

## Preventative services - Core purpose and Interface with other internal teams and external agencies

This document is designed to provide information about the different teams and services in Preventative services, as well as to describe the interface between Preventative Services and other internal and external colleagues/teams, including our Early help partners.

### Core Purpose of Preventative Services

Preventative Services support families with children from pre-birth to 18, with multiple and/or complex needs which have not been able to be addressed by universal services. The aim is to work collaboratively with families to help them improve their resilience, achieve positive outcomes and reduce the chance of need escalating. Preventative Services work alongside colleagues from universal services, such as schools and early years' settings, health providers, and sometimes in partnership with specialist teams from health or social care, taking a whole family approach.

### The Preventative Services approach

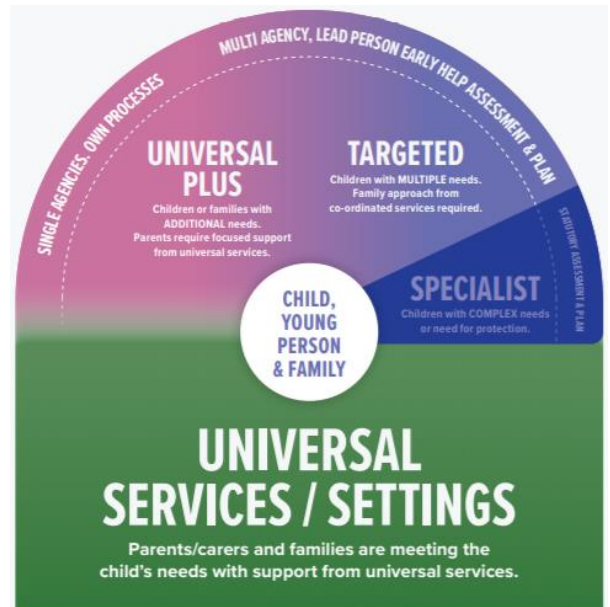
- Whole family work - exploring the issues and dynamics within families which may be impacting on the presenting issues eg. the impact of poor housing, unemployment, mental health etc
- Conversations with families to identify their needs, strengths and best hopes, using a strength-based, '[Signs of Safety](#)' approach.
- Families are supported to drive the work themselves.
- Trained workers facilitate, coordinate and use evidence-based interventions to support families.
- Keyworkers identify and enhance the wider support network of family, friends, community and professionals to sustain progress.
- The teams only work with families who want to work with Preventative Services (except where a statutory Youth Justice order applies) and who give consent.

### When do Preventative Services work with families?

Preventative Services are targeted, with some specialist functions (notably the statutory work undertaken by the Youth Justice Team). The key aspects of targeted work are described in the [Early Help Partnership Strategy](#).

Teams may become involved with families at different stages. For example:

- Compass provide advice and support to services who are working with families and/or who are leading on an Early Help Assessment and Plan (EHAP)
- Compass provide advice and signposting directly to families and professionals.
- YPS and Families Plus teams (0-5 and 5-18) work alongside other agencies and/or directly with families whose needs are more complex.
- All teams can work with families who have 'stepped down' from statutory services to support them sustain positive changes.
- YPS and Families Plus 0-5 teams may contribute to an existing Child in Need or Child Protection plan, for a specific piece of work.
- YJS support young people to reduce the risk of offending or re-offending.



## Structure of Preventative Services

Preventative Services are part of South Gloucestershire Council's Children's Social care and Preventative services, specifically contributing to the vision and priorities of South Gloucestershire's [Early Help Partnership Strategy](#) 2019-24 and include the following teams:

### ○ **Compass team**

Compass is a small team whose core function is to support the delivery of the Early Help Partnership Strategy, navigating families to the right information, advice and guidance, at the right time and as early as possible when problems emerge. Compass provide training to build capacity and confidence for those early help professionals who are directly supporting children and their carers at the earliest possible opportunity. It provides challenge and support to build a culture which encourages positive relationships with families and strengthens working relationships across the partnership. Compass actively supports the cluster-based community networks whose aims include building networks, effective partnership working, and an understanding of needs, gaps and overlaps in communities. Compass have responsibility for coordinating the implementation of the agreed partnership Early help assessment and planning (EHAP) processes including performance monitoring and quality assurance.

Compass provides information and advice both directly to families, as well as to professionals who are supporting them to enable them to achieve meaningful and positive outcomes without the need for statutory intervention. This will include asking individual agencies to consider what practical help they might offer, either on a one off or ongoing basis. Additionally, support will be provided to professionals across the partnership to enable them to support families achieve the same outcomes.

Compass aims to empower families by working with them, not doing things to or for them, identifying and building on strengths and recognising that family, friends and community are often the most effective and sustainable forces of “help and support”.

How Compass Works:

- Enabling children, young people and families to be navigated to the right support, at the right time and in the right place.
- Support activities designed to build the capacity and effectiveness of early help responses and services within the community including active engagement with the cluster-based community networks.
- Ensure that professionals have access to skilled advice that enables them to effectively support children and families at the earliest possible opportunity.
- Ensure that professionals have access to up to date information regarding support services that they might navigate families to.
- Provide professionals with advice and support with regard to initiating an Early help assessment and plan (EHAP). As necessary this will include practical support and mentoring, such as helping to facilitate a family meeting.
- Coordinate all activity relating to the delivery of the early help common processes (early help assessments, plans, and reviews, performance monitoring and quality assurance).
- Provide training to professionals, particularly with regard to facilitating Early help assessment/plans and delivering support within the Signs of Safety framework.
- Supporting the development and updating of information included in the Children, Young People and Families information web portal to ensure the information is accurate and of high quality.
- Support to families and professionals will mainly be facilitated through telephone and email contact, with some face to face meetings.

○ **Families plus teams 0-5 – North and South**

Core Purpose of Families Plus (0-5):

- To provide support to families so that children have the best start in life, particularly in the first 1001 days.
- To provide information, individual direct work and group work for parents, especially those who are vulnerable, possibly about to have their first child, or who are new parents.
- To empower families to take responsibility by working with them, not doing things to or for them.
- Recognise that family, friends and community are usually the most effective and sustainable forces of “help and support”.
- Enable support at the right time, in the right place, in the right way - aim is to complete work with a family within 9 months to achieve good and sustainable outcomes.
- The work of the team is underpinned by the ‘Signs of Safety’, strength-based approach, working with the whole family and utilising their support network to move towards shared goals and sustainable solutions.

Children, young people and families must agree to work with Families Plus and their consent is needed before work can begin. Who do Families Plus (0-5) support?

- Support is for families with children from pre-birth to 5 years old, who are experiencing multiple or complex issues such as poor housing, unemployment, mental or physical health issues and family conflict.
- The teams work with a family in several ways:
  - o supporting universal services such as pre-school and nursery settings, by offering a more specialist perspective in support of families.
  - o working with the whole family if their needs require more targeted support. This work will be undertaken when universal services have been unsuccessful in helping the family sustain progress towards their goals and build on progress already achieved. This may include completing an EHAP and organising a Team Around the Family (TAF).
  - o supporting a family where there is a child in need or child protection plan to provide specialist, early years support. This additional support is a 'contribution' to the statutory plan and will be clearly linked to the goals.

#### What Families Plus Workers do:

- The work of the Families Plus 0-5 team is often a mixture of parenting support and guidance (often around child development), support for children as well as whole-family sessions and group work. This is often completed within the family home.
- Parenting support is often based on the Solihull Approach which helps parents to understand their children's brain development and behaviour as well as improve emotional health and wellbeing.
- Parents are supported to access group activities in their community. Groups are developed to meet the needs of families in the local area, in consultation with universal services such as Health Visitors. This is to give parents the opportunity to support their child's development alongside other parents, and to increase their network of support.
- Families Plus (0-5) run evidence-based parenting programmes throughout the year, these are likely to include the Solihull Programme, Incredible Years and Circles of Security. These strength-based programmes reflect the way in which Families Plus will support families to recognise and sustain their own successes.
- Face to face support for families takes place at Children's Centres, where families can also continue to access other Universal and specialist support, at other community settings and in the family's home.
- The teams are also actively engaged in contributing to the wider early help offer in the community alongside other early years' providers and community organisations.

#### o **Families plus teams 5-18 – North and South**

##### Core Purpose of Families Plus (5-18):

- Families Plus (5-18) teams work alongside other agencies and directly with families with complex needs such as poor housing, unemployment, mental or physical health issues, poor school attendance and exclusion.
- The Teams' work is underpinned by Signs of Safety's strength-based approach, working with the whole family and utilising their support network to move towards shared goals.
- Families Plus offers guidance and direct work in relation to the challenges parents, children and young people are facing, often within the family home or school environment.

- Support and help families to take responsibility by working with them, not doing things to or for them.
- Recognise that family, friends and community are often the most effective and sustainable forces of “help”.
- Enable support at the right time, in the right place, in the right way.
- Children, young people and families must agree to work with Families Plus and their consent is needed before work can begin.

How does Families Plus (5-18) support Families?

Families Plus 5-18 may work with families by;

- o supporting universal services, offering a more specialist perspective in support of families
- o working with the whole family if their needs require more targeted support. This work will be undertaken when universal services have been unsuccessful in helping the family sustain progress towards their goals, building on progress already achieved.

The support will either contribute to an existing SAFeh/Early Help Assessment and Plan (EHAP) led by a partner agency, or initiate and lead on an EHAP, bringing together a team around the family (TAF). The key areas of need which are addressed by Families Plus will almost always include those outcome measures described under the ‘Families in Focus’ programme (under the Government’s Supporting Families Initiative).

Direct work can include Parenting Support and this work is often a mixture of direct one to one support for the parent, child / young person, and whole family sessions and/or group work. All of our parenting work is based on evidence-based ‘Parents Plus’ Programmes, covering topics such as staying calm, parental self-care, understanding behaviour, using rules, routines and consequences to manage behaviour, spending quality time together and building relationships using praise, encouragement and listening skills to solve problems together.

Direct work with children and young people will mean a Key Worker supporting the child or young people to understand their current situation, relationships, regulating their emotions and behaviour, vulnerabilities to exploitation, understanding and overcoming the barriers to accessing Education, Employment and Training (EET), supporting community integration and keeping safe. All work carried out directly with children and young people also involves activity with parents and siblings, where applicable, to ensure that the needs of the whole family are addressed.

Work takes place in venues that are most likely to support positive change, and will include home, school settings, community venues and outdoor spaces.

Support for children and young people to gain accreditation - Families Plus 5-18 supports children and young people to gain accreditation, both formally (as license-holders for the Duke of Edinburgh Award) and informally through the ‘South Glos Award’. Advice is available for partner agencies on how best to encourage accreditation, and workers regularly integrate this approach into the direct work undertaken with children, young people and their families, ensuring recognition for the effort and progress made.

○ **Young People’s service (YPS)**

YPS offer a distinctive adolescent-centred preventative service to young people who face worrying risks to their safety and well-being, to prevent further escalation of concerns. YPS support young people to restore family relationships and strengthen their resilience. Young people that may meet the threshold/remit for YPS will be between 11-18 years old (usually between 13-18). They will have multiple risk factors and complex needs. As an adolescent focused team, it’s essential that young people are involved in conversations about YPS supporting them and that they have agreed to be supported by us. YPS will act as ‘Lead Professionals’ (LPs) and use Early Help Assessment & Plans (EHAPs) to assess the situation/risk and to plan our interventions with young people. YPS will also act as ‘Contributing Professionals’ where the lead professional is a colleague from another team. Examples (this is not an exhaustive list) of the sorts of risk factors and complex needs that young people may be struggling with are:

- Imminent or likely family/placement breakdown
- Risk of permanent exclusion from school
- Running away/going missing (or risk of)
- Peer on peer/group based (gang\*) violence/serious youth violence
- Problematic substance misuse
- Displaying problematic/harmful sexual behaviour.
- Criminal and/or Sexual Exploitation.
- Concerning anti-social behaviour/crime and/or risk of offending

\*we would prefer to move away from use of the term ‘gang’

○ **Youth Justice Service (YJS).**

The Youth Justice Service (YJS), is a multi-agency statutory team providing a collaborative service involving professionals from various agencies. Their primary goal is to prevent children and young people from entering the youth justice system for the first time and to support them in moving away from offending.

They work in both pre and post Court and operate independently from the police and the courts, collaborating with various professionals such as probation officers, health services, schools, and community organizations.

The Team includes:

- Seconded staff (from the Police, Probation and Health)
- Specialist workers (HSB, Drug and Alcohol, Speech and Language)
- Education Liaison Officer
- Court/ Bail Worker (Victim Worker and Mentoring Co-Ordinator)
- Youth Justice Workers (Pre and Post Court)
- Youth Justice Support Worker
- Volunteers.

Every young person is treated as an individual and all efforts are made to ensure that their life experience, cultural, family and community environment is understood alongside their wishes, feelings and views (Child First).



To ensure that young people's needs are appropriately met the staff will link young people to universal service opportunities where possible (e.g., additional support in schools/youth services) but to also have a range of specialist services to meet their needs. The range of Specialist Services has developed to meet the varying needs of YP the YJS work with:

- Harmful Sexual Behaviour specialist worker and other workers skilled in this area.
- Speech and Language Therapist
- Primary Mental Health Specialist
- Drug and Alcohol Specialist
- SARI (Stand Against Racism and Inequality) – supporting victims and perpetrators of hate crime.
- Enhanced Case Management Project
- Work with victims and reparation.

○ **Supporting Families programme (FiF).**

The aim of the programme is to focus on providing targeted interventions for families with complex interconnected problems. These problems include unemployment and financial instability, poor school attendance, mental and physical health problems, involvement in crime and antisocial behaviour, domestic abuse and poor family relationships, children who are at risk of abuse and exploitation, substance misuse and insecure housing. The four key principles of Supporting Families remain early intervention, whole family working, multi-agency working and measuring outcomes and data. In order to support with this there is an outcomes framework with headline criteria that match these vulnerabilities. The new framework has 10 headline outcome areas each with a set of vulnerability criteria. If a family is assessed as vulnerable in 3 of the headline areas they will qualify for the programme. The 10 headlines are:

- Getting a good education
- Good early years development
- Improved mental and physical health
- Recovery and reducing harm from substance misuse
- Improved family relationships
- Children safe from abuse and exploitation
- Crime prevention and tackling crime
- Safe from domestic abuse
- Secure housing
- Financial stability

The Supporting Families grant is made up of a core Service Transformation Grant plus Payment by Results (PBR) following evidence of sustained improvement for each family attached to the programme. The funding is used to commission early help services as well as fund early help posts in the Local authority.

## How do Preventative services teams interface with others?

### **Context:**

Continual review of circumstances, supported by collaborative conversations, is the best way of identifying and responding to the needs of children and young people and their families. For children and young people to receive the right help in the right way at the right time, conversations need to be constructive, going beyond a discussion about concerns to form part of a meaningful assessment and, where appropriate, a plan to support the child, young person, and their family.

This approach promotes shared responsibility and flexibility, recognises the complexity and individuality of the needs of each child and family and reduces bias of individual professional and agency decisions through discussion and debate.

### **Principles:**

The principles and expectations outlined below should be applied with discretion to promote the delivery of high-quality services across the continuum of need for children, young people and their families. This will involve managers – and the teams they manage – exercising professional judgement, promoting and maintaining effective cooperation and communication to ensure that families receive the right help in the right way at the right time.

These are principles for good practice and are intended to aid professional discussion and decision making. They are not intended to be applied as a rigid set of rules:

- The primary consideration in all interactions between teams and services must be the needs and best interests of the child, young person and their family. The number of hand-offs, between teams and services, should be kept to a minimum and wherever possible the child's wishes and feelings should be considered when decisions are being made.
- Parental or child (in the case of young people) consent for referrals to, assessment by, and intervention from Preventative services, should be obtained and should be explicit on all files.
- Conversations between practitioners, practice managers and team managers are strongly encouraged, and should always take place if there is uncertainty about the level of need and/or whether transfer to another team is the correct action. These conversations with decisions, outcomes, planned actions and timeframes should be recorded on the child's / family's electronic record.
- All conversations should take place at the earliest opportunity between practitioners and managers of current and future teams when assessment, in line with the Continuum of need (threshold document), indicates that the family has a particular need that can be met by the proposed receiving service.



- Step-up/Step-down conversations, held prior to any transfers, should be smooth and swift, and transfers should be completed within the timeframe agreed during the Continuum of need discussion. There should be no unnecessary delay for families arising from this process.
- Where there is professional disagreement within the Continuum of need conversations (about potential transfer), these should be resolved by team managers in the spirit of good communication and collaboration, and with families' needs at the heart of all discussions. If team managers cannot reach agreement, they should escalate to their respective Service Managers for resolution, in line with South Gloucestershire Children's Partnership Resolution of Professional Differences (Escalation Policy) (Updated October 2020). It is expected that this occurrence will be rare.
- It is anticipated that early conversations will help define the best-placed team or service to meet need at the earliest opportunity. This will enable the worker who is handing over to prepare the child's / family's records for passing to the new worker and for their manager to quality assure the file against the minimum standards prior to the handover taking place. Once handover is complete, the receiving team assumes case responsibility; however, should remedial action be required to bring the case file into order then the team manager handing over must ensure that this is done.

## Specific team interfaces:

### 1) Compass/Access teams

The Compass team is a small team whose core function is to support the delivery of the [Early Help Partnership Strategy](#), navigating families to the right information, advice and guidance, at the right time and as early as possible when problems emerge.

The Compass and Access team have a pre-triage system, the purpose being to think Early Help at an early stage and to ensure that families receive the right help and support from the right team at the right time. All emails in the Access inbox are reviewed by a qualified Social Worker / Manager within 24 hours of receipt but if the level of risk and need is of early help, this will then move to the Compass team to progress. Occasionally, a challenge/support conversation between the Access and Compass team managers takes place at this stage, so as to clarify and confirm rationale in relation to the early help threshold.

Access Social Workers will inform Compass when they have recommended a setting to start an Early Help Assessment and Plan (EHAP). This enables Compass to ensure the community Early Help Assessment and Plan has been completed within 6 weeks, and the named Compass Partnership Worker can offer help and support to the early help setting when completing the assessment.

Compass will offer induction for all new Children's services staff with regards to early help processes.

Compass Team Manager and the Senior Compass Partnership Worker represent Preventative Services in the daily MASH meetings.

### 2) Compass/Response Teams

The Compass Team Manager is the named link person for the Response Teams and sends updates to the Response Team Managers. Compass offer induction with regards to early help processes for new staff.

Response Social Workers will inform Compass when they have completed an assessment and have stepped down to a community Early Help Assessment and Plan. This enables Compass to ensure the community Early Help Assessment and Plan has been completed within 6 weeks, and the named Compass Partnership Worker can offer support to the early help setting when completing the assessment.

### 3) Compass/Early help partner agencies

Compass provides information and advice both directly to families, as well as to professionals who are supporting them to enable them to achieve meaningful and positive outcomes without the need for statutory intervention. This will include asking individual agencies to consider what practical help they might offer, either on a one off or ongoing basis. Additionally, support will be provided to professionals across the partnership to enable them to support families achieve good outcomes. Compass aims to support families by working with them, not doing things to or for them, identifying and building on strengths and recognising that family, friends and community are usually the most effective and sustainable forces of “help”.

In relation to the interface with early help partners, the Compass team will:

- Support activities designed to build the capacity and effectiveness of early help responses and services within the community including active engagement with the cluster-based community networks. For example, the Compass team manager regularly co-presents the Level 3 Safeguarding training to GPs and has been able to share a greater understanding of the role of Compass but also the wealth of community resources available for GPs to signpost families to.
- Ensure that professionals have access to skilled advice that enables them to effectively support children and families at the earliest possible opportunity. Support to professionals will take the form of telephone/email contact and face to face meetings. One example is that each school setting (including preschools) has a named Compass Partnership Worker who are the ‘go to’ advisor for that school – they encourage schools to contact Compass for informal conversations and all Compass Partnership Workers have visited every school to make contact in person with the SENCO/Designated Safeguarding Lead or named Pastoral Support as well as having delivered a pack of resources (posters) – these posters include Early Help support in South Glos / Voice of the Child/ Role of Compass.
- Ensure that professionals have access to up-to-date information regarding support services that they might navigate families to.
- Provide professionals with advice and support with regard to initiating an early help assessment and plan (EHAP). As necessary this will include practical support and mentoring, such as helping to facilitate a family meeting. The Compass team also quality assure a number of Early Help Assessment and Plans each month and feedback is sent to the lead professional. Compass also offer regular workshops / drop in sessions to support early help settings to write good quality, child and family focussed early help assessments and reviews.
- Coordinate all activity relating to the delivery of the early help common processes (early help assessments, plans, and reviews, performance monitoring and quality assurance).

- Provide training to professionals, particularly with regard to facilitating early help plans and delivering support within the Signs of Safety framework. Eg The team has held Early Help Assessment and Plan virtual Workshops to promote what a good EHAP looks like/ writing and reviewing action plans. Compass facilitate Early Help Awareness workshops offering an opportunity for education settings and external partners to develop their awareness of what is early Help and to understand the crucial role that they play in supporting children and families at an Early Help level.
- Support the development and updating of information included in the Children, Young People and Families information web portal to ensure the information is accurate and of high quality.
- Develop links with our partner agencies, for example GPs, Next Link, Southern Brooks, Health Visitors, Hospitals by attending their team meetings to share up to date information regarding Compass and early help support available for families.

#### Families plus teams/ Young People's Support (YPS) team and Access and Response teams

Preventative Services and Social Care are jointly committed to ensuring that families receive the right help at the right time in the right way. As such, managers maintain formal and informal communication to achieve this.

#### 4) Families plus/YPS with Response team:

Where a C&F assessment has been / is being undertaken and the Social Worker and their manager consider the identified needs may best be met at non-statutory level, they will propose a Step-down to a Preventative Services team.

The social worker will contact a Families plus/YPS team manager for a discussion regarding a potential step down at the earliest point possible. This conversation can take place at any stage during the assessment and more than one can take place, if necessary, before the next step is initiated formally. Outcomes from such discussions could be:

- Accepted for Step-Down to Preventative Services (with identified work and the explicit consent for this work from the family); a time-frame will be agreed for the step-down to take place.
- Decision to propose ongoing work under a Child in Need plan, generally in Locality Social Care
- Recommendation to Step-Down to a community setting which can provide and / or coordinate relevant support under a Community EHAP.
- More information to be gathered to inform the next step.
- Closed with No Further Action (NFA) if appropriate.

#### 5) Families plus/ YPS with Locality social care teams

Where Locality Social Care identifies that they are approaching the end of the CIN plan, and that the levels of need and risk no longer require statutory oversight, they may consider that Preventative Services can support the family at point of closure. The following attached document specifies the agreed process to be followed:



Step%20Down%20fro  
m%20social%20care%

Families Plus 0-5 and YPS teams can contribute to Locality Social Care cases in the same way as they contribute to Response team cases; the same process is followed as outlined above, with a focus on early discussions between managers to ensure that the right help is given in the right way at the right time. Families Plus 5-18 teams do not contribute to Social Care cases due to resource having moved to Social care from Preventative services, to undertake this function, in 2020.

A Children In Need (CIN) Review Panel was established in 2022 focusing on those families which are open to Locality social care at the 9 and 12 month stage. The Panel facilitates discussions where Team Managers from Locality and Preventative services meet regularly to agree the broader trajectory of the family. If it is felt that no other services are required, a clear trajectory will be produced of when the family will close to social care. If it is felt that further specific support would be beneficial to the family, discussions will take place regarding which service would be the most appropriate for the family and a trajectory of when the case could step down will be produced. This Panel is not a hand over meeting; it is about early identification of families which can be stepped down from Social Care to ensure that a robust plan is in place for when the family step down and information is shared to avoid any drift and delay.

#### 6) Families plus and YPS/early help partner agencies

As outlined above, referrals from Early Help Partner Agencies are managed via Compass and if, following their enquiries, Compass believe that the family's needs are best met by Families Plus or YPS teams, Compass will start the discussion with managers from Families Plus or YPS ensuring they have consent from the family for the referral. Following these discussions there are 2 possible outcomes:

- Families Plus or YPS become Lead Professional  
Where it is agreed that these teams are best placed to meet the needs of the family, Compass will send notification via Mosaic to the relevant team who will allocate to a worker to take on the Lead Professional Role.
- Families Plus or YPS Contribute to Community EHAP  
Where it is agreed that the needs of the family are best met by Universal or Universal Plus services, but that there is a specific piece of work which Families Plus or YPS can offer, then these teams will become Contributors to the Community EHAP. This work is time limited with a clear focus on a specific area of work to complement the direct work being completed by colleagues leading the Community EHAP. The Lead Professional will be from an early help partner agency and they will ensure the family have given consent for the work.

All agencies and teams within the Early Help Partnership, including the Council's Preventative Services, work below the social care threshold so there is not a Step Up to Families Plus or YPS from a Community EHAP but rather a Step 'Across' for more targeted forms of Early Help, alongside the Universal and Universal Plus support.

## Requesting support from Preventative Services (other than YOT)

A Request for help form can be completed by a family or, with the family's consent, by a professional or other person on their behalf and sent to [accessandresponse@southglos.gov.uk](mailto:accessandresponse@southglos.gov.uk). If there are no significant safeguarding concerns the Compass team will explore how to link the family to the most appropriate level of support.

### For requests from Social Care

- i. If the Social Worker has assessed that the family would benefit from a contribution to the Child in Need or Child Protection plan, they can request this directly from YPS and from Families Plus 0-5 (Families Plus 5-18 workers do not undertake these contributions). This contribution will explicitly support the family to meet the safety goals identified within the statutory plan.
- ii. If a social worker is proposing to close their involvement with a family they can propose a 'step-down' to Preventative Services with the family's consent. This would be to support the family sustain progress.

## How to Contact Compass

### From outside Integrated Children's Services

Where a professional considers that a family might benefit from additional support, they can contact Compass via [email](#) for an initial discussion without sharing a family name. To access this help and support, please email a brief synopsis of the family composition and needs of the children to:

[Earlyhelpsupportteam@southglos.gov.uk](mailto:Earlyhelpsupportteam@southglos.gov.uk)

All educational settings ( including pre school settings) have a named Compass Partnership Worker; settings are able to contact them via [Earlyhelpsupportteam@southglos.gov.uk](mailto:Earlyhelpsupportteam@southglos.gov.uk)

If a family requires a more in-depth conversation or support from another service, there is the expectation that – in the spirit of “nothing about me without me” – a meaningful conversation will have been held with the family explaining that the professional would like to seek support and advice from Compass. The family should be aware of the content of the information being shared with Compass and have given verbal consent for this information to be shared. To access this support, please complete with the family's consent, a Request for help form and email to [accessandresponse@southglos.gov.uk](mailto:accessandresponse@southglos.gov.uk)

### From inside Integrated Children's Services

Colleagues within Children's Services may seek advice from Compass on how best to help families to access support in their community, or to update them on changes in their service, and can contact the team directly using the details above.