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**Working Together to Safeguard Children 2018**

### Why we have this document

The safeguarding partners should publish a threshold document, which sets out the local criteria for action in a way that is transparent, accessible and easily understood.

This should include: The process for the early help assessment and the type and level of early help services to be provided

*'The right help in the right way at the right time'* is a guide for practitioners and managers in South Gloucestershire from all organisations. It aims to help ensure the needs of children are being met in the best way from those who need low level help to those at risk of significant harm.

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### When did the document change?

**The Child's Journey of Need**  
The Child's Journey and accompanying matrix were out of date and have now both been replaced by this brand new document – The Right Help in the Right Way at the Right Time.

The draft document was circulated to all partners via the Stakeholder network in the Autumn of 2020 for comment and feedback. It was signed off in December by the Executive of the Children's Partnership in December 2020 and published in January 2021.

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**Things you should know**



You can download a copy of the document on the Children's Partnership Website. You should share it and use it as part of everyday practice

-  This is not a council document
-  Thresholds have not changed
-  This is not a way to get you to do more
-  This change was not related to covid

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**Compass:**  
 providing early help to families & the professionals supporting them  
 - navigating you to the right help, in the right way at the right time.  
 © www.southglos.gov.uk/find-information-for-adults-children-families



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**Compass**



[The-Right-Help-in-the-Right-Way-at-the-Right-Time-January-2021.pdf \(southglos.gov.uk\)](#)

Compass is described as the 'engine room' for Early Help

It has been established to help families, agencies and settings navigate to the right information and help, at the right time and in the right way

We know that early intervention and prevention is the most effective way of enabling children to reach their full potential and/or protecting children from harm. This includes access to information, advice or help before problems occur or escalate.

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## What we Offer

**Conversations with partner agencies.** These can be case discussions how to support families, keep professionals up to date to community resources & services, information and advice. Consent is needed if you want to name specific families, otherwise, this can be an anonymous case discussion

**Having these conversations provides,** the right help at the right time, at the right level, and can often result in support being offered by partner agencies, to families, without the need for a request for help to Access.

After a conversation with Compass, we may still ask you to submit a request for help/referral.

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## Find information for adults, children and families

A source of information, advice and guidance for people living in South Gloucestershire, built by us with local partner organisations.



Before you consider making a request for help / referral....have you spoken to someone at Compass?

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### What makes a good referral....

- Gain parental/carer consent to share this information, write the request with the parent(s)/ carers and gain the voice of the child
- Focus on what is working well, what you are worried about and what needs to happen – not a tick list of services
- Try not to be too focussed on needing a service or making a request for help, this is an opportunity to think about what needs to change for the child
- Please check all the families' details are correct, including mobile numbers and email addresses.

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### The importance of the child's voice

Created by the Compass Team May 2021

- Why capture the views of the child?**
  - It's about them – they are the expert!
  - To capture the perspective of the children, parents and other family members.
  - The child's views are important to support 'buying in' to the concept of change.
  - The child's voice should be captured within all assessments.
- Why is it important to capture the voice of the child?**
  - Children should be heard and have the right to make decisions about changes in their lives.
  - The right for a child to be listened to and heard is listed in UN convention of rights and the Children's Act 2004 emphasises the importance of speaking to a child to gather their views for assessments.
- Who should capture the voice of the child?**
  - The key is someone who has a trusted relationship with the child.
  - The quality of the child's voice captured depends on the quality of the relationship.
  - If the relationship is strong the voice captured will be stronger and vice versa.
- When should we capture the voice?**
  - If you are thinking about completing referrals.
  - For initial EHAPs.
  - During EHAP reviews.
  - When closing the EHAP.
- What is the information used for?**
  - To inform and plan the next steps.
  - To improve the current situation for the child, young person and/or family.
  - To ensure parents and professional are aware of the child/young persons thoughts, feelings and wishes. Which is essential to everything we do.
- How to get voice of child?**
  - The child's voice can be captured through conversations, 1:1 work, activities, worksheets, questionnaires, and artwork. Carers can provide supported responses.
  - Children who are young, non-verbal or have a disability can express their views being creative in drawing, their play, body language, facial expressions, we can interpret their understanding of their desires, preferences, likes, dislikes and what motivates them.
  - All activities can be supported to support the EHAP.
  - EHAPs can be strengthened by using direct quotes. Using direct quotes will simplify and make comments explicitly clear.

South Gloucestershire

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### What else do Compass Offer?

Compass also provides advice, help, guidance and training in relation to the **Early Help Assessment and Plan/Team Around the Family** processes

**Signposting families** to relevant support agencies and giving information and advice around their worries. Families still need to ring Access on 01454 866000

Any professionals, school and partner agencies can contact us: [compass@southglos.gov.uk](mailto:compass@southglos.gov.uk) for support and advice.

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**Preventative Services**

Kevin Sweeney  
Pete Beaudro



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**Purpose of all teams**



- Whole family work - exploring the issues and dynamics within families which may be impacting on the presenting issues e.g., the impact of poor housing, unemployment, mental health, DV, etc.
- Only work with families/young people who **want** to work with us and who give **Informed** consent.
- Families/young people are supported to drive the work themselves.
- Identify and enhance the wider support network of family, friends, community and professionals to sustain progress.

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**Criteria – Families Plus 0-5**

- Focus on parenting capacity to make/sustain change, not about holding to keep safe.
- Parenting programmes – Incredible Years, Solihull.
- Can be open to social care but social care remains Lead Professional, and team contributes to Child and Family Assessment
- Can be Lead Professional so open to Step Down
- Time limited between 6 weeks and 6 months.

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### Criteria – Families Plus 5-18

Below social care threshold- focus on thriving	Existing work with universal services e.g. schools but positive change not yet achieved	Can contribute to school/Community EHAP or be Lead Professional
Time limited between 6 weeks and 6 months	Parenting Programmes – Parents Plus Children, Parents Plus Teens	Can step up, step down or step across

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### Criteria – Young People Support



- Adolescence centred ( think secondary school age)
- Complex needs e.g., Family Breakdown, Exploitation, Exclusion from school, Running Away.
- Can be open to social care but social care remains Lead Professional, and team contributes to Child and Family Assessment
- Can be Lead Professional so open to Step Down
- Time limited between 6 weeks and 6 months

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### Referral Route

Speak to Practice Managers first →

Use the Step-Down conversation option in Mosaic (clipboard)  
The clearer the better – be explicit

	North	South
Families Plus 0-5	Jane Maude	Kerry Pugsley
Families Plus 5-18	Alice Hendy Nic Gebbels/Lorna Tilley	Elli Drake Fiona Mapley-Sims
YPS	Arran Bees	Arran Bees

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**Access & Response**

Mike Skibeck

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**What makes a good referral?**

Please refer to Page 9 of the "Right Help in the Right Way at the Right Time" document (It looks like this! →)

- Check the parent or legal person understands what they are agreeing to!
- There are times when you should not seek consent, but those are rare. For example, seeking consent would increase the risk for a child.
- I have written about what has already been done to address concerns.
- I have included information about what the child says about their situation and what they want to happen.
- I have given key information that will help for decisions. There is an agreement sign of form or the family will need an agreement.
- Contact to help or completed in full for the child or young person.
  - Be clear and direct.
  - Include all adults - not just parents, current partners.
  - Other important or relevant adults, grandparents, family friends.
  - Myself - the referee. Other professionals I know are involved and their role.
- I have thought about whether I should have a no contact conversation about the situation if I am unsure before meeting.
- The address(es) of the family is included.
- I have given dates of when to call the referrer and both parents and care partners.
- I have included information about what is working well in the family or well as what the parent is worried about.
- Check the approach to the parent about making a referral.
- Check the approach to the family about making a referral.

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**What we need from you...**

Have you thought about Early Help? ART are responsible for responding to referrals that meet the threshold of 17 and above - "unlikely to achieve or maintain a reasonable standard of health and development without statutory services"

If you're unsure, call Access (01454 866000) but be mindful we cannot give full advice that you could record on a child's file unless you make a referral.

Consider and describe **IMPACT**. Information about parents and what's going on in the family home is useful but the key issue is what the impact is of those factors on the child/ren

Referrals don't need to be long, they need to be relevant - include a chronology of pertinent information. We need key contact numbers, which professionals are working with the family and who lives in the family home so this doesn't create delay. We have only one working day to progress the referral so need to spend that time wisely.

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**What  
you  
should  
expect  
from  
us...**

Feedback on your referral – if the decision is made not to progress to an Assessment you will be advised of the reason/s why.

If there is a quality issue with your referral then a worker from Access or Compass will contact you to explain this and to help guide you for your next referral.

You should receive the name and contact details of the allocated Response social worker and their Team Manager within 3 days of your referral.

Inclusion in the Assessment process – once allocated, the social worker should contact you to advise of the process moving forwards, seek to update on any new information, include you in the assessment process and advise you on the outcome of the Assessment.

A request for feedback on how well we have done, any complaints or issues in our communication and liaison with you.

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