

Effective Support for Children and Families Cambridgeshire and Peterborough

Children’s Social Care responsibilities of Local Authorities can be described in three levels of intervention which relate to the level of risk being experienced by the child and family.

Emerging Needs

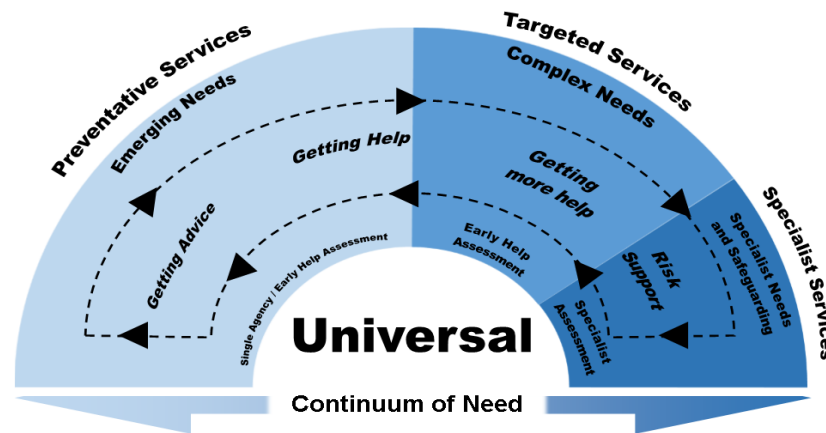
Children and families with some emerging needs may require support of another service alongside universal provision to prevent an escalation of needs. An **Early Help Assessment** may be appropriate for some children at this level.

Complex Needs

Children and families with more significant complex needs and who are in need of targeted support without which they would not meet their expected potential. These children live in families where there is greater adversity and a greater degree of vulnerability. An **Early Help Assessment** and a **Team around the Family (TAF)** or **Team around the Child (TAC)** will be required.

Safeguarding / Specialist Needs

Specialist services are required where the needs of the child have been significantly compromised, they are suffering significant harm or impairment and statutory and/or specialist intervention is required to keep them safe. A comprehensive statutory assessment under Section 17 of the Children Act will be required, intervention under Section 47 of the Children Act may be required for those children who are at immediate risk of significant harm and legal action may need to be taken or the Local Authority may need to accommodate the child in order to ensure their protection.



Referral Pathways	Contacts
All referrals come through the local authorities’ customer service centre, from which they will be directed to the appropriate service. If there is a safeguarding issue/risk then this will be passed to our Multi-Agency Safeguarding Hub (MASH).	
If you are concerned that a child is at immediate risk of harm	Telephone: Cambridgeshire Child: 0345 045 5203 Peterborough Child: 01733 864180
If there is not an immediate risk of harm, but you have ongoing concerns about a child	Make a referral via: Cambridgeshire Child: referralcentre.children@cambs.gov.uk Peterborough Child: PDCCSC@Peterborough.gcsx.gov.uk

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Early Help:

Early Help is about ensuring that children and families receive the support they need at the right time. We aim to provide help for children and families when problems start to emerge or when there is a strong likelihood that problems will emerge in the future. This means providing support early in life or early in the identification and development of a problem. Services in Peterborough and Cambridgeshire also recognise that some families will require additional help at various times of their lives and may need to access targeted services periodically to help rebuild their resilience and capacity to manage. Support is also provided within the arena of Early Help when families have received specialist support and need a reduced level of support to sustain and continue the progress made.

Early Help Assessments:

The Early Help Assessment is a single assessment that is created with the family. It should reflect their views, wishes and feelings and what they want to change. It is shared when appropriate [and where there is consent] with other professionals who are working in a co-ordinated way to support the family.

Professionals who are thinking about completing an Early Help Assessment with a family are encouraged to contact the relevant Early Help Service by email or telephone:

Peterborough: earlyhelp@peterborough.gov.uk or 01733 863649

Cambridgeshire: early.help@cambridgeshire.gov.uk or 01480 376666

Referral Pathways	Contacts
<p>Early Help Assessments are completed by any professional or partner agency who comes into direct contact with families, and who has identified more than one unmet need that would benefit from a multi-agency support approach.</p>	
<p>Peterborough</p>	<p>Early Help Assessments are initiated on an electronic case management system known as the Early Help Module or EHM. Training is provided for all professionals who might need to complete an Early Help Assessment with a family or contribute to one that another professional has started. Training to access the system is via an on-line learning package. To access this professionals should email register for an account at https://www.peterborough.gov.uk/healthcare/early-help/liquidlogic-system-early-help-module-for-partners Professionals are advised not to delay starting an Early Help Assessment with a family whilst they await training, and should speak to a member of the Early Help Team for advice on how to proceed. Further information (including a full list of those agencies that request an EHA as a referral document and other Early Help Services) can be found at https://www.peterborough.gov.uk/healthcare/early-help/the-early-help-approach-in-peterborough</p>
<p>Cambridgeshire</p>	<p>Early Help Assessments are initiated on an electronic case management system known as the Early Help Module or EHM. Training is provided for all professionals who might need to complete an Early Help Assessment with a family or contribute to one that another professional has started. Training to access the system is via an on-line learning package. To access this professionals should email register for an account at https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/liquidlogic-system-early-help-module-for-partners Professionals are advised not to delay starting an Early Help Assessment with a family whilst they await training, and should speak to a member of the Early Help Hub for advice on how to proceed. Further information can be found at https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/early-help-assessments</p>

Peterborough – Information and Advice		
Provider	Offer	Contact details
Peterborough Local Offer	The Peterborough local offer includes a wide range of information about support services for children and young people who have special educational needs and /or disabilities.	This can be accessed through the council website at https://www.peterborough.gov.uk/residents/special-educational-needs/local-offer/
The Family Information Service	The Family Information Service has knowledge of services able to offer support to children and their families including information about Children’s Centres, activities for children and young people, information on local voluntary sector services as well as details of childcare support available in the city.	They can be contacted on 01733 864 446 or via the website at https://fis.peterborough.gov.uk/kb5/peterborough/directory/family.page?familychannel=0
Peterborough Council for Voluntary Services	Peterborough Council for Voluntary Services can provide details of the very wide range of small and large community sector organisations across the city.	They can be contacted on 01733 311 016

Cambridgeshire – Information and Advice		
Provider	Offer	Contact details
Cambridgeshire Local Offer	The Cambridgeshire local offer includes a wide range of information about support services for children and young people who have special educational needs and /or disabilities.	This can be accessed through the council website at: https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/
Cambridgeshire Early Help District Teams	Early Help may be provided from universal services by providing advice and information or support to a family. Early Help may also be provided by targeted services and be delivered through a more structured and planned approach in response to the family’s needs – for Cambridgeshire County Council this is through our District Early Help Teams working with children and families from 0-19 (25 if there are special educational needs).	More information on Cambridgeshire Early Help District Teams can be found at https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/district-teams/