

Request for a targeted early help intervention to support the family action plan: process for lead professionals

- 1) On E-CINS, complete the Whole Family Webstar Assessment, upload consent and ensure the risk assessment is completed on nomination form
 - i. The family assessment needs to **clearly identify a need for the EH intervention** which is agreed with the family
 - ii. The family assessment needs to be completed as fully as possible
 - iii. All relevant actions (SMART) need to be added to the action plan
- 2) On E-CINS, create a Family Action Plan and add the request for intervention to the plan as an action, clearly identifying the intervention required and which service may deliver it.

If you have assessed the family and young person's needs and wish to check with the identified Targeted Early Help service that their remit meets the needs you've identified, please contact the service lead. Information on service leads is on page 3.

For advice on identifying risk or offering early help, then call Compass on 0345 678 9021.

- 3) If the service to carry out the early help intervention is known, task **one** relevant targeted Early Help service creating the task **from the relevant concern in the action plan**. To do this:
 - a) **To view the action plan:**
 - i. From the task tab on the case, click on Create/view action plan
 - ii. Beside the action plan name - click on "View action plan"
 - iii. Click on "Update plan"
 - b) **To add the intervention request task:**
 - iv. The task section of the action plan is found by scrolling down to beneath the relevant concern on the action plan.
 - v. Click on "Add Task"
 - vi. For "Who is tasked?" Select "Other User" and select the name of member of staff from the relevant targeted early help service (see list below). **Do not task the team.**
 - vii. Title the task as "Early help intervention request for XXXXXX *insert case number*"
 - viii. Complete the "Task Type" selecting **one** of the following:
 - Intervention request for EnHance
 - Intervention request for Targeted Youth Support
 - Intervention request for Lifelines
 - Intervention request for Children's Centres
 - ix. Priority – Do not complete as not applicable.
 - x. Complete by – Select 14 days/2 weeks

- 4) If the service to carry out the early help intervention is known, task **one** relevant Early Help targeted service creating the task **from the relevant concern in the action plan**. To do this:
 - xi. From the relevant concern on the action plan, create a task for the relevant service (see list)
 - xii. Title the task as “Early help intervention request for XXXXXX *insert case number*”
 - xiii. Complete the “Task Type” selecting **one** of the following:
 - Intervention request for EnHance
 - Intervention request for Targeted Youth Support
 - Intervention request for Lifelines
 - Intervention request for Children’s Centres
 - xiv. Priority – Do not complete as not applicable.
 - xv. Complete by – Select 14 days/2 weeks (you can expect a reply within 2 weeks)

- 5) Grant access to the case, profiles and any relevant reports to the service lead of the service you are requesting the intervention from.

- 6) Targeted service will respond within 2 weeks to the request for intervention task with one of the following actions (this will be noted on the logs and action tab within the task):
 - xvi. Intervention request received: awaiting allocation
 - xvii. Intervention request received: not accepted (*reasons why will be indicated on the action within the task – see logs and action tab*)
 - xviii. Intervention request received: additional information required (*missing information will be indicated on the action within the task – see logs and action tab*)

- 7) If additional information is required, this will be sent to you via a separate task to complete. The targeted service lead will also request an extension to the completion date on the request for intervention task (due to the additional information request).
 - xix. Grant the date extension to the original request for intervention (2 weeks after the date the information is going to be added to the case)
 - xx. Add the additional information required to the case
 - xxi. Mark the additional task as complete (this will notify the targeted service that they can review the information and progress the request for intervention)

- 8) When the request for intervention has been accepted and allocated, the targeted service lead will complete the intervention request task with the action of “Intervention request allocated”

When requesting an early help intervention this should be supported by the timely sharing of good quality information that has been obtained through the family assessment.

To request an intervention from a Targeted Early Help service, please **task** the following member of staff from the relevant service

Enhance: Maria Evans

Targeted Youth Support: Jo Cox

Lifelines: Nadine Last

Children's Centres North: Alex Morris-Perkins

Children's Centres Central: Annie Mackellar

Children's Centres South: Annie Mackellar

If you have assessed the family and young person's needs and wish to check with the identified Targeted Early Help service that their remit meets the needs you've identified, please contact the service lead

Enhance

Name: Sue Green EnHance Senior Keyworker

Telephone number: 07791876599

Name: Maria Evans EnHance Senior Keyworker

Telephone number: 0758427878

Targeted Youth Support

Name: Jo Cox

Telephone number: 01743 250948

Lifelines

Name: Nadine Last

Telephone number: 01743 250953

Children's Centres North

Name Alex Morris-Perkins

Telephone number: 01691 656513

Children's Centres Central

Name: Annie Mackellar

Telephone number: 01588 673873

Children's Centres South

Name: Annie Mackellar

Telephone number: 01588 673873