

## Safeguarding Children Board Briefing on changes to Effective Support for Children & Families in Essex 2013

### Effective Support for Children & Families in Essex April 2015

#### 1. Introduction

This short briefing note reflects the changes to the document in light of the recent development by ECC Family Operations to amalgamate the Initial Response Team and the Early Help and Advice Hub into one Family Operations Hub as of March 2015.

#### 2. Summary and context

The Effective Support for Children & Families in Essex was published in May 2013 and provides “*Guidance on Levels of Need for all partners working with children and families, including use of the Shared Family Assessment, access to Family Solutions and referral to children’s social care*”. The guidance published requires a number of minor changes to be highlighted in light of changing criteria for national and local programmes and the development of the Family Operations Hub.

The document will **continue** to provide guidance for everyone who works with children and young people and their families in Essex. Identifying how we can all work together, share information, and put children and their family at the centre, providing effective support to help them solve problems and find solutions at the earliest possible stage, at the point that needs become more apparent and when needs become so great that specialist statutory interventions are required.

#### 3. Changes to Early Help & Advice Hub (EHAB) and the Initial Response Team (IRT)

The Levels of Need table, the Essex Effective Support Windscreen on page 8, and the more detailed indicators of need set out on pages 17 to 21, together illustrate how Early Help operates in Essex and clarify the threshold between each level. This guidance seeks to give clear advice to all professionals and the public on the levels of need and thresholds for different services and responses in Essex. To support this further ECC has developed the Family Operations Hub combining the EHAH and IRT.

The Family Operations Hub will support the needs of children, young people and families across the four levels of need. At levels 1, 2 & 3 information advice and guidance is available to advise practitioners (and families) on services and support available and offer the opportunity to discuss the best course of action or signpost to available help.

If a child is, or may be, suffering significant harm a professional or public member should make a request to the Family Operations Hub for Social Care support at level 4.

These changes have been made to;

- Provide a better service to professionals and public who seek advice and guidance or request support from ECC Family Operations.
- To make better use of resources so that all requests for support are responded to quickly and efficiently.
- Provide a triage process and ensure advice is given and that referrals/requests for support are made at the right level without undue delay.

<b>Telephone:</b>	0845 603 7627 - please ask specifically for the Family Operations Hub	
<b>Address:</b>	Family Operations Hub, Essex House, 200 The Crescent, Colchester Business Park, Colchester, Essex CO4 9YQ	
<b>Email:</b>	<a href="mailto:foh@essex.gcsx.gov.uk">foh@essex.gcsx.gov.uk</a>	
<b>Opening Hours:</b>	8.45am to 17:30pm Mon to Thurs	8:45am to 16:30pm Fridays

**NOTE:**

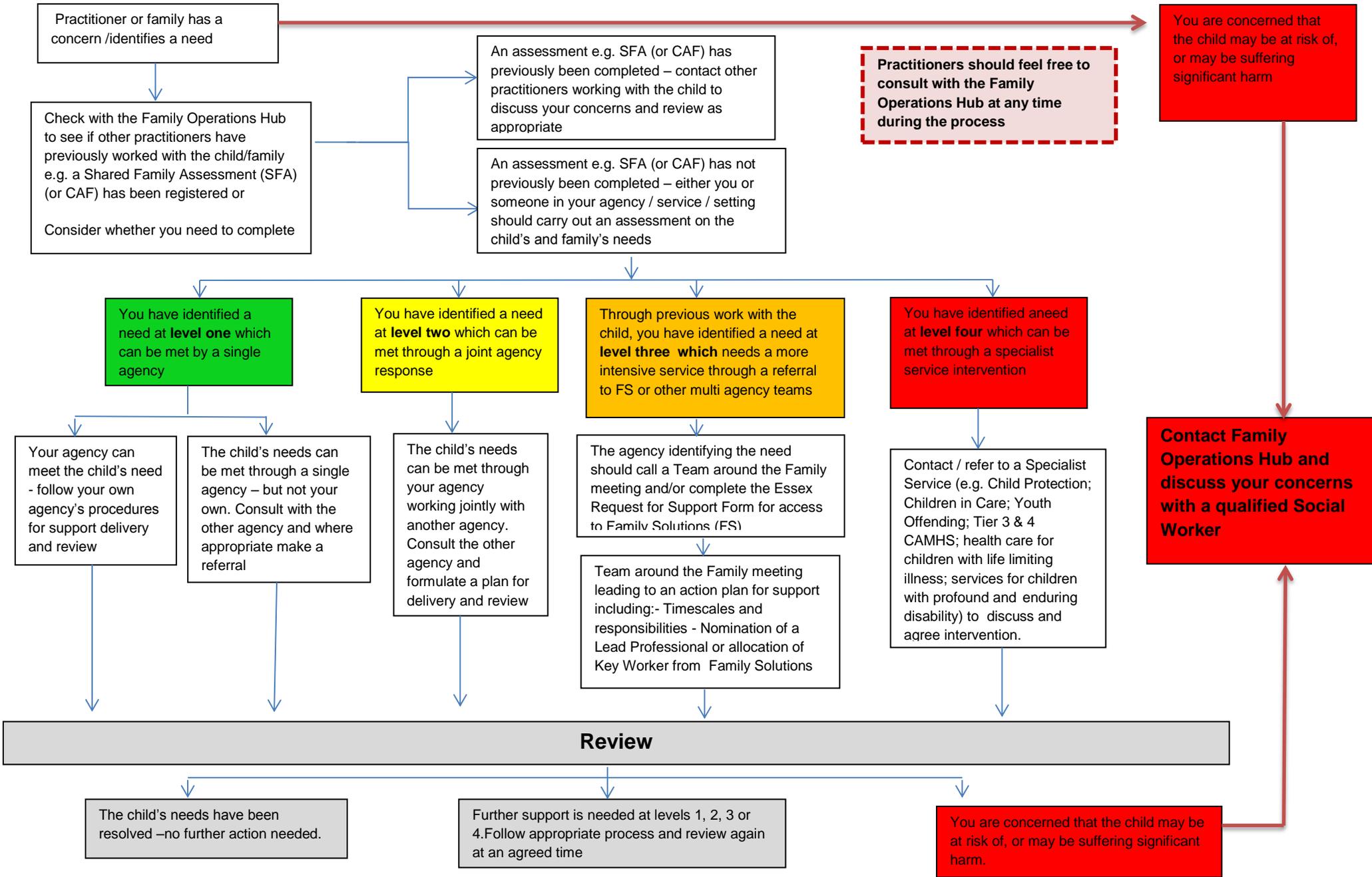
- If a child is at risk of immediate significant harm request a Priority Line
- The documentation for requesting support or referring to Social Care remains unchanged.

**4. Family Solutions**

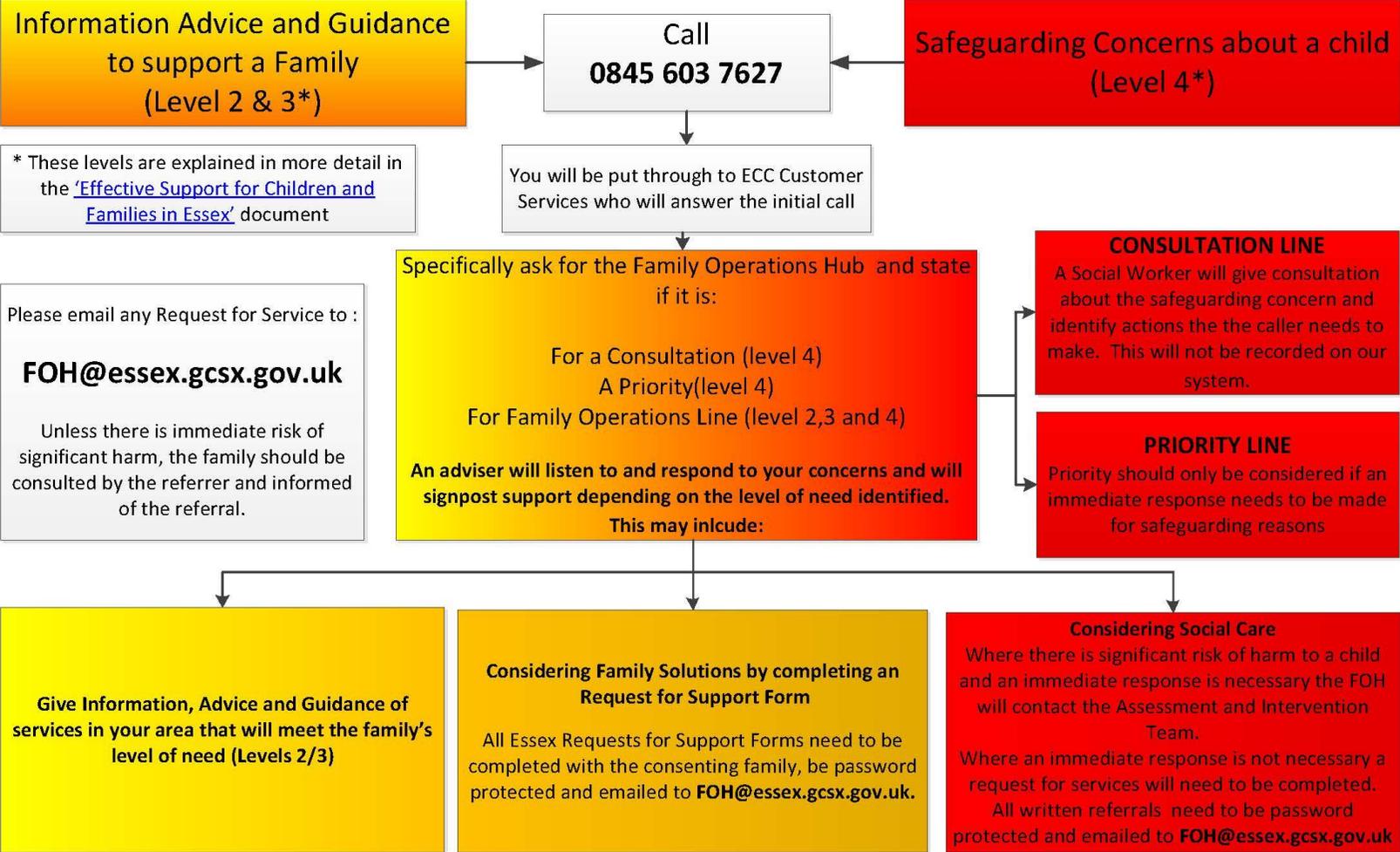
The criteria for accessing Family Solutions (page 10 of the Effective Support document) has been widened to include the following,

- Families with significant non-school attendance or behaviour issues
- Families living with a range of health issues which may include mental health needs, drug and alcohol misuse
- Children in need of help

# 5. EFFECTIVE SUPPORT PROCESS DIAGRAM



**Family Operations Hub Partner Access Map**  
 (Mon-Thurs 8.45-5.30pm Fri 8.45-4.30pm) Out of Hours Tel no: 0845 606 1212



Information Advice and Guidance to support a Family (Level 2 & 3\*)

Call  
**0845 603 7627**

Safeguarding Concerns about a child (Level 4\*)

\* These levels are explained in more detail in the ['Effective Support for Children and Families in Essex'](#) document

You will be put through to ECC Customer Services who will answer the initial call

Please email any Request for Service to :  
  
**FOH@essex.gcsx.gov.uk**  
  
Unless there is immediate risk of significant harm, the family should be consulted by the referrer and informed of the referral.

Specifically ask for the Family Operations Hub and state if it is:  
  
For a Consultation (level 4)  
A Priority (level 4)  
For Family Operations Line (level 2,3 and 4)  
**An adviser will listen to and respond to your concerns and will signpost support depending on the level of need identified.**  
**This may include:**

**CONSULTATION LINE**  
A Social Worker will give consultation about the safeguarding concern and identify actions the caller needs to make. This will not be recorded on our system.

**PRIORITY LINE**  
Priority should only be considered if an immediate response needs to be made for safeguarding reasons

**Give Information, Advice and Guidance of services in your area that will meet the family's level of need (Levels 2/3)**

**Considering Family Solutions by completing a Request for Support Form**  
  
All Essex Requests for Support Forms need to be completed with the consenting family, be password protected and emailed to **FOH@essex.gcsx.gov.uk**.

**Considering Social Care**  
Where there is significant risk of harm to a child and an immediate response is necessary the FOH will contact the Assessment and Intervention Team.  
Where an immediate response is not necessary a request for services will need to be completed.  
All written referrals need to be password protected and emailed to **FOH@essex.gcsx.gov.uk**