EHA and TACF, and the plan identifies a specific need that cannot be met by universal and community services, or more intensive intervention is deemed needed, a referral to the TIS can be considered. Prior to a referral being accepted, the TIS will explore what support has already been in place and they will assess if the family's needs can continue to be met by universal and community services.

### **17. What if the family don't want early help support?**

Early help support is voluntary. If the family do not want an EHA then they do not have to have one. The family may be unsure what early help is, so it may be helpful for you to share with them the information on RAISE about early help and how it can benefit their family. You may find that some families want the EHA to focus on one child rather than the whole family. We would always encourage whole family working, however families are able to request this.

If a family declines early help support, but concerns for the child and family increase, you may want to consider a referral to MASH if you feel there are safeguarding concerns.

### **18. I don't agree with the recommendation from MASH, what can I do?**

In the first instance, speak with MASH regarding your concerns.

The Supporting Families team are able to provide advice and guidance regarding the recommendation and what support may be available to help meet the needs of the family. Contact the team at [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) The team are more than happy to arrange a call or come out to your setting to discuss early help.

### **19. I have been asked to complete a TACF following the closure of Children's Social Care involvement. Do I need to complete an early help assessment?**

No. The plan in the single assessment, or final child in need plan, can be carried forward into the TACF. There is no need for an EHA to be completed. The single assessment or final child in need plan will be shared with you so that you can use it to review the plan in the first TACF. If you do not receive a copy of this, please contact the social worker in the first instance. Alternatively email [supportingfamilies@york.gov.uk](mailto:supportingfamilies@york.gov.uk) and it can be chased up.