

Early Help Pathway

At any time contact your named Early Help Advisor for support or email the following external link EarlyHelpAdvisorSupport@durham.gov.uk

Step 1

Practitioner identifies early help need or family approach professional asking for support with an early help need.

Step 2

Practitioner has a conversation with the Mam and Dad/Carer and the child or children to understand worries and what is working well.

Step 3

Practitioner can call Early Help Triage Team on 03000 267979 to check if the family have an 'active' Early Help Assessment/Team Around the Family in place. If so, practitioner to join TAF, if not move to step 4 or 5 as most appropriate.

Step 4

Practitioner can meet the family's needs within their own service resource (single agency) and appropriate support is provided.

Step 5

If practitioner feels that a multi-agency response is required as their service cannot meet the family's needs, practitioner is to obtain agreement from the family for an Early Help Assessment and complete an Early Help Assessment using the Early Help Assessment Guidance to support.

Step 6

Practitioner to complete the Early Help Assessment with all family members, ensuring the voice of the child or children is captured.

Step 7

Practitioner, in partnership with the family, to develop a Child and Family Plan and agree the review date. If you feel the family's needs are complex and require intensive family support, with family agreement, submit the Early Help Assessment requesting the Early Help Triage Team review your current Early Help Assessment and Child and Family Plan as at step 11.

Step 8

Practitioner to submit the Early Help Assessment and Child and Family Plan through the Childrens Service Portal (Liquid Logic).

Step 9

If you are the lead partner supporting the family, with the family, and Team Around the Family members, review the Child and Family Plan every 4 to 6 weeks, agree a further review date as appropriate and submit the updated and reviewed Child and Family Plan via the Childrens Services Portal.

Step 10

If insufficient or timely progress is not being made, practitioner to discuss the family with the Early Help Advisor.

Step 11

If you have made a request for the Early Help Triage Team to review your Early Help Assessment and have already submitted, through the Childrens Services Portal a 'partner-led' Early Help Assessment and Child and Family Plan in the last 12 weeks, you do not need to do another. With consent from the family you can simply email earlyhelp@durham.gov.uk putting in the subject header 'Request for Early Help Triage Review of Early Help Assessment' and provide the name, address, date of birth of the child and your contact telephone number. The Early Help Triage Team now have up to 5 working days to gather information to help inform an outcome which they will then discuss with you within 5 working days of receiving your request for Triage review. If an Early Help Assessment, Child and Family Plan or Review has not been submitted within 12 weeks or there is not one, you are required to complete this. Refer back to step 2 on the pathway.

Step 12

Usual Early Help Triage process applies and the Early Help Triage Team will agree the outcome of triage with the practitioner e.g., Information, Advice and Guidance or Signposting, Locality Early Help Conversation, One Point Intensive Family Support Team.

If at any time there is a safeguarding concern, follow our [Safeguarding Procedures](#) on the Durham Safeguarding Children Partnership website.