



**School Governing Body
Lee-on-the-Solent Junior School**

'Happy School, High Standards'

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***Lee-on-the-Solent Junior School
Early Help Services in Hampshire***

**(Identifying as early as possible if a child or family need
support and helping them to access services)**

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Early Help Services in Hampshire

Early Help means **'identifying as early as possible if a child or family need support and helping them to access services'**.

This is achieved with many support services working together to offer a child, young person or family **'the right help at the right time'**.

The 'Early Help' model is coordinated through ten multi-agency hubs:

- Eastleigh
- Gosport
- Test Valley
- Basingstoke
- Hart and Rushmoor
- New Forest
- Havant
- Winchester
- Fareham
- East Hants

The hubs will be coordinated by the Family Support Service and will involve a range of practitioners who will contribute to the local Early Help offer.

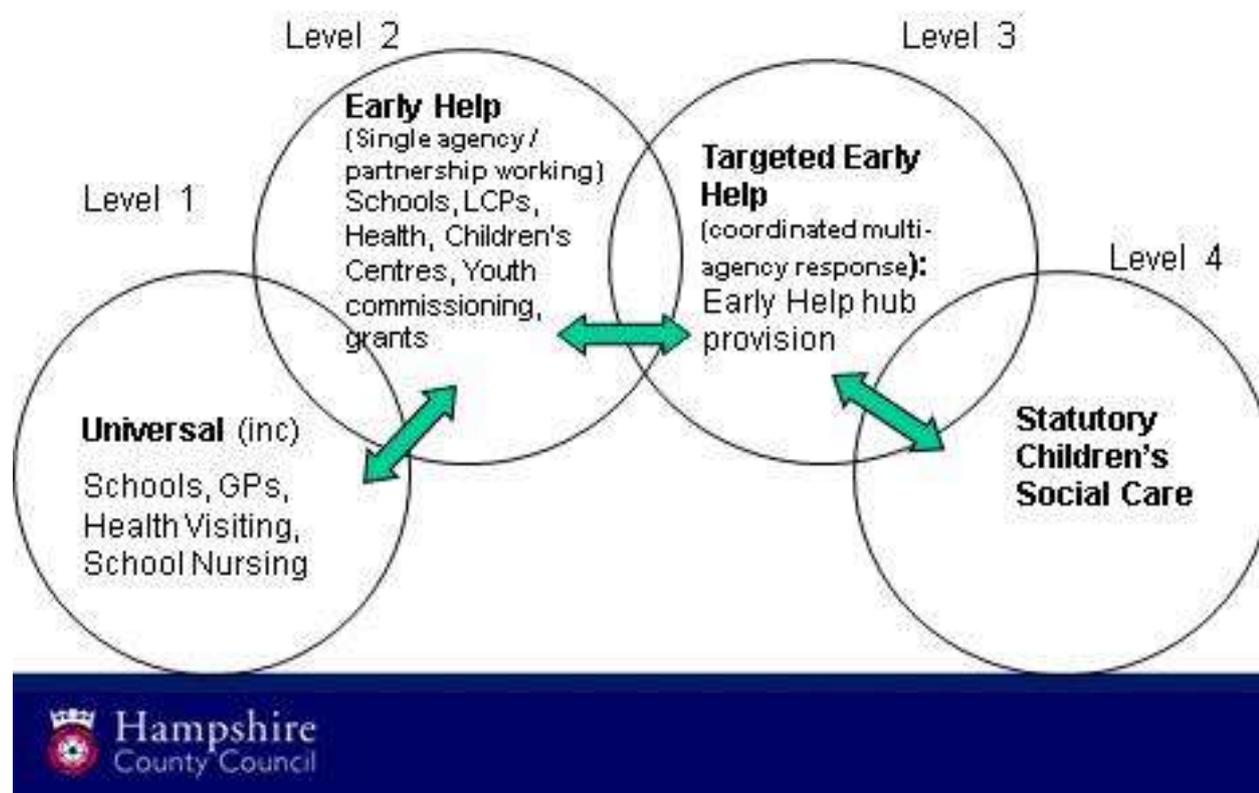
The Family Support Service (FSS) is part of the 'early help' provision for Hampshire run by the county council for families with children aged 0 to 19 years (or up to 25 for young adults with learning difficulties and/or disabilities) to provide a joined-up, whole-family service to those who have high levels of need.

Find out more about the Family Support Service

We recognise that children, young people and parents need greater or lesser support at different times of their lives, as such, there are a range of support services dependent on needs.

Hampshire County Council uses a 'threshold' table to define these levels of need among children and families. An explanation for each level along with examples of the type of services available is detailed in the diagram **over the page**:

The Hampshire Early Help model



Level 1: All families and children where there are no specific needs.

Level 2 (Early Help): Families where there is a need for support, but this can be met within a specific setting e.g. pre-school or school, and by one single service or agency, i.e. a speech and language therapist providing advice and help.

Level 3: A family or child with many needs requiring more than one service or agency to be involved.

Level 4 (statutory care): A family or child with a high level of unmet and complex needs, and in need of children's social care intervention.

To help you understand how professional judgements are made to determine the support needed, see the [Children's Trust Threshold Chart](#) 📄 2 MB and guidance note.

How do I get additional help?

For many families their needs can be met through existing universal (level 1) services. To help families find activities and services in their local area, Hampshire County Council has created an [online service directory](#).

If you do find that additional help is required, the steps below may assist you understand how the process works and where to go to request support.

Step 1

Talk to someone who is already in contact with your family. This might be a health visitor, teacher, community worker. You can also contact us by phone on **0300 555 1384**

Staff at our telephone service will be able to advise on the most appropriate support dependent on the needs of the family.

Step 2

If you decide that early help is for you, the worker will talk to you and listen to you to find out what the difficulties are and what you would like help with.

The worker will also want to know what is going well for you. They may suggest a service or group you could attend and may be able to complete the paperwork to request this with your agreement.

If you and the worker agree that there are a range of issues you would like help with, they will ask your agreement to complete an early help assessment with you.

An [‘early help checklist’ is available](#) that can be used by the worker and you to assist in identifying the right type of services for you.

Your worker can request copies of the early help forms via the telephone contact centre or through one of the local Early Help Hubs in each district

Step 3

The worker will bring along the early help assessment to a meeting attended by a range of agencies, all of whom are involved in delivering early help in Hampshire.

At the meeting it will be agreed who will be the early help coordinator. The information that you have shared will be discussed in order for the services to understand what help they can offer.

Step 4

The early help coordinator will contact you following the meeting to agree to meet up and discuss how best to work with you and your families to address the difficulties that you identified.

Families in Hampshire often tell us that they have to speak to lots of professionals and repeat the same information about themselves over and over again. Families also tell us that they want professionals to speak to each other and work together more to help families. The early help coordinator will make sure that this happens.

Your family may have different services working with individuals in the family. The early help coordinator will be the link person who will keep in touch with you and the services concerned to review how things are going.