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### Why we have this document

**Working Together to Safeguard Children 2018**

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The Child's Journey and accompanying matrix were out of date and have now both been replaced by this brand new document – The Right Help in the Right Way at the Right Time.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](http://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](http://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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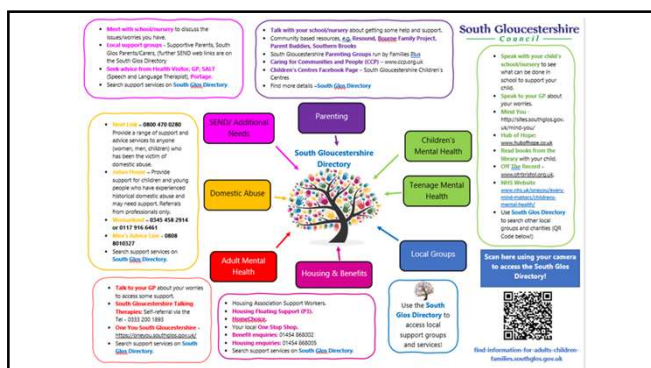
## Find information for adults, children and families

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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## 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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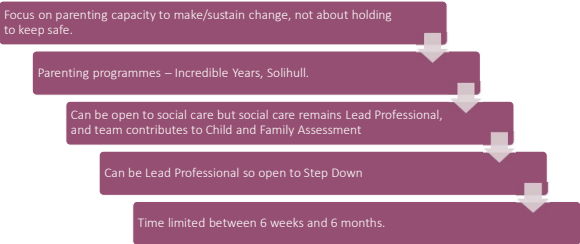
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## Criteria – Families Plus 0-5



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graph TD
    A[Focus on parenting capacity to make/sustain change, not about holding to keep safe.] --> B[Parenting programmes – Incredible Years, Solihull.]
    B --> C[Can be open to social care but social care remains Lead Professional, and team contributes to Child and Family Assessment]
    C --> D[Can be Lead Professional so open to Step Down]
    D --> E[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 Skilbeck



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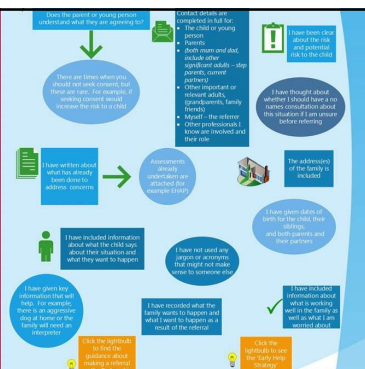
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# What makes a good referral?

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



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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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