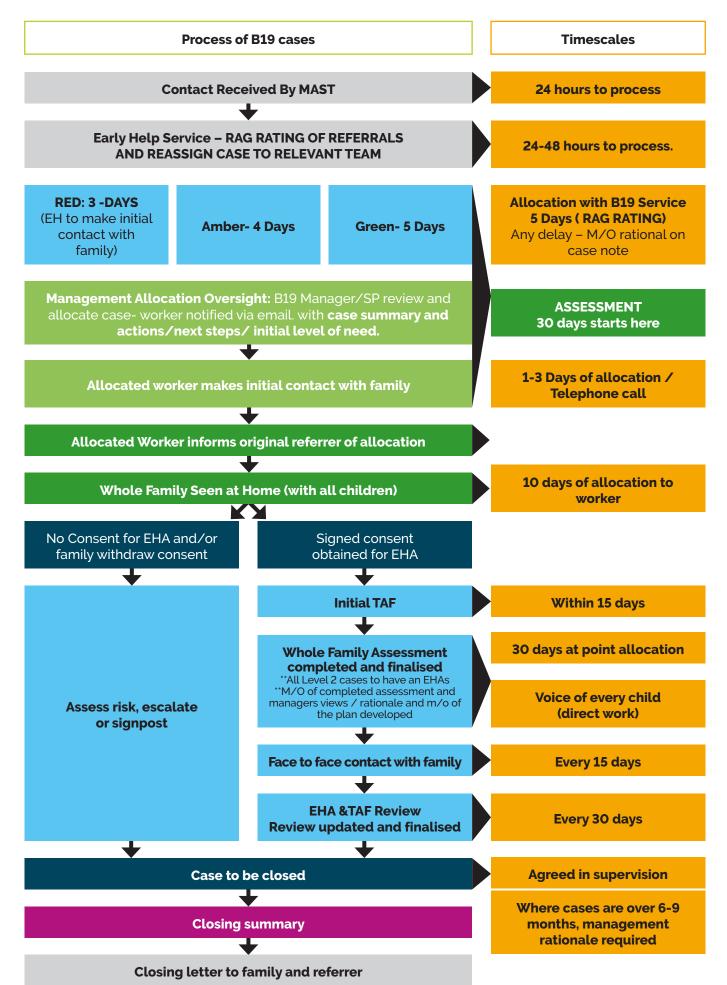


Early Help Targeted Support Process







Early Help Targeted Support Process



Timescales Cases Stepped Down from level 3/4 Contact Received by MAST (Early Help pathway) with consent 24 hours to process Early Help Service - RAG RATING OF REFERRALS 24-48 hours to process. AND REASSIGN CASE TO RELEVANT TEAM **Allocation with RED: 3-DAYS Targeted Service** (EH to make initial **Amber- 4 Days** 3/4 Days (RAG RATING) contact with family) Any delay – M/O rational on case note Management Allocation Oversight: Early Help Targeted Support 10 days starts here 1-3 Days of allocation / Allocated worker makes contact with family Telephone call 10 days of allocation to Whole Family Seen at Home (with all children) worker Whole Family Assessment completed and finalised incorporating the single assessment and step down plan Within 10 days **All Level 2 cases to have an EHAs **Management Oversight of assessment and plan required Face to face contact with family **Every 15 days** Voice of every child (direct work) **EHA and Review** Review updated and finalised **Every 30 days** Case to be closed **Agreed in supervision** Where cases are over 6-9 **Closing summary** months, management rationale required Closing letter to family and referrer