

# Families Matter - Early Help Hub

Please distribute and display within your agency and networks



**The Early Help Hub is a centralised team that works with and supports access to:**

**The Family Information Service**

**0-19 Early Help and Prevention Service (Locality Teams)**

**Family Partnership Team, Inclusion and Diversion FEW's**

**Family Group Conferences**

**Services provided by Voluntary and Community Services**

**The Early Help Hub is available Monday to Friday and can provide information, advice and guidance on a range of services that can work with families.**

**Staff working in the Early Help Hub can also help professionals access and use the Early Help Assessment tool or plan.**

# A family will be accepted into the Families Matter Programme if:

- ✓ The family give us permission to share information and consent to work with us
- ✓ The family have been assessed and the needs identified for individuals and the family as a whole

What does this mean?

A family cannot be contacted until consent is received

What does this mean?

Some form of assessment is needed, preferably an EHA or Early Help Plan, although other forms of assessment will be accepted

A signed consent or referral form may be needed if consent is not provided with a completed EHA



## Early Help Assessment



**Housing**

Privately Owned  Social housing  (if yes, please state provider: \_\_\_\_\_)  
 Privately rented  \_\_\_\_\_  
 If  or homelessness is a risk please provide details here: \_\_\_\_\_

**Family Details**

**Consenting Adult 1**

Name	
Address	
Phone	
Email	
National Insurance Number	
Ethnicity	
Language	
Interpreter or signer required?	
Any disabilities?	
GP for family if known	
Signature	

**Consenting Adult 2**

Name	
Address	
Phone	
Email	
National Insurance Number	
Ethnicity	
Language	
Interpreter or signer required?	
Any disabilities?	
GP for family if known	
Signature	

Both forms are available from the **Early Help Hub**  
 0238083311 or  
[Families.Matter@southampton.gov.uk](mailto:Families.Matter@southampton.gov.uk)

**Families Matter referral**

If you have already completed an Early Help Assessment with signed consent and information completed in full, you **DO NOT** need to use this form.

Name of child

Address

Postcode  Date of birth

Name of

Date of birth

Additional family members at same address		
Name	Relationship to child (above)	Date of birth

Date referred

Tel number

Agency

Additional needs / alerts / access requirements

Do the family agree to work with Families Matter at this stage (if no then the referral is not ready to be made to Families Matter) Yes  No

Brief outline of support required / concerns / current situation for family etc.

## When assessing the needs of a family it is important to consider:

### A Anti-social behaviour and crime

We will work with the family, police or Youth Offending Service to reduce offending and anti-social behaviour

### B Benefits\*

We can provide employment advice to assist families in receipt of Universal Credit access employment. We can also help young people access education, employment and training

### C Child in need of help

We will work to ensure that children remain safe and the children's identified needs are addressed

### D Domestic abuse

We will work with the family and specialised services to reduce risk and improve wellbeing for the family

### E Education

We will work with the family, the school and the Education Welfare Service to maximise attendance and improve educational outcomes for children

### F Finances and debt\*

We will work with the family to prioritise and manage debts and to ensure basic needs are met

### G Good health

We will assist the family to access appropriate health services, to support issues such as mental health, substance misuse and teenage pregnancy and parenting

What are these?



We encourage professionals to think about the range of issues that can affect a family

These should inform an assessment or plan and can be used to help the **Early Help Hub** identify support that may be available to assist a family

**The Early Help Hub will work with you to explore whether a joint visit, attendance at a meeting or contact direct with a family is needed**



**023 8083 3311**

**To find out more or make a referral, please get in touch securely by:**

**Email:** [Families.Matter@southampton.gov.uk](mailto:Families.Matter@southampton.gov.uk)

If you are a school with access to Anycomms contact:

**ANYCOMMS:** Early Help – Families Matter

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Alternatively you can contact the 0-19 Prevention and Early Help Teams direct on:

**West** 023 8083 3202

**Central** 023 8083 2657

**East** 023 8083 3535

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If your enquiry is about child care, services for parents in your area or opportunities to volunteer and work with families go to:

**Southampton Information Directory:** [www.sid.southampton.gov.uk](http://www.sid.southampton.gov.uk)

Or contact the Family Information Service on:

**Tel:** 023 8083 3014 **Email:** [FIS@southampton.gov.uk](mailto:FIS@southampton.gov.uk)

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If you are worried that a child may be at risk of abuse, harm or neglect please contact us:

**MASH (Multi Agency Safeguarding Hub)**

Civic Centre

Southampton, SO14 7LU

**Telephone (office hours):** 023 8083 3336 **Out of hours:** 023 8023 3344

