



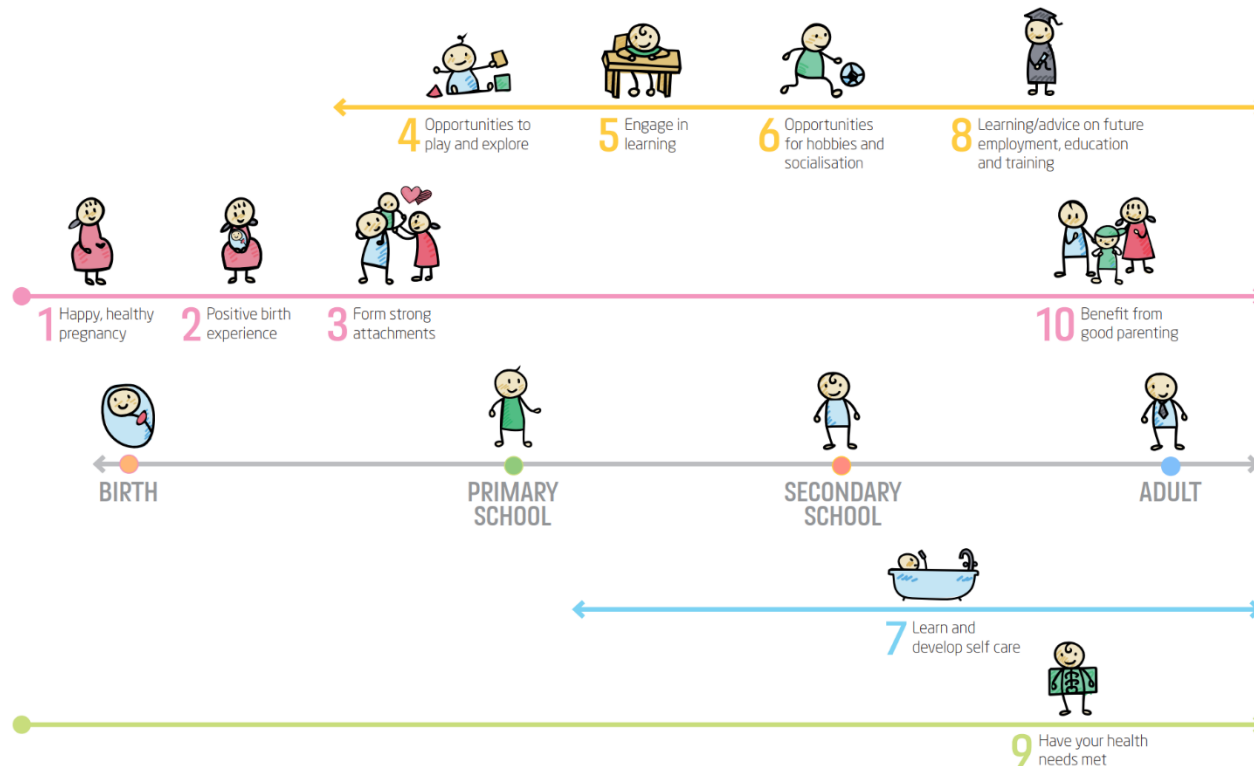
Growing Up Well

Early Help Guidance for Workers

Key Elements for Growing Up Well

There are almost 70,000 children and young people (aged 0-17 years) living in Wirral. We want all of them to have the best possible life chances, which means getting off to a good start and making the most of all that Wirral has to offer- for people and place.

All Wirral children and young people have access to universal support from teachers, nursery workers, Children's Centres, youth clubs, health visitors, GPs, school nurses and others. Our children and young people will be more likely to grow up well if they access their universal childhood offer in full, which we've broken down into 10 parts:



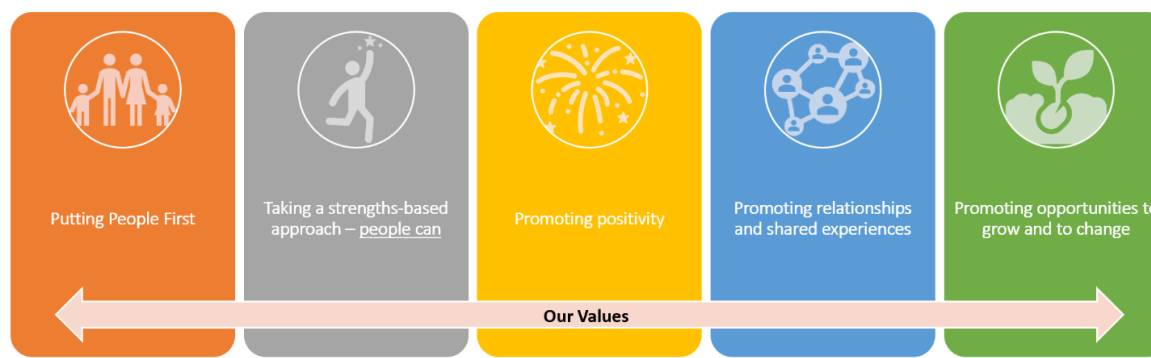
For the majority of children and young people universal services will be all they need to grow up well. Some children and families may need extra help to access their universal offer, for example getting help to find childcare or being supported to take part in youth clubs. For others, additional support may be needed from time-to-time, and the earlier and easier this is to access the better it is for everyone.

This guidance seeks to provide workers, from all parts of the children and family workforce, with an outline of how we will deliver early help that is easy to access, empowers young people and families, meets needs, builds family capacity, and leads to sustainable change.

Any worker who is in contact with a child, young person or family who needs extra help should consider the following 3 questions:

1. Can I help them to help themselves?
2. Can I help?
3. Do I need to get someone else to help?

This approach is consistent with the values of Wirral's Prevention Policy and Prevention Framework.



them to help

1. Can I help themselves?

Helping others to help themselves is a great way to build capacity, confidence and resilience in children, young people and families. Families have told us they want to be empowered, to make their own choices, and be trusted to know what it is they need to make things better. In response to this we've developed a range of online resources and community-based support to enable self-led earliest help. This includes:

- **Family Toolbox Website**- A magazine website co-produced with Wirral parents/carers that can be accessed at any time, day or night. The website offers a personalised experience where parents/carers can create an account, self-assess, access resources and tools, find local services and activities, manage their own plan, and keep a record of their family/parenting journey. Available at www.familytoolbox.co.uk
- **Family Toolbox Alliance**- A collaboration of community organisations providing supportive experiences for family life. More information at www.familytoolbox.co.uk
- **My Child Can**- An online resource for parents with children under 5, accessed through Facebook. The resource provides direct access to [Wirral's Children's Centre Offer](#), What's On programme, parenting support, health and wellbeing advice, and a community of local parents. Available at www.facebook.com/mychildcan/
- **Family Information Service**- Providing information on childcare and services for children under 5. Available at www.localofferwirral.org/family-information-service
- **Zillo**- A website for young people by young people, it has a hub facility which provides information, resources and links to a wide range of issues which are important to adolescents. The website also promotes the [Neighbourhood Youth Offer](#), letting young people know what activities and youth clubs are available across the borough. Available at www.zillowirral.co.uk
- **Healthy Child Programme**- A full range of health services and support for young people and parents, with information, online services and access to local provision for 0–19-year-olds. Available at www.wchc.nhs.uk/children-young-people
- **Local Offer Website**- a website providing information for children and young people with Special Educational Needs and/or Disabilities, and their parents/carers. Available at www.localofferwirral.org

We recommend that all young people, parents, and families are made aware of these resources, as they can help to overcome issues in the short-term and play an important part in achieving long-lasting sustainable change.

2. Can I help?

As a worker already in contact with a child, young person, or family, you may be in a good position to offer help. For many years, Wirral has used an Early Help Assessment Tool and Early Help Plan to provide support to families. We want to continue to do this in partnership with parents, young people, and multi-agency partners. Any worker can undertake an early help assessment and there is support to help with this.

Depending on the support required, an early help episode can be a supported or co-ordinated episode.

Supported Early Help Episode- the worker uses an Early Help Assessment Tool and an Early Help Plan with the young person/parent/carer/family. They work together to identify and meet needs

Co-ordinated Early Help Episode- the worker uses an Early Help Assessment Tool and an Early Help Plan with the young person/parent/carer/family and other workers/organisations. Many people refer to this as a Team Around the Family (TAF). Whilst the language may change, the principle of bringing services/workers together into a co-ordinated support plan that improves outcomes has not changed.

Access the Early Help Assessment Tool at www.wirralsandbox.com

Access the Early Help Plan at www.wirralsandbox.com

Any worker who supports or co-ordinates an early help episode with a young person/parent/carer/family is known as the Lead Worker. The Lead Worker can access training via www.wirralsafeguarding.co.uk/training and consult with the Family Matters Advice Team for advice or support.

We ask that Lead Workers submit completed copies of Early Help Assessment Tools and Plans by emailing from a secure email address to earlyhelpteam@wirral.gov.uk

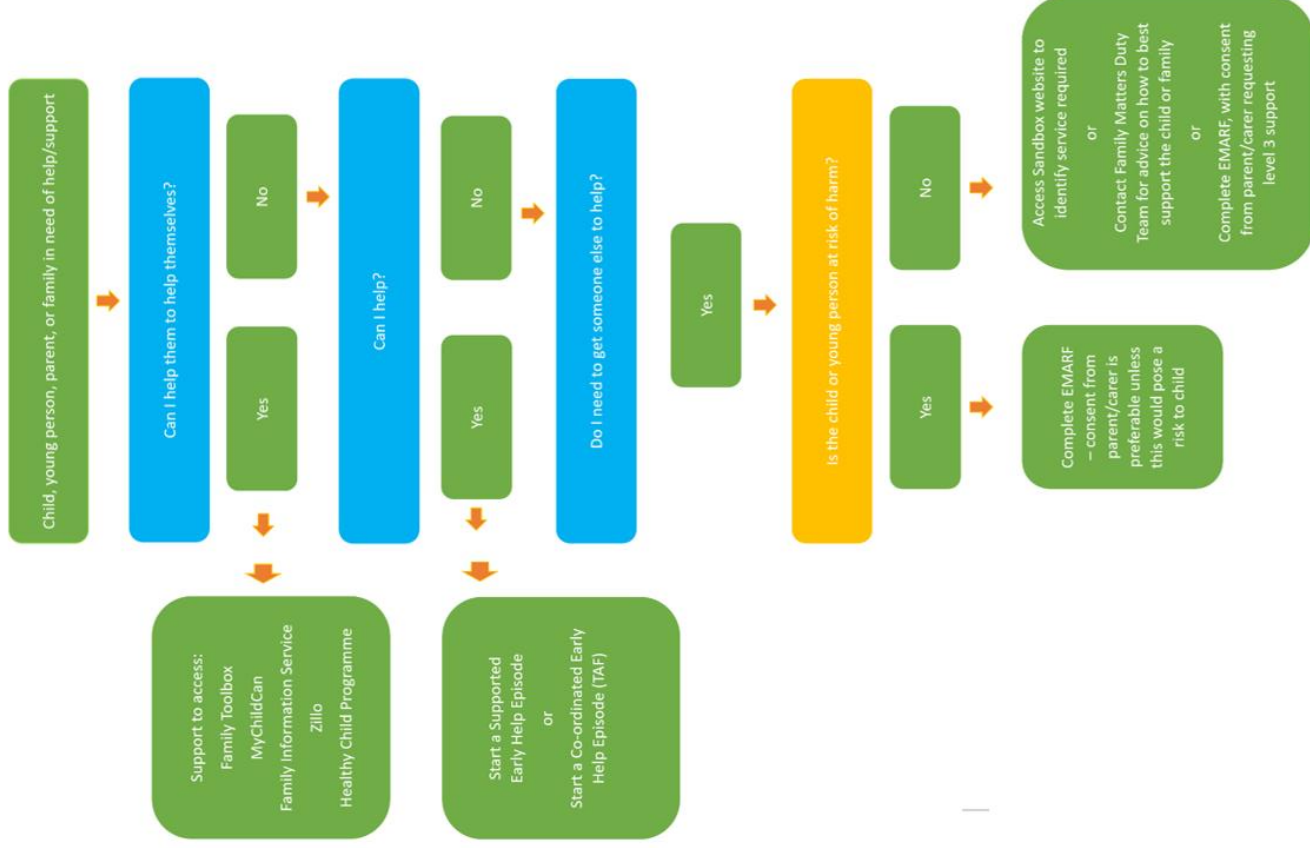
All workers can access **Sandbox**, a new web-based resource for people working with children, young people and families. **Sandbox** contains resources, tools, information, guidance, and links to services which Lead Workers will find helpful. Access at www.wirralsandbox.com

3. Do I need to get someone else to help?

There will be occasions when a child, young person, parent/carer, or family need help that requires referral to another service. This may be because they have a specialist need, such as counselling or a particular health need. Both **Sandbox** and the **Family Matters Advice Team** can help you identify and make referrals to specialist support services.

Where there is **not** a safeguarding risk, but the needs of the family are complex, or more than you feel able to support them with, you can make a referral to Children's Services by completing a Children and Families Request for Support Form www.wirralsafeguarding.co.uk/concerned-about-a-child/ indicating the need for support at level 3. This request for service will be received by the Family Matters Advice Team who will work with the family and the referrer to identify the most appropriate Lead Worker and initiate the right support. All requests for level 3 support require consent from either the parent/carer or the young person.

Where you are concerned about a safeguarding risk you need to make a referral to Children's Social Care, using the Threshold Document, approved by Wirral Safeguarding Children Partnership available at www.wirralsafeguarding.co.uk/multi-agency-thresholds/ To make a referral to Children's Social Care you will need to complete a Children and Families Request for Support Form at www.wirralsafeguarding.co.uk/concerned-about-a-child/ Wherever appropriate, consent from the parent/carer or young person should be sought, unless this is likely to cause risk of harm to the child.



Growing Up Well Early Help Guidance Flowchart

Family Matters Service and Advice Team

The Family Matters Service was established in 2018, bringing together skilled staff with experience in delivering early help packages and targeted support to families in Wirral for many years. Staff working in the service have completed training in a wide range of areas including Working with Families, Solution-Focused Therapy, Motivational Interviewing, Domestic Abuse, Neglect, Substance Misuse, Mental Health, and Suicide Prevention. The team are keen to share their experience with other workers and will be providing support to multi-agency colleagues in a number of ways:

- Casework for children and families appropriate for the Family Matters Service
- Providing Lead Workers with advice, support and opportunities for co-working
- Providing information on and links to appropriate support services
- Helping workers, parents, carers and young people to access the self-help tools available to them and use them effectively
- Helping to set up a Team Around the Family and Co-Chair the initial meeting if required
- Undertaking joint visits
- Facilitating and delivering multi-agency training on Early Help Assessments, Early Help Plans and Team Around the Family working
- Providing opportunities for multi-agency learning, reflection and development

The Family Matters Service and Advice Team can be contacted at

