

## Hounslow Early Help Hub – Guidance for Practitioners

This document may be read in conjunction with:

*Hounslow Early Help Partnership Commitment 2019-2021*

*Hounslow Early Help Practice Framework*

*Hounslow Early Help Offer*

*Community Action Partnership Panel – Terms of Reference*

*Hounslow Early Help Performance & Impact Framework*

*Hounslow Early Help Quality Assurance Framework (in development)*

*Hounslow Safeguarding Children's Board Thresholds Guidance and Assessment Protocol*

### **1. Introduction - What is the Hounslow Early Help Hub?**

The Hounslow Early Help Hub is a two-year programme, funded by LBH, which will be launched in September 2019. The Hub will be based in Hounslow House, co-located initially with the children's front door and MASH teams, however should be regarded as a resource for all multi-agency practitioners delivering early help to families.

The Hub will become the new focal point for multi-agency early help activity within the borough, co-ordinating the local Early Help Offer for families and leading on the development of a consistent approach and quality for early help practice for families across our services.

It will be key in helping us to achieve the priorities of the Hounslow Early Help Partnership Commitment 2019-2021, in particular:

Ensure that all families receive a consistent, high quality, co-ordinated early help response from all practitioners across the partnership. This response is recognisable as the Hounslow approach to early help, is effective in meeting need and results in 'no wrong door' for families.

Ensure that practitioners across the Partnership have access to the day-to-day support they need to deliver high quality early help as the preferred response wherever safe and appropriate to do so, building confidence and skills to bring about change for families without the need for contact with specialist services.

Ensure that agencies delivering early help across the Partnership work together and are evaluated together as a single strategic and operational system, with resources becoming a co-ordinated 'sum of all parts' to achieve maximum impact for families and best value for money.

The effectiveness and value for money of the Hub model will be evaluated regularly throughout the two-year programme to inform decisions about co-ordinated early help delivery in the future.

## 2. What services will the Hub offer?

The Hub will provide the following strategic functions on behalf of the Hounslow Early Help Partnership:

- **Performance & impact reporting** of early help across agencies
- **Tracking mechanisms** for children who require early help
- **Co-ordination of multi-agency early help projects**
- **Quality Assurance** of early help across agencies
- **Intelligence gathering and analysis** on early help trends and themes
- **Co-ordination of the local Early Help Offer** and activity
- **Development of integrated working pathways** between agencies

It will also act as a day-to-day advisory centre for early help to support frontline practitioners working directly with families, offering:

- **Consultation on threshold** for individual families
- **Practical coaching** to support practitioners to work with the Lead Professional role and Team Around the Family, including coaching on assessments and plans.
- **Information on services or resources** available in the borough, including maintenance of on-line resources
- **Co-ordination of Community Action Partnership Panels** which bring together local practitioners to find new ways of supporting families
- **Delivery of early help training**, both formal via the HSCB and informal training and guidance within settings
- **Co-ordination of regular early help events**, bringing the multi-agency workforce together in locality areas for networking, information-sharing and CPD
- **Support with using the new Early Help Module system** (EHM) to record and share early help work with others
- **Advice and guidance on early help practice** for supporting individual families

A **named Early Help Practitioner** within the Hub will be allocated to teams and settings, creating a single point of contact for early help where guidance is needed over and above discussion with your Designated Safeguarding Lead.

## 3. What will NOT be offered by the Hub?

The Hub will not:

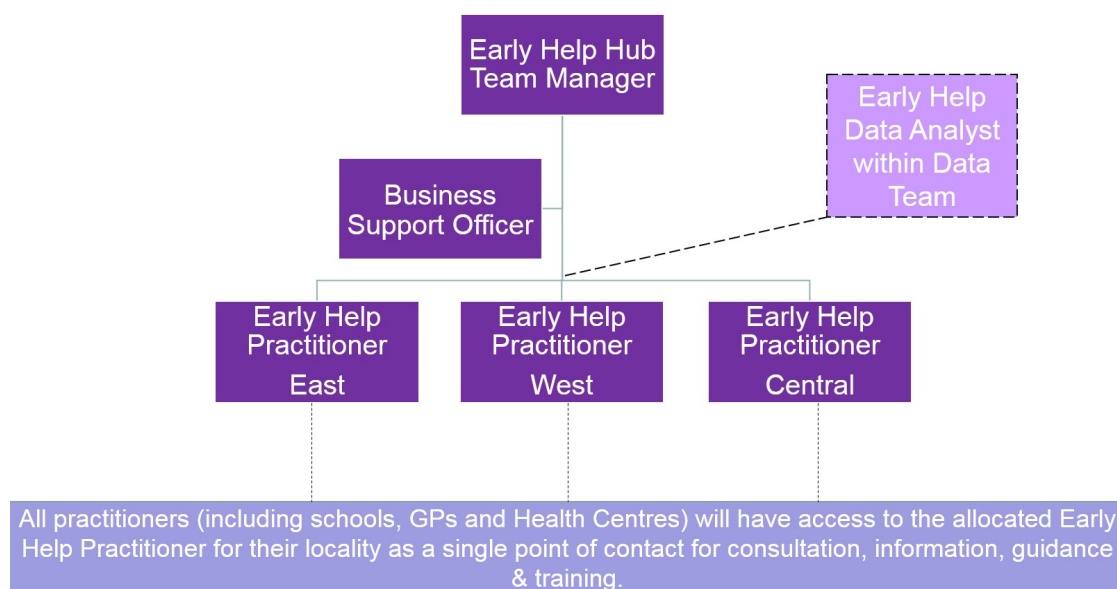
- **Undertake direct work with families** - Hub practitioners will not hold a 'caseload' and practitioners will not 'refer' a family to the Hub.
- **Take the Lead Professional role for a family** - The Hub may however, on occasion, support a Lead Professional with navigating a TAF meeting, conversation or visit with the family.
- **Complete a CFAN for a family**
- **Complete referrals to services or allocate services for families**
- **Replace the children's front door** – the relationship between the Hub and front door is explained further below.

#### 4. Who will be in the Hub?

The Hub will consist of three Early Help Practitioners - one for East, West and Central locality - a Team Manager and a Business Support Officer. A Data Analyst from the LBH Children's Data Team will also be aligned with the Hub.

Practitioners will come from a variety of professional backgrounds and will be able to offer between them a broad base of skills and knowledge in working with families. They have been selected by multi-agency recruitment panels - including representation from Education (schools), Public Health, Children's Safeguarding & Specialist Services, and the Early Help Transformation programme – in part on their ability to engage with multi-agency practitioners.

Services within the borough will have the opportunity to base a member of staff within the Hub on a part-time or a virtual basis, which will support joint working and the skill-set available within the Hub for the practitioners who use it.

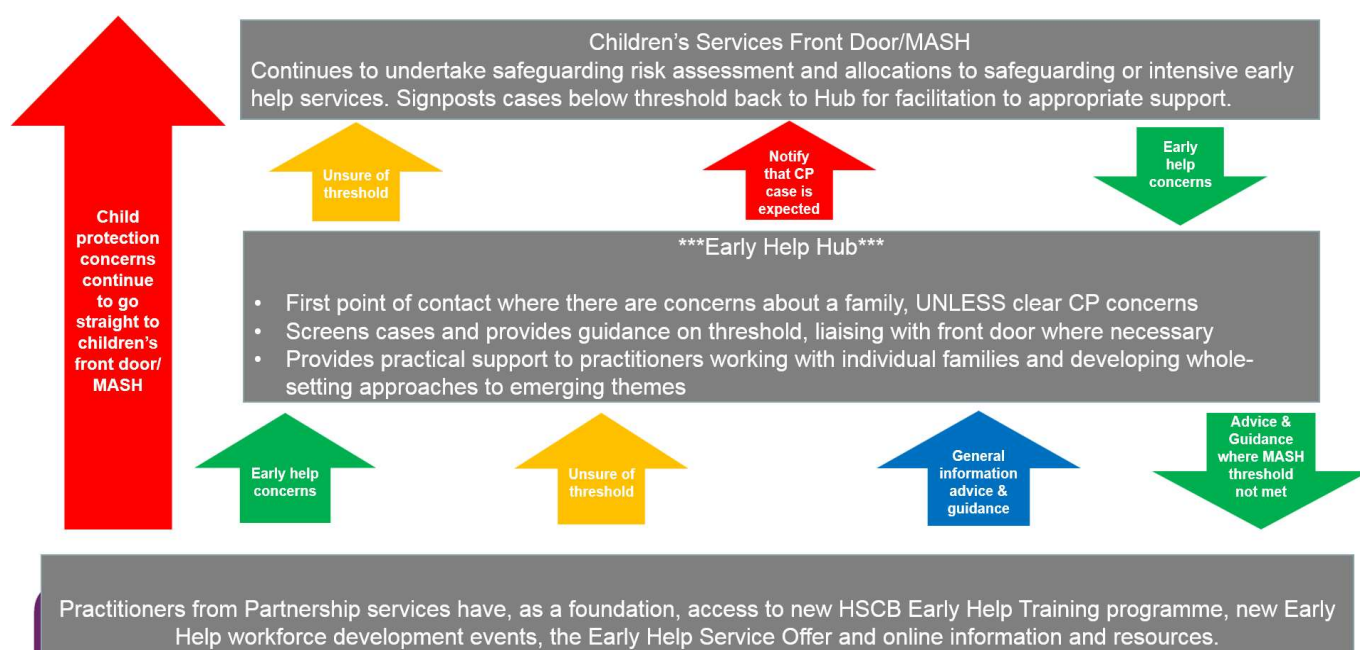


#### 5. What is the link between the Hub and the children's front door/MASH?

The Hub will be the first point of contact for practitioners where a **family's needs are below the threshold for safeguarding services** or where **practitioners are unsure of threshold**. The Hub will support practitioners to offer early help to families wherever this is safe and appropriate and will be able to advise when a higher level response is more appropriate.

The front door/MASH will remain the point of contact where there are **concerns that a child is at risk of significant harm**, or where practitioners have been **directed to make a referral to a particular service via the front door**. There will be no change to the work of the front door/MASH in undertaking multi-agency research, assessing safeguarding risk, and passing families through to safeguarding teams and intensive early help services.

The Hub and the front door/MASH team will be co-located initially and the Hub team will have access to threshold and risk assessment guidance from the front door, to ensure the two services work consistently. A pathway has also been developed to ensure that families can be swiftly passed between the teams to the best service to meet their needs.



## 6. How do I know what locality I am based in? Do I contact the Hub on the basis of my locality or the family's home address?

If you work for a setting, or a service which naturally splits into localities, you will be allocated an Early Help Practitioner based on the locality you work in. Some services operate across the borough in a single team and are not easily split into localities: in this case your team as a whole will be allocated a named Early Help Practitioner from any of the locality areas.

For more information on localities and allocated Early Help Practitioners, please see **Appendix 2**, or contact the Hub.

In the interests of supporting a 'single point of contact' and strong working relationships with the Hub, please always contact your named Early Help Practitioner in the first instance rather than the the locality Practitioner based on the family's address. The Practitioners in the Hub will be able to liaise between each other if this is required to help the family.

Where a family is not attached to a particular setting, or their connections are not yet known, for example when a case is transferred from the front door to the Hub, the Early Help Practitioner will be allocated on the basis of home address. A postcode tracker is available to support this.

Please see **Appendix 1** for contact details for the Hub.

## 7. Do I need the agreement of the family to contact the Hub?

You do not need the consent of the family to contact the Hub.

It is recognised that there are scenarios where the practitioner is justified in contacting the Hub in the interests of the welfare of the child but agreement from the family is not possible – for example where the practitioner is not yet actively working with a family and wishes to seek guidance on how to engage them in support which would benefit the child. Or, where the relationship has broken down and the practitioner is seeking guidance for how to re-engage the family.

Where there is no consent from the family to consult with the Hub, the practitioner will be asked not to give client-identifiable details during the consultation. The Hub will still provide support and record the conversation anonymously, and the practitioner will be given a reference number to use in any future consultations.

It is advised that the ability of the Hub to provide safe and appropriate guidance will be more limited where there is no consent, due to inability in this scenario to screen background information relating to the family.

It is always the ideal practice when working with families to be transparent about conversations you would like to have on their behalf and to seek their agreement to contact the Hub. The guidance you receive from the Hub will also be more informed where the team is able to screen historical information relating to the family. **The Early Help Partnership Privacy Notice** and **family leaflets** are available to support this discussion and will be stored on the online resource bank.

For more information on information sharing and the agreement of the family, please see the **Hounslow Early Help Practice Framework** and **Information Sharing Agreement**.

### 9. In what scenarios might I contact the Hub? How would they help me?

Examples of scenarios where the Hub can help will include:

I am unsure whether my concerns for a family meet the threshold for children's social care

The Hub will talk through with you the family's strengths and needs and the outcomes of previous approaches and interventions. They will also screen the family against contextual information held in the Local Authority, e.g. the children's social care database, and seek advice from the MASH if necessary. The outcome of the conversation will be EITHER a recommendation to transfer to the front door OR a recommendation for further early help to be undertaken. In the latter scenario, the Hub will provide guidance to support you in continuing early help with the family.

I am having difficulty engaging a family in early help, or in helping a family to make progress

The Hub will explore with you what the barriers might be to the family's engagement and/or progress and how these might be overcome. Together you will consider the outcomes of approaches already tried, new approaches which could help, services which might be able to assist, and how the content of the early help plan might be rejuvenated. The Hub will point you in the direction of any resources/direct work tools which are available to support you and you will be able to check-in as you progress through actions.

I am not able to meet the family's needs within my own agency alone but am unclear what additional support there is available

The Hub will talk through with you the family's needs and will be able to advise regarding any additional local and national services/interventions available to work with you. Additionally, they will maintain online information and resources relating to the Hounslow Early Help Offer that you can refer to.

I'm new to Lead Professional and Team Around the Family and/or require support with this

The Hub will be able to talk you through the Lead Professional and TAF process, get you booked onto training and provide you with coaching to build your skills and confidence. The Hub will be able to undertake some tasks jointly with you subject to capacity – for example, completing a first CFAN, TAF meeting etc.

I am developing a CPD programme within my setting and would like to include a session on early help

The Hub will be able to offer guidance on the content of your session and subject to capacity will come out and deliver training on early help with you.

I would like to develop a whole-setting approach to a theme we are seeing commonly

The Hub will be able to offer guidance on your approach, ideas for tools and resources and support with planning.

### 9. How quickly will I receive a response?

Our aim will be to operate a duty system within the Hub during office hours in order that someone will always be available to answer your phone call. If you are sending an email we will aim to respond to you within 3 working days - and no longer than 5 working days – depending on the nature of your enquiry.

Please note that if you have an urgent query relating to a family in acute crisis or a child at risk of significant harm this will best be directed to the children's front door team.

Please also note that the Hub will not be open outside of normal office hours and any urgent enquiries relating to families which must be dealt with out of hours should be directed to the out of hours children's social care duty team.

### 10. How can I provide feedback on the services provided by the Hub and contribute to the evaluation of the model?

A **practitioner feedback form** will be developed and available from the Hub and on the online **Practitioner Resource Bank**. The Hub should also encourage you to complete feedback after using their services. Practitioner feedback will be reported quarterly to the Early Help Strategy Group as part of the **Early Help Partnership Performance & Impact Framework**, and will be considered a key measure in evaluating the Hub's effectiveness.

## **Appendix 1 Hounslow Early Help Hub Contact Details, August 2019**

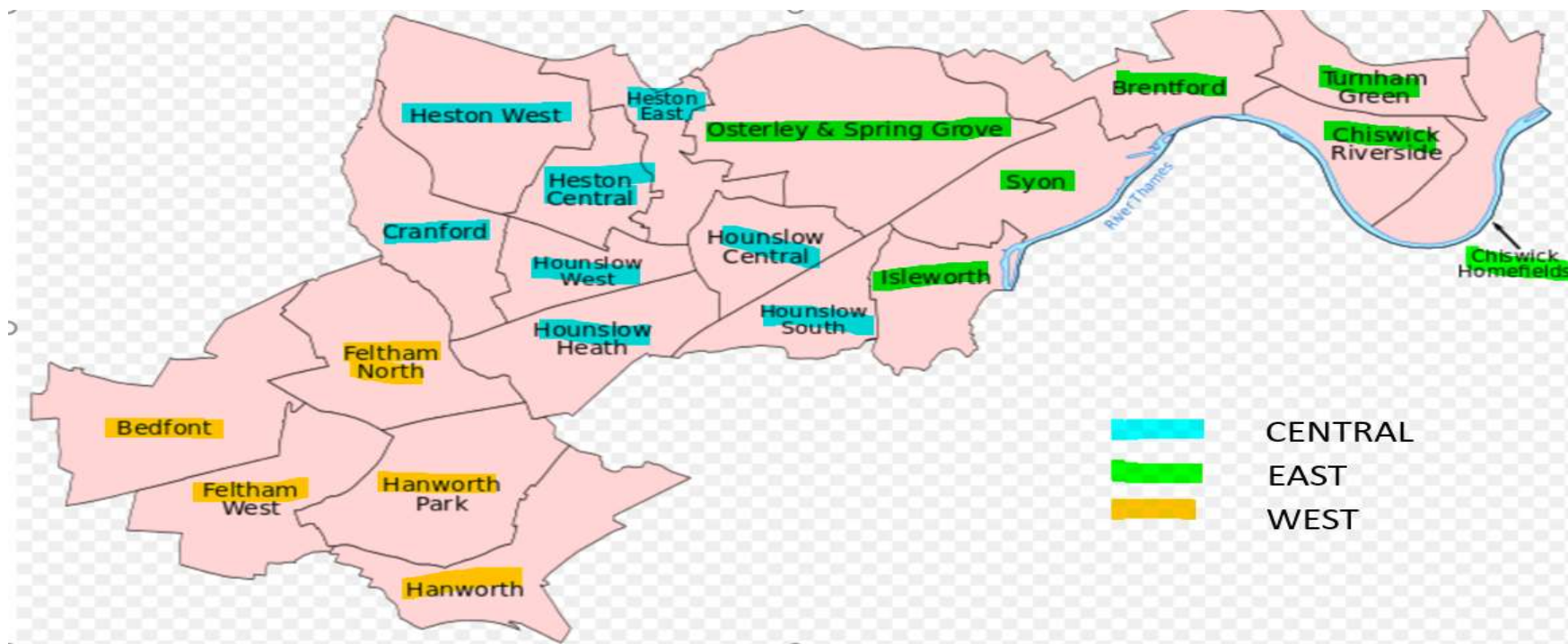
<b>Operational hours:</b>	9am-5pm, Monday to Friday
<b>General enquiry line:</b>	020 8583 6653
<b>General enquiry e-mail:</b>	<a href="mailto:earlyhelphub@hounslow.gov.uk">earlyhelphub@hounslow.gov.uk</a>
<b>Early Help Hub Team Manager:</b>	<b>Michelle Acheampong</b> 0208 583 3881 <a href="mailto:Michelle.acheampong@hounslow.gov.uk">Michelle.acheampong@hounslow.gov.uk</a>
<b>Early Help Practitioner – East:</b>	<b>Sarina Dhillon</b> 0208 583 3819 <a href="mailto:Sarina.dhillon@hounslow.gov.uk">Sarina.dhillon@hounslow.gov.uk</a>
<b>Early Help Practitioner – West:</b>	<b>Chantelle Hall</b> 0208 583 2991 <a href="mailto:Chantelle.Hall@hounslow.gov.uk">Chantelle.Hall@hounslow.gov.uk</a>
<b>Early Help Practitioner – Central:</b>	<b>Adaisha George</b> 020 8583 4486 <a href="mailto:Adaisha.george@hounslow.gov.uk">Adaisha.george@hounslow.gov.uk</a>
<b>Business Support Officer:</b>	<b>Kajal Bakshi</b> 0208 583 6806 <a href="mailto:Kajal.bakshi1@hounslow.gov.uk">Kajal.bakshi1@hounslow.gov.uk</a>
<b>Early Help Data Analyst:</b>	<b>Simi Cherian</b> 0208 583 2593 <a href="mailto:Simi.cherian@hounslow.gov.uk">Simi.cherian@hounslow.gov.uk</a>
<b>Address:</b>	Hounslow House 5 <sup>th</sup> Floor, 7 Bath Road, Hounslow TW3 3EB



## Appendix 2 Early Help Hub – Localities and Single Point of Contact Allocations, August 2019

Services which operate across the borough in a single team, and cannot be easily split into localities, will be allocated a single point of contact in one locality area. These will be distributed evenly across the three EH Practitioners.

Where a child or young person is not attached to a particular setting/practitioner, or their connections are not yet known, the EH Practitioner will be allocated according to postcode of home address –a separate postcode tracker has been created which divides all postcodes in the borough into localities. However, to ensure practitioners only need to build a relationship with one EH Practitioner, we will work on setting in the first instance wherever possible - with liaison between the locality EH Practitioners where this may be helpful (e.g. a CYP living in a different locality to the school they attend).





**Early Help Hub EAST Locality – EHP Sarina Dhillon, 0208 583 3819 – [sarina.dhillon@hounslow.gov.uk](mailto:sarina.dhillon@hounslow.gov.uk)**

**Wards** – Chiswick Riverside, Chiswick Homefields, Turnham Green, Syon, Brentford, Osterley & Spring Grove, Isleworth

**Schools**

Belmont Primary	Our Lady & St John RC Primary	Bolder Academy
The Blue School	St Mary's RC Primary (Chiswick)	Brentford School for Girls
Cavendish Primary	St Mary's RC Primary (Isleworth)	Chiswick School
Green Dragon Primary	St Paul's CE Primary	Green School for Boys
Grove Park Primary	The Smallberry Green Primary	Green School for Girls
Isleworth Town Primary	Strand on the Green I & N	Gumley House School
Ivybridge Primary	Strand on the Green J	Gunnersbury Catholic School
Lionel Primary	William Hogarth Primary	Isleworth & Syon School for Boys
Marlborough Primary	Worple Primary	Nishkam School West London
Nishkam (FS) Academy	West Thames College	

**Health**

School Nursing – Brentford, Isleworth and Chiswick schools - Chantal Revans

Health Visiting – Brentford, Isleworth and Chiswick teams – contact Cecilia Hunt

**Children's Centres**

Chiswick Children's Centre	Brentford Children's Centre	South Isleworth Children's Centre
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## Early Years Settings

9 Months Nursery	Chiswick Toddlers World Nursery	Little Forest Folk	St John's Pre-School
Acola Kids	Devonshire Day Nursery	Maggie & Rose Village Nursery	St Mary's Osterley Playgroup
ASK Kindergarten & Clubs	Dolphins Childcare	Meadows Montessori School	Sunnysmiles Childcare (Pre School & Nursery) (worple)
Bright Horizons Brentford Day Nursery and Preschool	Elmwood Montessori School	Mini Me's Pre-School	Tara House Montessori Nursery School
Busy Bees Day Nursery at Chiswick	Evolution Montessori School	Osterley Park Day Nursery	Teeny Townies
Buttercups at Chiswick	Fairyland Nursery	Our Lady Queen of Peace Day Nursery	The Brentford Day Nursery & Pre-School
Buttercups at Homefields	Giggles Day Nursery Isleworth	Playdays Nursery	The De Lacey Montessori School
Buttercups at Isleworth	Harvard Park Pre-School	Prime Kids	The Learning Tree Day Nursery and Preschool
Buttercups at Syon Park	KLYWORLD Early Years Centre	Riverside Community Day Nursery	Tic-Toc Day Nursery
Chiswick Day Nursery and Preschool (Bright Horizons - was Active learning)	Ladybird Lane	Rocks Lane Montessori Chiswick	Toddletown Preschool
			West Thames College Nursery

## GPs

Glebe Street Surgery	Wellesley Road Practice	Grove Park Surgery	Greenbrook Isleworth	Cole Park (OOB but takes Hounslow patients)
Chiswick Family Doctors Practice	Grove Park Terrace	Albany Practice	St. Margaret's Medical Practice (OOB but takes Hounslow patients)	

**Early Help Hub CENTRAL Locality – EHP Adaisha George, 0208 583 4486 – [adaisha.george@hounslow.gov.uk](mailto:adaisha.george@hounslow.gov.uk)**

**Wards** – Heston East, Heston Central, Heston West, Hounslow Central, Hounslow South, Hounslow Heath, Hounslow West, Cranford

### **Schools**

Alexandra Primary	Hounslow Town Primary	Westbrook Primary
Beavers Community Primary	Norwood Green I & N	The Cedars Primary
Berkeley Academy	Norwood Green J	Oaklands
Chatsworth Primary	The Orchard Primary	Cranford Community College
Cranford Primary	The Rosary RC Primary	Heathland School
Edison Primary	St Michael & St Martin RC Primary	Heston Community School
Grove Road Primary	Spring Grove Primary	Kingsley Academy
Heston Primary	Springwell I & N	Lampton School
Hounslow Heath I & N	Springwell J	St Mark's Catholic School
Hounslow Heath J	Wellington Primary	

### **Health**

School Nursing – Georgia Careless

Health Visiting – Heart of Hounslow and Great West Road Teams – contact Cecilia Hunt

### **Children's Centres**

Lampton Children's Centre	Cranford Children's Centre	Beavers Children's Centre	Midsummer Park Children's Centre
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## Early Years Settings

Bambinos	Hounslow Day Nursery (Bright Horizons)	Little Fawns	Nursery on the Green
Banana Moon day nursery	Hounslow Montessori Nursery & Pre-School	Little Munchkins Montessori	Old Town Playgroup
Beavers Lodge Playgroup	Kinderoos	Little Rainbows Day Nursery	Parkside Playgroup
Berkeley Pre-School	Kingsley Road	Midsummer Park Pre-School	Play2Learn
Evolution Playgroup (Heston)	Lampton Park Preschool	Mini Miracles	Smart Play
First Step Playgroup	Little Fawns	Modern Day Nursery Hounslow	Smart Play Hounslow
Giggles Day Nursery Hounslow	Little Munchkins Montessori	Norwood Green Playgroup	The Co-operative Childcare
			The De Lacey Day Nursery School
			The Old Rectory Nursery School (TORNs)

## GPs

Spring Grove Medical Practice	The Practice Heart of Hounslow	Dr. Sood's Practice	The MWH Surgery
Firstcare Practice	Blue Wing Surgery	Jersey Practice	Clifford Road Surgery
Kingfisher Practice	Bath Road Surgery	Greenbrook Heston	The Great West Surgery
Hounslow Family Practice	Crosslands Surgery	Skyways Medical Centre	Cranford Medical

**Early Help Hub WEST Locality - EHP Chantelle Hall, 0208 583 2991 – [chantelle.hall@hounslow.gov.uk](mailto:chantelle.hall@hounslow.gov.uk)**

**Wards** – Bedfont, Feltham North, Feltham West, Hanworth, Hanworth Park

### **Schools**

Bedfont Primary	Reach (FS) Academy	Lindon Bennett
Cardinal Road I & N	St Lawrence RC Primary	The Rise
Crane Park Primary	St Richards C of E Primary	Logic Studio (14-19)
Edward Pauling Primary	Southville Primary	Rivers Academy
Fairholme Primary	Sparrow Farm I & N	Space Studio School West London (14-19)
Feltham Hill I & N	Sparrow Farm J	Springwest Academy
Oak Hill Academy West London	Victoria J	Woodbridge Park Education Service (PRU)
Oriel Academy Primary	Marjory Kinnon	

### **Health**

School Nursing – Laura Pretty

Health Visiting – Feltham Team – contact Cecilia Hunt

### **Children's Centres**

Crane Park Children's Centre	Feltham North Children's Centre	Bedfont Children's Centre	
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## Early Years Settings

Bumbles Pre School	Harvard park day nursery	Once Upon A Time Day Nursery - Hanworth	South Bedfont Playgroup
Crane Park Day Nursery	Little Dreams Day Nursery	Pufflings Pre-School	St Albans Day Nursery
Crane Park Playgroup	Little George's	Reach Up Nursery (PG)	St George's Day Nursery
Fledglings Play Centre	Once Upon A Time - (Feltham Hill)	Rose Park Day Nursery	St Richard's CE Playgroup
George's Pre-school	Once Upon a Time Day Nursery - Feltham	Small Steps Day Nursery & Pre-School	The Alphabet Pre-School
			Tiny Toez Pre-School @ Hunter House

## GPs

Twickenham Park Medical Centre  
 Mount Medical Centre  
 Little Park Surgery  
 Grove Village Medical Centre

St. David's Practice  
 The Practice Feltham  
 Manor House Practice

Clifford House Surgery  
 Gill Medical Practice  
 Carlton Surgery

Pentelow Practice  
 Hatton Medical Practice  
 Greenbrook Bedfont



**Teams not based in localities – allocated single points of contact**

	<b>EHP</b>	<b>Service Contact</b>
<b>FFISS</b>	Adaisha George (Central)	Iwona Sadowska (Team Manager), Nikkita Beghi (EH Co-ordinator)
<b>YOS</b>	Chantelle Hall (West)	Rob Wyatt
<b>Youth services/Young Carers</b>	Chantelle Hall (West)	Peter Shears
<b>CAMHS</b>	Sarina Dhillon (East)	Stephanie Santangelo
<b>Inclusion</b>	Adaisha George (Central)	Jan Hedges
<b>Educational Psychology</b>	Adaisha George (Central)	Helen Booth/Dawn Collard
<b>Connexions</b>	Sarina Dhillon (East)	Margaret Leader
<b>HYPE</b>	Adaisha George (Central)	Kylee Brennan
<b>FPN</b>	Sarina Dhillon (East)	Daisy Townson
<b>Police (Safer Schools Team)</b>	Chantelle Hall (West)	Dave Turtle
<b>Midwifery</b>	Sarina Dhillon (East)	Sarah Green
<b>Housing</b>	Adaisha George (Central)	Komal Sandhu
<b>DSV services</b>	Sarina Dhillon (East)	Jacky Duke
<b>VCS</b>	Chantelle Hall (West)	Gurpreet Rana
<b>Early Years SEN</b>	Sarina Dhillon (East)	Anne Doran