

Contact details

For advice, signposting or low level and short term support without having to undertake a request for targeted early help services.

Locality advice points (see map)

North West 0116 373 7350 East 0116 292 4590
 North 0116 292 4580 Central 0116 373 7130
 West 0116 373 7150 South 0116 222 1810

To make a request for targeted early help services

Early help in duty and advice service (EH in DAS)
 Tel: 0116 454 5899 Email: early-help@leicester.gov.uk

Lead practitioner support

Support for external partners as the lead practitioner is available for:

- Completing an EHA
- Using the Liquid Logic case work module
- Setting up and co-ordinating EHA meetings
- Refer to www.leicester.gov.uk/earlyhelp for more info on training and resources available

Tel: 0116 454 1694 Email: Early-Help-Queries@leicester.gov.uk

Lead Practitioner Role

- To be the most appropriate identified lead for the family who have an Early Help Assessment
- To co-ordinate and chair meetings
- To ensure the action plan is on track and progressing
- To update case records and action plans.
- To ensure minutes of meetings and action plans are disseminated in a timely way.



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Targeted Early Help in Leicester



Early Help is about providing help and support to families at the right time to prevent issues from escalating.

If a family that you are working with has additional support needs to those focused on by your service, the following is available from Leicester City Council.

	Advice Point	Targeted Support	Early Help Assessment
What	Advice, Signposting or low-level support for children, young people and families.	Short-Term (up to 3 months) targeted support for children, young people and families through a single agency, working alongside the referring agency such as: <ul style="list-style-type: none"> • Family Support • Targeted Youth Support • Child Learning 	Longer-term (up to 12 months but could be longer) multi agency support for children, young people and families using a Team Around the Family approach with an identified Lead Practitioner.
Who	Any individual, family or professional in need of information or advice or support without it becoming a case.	Families with needs (2 or less) and who would benefit from the interventions available through Family Support Child Learning and Development or Targeted Youth Support	Families with multiple, complex needs (3 or more) that would benefit from a co-ordinated, multi agency response
Contact/referrals	Contact your local advice point (see back of leaflet for details)	Contact the Early Help in Duty and Advice Service (see back of leaflet for details)	

Essential information for Practitioners

LCC Early Help Pathway at a glance



Written consent gained and request for Early Help Services fully completed by referrer. Email to Early-Help@leicester.gcsx.gov.uk or Tel: 0116 454 5899

Request for EH services accepted by EHDAS

Request for EH services does not meet thresholds. Record decision-making

Checks to be completed with CDi system and other professionals involved by EHDAS and allocate as appropriate

Signposted to single-agency universal services and/or targeted services

Less than 6-weeks
Family Support EHDAS retain case



Short-term (12 weeks)
Allocated to FSM/SFSF/SCLF/ TYS within relevant cluster for short-term work

Work undertaken
No TAF
Review & action - closure/signpost / escalate

Closed to EHA, complete closure form/needs met and signpost to single agency universal and targeted services.



Long-term
Allocated to FSM/SFSF/SCLF/ TYS within relevant cluster for Early Help Assessment

Needs Met

Refer to MASP for cases where there is: No improvement; Escalation; High Cost; History of Re-referrals; At risk of becoming accommodated

Resources Agreed:
SUSD / LARP

First EHA TAF meeting chaired by FSM/SFSF where the needs and LP are identified, assessment finalised and first action plan completed. LP updates Liquid Logic

Continue with EHA, review action plan every 3 months and update

Needs Not Met / Family disengaged

Immediate safeguarding issues identified

Referred to DAS

Glossary

CDI
Cluster Data Integration

DAS
Duty & Advice Service

EH
Early Help

EHA
Early Help Assessment

EHDAS
Early Help in Duty & Advice

FSM
Family Support Manager

LARP
Leicester Access to Resource Panel

LCC
Leicester City Council

MASP
Multi Agency Support Panel

SCLF
Senior Childcare Learning Facilitator

SFSF
Senior Family Support Facilitator

SUSD
Step Up Step Down

TAF
Team Around The Family

TYS
Targeted Youth Support

Contact details

EHA co-ordinator
Early-Help-Queries@leicester.gov.uk

