# ENFIELD EARLY HELP SERVICE PRACTICE GUIDANCE

2022 - 2023



# Early Help Service Practice Guidance 2022-23

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# Early Help Practice Guidance

#### 1. What is Early Help?

In Enfield, our Early Help is based on the following definition of Early Intervention, developed by the Early Intervention Foundation in 2020:

Early intervention means identifying and providing effective early support to children and young people who are at risk of poor outcomes. Effective early intervention works to prevent problems occurring, or to tackle them head-on when they do before problems get worse. It also helps to foster a whole set of personal strengths and skills that prepare a child for adult life.

Enfield Early Help works with the whole family to improve wellbeing, relationships, behaviour, and communication by offering advice, support, and direct interventions at any point in a child or young person's life, from pre-birth to adulthood. The type of support offered will depend on the needs of the family.

Any professional can refer a child/family to access Early Help. All referrals are made via Children's Portal. Families can also self-refer.

We offer Individual 1-1 direct work to help families to overcome challenges they are experiencing. Our Early Help workers take on the role of a Lead Professional, co-ordinating the Team Around the Family (TAF) to ensure that the right services are in place for families. Our approach to providing services to families will be informed by and delivered using a local Early Help assessment tool. This way of working enables all practitioners across different disciplines to work collaboratively and in partnership with children and families. The assessment is underpinned by principles of Signs of Safety when working with families which includes their contributions and working towards a shared goal. Our assessment is focused on the following key three domains:

- What are we worried about?
- What is working well?
- What needs to happen?

Enfield Children's Services, including Early Help, are working to Enfield Children Services Threshold Guidance 2022-25, agreed by Enfield Safeguarding Partnership. Please refer to the appendix of this document for a hyperlink to the guidance.

Enfield Early Help upholds safeguarding duties as set within London Safeguarding Children Procedures and Practice Guidance (2023) and Working Together to Safeguard Children Guidance (2018). Please refer to the appendix for a hyperlink to the guidance.

#### 2. Early Help Strategy for All

Enfield Council developed Early Help Strategy for All 2021-25, setting out a clear vision:

"To work with our communities and partners to help everyone (children and families) in Enfield to be resilient, overcome challenges and lead happy and fulfilling lives."

Early Help Strategy for All vision makes a commitment to focus on the following three priorities:

We will achieve our vision by focussing on the following three priorities:



3. Values, behaviours, and principles within delivery Early Help

3.1 Our values, behaviours that underpin our practice:

# **Our Values and Behaviours**

At Enfield Council our values and behaviours form part of everything you will do. You'll need to be able to demonstrate them through the way you carry out your work with us. It's not just what we do, but also how we do it, that is measured through our interactions with our customers, our colleagues, and councillors. The values and behaviours used at Enfield are so important to each of us.

# Our behaviours

There are four key behaviours we expect every member of our team to demonstrate, regardless of who they are and what they do for the council. We lead by example to encourage and inspire each other through these behaviours:



Take responsibility is about taking ownership of our own behaviour and actions and their consequences.



Open, honest, and respectful means displaying 'high regard' for all people and showing we all accept and support a range of diverse points of view.



Listen and Learn is fully concentrating on what is being said and understanding the customer's point of view. Learning means we all take positive action to improve services and individual skills and capabilities for professional and personal growth.



Work together to find solutions is about working collaboratively and cooperatively with other departments and partners, sharing skills and knowledge with each other to strive towards a common goal.

#### 3.2 Principles that underpin our Early Help practice:

- Child centred and child first approach we keep children at the centre of everything
  what we do and when working with children in the context of offending, violence, or
  exploitation we treat them as children and provide Early Help interventions that help to
  build pro-social identity. We will see and listen to all children and young people in a
  timely way where there are concerns regarding their safety and/or vulnerability and
  make sure that their views are recorded and informs all our work.
- **Voluntary engagement** our families engaged with us on a voluntary basis through an informed consent because they want to, rather than because they must do.
- **Empowerment** we work **with** families to develop a plan of support to help them overcome challenges they face whilst also empowering families to help themselves to make positive changes and reach their goals. We will work openly and in partnership with families to develop plans that meet their needs and keep children safe.

- **Resilience** we work with families from a strengths-based perspective to foster resilience and self-help to enable families to sustain positive changes.
- Holistic support we work with families in a holistic way, providing them with support to meet all their needs.
- **Partnership** we will work with our partners to ensure all children are safe and well cared for. We are committed to work in partnership with other organisations to provide the best support to families we can, harnessing collective resources we have in Enfield to make a lasting difference to our families. We will take a role of a 'lead professional' to coordinate everyone's contribution to the plan of support for our families.
- **Co-production and co-creation** we listen to the voice of children and families and evaluate, design our services in response to their feedback.
- **Practice recording** we will ensure all children and young people have a personal case file that will be up to date and reflective of their changing needs and circumstances.

#### 4. Our practice models

Early Help workforce is expected to use the following within their practice:

#### 3.1 Signs of Safety (Signs of Well-Being in the context of Early Help)

The Early Help Service is using the Signs of Safety in every aspect of the work that we provide to families.

At its simplest, the Signs of Safety framework can be understood as containing four domains for inquiry of Early Help workers:

- 1. What are we worried about? (Past harm, future danger, and complicating factors.)
- 2. What's working well? (Existing strengths, well-being, family resilience and safety.)
- 3. What needs to happen? (Future well-being and safety.)

4. **Scaling 0-10**, where 10 means there is enough family well-being within children being kept safe and achieving positive outcomes for Early Help to close the case and 0 means that family/child are not thriving or may need statutory intervention.

#### 3.2 Trauma Informed Practice

We have committed to work with children and families in a Trauma-informed way. Within our practice we recognise the signs of trauma, acknowledge the impact of trauma, and identify paths to address the effects of trauma experience, and actively prevents children and families from experiencing further trauma.

Rather than solely focusing on problematic behaviours, we try to understand what happened to children and families that caused those behaviours in the first place. We take into

consideration children's lived experiences, vulnerabilities and triggers and tailor our support to each individual's complex, nuanced needs.

We believe that by being sensitive to families unique lived experiences fosters trust and creates an environment conducive to healing and positive change.

#### 3.3 Motivational Interviewing

"Motivational Interviewing is a way of working in collaboration with families to help them achieve the changes that they want to see in their lives. It starts from strengths, focusing first on what is strong, not what is wrong. It is underpinned by the idea of working with compassion and in partnership, empowering families to be the agents of their own change".

Enfield Children and Family Services made an investment into Motivational Interview training that is being rolled out across the system of early help and social care from July 2023 onwards.

#### 4. Journey of the child/family through Early Help

#### 4.1 Overview of the journey through Early Help

Table 1 highlights key stage points for children/families throughout the Early Help journey.

Table 1
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Point of the journey	What we do	
Referral	Referrals are received via the Children's Portal. Anyone can make a referral; this can be a professional or a self- referral. All referrals are subject triage by the Early Help duty team and overseen by the Early Help Triage Lead on duty who will record their triage oversight. The outcome of the referral can be either:	
	<ul> <li>progression to Early Help Assessment and allocation of the case</li> <li>provision of information, advice and guidance to the referrer or signposting</li> <li>Remit to MASH if safeguarding concerns identified</li> <li>No further action</li> </ul>	
Allocation of case	All Early Help cases are allocated by Deputy Team Managers on Monday, Wednesday, and Friday. Allocation of cases must happen within the timeframe of 48 hours.	
Initial contact with family	It is the responsibility of the Early Help case worker to contact family within 48 hrs of case allocation.	
Home Visit	Early Help case worker will undertake initial home visit within 5 working days of allocation unless there are circumstances that this is not feasible and if that is the case, this should be discussed and agreed with their Line Manager	

Early Help Assessment	Cases which are stepped down to Early Help from Children's Social Care and Youth Justice will have a current assessment and plan in place prior to step down being agreed. Therefore, as part of the hand over process the assessment and plan will be shared with the Early
	Help case worker and the work undertaken by Early Help will follow the plan already in place for the family. The aim will be to complete the work with the family within three months of the handover meeting for step down cases. If there is occasion where the family require additional work past the three months, this will be agreed with an Early Help Manager, with management oversight added to the file and a review Early Help assessment will be triggered to be completed within 30 working days.
	For all other cases, Early Help Case Workers will undertake an Early Help Assessment (aided by the Family Star Tool). Early Help assessment should be completed within 30 working days from the point of allocation. It is the expectation that the Early Help case worker meets with family members to gather their information for the assessment this will include undertaking direct work with child/ren or young person, meeting with parent/s and or significant other family members as well as ascertaining information from relevant professionals involved with the family.
	The assessment process should support the child and their family to identify what areas of their life are going well and which areas they may need support to improve or change. This is a collaborative approach with families and encourages a more positive way of working together to prevent harm; giving families more control and choices for their Early Help to achieve positive change.
	The assessment needs to capture the voice of the child/ren or young person whether this is verbal or non-verbal communication, it is important that that the child / young person views are recorded so that they feel that they are playing an active role in any decision making concerning them and their family.
	The Early Help case worker is the lead professional whilst undertaking their early help assessment, they will liaise and organise meetings with all relevant professionals involved with the family as well as carrying out direct work with the family as part of their assessment. However, once the early help case worker has ended their involvement with the family any of the other professionals still involved with the family can become the lead professional.
Plan of Support	Assessment should be shared with family. As part of the initial planning process, it is expected that
	the Early help case worker informs the referring agency

	of the case allocation & involvement within five days of the allocation. When meeting with family, they will discuss the referral information and obtain the consent form parent/carer. The Early Help case worker should also explain their role and provide the family with the complaints, compliments, and privacy notice forms. The Early Help Assessment will inform the action plan of support. The Plan should be developed with family and shared with family within the assessment period of 30 working days.
Team Around the Family/Child Review	If the case requires a TAF meeting this should take place within 4 weeks of case work commencing and a review of the work should take place 6 weeks thereafter. However, there may be occasions when a TAF is not required due to no professionals having any concerns therefore the Early Help case worker and parent will continue to have regular meeting/ visits to progress the plan of support. If the case has had a TAF and requires a review of the work this must take place within 6 weeks from date of the
	<ul> <li>work, this must take place within 6 weeks from date of the original TAF meeting.</li> <li>The purpose of the TAF review is to review that work that has been undertaken and to drive the progression of the work with family.</li> <li>TAF enables us to ensure that all relevant professionals are sharing up to date information of their involvement and for the family to have an opportunity to share their views and work towards the same goals.</li> </ul>
	If a TAF has not taken place the Early Help case worker still needs to review their work /support with family by having regular meetings with family & young person to ascertain their feedback and ensuring that they are all working towards same goals / aims.
Direct work/intervention	It is expected that the Early Help case worker undertakes an initial home visit and subsequent home or school visit to the family at least every three weeks. They should undertake a direct work with child/ren & young person/parent/s to ascertain their views, wishes & feelings. The intervention can take place inside or outside of the family home and family engagement should be meaningful and outcome focused.
Exit – case closure	Once the work has been completed and family does not require further support, and the case is ready for closure. As part of the exit planning, Early Help case worker may consider further signposting or referral to other services within universal setting.

It is the responsibility of the Early Help case worker to ensure that all the documents are uploaded into the documents tab, case notes are finalised, and chronology & case summary are updated. Early Help case worker will arrange closing meeting with family. Following the meeting, Early Help case worker will send a closure letter to the family and inform the professionals of case closure within 3 working days. The Early Help Team Manager will end the case worker involvement on key agencies tab on EHM LL within 5 days of case closure.
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#### 4.2 Step up and step down

We are committed to ensure that all families received the appropriate support at the right time, with a smooth transition between Early Help (EH) Services, Children's Social Care and Youth Justice. The step up/ step down process can be found within Transfer protocol document, note hyperlink in the appendix of this document.

#### Step Up

Children and families' needs can often be addressed by way of Early Help Services. However, there will be circumstances where the family situation deteriorates, and statutory intervention is needed to assess the situation and prevent the risk escalating to keep children safe.

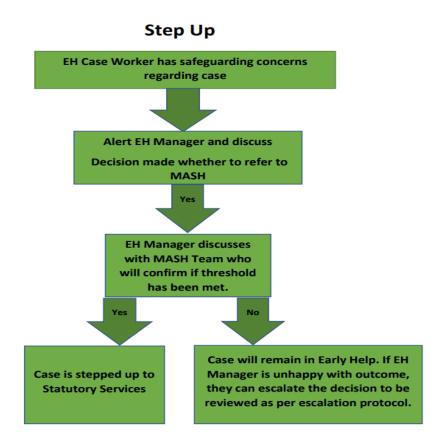
If the Early Help Case Worker identifies safeguarding concerns, in the first instance, they must alert the Early Help Manager (or the Head of Services in their absence) as a matter of priority. If raised verbally, this must be followed up immediately with a confirmation email. The Early Help Manager and the Case Worker will discuss the case, and the Early Help Manager will decide whether to refer the case to MASH. In this event, the Early Help Manager will discuss the case with the MASH Team Manager.

If the MASH Team Manager determines that threshold has been met, the case will escalate to statutory services. The case will be stepped up as directed by the MASH.

If it is determined that threshold has not been met, the case will remain with EH Services.

If the Early Help does not agree with the MASH decision, Head of Early Help (HoS 2) will escalate to the MASH Service Manager for a review. If concerns remain about the decision, the escalation must be directed to Head of Service (HoS 3) in Social Care who will review the case and confirm the final decision.

Final decisions for all safeguarding step-up escalations must be made within 24 hours.



#### **Step Down**

For all cases to be considered for step down from statutory services (Social Care and Youth Justice), a referral form must be completed and sent to <a href="mailto:ehepcasetransfer@enfield.gov.uk">ehepcasetransfer@enfield.gov.uk</a>.

The Early Case Transfer Alert form (see Appendix 3) should be used to initiate transfers between all social care teams and to step downs to the Early Help service. It should be sent to the proposed team manager by the current team manager when the need to transfer is first identified. The current team manager should upload the form to LL and record a brief case note at this point. The receiving team manager should respond within two working days. Please refer to the various sections below for further details pertaining to specific services.

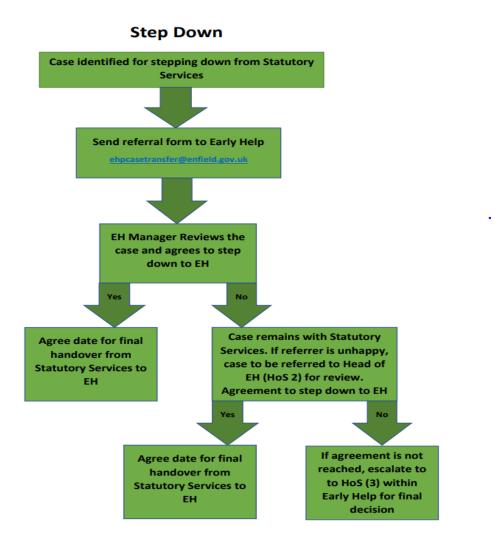
The Early Help Manager will review the case and will confirm if the case is deemed appropriate for step down to Early Help. Early Help will confirm a decision for the referred step-down case within 72 hours.

Where the Early Help Manager feels that the step down to Early Help services is not appropriate, the case will remain with statutory services. However, if the referrer for step down is unhappy with the decision, the case must be escalated to the Head of EH (HoS2). If there are still concerns about the decision making by Early Help, the case must be escalated to the HoS (3) within Early Help.

Once the case is accepted within Early Help, the Early Help Case Worker and the statutory Social Worker will agree a date for a formal handover. This will include a joint visit to the family. Handover should take place within 5 working days of the agreement to step down.

Case responsibility remains with the social worker until the handover meeting and until the family have given consent for Early Help support.

If the family do not give consent at that meeting, the case responsibility remains with statutory services.



#### Escalation within step up and step-down process

In summary, if an agreement cannot be reached the following will apply;

Step Up - the decision maker is the MASH Service Manager – the next level for escalation will be HoS (3) who will review the case and make the final decision

Step Down – the decision maker is the Head of Early Help Service. The next level for escalation will be HoS (3) who will review the case and make the final decision

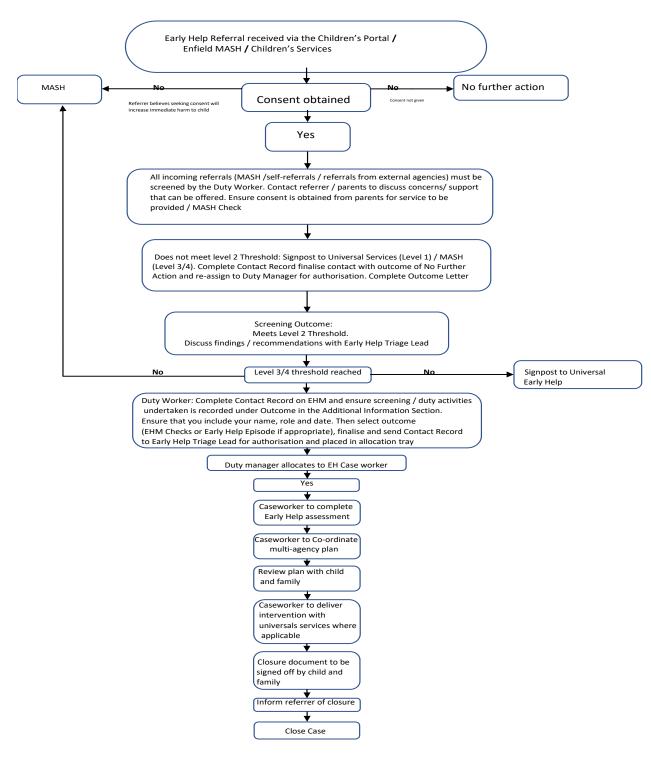
#### 5. Summary of Early Help practice timeframes and process map

We have developed local practice timeframes that we work to within delivery of Early Help, pls note table 2.

Area of practice	Practice Standards	
Contact & Referral	All contacts are reviewed, and decision made within 48 hours	
	(unless unable to get a parental consent)	
Allocation of cases	All cases will be allocated within 48 hours	
Home Visit	All home visit to take place within 5 days of allocation	
Early Help Assessment	Early Help Assessment needs to be completed within 30	
and plan of support.	working days from allocation of cases.	
Family Outcome Star	Family Outcome Star should be completed within 30 working	
	days from initial contact with family.	
TAC/TAF Meeting		
	TAC/TAF meetings must be arranged within 20 working days	
	of consent form being signed. Subsequent Team Around the	
	Child/Family should be linked to review.	
Review	Review held within 6 weeks of the initial TAF Meeting.	
	Neview field within 0 weeks of the initial TAF Meeting.	
Chronology & Case	Chronology, Case Summaries and Genograms to be updated	
Summaries	monthly basis, unless there is safeguarding concern then the	
	case summary and chronology should update next working	
	day.	
	A chronology is a sequential list of events (including positive	
	changes and achievements) with dates, recording all	
	significant changes in a child or young person's life. A	
	chronology should cover events that will be of specific interest	
	to a child or young person in later years. It is the responsibility	
	of the child's allocated Early help case worker to write up and	
	maintain the chronology.	
	Chronologies start from the child's birth or before birth where	
	there is a significant event such changes in family	
	circumstances.	
	The chronology is a useful way of gaining an overview. It	
	should be used as an analytical tool to help understand the	
	impact of events both immediate and cumulative of events and	
	changes on the child or young person. It can help inform the	
	assessment and decision making. A chronology should be	
	updated regularly.	
Case supervision		
	All case work supervision takes place on monthly basis except	
	where there are extenuating circumstances affecting the	
	supervisor or supervisee. Supervision is the opportunity for	
	both case worker and their manager to discuss the cases and	
	have review the work undertaken. If either the supervisor is off	
	for prolonged period/ absence of time, it is the Service	
	Managers responsibility to make alternative arrangements for	
	staff to receive their supervision.	

Management Oversight	Where the Early Help case worker has had case discussion with the Team Managers or Deputy Team Managers. It is the responsibility of the managers to record this discussion on the child EHM LL case file immediately or within one day of discussion.
Case closure	Once the case is ready for closure it is the responsibility of the early help case worker to ensure that all the documents are uploaded in a timely fashion. A letter of a closure to the family and notification to the professionals of case closure should be completed within case
	discussion within 3 working days The Early Help Team Manager will end the case worker involvement on key agencies tab on EHM LL within 5 days of receiving the closure record. In the case of parent withdrawing their consent from support, the case worker will send the denied consent form to their line manager to complete to add their management oversight and close down to ensure there are no safeguarding concerns.
Recording	All case recordings to be written up in EHM LL within 2 working days of piece of work undertaken with family / professionals, using the case recording template. All visits must be recorded on the case recording template and written up within 2 working days of contact. Supervision must be recorded within one day of meeting between Supervisee & Supervisor Management oversight should be recorded immediately or within one day of discussion.

#### Early Help Hub Process Map



#### 6. Early Help directories, resources, and interventions

#### 6.1 Early Help and Start for Life Directories

#### Early Help Directory

Early Help Directory has been created to provide a reference points and guidance to professionals of a wide range of services and support available to children and families. It is anticipated to go alive by the end of September 2023.

Early Help Directory - Community services for the London Borough of Enfield

Early Help Directory - Community services for the London Borough of Enfield



#### Early Help Directory

Welcome to 'Enfield's Early Help Directory 4 All' This directory brings together local and national services to...

159.65.63.169

#### Start for Life Services – published offer

As part of our focus on providing best start for life for families with children under the age of two, we have created a published Start for Life Services offer, which can be accessed through the following link.

https://www.enfield.gov.uk/services/children-and-education/start-for-life

#### 6.2 'Save Me' film and resource handbook

Professionals working with children at risk of extra familial abuse can use our video and resource handbook to support children and their parents to raise their awareness to the risk of extra familial harm and how to stay safe.

Save Me film and handbook | Safeguarding Enfield



SAVE ME is a 33 min social impact short film following two teenagers; connected through trauma who embark on a cab journey in search of freedom.

Welcome to the Save Me film and accompanying resources. The film is dedicated to all young people suffering the hardships of exploitation. It was first created to highlight that extra-familial harm can happen in schools, peer friendship groups and in local communities.

We want this resource to be seen by young people, to be used by professionals who provide direct work to children, families and carers and community leaders to safeguard our children. We want parents to be aware and understand what it is like to walk in a young person's shoes

#### 6.3 Summary of key interventions within delivery of Early Help

Note table 3, highlighting a summary of a diverse range of interventions available to consider when working with families, including referral pathways. Please, note this is not an exhaustive list.

Interventions/Services provided by the Council	Descriptions	Referral pathways
DWP worker	Supporting many vulnerable parents, who have often had complex needs, leading to improved outcomes for the whole family including supporting the parents into employment/ and training. Working with LA family case workers, Social Workers and the Welfare and Debt Support Team to help customers maximise their incomes and reduce debts to enable them to budget and manage their income in the longer term. Delivering sessions to LA practitioners to increase their understanding of Universal Credit and other benefits but also reinforcing the benefits of employment for parents on the Supporting Families Programme and their families, and the variety of support available to these parents to work towards this goal. The DWP workers will undertake home visits where required and attend TAF meetings.	Referrals Case workers are asked to send the referral form to Melrose Whyte Melrose.whyte@enfield.gov.uk or Carmara Allen <u>Carmara.allen@enfield.gov.uk</u> (DWP Employment Advisors)
Solace IDVA	The role of the IDVA is to work in partnership to identify and support survivors/ victims of domestic violence and abuse The role of the IDVA is to address the safety of victims and their children.	<b>Referrals:</b> All referrals' forms must be fully completed and can be sent to grainne.fox@enfield.gov.uk

Interventions/Services provided by the Council	Descriptions	Referral pathways
	To carry out CADDA Dash Risk Assessments on receipt of referral to identify those who are at risk of domestic abuse/violence, who they are at risk from and what the level of risk is to the victim/survivor and their children. Liaise with Police regarding Criminal Justice System. Attend Multi Agency Risk Assessment Meeting and share information with Police and other professionals to discuss options for increasing safety for the victim/survivor and their children to ensure there is a co-ordinated action plan in place to keep them safe.	
Parenting programmes	Currently the EH Service are offering the following Parenting Programmes: <b>ESCAPE</b> (age range 10 – 18yrs) As children grow up their families have to constantly change. Parents are faced with the challenge of trying to meet their children's changing needs as they pass through the different development stages – infancy, toddler, middle years & adolescence. This parenting programme is to help parents improve the way they communicate with your children/young people. The difficulties often arise when families move to one stage to	For further information about parenting programmes or referrals, please liaise with Early Help Parenting Programme Coordinator. We are currently reviewing our parenting programmes across partnership to strengthen our offer and new parenting programmes offer will be published by December 2023.

Interventions/Services provided by the Council	Descriptions	Referral pathways
	another and many families experience difficulties when they enter adolescence.	
	Inspiring Change Parenting Programme (Bespoke – developed by the Early Help service 0-18yrs)	
	No one can parent on their own we need help, guidance, and support to become a good enough parent. This programme allows you to have conversations with other parents to learn from each other and gain skills to improve your parenting.	
	<b>Embracing Family Lives Parenting Programme</b> (Bespoke – developed by the Early Help service 0 -18yrs)	
	Embracing Family Lives is a parent led parenting programme that gives parents and carers an opportunity to share experiences and gain confidence in their abilities to meet the ongoing challenges of parenting in an ever- changing community.	
	Advice, information, strategies, and resources will be shared over the 6 weeks with the view of you feeling more equipped, confident, and inspired to support your child/young person as they develop and grow.	
	<b>Speak Easy 0-16</b> Speakeasy Parenting Programme this is a non- threatening group to give parents the opportunity to learn together and acquire the confidence and skills they need	

Interventions/Services provided by the Council	Descriptions	Referral pathways
Council	to talk to their children about sex and relationships and growing up. <b>Reducing Parental conflict</b> Conflict does not need to be violent or obvious to be harmful to children. We all disagree sometimes – it is normal and to be expected, but it is how we disagree and how children perceive their parents' behaviour that may cause harm in the short and long term. This means that children may carry into adulthood (and future parenthood) the risk/damage from the experience of parental conflict. For children where there may be several 'adverse childhood experiences' at play, including discrimination, these risks increase significantly. <b>Being a Parent Programme</b> - Children Centre 2-4yrs This is an 8-week face to face course which will cover the following: Being a good enough parent Play/Spending time with your child Understanding your Child's Behaviour Discipline strategies Listening and Communication	To book a place or find out more information please call or email Katrina O'Gorman Katrina.ogorman@enfield.gov.uk 07719324861 Nadine Small nadine.small@enfield.gov.uk 07719324754
	Coping with Stress	

Interventions/Services provided by the Council	Descriptions	Referral pathways
Project Dove	<ul> <li>Project Dove was developed in response to public health needs assessment of serious youth violence in Enfield. Serious youth violence is a public health problem</li> <li>Project Dove Aims</li> <li>Improving the lives of young people, their families, and</li> </ul>	Referrals: Project Dove Referral forms to be sent to Shakera Walker Shakera.walker@enfield.gov.uk
	<ul> <li>Increased awareness of violence reduction (VR) with a focus on serious youth violence in Enfield.</li> </ul>	
	<ul> <li>Increasing the identification of those at risk of violence from healthcare professionals or other colleagues.</li> <li>Implementing the pathway through effective engagement, personalised care planning with team working and information sharing.</li> </ul>	
	<b>Offer:</b> Preventative work with young people from Year 5 (9 years old) to 18 who are involved or at risk of youth violence, exploitation, or criminal/ gang activity	
Turnaround project	Turnaround is a new funded programme by the Youth Justice Board. It provides £55m to Youth Offending Teams (YOTs) across England and Wales over three years, funding them to intervene earlier and improve outcomes for children on the cusp of entering the youth justice system.	Referrals: A referral form is in the process of being created for staff in Enfield that they can send to the project lead Devan Dixon <u>Devan.dixon@enfield.gov.uk</u> Initial Referral Pathway.

Interventions/Services provided by the Council	Descriptions	Referral pathways
	Enfield have two designated Turnaround caseworkers that will provide interventions for young people and their families.	Initially we will be working with the Youth Justice Service to identify eligible young people.
Engage project	<ul> <li>Operation Engage, set up in 2017, is a Violence Reduction Unit (VRU) funded response to reducing serious youth violence and offending behaviours. Operation Engage is an initiative managed in partnership with the Metropolitan Police, Enfield, and Haringey Councils. The project aims to work with all under 18's detained in police custody within Enfield and Haringey.</li> <li>Offer: A minimum of 3 sessions:</li> <li>One in custody; and</li> <li>Two potential sessions in the community, with the purpose of encouraging the uptake of positive activities and whole family work via specialist local authority services. This</li> <li>will be promoted to help address issues at home which may have contributed to the actions which resulted in the young person getting arrested.</li> </ul>	Referrals – currently we do not accept referrals outside of this remit. When a young person is arrested, we receive the relevant information from the police and EDT
Children	Children Centre	
Centre/Family Hubs provision		

Interventions/Services provided by the Council	Descriptions	Referral pathways
	Enfield Children's Centre provides opportunities for families with children under 5, to learn, develop and have fun. It is a place for families to attend free courses and sessions. The Children's Centre brings together a wide	Contact Children's Centre on 020 8106 9996 or email to the following: - enquiries@ccenfield.org
	range of services and support for families with young children.	Alternatively, you may signpost Parents to drop into their nearest Children Centre:
	We want children and families to thrive and be resilient.	Eldon Children Centre
	Our aim is that all children and young people in Enfield	St Peters Road,
	live in families where they are safe, confident, and happy	Edmonton, Enfield,
	and have the opportunity to achieve their full potential and strengthen their community.	London N9 8JP
		Carterhatch Children Centre
		Carterhatch Lane
		Enfield
		Middlesex
		EN1 4JY
		De Bohun Primary School and Children's
	Contraction of the second seco	Centre
		Green Road,
		London,
		N14 4AD
		Raynham Children's Centre
		Raynham Avenue,
		London,
		N18 2JQ
		Hazlewood Children's Centre
		Hazelwood Lane,

Interventions/Services provided by the Council	Descriptions	Referral pathways
		Enfield, London N13 5HE
	<b>Family hubs</b> are the model through which you should design your service offer for this programme. We have developed our approach by learning from innovations by local authorities across the country.	Our first Youth and Family Hubs at Ponders End will open in September 2023. You can liaise with Family Hub Navigator who can welcome and assist to families to access Family Hub.
	Our vision is for the needs of babies, children, and families to be at the heart of the local family hub model and the Start for Life offer. We see this as being achieved using population data, data on take-up of services, local needs assessments and feedback from parents and carers to continually improve services and ensure they are designed with families at the centre.	
	Families should receive wraparound support from a skilled workforce able to identify and sensitively respond to a range of needs, building awareness and understanding to reduce vulnerabilities and any impact of trauma. The workforce should proactively reach out to vulnerable and seldom-heard families, connecting them	
Community	to specialist support where needed, and placing an emphasis on relationships and continuity of care.	
Hubs/Food Pantry	Helping our residents to gain or maintain a life free from poverty, homelessness, poor health, and under/unemployment. Community Hubs provide face-to-face support for residents with a range of needs and vulnerabilities,	

Interventions/Services provided by the Council	Descriptions	Referral pathways
	through casework and by placing them at the centre of our work. Our Community Ambassadors provide joined-up solutions across our four service areas, helping with:	
	Enfield Food Pantry	Referral Process
	The pantry objective is to address food poverty and healthy eating issues at a very basic level and identify needs such as debt crisis, homelessness, social isolation, and family related issues to prevent any escalation into more complex needs. An action and progress plan are then developed with the user and managed jointly then followed up to 6 months, until a level of improvement in their socioeconomic status is reached.	The Food Pantry operates via referrals from EH Case Workers services. Find out more by making a referral Email: ThePantry@enfield.gov.uk
	Members pay £4.50 a week and will be able to purchase the equivalent of roughly £20 worth of food.	
	Our Pantry will not only provide support with food but also offer members support with access to welfare, debt management and employment/skills training, Healthy Eating etc. Catchment area includes N9 & N18.	
	The pantry is operating for 2 days Tuesday and Wednesday appointment based only Members have the	

Interventions/Services provided by the Council	Descriptions	Referral pathways
	opportunity to become a pantry volunteer via an application process using this link- <u>https://new.enfield.gov.uk/services/libraries/volunteering-</u> <u>in-enfield-libraries/</u>	
Household Support Fund	The County Councils and Unitary Authorities in England have made funds available to support those most in need and to help with global inflationary challenges and the significantly rising cost of living via the Household Support Fund The Fund should be used to support households in the most need; particularly those who may not be eligible for the other support government has recently made available but who are nevertheless in need and who require crisis the fund can be used to purchase white goods, school uniforms and other towards It is the responsibility of the early help case worker to record on the child case file that the items have been purchased via the central government funding and not from Enfield Council.	Referral process Early help case workers can access the fund by speaking with their line manager about the family's circumstances and completing a financial assessment of the family. If it is agreed to support the family financial. The line manager will purchase the items via their purchase card
Summer University	Provides young people with high quality personal and social development opportunities and constructive leisure activities as a diversion from boredom whilst preventing engagement in risky behaviour. Summer Uni activities are offered from a range of community venues, including youth centres, schools, libraries, leisure centres and outdoor space.	Registration for courses will take place online please register www.youthenfield.tab.tub.co.uk/register

Interventions/Services provided by the Council	Descriptions	Referral pathways
Mentoring	Is a structured 6/12-week programme which provides a positive role model, personal development opportunities and positive life experiences? Through 1-2-1 engagement, advice and befriending the young person will work with their mentor on key areas identified by referrer and young person. The programme aims to engage with and support young people	Referral Process Email: YDSreferrals@enfield.gov.uk
	<ul> <li>To take responsibility and on work to improve key areas of their life</li> <li>To improve their problem solving, decision making and life skills</li> <li>To increase resilience and strengthen protective factors.</li> </ul>	
Youth Clubs and positive activities	Youth Development Service (YDS) provides open access Youth Offer through five youth centres. This provides a safe warm and welcoming environment where young people have access to informal learning opportunities, information, and guidance around a whole range of issues meaning that they are better informed about life choices and the opportunities that are available to them. This provides young people with structured activities in which they can gain a range of nationally recognised awards and qualifications. YDS works with its partners to ensure that children and young people benefit from range of positive activities which broaden' s their horizons and raises their aspirations. YDS's current partners are as follows: Oasis Hadley Community Hub, Tottenham Hotspurs Foundation,	Children and young people can be sign posted to their nearest Youth Club: Ponders End Youth Centre – 141 South St, Enfield EN3 4PX Unity Hub @ Craig Park – 2 Lawrence Road, Baxter Road, Edmonton N18 2HN Croyland Youth Centre – 1 Croyland Road, Edmonton, N9 7BA Alan Pullinger Centre – 1 John Bradshaw Road, Southgate N14 6BN Bell Lane Youth Centre – Bell Lane, Enfield EN3 5PA
	ECPYS, VIPS and Steppaz.	Or alternatively to the Youth Service website:

Interventions/Services provided by the Council	Descriptions	Referral pathways
		YDSreferrals@enfield.gov.uk
Holiday and Food programme	The Holiday Activities and Food Programme (HAF) is primarily for children from Reception to Year 11 inclusive who are in receipt of benefits related free school meals. We then have discretion to use up to 15% of the funding for others who fall into the Councils priority areas. This has been focused on children with SEN, refugees and looked after children and vouchers are then issued through referrals only so we have taken referrals from special schools, social services, and family support workers. The referrals are either through email or phone calls or both where we discuss the children and their needs before issuing the vouchers which enable them to book spaces on holiday programmes.	Referral process website https://www.enfield.gov.uk/services/children- and-education/holiday-activity-and-food- programmes
Young People Substance Misuse Service	Insight Enfield - (Sort It!) Drug and Alcohol Misuse Drop-ins Brief interventions Structured treatment 1:2:1 interaction with young people Workshops Targeted group work to at risk groups of young people Peer support Outreach Onward referral to specialist teams	Referral Process Find out more by making a referral Email: Insightenfield@humankindcharity.org.uk Telephone: 020 8360 9102 Website: https://insightyoungpeople.org.uk/our- services/insight-enfield/

Interventions/Services provided by the Council	Descriptions	Referral pathways
	Free training to professionals who work with young people	
Adult Substance Misuse Service	<ul> <li>Enable Enfield – Drug and Alcohol Service</li> <li>We provide specialist treatment to anyone over the age of 18 living in Enfield who is worried about their alcohol or drug use.</li> <li>Enfield alcohol and drug service provides a range of clinical, therapeutic and recovery interventions across two sites. Most of our clinical interventions delivered from our Clavering Site, with Vincent House providing a wide range of therapeutic and recovery focused interventions.</li> <li>Enfield drug and Alcohol service will accept referrals from individuals, family members and friends experiencing problems with drugs or alcohol. We also accept referrals from other professionals. We are open to anyone living in Enfield and is aged over 18.</li> </ul>	Referral Process Find out more by making a referral Email: beh-tr.enable@nhs.net Telephone: 020 8379 4909 Website: https://www.beh-mht.nhs.uk/
Health Visiting	Health visitors offer support at various stages from pregnancy onwards. Health visitors can help with: Parental health child's health family health	Full details are available at: https://www.ccenfield.org/who-we-work- with/health-visiting/

Interventions/Services provided by the Council	Descriptions	Referral pathways
	<ul> <li>postnatal depression</li> <li>other things such as feeding, sleeping, crying, minor</li> <li>ailments, and when to see a doctor.</li> <li>Health visitors also monitor babies' development,</li> <li>including weight and measurement.</li> <li>Every family with a child under 5 that lives in Enfield will</li> <li>be allocated a health visitor. Anyone can refer to the</li> <li>service including GP, midwifes and schools. Parents can</li> <li>also refer themselves by contacting their Health Visiting</li> <li>Team by phone requesting a home visit or telephone</li> <li>contact. Professionals can also refer via the Child Portal.</li> </ul>	
IAPT services	Enfield IAPT offers talking therapies for common mental health problems including mild to moderate depression; panic attacks; post-traumatic stress; generalised anxiety and worry; low self-esteem; obsessive compulsive disorder (OCD); specific phobias and health related anxiety. We can also support people who may be experiencing anxiety and low mood in the context of pregnancy/becoming a parent and those who are adjusting to long term health conditions such as diabetes, cancer, COPD, heart failure, colitis, chronic pain, and fatigue.	Referral Process Email: lets-talk-enfield@nhs.net Telephone: 020 8342 3012 / 020 8702 4900 Website: http://www.lets-talk-iapt.nhs.uk/
CAMHS services	Enfield CAMHS is the Child and Adolescent Mental Health Service in the London Borough of Enfield, providing specialist assessment and treatment for children and young people with mental health or severe emotional and behavioural difficulties	Referral process Email: beh-tr.enfieldcamhs@nhs.net Telephone: 0800 151 0023 Website: https://www.behcamhs.nhs.uk/about- us/enfield-camhs.htm

Interventions/Services provided by the Council	Descriptions	Referral pathways
	CAMHS services generally support young people and their families/carers where there is concern around emotional or behavioural difficulties, i.e.	
	Depression, feelings of worry or anxiety, low confidence, problems with eating or your relationship with food signposting to other services where required, anger, problems sleeping, hearing voices, thoughts about wanting to hurt yourself, difficult feelings after a traumatic event, Disorders such as autism and ADHD	

# 7. Enfield Early Help Service Quality Assurance – guidance for managers

Children's Case Supervision	Group Supervision	Management Direction
Frontline practice managers hold initial supervision with practitioner within 4 weeks of allocation.	Group supervision signed off by the manager an added to child's file within 5 working days.	Management supervision provided as and when necessary to respond to any developing needs of children, young people, and carers receiving support.
Children case supervision shared with supervisee and saved on child or young person's file within 5 working days.		<b>3</b> • 1 • 1
Children, young people, and carers discussed during supervision on monthly basis.		
Frequency to be determined by nature of Early Help involvement status of plan, and arising concerns or risk level within the family		
Audits and Dip Sampling	Case Closure Review	Performance & Development
Brief audit to be undertaken by management team on 6 weekly bases, aligned to the audit schedule for Children and Families Services.	Case closure record to have management oversight recorded by the Team Managers.	All permanent staff members (not agency) need to complete a PDR. New starters should complete their probation period prior
Thematic dip samples to be undertaken by Service Manager / Head of Service on monthly basis.		to starting PDR. Once their probation period has ended, they can retrospectively start their PDR even if the deadline for previous stages
10% of cases to be dip sampled by the Quality		have passed.

Improvement team or Service Manager biannually Performance Data Review	Recording Standards	
Performance data relevant to the team or service should be reviewed by the Team Manager on fortnightly basis at the minimum and weekly as best practice.	Records to provide an audit tr assessment, planning and rev evidence that outcomes have	view and demonstrate

# 8. Appendix

Enfield protocols, procedures, and practice guidance (children's)

1.	Step Up / Step Down Process R:\Shared\Social\Children's Noticeboard\CHILDREN SERVICES PROCEDURES AND FORMS\1. All Children\1.1 Early Help and Thresholds for Children's Social Care\Case Transfer Policy inc Step Up and Step Down & Early Alert June 2023.pdf
2.	Supervision Guidance Supervision Guidance Review 2023 v4 (003)
3.	Threshold Document <u>https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-referral/policies-and-policies-and-protocols#:~:text=Enfield%20Threshold%20Document%20()%20PDF%2C%20742.7 %20KB</u>
4.	Escalation and Resolution Protocol <u>https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-</u> <u>referral/policies-and-</u> <u>protocols#:~:text=Escalation%20and%20Resolution%20Protocol%20()%20PDF%2C</u> <u>%20249.97%20KB</u>

5.	Information Sharing Protocol https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding- referral/policies-and- protocols#:~:text=Information%20Sharing%20Protocol%20()%20PDF%2C%20660.8 %20KB LADO Protocol https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding- referral/policies-and- protocols#:~:text=LADO%20Protocol%20(PDF%2C%20481.49%20KB)
7.	Safeguarding Disabled Children <u>https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-</u> <u>referral/policies-and-</u> <u>protocols#:~:text=Safeguarding%20Disabled%20Children%20(PDF%2C%20247.21%</u> <u>20KB)</u>
8.	Enfield's SAFE Strategy <u>https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-</u> <u>referral/policies-and-</u> <u>protocols#:~:text=Enfield%E2%80%99s%20SAFE%20Strategy%20(PDF%2C%2040</u> <u>42.36%20KB)</u>
9.	Neglect Strategy 2022 - 2025 https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding- referral/policies-and- protocols#:~:text=Neglect%20Strategy%202022%2D2025%20(PDF%2C%202469.58 %20KB)
10.	CDOP Protocol and Terms of Reference <u>https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-</u> <u>referral/policies-and-</u> <u>protocols#:~:text=CDOP%20Protocol%20and%20Terms%20of%20Reference%20(P</u> <u>DF%2C%20401.33%20KB)</u>

# Enfield protocols, procedures, and practice guidance (adults)

All protocol, procedures and guidance for adults can be found here
https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-
referral/policies-and-
protocols#:~:text=All%20protocols%2C%20procedures%20and%20practice%2
0guidance%20for%20adults%20can%20be%20found%20here

# Regional and national protocols and procedures

Table 7

12.	London Safeguarding Children Procedures and Practice Guidance
	https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-
	referral/policies-and-
	protocols#:~:text=London%20Safeguarding%20Children%20Procedures%20an
	d%20Practice%20Guidance
13.	Working Together to Safeguard Children 2018
	https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-
	referral/policies-and-
	protocols#:~:text=Working%20Together%20to%20Safeguard%20Children%202
	018%20(PDF%2C%202272.97%20KB)
14.	Child Exploitation Operating Protocol 2012
	https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-
	referral/policies-and-
	protocols#:~:text=Child%20Exploitation%20Operating%20Protocol%202021%2
	<u>0(PDF%2C%201315.44%20KB)</u>
15	Multi-agency Statutory Guidance for Dealing with Forced Marriages 2022
	https://www.enfield.gov.uk/safeguardingenfield/making-a-safeguarding-
	referral/policies-and-
	protocols#:~:text=Multi%2Dagency%20Statutory%20Guidance%20for%20Deali
	ng%20with%20Forced%20Marriage%20(2022)

This guidance will be amended and updated as the Early help practice develops.