



# Enhanced Parenting Support Pathway (EPSP)

*Guidance for Early Help Practitioners within the  
One Point Service*

*Working in partnership with Harrogate and District Foundation Trust (HDFT)*



# Introduction to Enhanced Parenting Support Pathway

Alongside Harrogate and District Foundation Trust (HDFT) we, within the One Point Service, recognise that some families require additional support. The 'Enhanced Parenting Support Pathway' (EPSP) offers families a seamless support pathway from the antenatal period, through until the child is 2 ½ years old, at this point some children and families on the EPSP will transfer to school readiness pathway until they reach KS1. This would be determined by the families Health Visitor.

Early Help Practitioners (EHP) within the One Point Service (OPS) will support the delivery of the EPSP alongside Health Visitors through the delivery of 6 focused delivery sessions to parents, mam and dad, starting at the antenatal stage and progressing, until the child is 2 ½ years old. This will provide a holistic, coordinated package of support to families in greatest need.

Research shows that a father's involvement with his child is hugely important for child development.

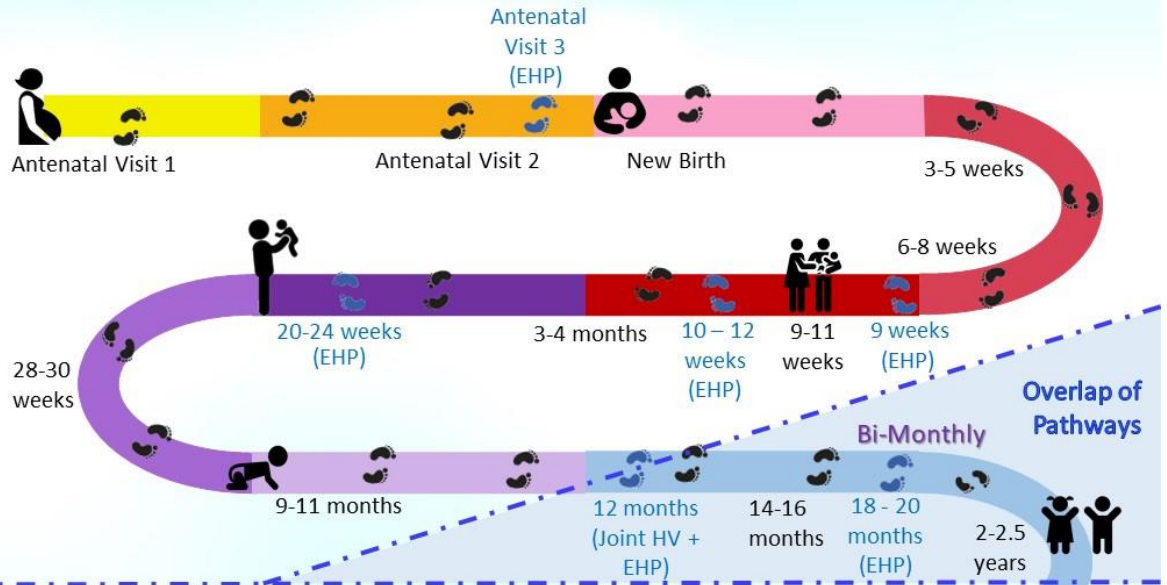
*"Father-child relationships, be they positive, negative or lacking, have profound and wide-ranging impacts on children, that last a lifetime"* (DWP, 2009)

Throughout all work we do, within the Enhanced Parenting Support Pathway, mams and dads should be equally included and valued.

# EARLY YEARS FOUNDATION STAGE

## EPSP Pathway

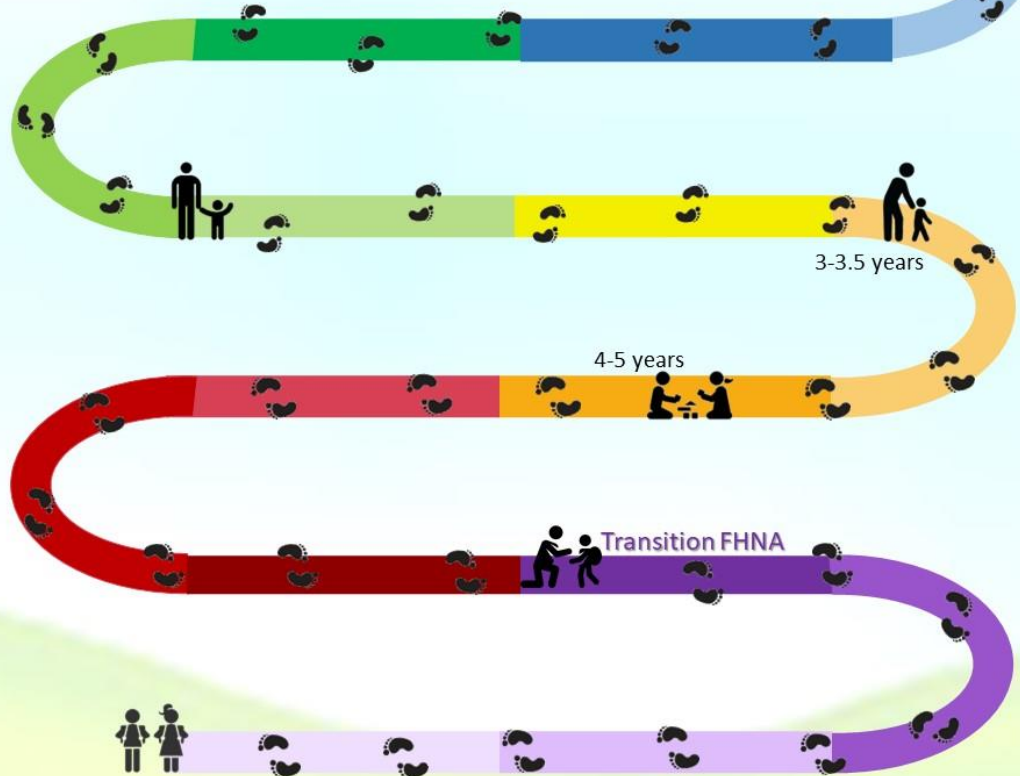
-  Early Help Practitioner (EHP)
-  Health Visitor



## School Readiness Pathway

Co-created with KDP's, Commissioners & Service Users to include:

- SEND
- Speech, Language and Communications
- Toileting
- ACES
- Positive Parenting
- Outcome Stars
- Child Development
- Height/Weight
- Immunisations
- Play/Home Learning/Reading
- Sharing
- Routines/Boundaries
- Eating Habits
- Healthy Eating
- HENRY
- Teething
- Sleep Routines
- Comfort Zones
- Separation Anxiety
- Home Safety
- Fears/Phobias
- Behaviour



## KEY STAGE 1



One Stop Shops - Homes - Schools - Early Years Provision - Green Space - Place Bases - Community Locations

# Enhanced Parenting Support Pathway (EPSP)

## Eligibility Criteria

The eligibility criteria for inclusion on the EPSP are families who are currently experiencing or have history of:

- Young Parents, under the age of 19 years who are unsupported / isolated
- Either parent/carer of the unborn child(ren) are currently a child looked after under the care of the Local Authority or identified as a care leaver
- Parental/carer mental health concerns
- Parental/carer drug misuse
- Parental/carer alcohol misuse
- Domestic Abuse (either known police reports or self-reported)
- Involvement in previous Child Protection proceedings
- Refugee Families
- Families with learning difficulties, learning disabilities and/or speech, language and communication difficulties impacting on their parenting ability and/or capacity to promote a communication rich household
- Babies born pre-term
- Professional judgment which will encompass vulnerabilities not listed.

**N.B.** The pathway does not replace any pathways that are currently in place to support families identified as having additional needs through universal partnership plus within Health Visiting practice or through Children Services 0-19 Level of Need thresholds at any stage of the child's life, from the antenatal period to 19 years or 25 if SEND Care Leaver.

## Request for One Point Service Practitioner

It is the responsibility of the family Health Visitor at the point of recognising the family meet EPSP criteria to complete an Early Help Request through the portal, link available on DSCP website – Professionals/Early Help <https://durham-scp.org.uk/professionals/>.

This will be the only mechanism for requesting the support of a One Point Service practitioner. This will then be processed and sent to Family Centre Team Manager via Liquid Logic Tray (not as an open episode) This will then be allocated to Early Help Practitioner.

When parents' give consent to Health Visitor, for support, via the Enhance Parenting Support Pathway, this acts as consent to One Point Service involvement also, due to the nature of the 'Integrated Pathway.'

## Expectations of the One Point Service

The aim of the Enhanced Parenting Support Pathway is to provide additional help and support to families at risk of poor outcomes. Through the EPSP Programme, families will be supported to access services in and through the Family Centre, including learning and development, parenting support and advice. Ultimately, additional contact with children and families must focus on the needs of the child, ensuring their wellbeing and safety is paramount. Each contact must focus on the child's wellbeing and safety, with practitioners using a range of strategies and techniques to gather evidence as to whether the child is safe and protected from harm and developing in line with expected milestones. EHP will work with both parents (mum and dad) as part of the Pathway, wherever possible.

## Early Help Practitioner – Responsibilities

### Prior to visit

- Discuss referral and allocation with health visitor – information sharing
- Discuss any issues or concerns with line manager
- Check Liquid Logic for family history or any warning indicators
- Make contact with family prior to visiting (7-10 days prior) to remind of visit (date, time, venue)
- Liaise with the family Health Visitor prior to each visit to ascertain any specific areas of support required outside of the session plan / changes to family circumstances / risks / vulnerabilities etc.
- Complete home visit risk assessment prior to home visit.

### During Visit

- It is expected that at each contact the family's needs are assessed using SOW mapping tool – 3 columns, information should be shared with Health Visitor alongside contact session information.

- EHP must follow the session plan for each contact, where session objectives are not met, this must be evident within general notes, explaining what work not completed, reason why and plans to complete
- Always offer / advise and encourage attendance at wider Family Centre programmes / activities
- See Child, wherever possible and ensure this is recorded
- For any Young Person / parent, presenting as homeless or at risk of homelessness, Joint Homeless Protocol Procedure to be followed. EHP should discuss with manager urgently.

## Outside of Visit

- Recordings from each visit should be entered onto liquid logic under general notes within 48 hours from contact, recordings should include:
  - Information from SOW mapping tool
  - From session plan, were all objectives met? Please describe how. If not, why not? What are your plans to complete?
  - Reflecting on visit, what is working well?
  - Reflecting on visit, is there anything you are worried about? Please note – any safeguarding concerns – DSCP Procedures must be followed
  - Complicating Factors? Any other information you wish to share?
- Following completion of recording, notes to be extracted from liquid logic and sent to email address listed below, this must happen within 24 hours from contact, guidance on how to extract recordings, below.
- If you are unsure which locality you are based, please speak to a manager within your service
- The email must highlight for the attention of the family Health Visitor stating the specific name of the Health Visitor in the subject box
  - North of the County - [Hdft.0-19NorthAdmin@nhs.net](mailto:Hdft.0-19NorthAdmin@nhs.net)
  - South of the County - [Hdft.0-19South@nhs.net](mailto:Hdft.0-19South@nhs.net)
  - East of the County - [Hdft.0-19Easington@nhs.net](mailto:Hdft.0-19Easington@nhs.net)
- Ensure all information sharing / communication with health visitor is documented in general notes
- Contribute to the Lead Professionals assessment and multi-agency outcome focused family plan (where applicable)

- Be an active member of the 'Team around the Family' (where instigated) and contribute to delivering direct help and support (where applicable)
- Ensure the Lead Professional has nominated the family for inclusion onto the Stronger Families programme;
- Consider the use and application of appropriate assessment tools to evidence impact of support (where applicable)
- Implement the **Solihull Approach** and associated resources (where applicable)
- Make reference to specific guidance to inform practice, where applicable such [Children and Families Practice Toolkit](#) and the [Neglect Practice Guidance](#) to guide practice;
- Register family for any wider support programmes / services, which they have agreed to, including Family Centre Offer (0-12, 12-24 month play and learning groups, parenting, teenage parents programme etc)
- Any safeguarding concerns must be acted upon immediately as per DSCP procedures
- OPS procedures must always be followed.

## How to extract case recordings from Liquid Logic

- When in the Case Notes option, click the 'Case Note Report' link.
- On the screen you're taken to (example screenshot below) you should be able to either:
  - Select from the types of notes which have been recorded or click 'Select All'
  - Or select notes for a particular date range
  - Or search by worker for notes created by them

You will need to select one of the above.

The screenshot shows a filter interface with three main sections:

- Type of Contact:** Includes a 'Select All' link and two checkboxes: 'Visit Family' and 'Telephone Call - Child/Young Person'.
- Dates:** Includes 'Date From' and 'Date To' text boxes, each with a calendar icon to its right.
- Written By:** Includes 'Worker' and 'Department' text boxes, each with a user selection icon to its right.

- Then click the Show Report button.
  - The note details display in a table, your options to print display at the top. You can then save the document as a PDF but not as a word document, by clicking the PDF icon on the yellow toolbar (example screenshot below).



## One Point Management Oversight

The support offered to families through the Enhanced Parenting Support Pathway, by a One Point Service Early Help Practitioner, will be subject to usual management oversight by the workers line manager.

Health Visitor should report any concerns in relation to practice, to Family Centre Team Manager.



# Enhanced Parenting Pathway and how it looks

## Contacts to be undertaken by One Point, Early Help Practitioner as per Enhanced Parenting Support Pathway:

### **Contact 1: 35 weeks, pre-birth, home visit - Early Help Practitioner**

EHP to discuss with health visitor, prior to visit – check health visitor contact completed and any information to be shared.

Opportunity for EHP to introduce themselves and the One Point Service, ensure registration form completed and information shared about the services and support available to family.

Explore relationships (parental) and offer any support if required. Advise re-attachment theory and ways to promote bonding.

### **Contact 2: 39 weeks postnatal, Home visit - Early Help Practitioner**

EHP to discuss with health visitor, prior to visit – check health visitor contact completed and any information to be shared.

Safe sleeping and advice on soothing baby including ICON, Importance of reading / communication with baby, family network / wider support, healthy start voucher scheme, promotion of 0-12 month baby group.

### **Contact 3: 10-12 weeks, post-natal, home visit, Early Help Practitioner**

0-12 month baby group promotion, appropriate stimulation, immunisations, re-visit safe sleeping / soothing baby including ICON.

### **Contact 4: 20 - 24 weeks, post-natal, home visit, Early Help Practitioner**

Home safety and family lifestyle, communication and play.

### **Contact 5: 12 month, post-natal, home visit, Early Help Practitioner and Health Visitor**

Review of family support needs, dental health, adult progression, 12-24 month baby group, communication and play.

## Contact 6: 18-20 month, post-natal, home visit, Early Help Practitioner

Adult progression, 2-year entitlement, positive parenting techniques, Family Centre Offer – now and in the future.

Contacts by EHP have been planned in order to compliment those completed by Health Visitor at the following ages / stages:

Health Visitor Contacts	Early Help Practitioner Contacts
Antenatal: 28 - 32 weeks gestation	Antenatal: 35 weeks gestation
Antenatal: 32 - 36 weeks gestation	
New Birth Visit (10-14 days)	
3 - 5 weeks	
6 - 8 weeks	
9 - 11 weeks	9 weeks
12 - 16 weeks	10 - 12 weeks
20 - 24 weeks	20 - 24 weeks
28 - 30 weeks	
9 - 11 months	
12 months (Joint visit with OPS)	12 months
Bi-Monthly from 12 months until 2 - 2 ½ year review is completed	18 - 20 months

Factors to be considered at each contact:

- Observe parental / child relationship
- Observe home conditions
- Promotion of FC groups / activities – ensure registration form completed and details added to weekly contact sheet
- Promotion of VCS / opportunities within communities provide information re childcare, stay and play sessions in local community
- Observe parental capacity
- Stronger Families – criteria, grant, consider.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rospea.com](http://www.rospea.com)**

**Any safeguarding issues must be acted upon as per DSCP  
Child Protection procedures immediately.**

## Contact 1: 35 weeks, pre-birth

Completed By – Early Help Practitioner, Home Visit

### Objectives of Contact 1

- Introduce yourself, Family Centre offer and support available. Promote the facilities available in and through the Family Centre. Check Family Centre registration form completed – if not, complete. Introduce role of EHP and how you will be supporting family, alongside Health Visitor during child's early years, aim to build trust and rapport with family.
- Explore family relationships and the importance of healthy relationships within child development.
- Advise re-attachment theory, ways to promote bonding and healthy parent/child attachments.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rospea.com](http://www.rospea.com)**

Objective	Topics to be discussed	Resources to be used
Introduce Family Centre Offer	<p>What is a Family Centre?</p> <p>Where is the nearest Family Centre building?</p> <p>Who works there? Including the role of EHP</p> <p>What happens in the Family Centre?</p> <p>Provide Timetable and overview of services</p> <p>Encourage attendance at 0-12month baby group</p> <p>Introduction to the One Point Service</p> <p>Explore other community support available in local area, including breast feeding support, baby support groups, VCS etc.</p>	<p>Family Centre Timetable</p> <p>Map – How to find us</p> <p>Information on OPS</p> <p>Details of 0-12 Months Baby Group – when &amp; where</p> <p>Information on support available locally including VCS</p>

Promote the importance of healthy relationships

What is a healthy relationship?  
Why healthy relationships are important for child development?  
Support needs in relation to parents own relationship.

<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/impact-on-children-and-young-people/>

Promote positive attachment and ways to support bonding process

What is attachment?  
How can attachment and bonding be promoted from birth?

[https://www.unicef.org.uk/babyfriendly/wp-content/uploads/sites/2/2018/04/happybaby\\_leaflet\\_web.pdf](https://www.unicef.org.uk/babyfriendly/wp-content/uploads/sites/2/2018/04/happybaby_leaflet_web.pdf)

## Contact 2: 9 weeks Postnatal

Completed By – Early Help Practitioner, Home Visit

### Objectives of Contact 2

- Explore safe sleeping and ways in which baby can be safely soothed, advise re – ICON
- Explore the importance of reading / communicating with baby to aid the development of speech and language
- Link with Health Visitor to explore family network / Genogram – Ensure family have a good understanding of support available to them, within their family network and beyond
- Health Start Vouchers – Check eligibility and encourage use
- Promote 0-12 month, Family Centre Baby Group.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rosipa.com](http://www.rosipa.com)**

Objective	Topics to be discussed	Resources to be used
Explore safe sleeping, calming environments and strategies for soothing baby	EHP to discuss and advise re – safe sleeping and calming environments / ways to soothe baby	<a href="https://www.nhs.uk/conditions/baby/caring-for-a-newborn/helping-your-baby-to-sleep/">https://www.nhs.uk/conditions/baby/caring-for-a-newborn/helping-your-baby-to-sleep/</a>  <a href="https://www.nhs.uk/conditions/baby/caring-for-a-newborn/soothing-a-crying-baby/">https://www.nhs.uk/conditions/baby/caring-for-a-newborn/soothing-a-crying-baby/</a>
Explore ICON (Babies Cry, You Can Cope) with parents	Share information on what ICON is, impact, coping strategies	<a href="https://iconcope.org/forprofessionals/">https://iconcope.org/forprofessionals/</a>

<p>Importance of reading / communicating</p>	<p>Babies communicate and are sociable from birth, EHP to explore the importance of interacting with baby through a variety of ways including reading, singing, talking and how this supports their development.</p> <p>Provide family with Baby Bookstart pack if available and explore the resources within and how they should be used.</p>	<p>Information on Speech and Language development</p> <p>Bookstart Pack</p>
<p>Explore network of support available to family</p>	<p>Early Help Practitioner to explore support available to family including family network and beyond including VCS</p>	<p>Pen &amp; Paper to map out network</p> <p>Information on VCS services available</p>
<p>Promote the use of Healthy Start Vouchers</p> <p>Explore Financial Support available to families</p>	<p>Provide information on Healthy Start Vouchers</p> <p>Check eligibility &amp; Support Application</p> <p>Provide information on support available, including CAB, DCC Website</p>	<p>Healthy Start Information and Application</p> <p><a href="https://www.durham.gov.uk/dabtadvice">https://www.durham.gov.uk/dabtadvice</a></p> <p><a href="https://www.citizensadvicecd.org.uk/">https://www.citizensadvicecd.org.uk/</a></p> <p><a href="https://www.durham.gov.uk/article/3028/Benefits-advice-or-help-with-a-benefits-appeal">https://www.durham.gov.uk/article/3028/Benefits-advice-or-help-with-a-benefits-appeal</a></p> <p><a href="http://www.durham.gov.uk/article/25041/Help-with-your-money">http://www.durham.gov.uk/article/25041/Help-with-your-money</a></p>
<p>Promotion of 0-12month Baby Group</p>	<p>EHP to share information on and promote attendance at baby group</p>	<p>Information on group, timetable – details of group</p>

**Contact 3:** Between 10-12 weeks Postnatal  
Completed by Early help practitioner - Home Visit

**Objectives of Contact 3**

- Promote and engage family into Family Centre – 0-12 Baby Group
- Advise on the Importance of appropriate levels of stimulation, explore resources which can be used. Re-visit Bookstart and the importance of reading / singing. Review selection of safe, age-appropriate toys, books and nursery rhymes and promote use between adult / baby, exploring the benefits of appropriate stimulation.
- Explore Immunisations with Family – Have family received GP appointment? If not, inform Health Visitor
- Revisit information shared at last visit - Explore safe sleeping, calming environments and strategies for soothing baby, Revisit ICON.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rosipa.com](http://www.rosipa.com)**

Objective	Topics to be discussed	Resources to be used
<p>Promote and engage family into family centre</p> <p>0-12 months baby group</p>	<p>Discuss access to support networks and appropriate group-based activities for parents and child both in the family centres and within the community (VCS)</p> <p>Give information regarding the 0-12month baby group, times and days at nearest family centre</p>	<p>Family Centre Timetable</p> <p>Map – How to find us</p> <p>Information on OPS</p> <p>Details of 0-12 Months Baby Group – when &amp; where</p>



<p>Explore benefits of and ways which, babies can be stimulated including</p>	<p>Parent's role in meeting emotional and physical needs of baby, why stimulation is important</p>	<p>Bookstart baby pack – TBC</p>
<p>Appropriate levels of stimulation</p>	<p>Explore 'appropriate' and 'inappropriate' levels of stimulation</p> <p>Explore ways to stimulate - Sociable from birth, promotion of reading, singing and Bookstart resources.</p>	<p>Information regarding appropriate toys and resources to stimulate baby, demonstration resources if available (Toys, sensory play etc.)</p>
<p>Promote uptake of Immunisation</p>	<p>Discuss with parents the importance of having baby immunised.</p> <p>Confirm that the family have discussed any issues with HV</p>	<p>Confirm if family have received immunisation appointment from GP</p>
<p>Explore safe sleeping, calming environments and strategies for soothing baby</p> <p>Revisit ICON</p>	<p>Re-visit information shared during last visit, explore with family sleeping arrangements, strategies they use to sooth and advise appropriately</p> <p>Revisit discussion from session 2 – explore understanding and ICON further – what this is, impact</p>	<p>Links for NHS website advice above</p> <p><a href="https://iconcope.org/forprofessionals/">https://iconcope.org/forprofessionals/</a></p>

**Contact 4:** between 20 – 24 weeks, Postnatal  
Completed by Early help practitioner - Home Visit

**Objectives of Contact 4**

- To provide understanding and advice to families on the importance of age appropriate home safety
- To offer appropriate support / advice on Family Lifestyle including healthy diet, exercise, smoking / alcohol / drug use – Explore weaning and the public health recommendations on weaning
- Re-Visit the importance of play / communication.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rospa.com](http://www.rospa.com)**

Objective	Topics to be discussed	Resources to be used
Increase awareness and understanding of the importance of age appropriate home safety	Complete HEAT tool and discuss with parents' safety in the home, consideration to be given to once baby starts to become more mobile and the associated dangers of this including - stairs, fires, electric cables, hair straighteners etc.	Information from child accident prevention trust (CAPT) Information from ROSPA
To offer appropriate support / advice on Family lifestyle	Discussion regarding family lifestyle and the impact of this on parents and baby, to include, diet, exercise, smoking / alcohol / drug use – provide information and advice if any of these areas identified as a concern ensuring – impact on child is at the forefront throughout	Drug and alcohol support / information if appropriate for parents Visual support regarding eat well plate Information from Change for life resources Local VCS support services available

Revisit  
Communication  
/ Play

Discussion regarding weaning, are there any concerns? Support needed?

Revisit information shared at session 2 – importance of appropriate stimulation, share examples and information of free / low cost resources. Encourage library registration and attendance at Family Centre baby group.

Health Visitor information on Weaning

Information on the importance of appropriate play for babies

## Contact 5: 12 months, postnatal

Joint Home Visit with Health Visitor

### Objectives of Contact 5

- Explore child development and family situation (use SOW 3 column mapping doc) What's working well? What are we worried about? What needs to happen?
- Dental health – check registered with Dentist, provide toothbrush / paste, demonstrate how to clean child's teeth
- Discuss adult learning offer / employability / progression – childcare information / options (FIS) Explore barriers to progression.
- Offer Family Centre 12-24 Month Group.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rospa.com](http://www.rospa.com)**

Objective	Topics to be discussed	Resources to be used
Explore child development and family situation	Explore child development and family situation / support needs	Information about local support services, where appropriate including VCS
Dental Health	Advise on the importance of oral hygiene  Demonstration of how to clean child's teeth  Check family have registered child with a dentist	Information on oral hygiene  Toothbrush / paste Model teeth (if available) for demonstration Information on local dentists

<p>Adult Learning / Employability</p>	<p>Explore family aspirations, support needs for employment, training</p>	<p>Adult learning offer from Family Centre/Adult Learning and Skills</p>
	<p>Advise on the different options available to support adult progression into employment / training</p>	<p>Service and local training providers Consider support from Think Family Employment Advisers</p>
<p>12 – 24 Months Family Centre Group</p>	<p>Inform family of the group and encourage attendance – advise on the benefits and explore barriers</p>	<p>Family Centre Timetable and information on next 12-24 month group being delivered locally</p>

**Contact 6:** between 18 – 24 months, postnatal  
Home Visit – Early Help Practitioner

**Objectives of Contact 6**

- Promotion and information on 2 year place for child – accessing nurseries and childminders – FIS
- Explore age appropriate play and learning opportunities for child including specific focus on speech and language development – 2-year Bookstart pack
- Offer advice and support on positive parenting techniques including the importance of boundaries, routines, praise
- Provide information on all Family Centre programmes which may benefit now or in the future including parenting.

**At every contact – EHP should explore child safety and advise family appropriately, due to the changing needs at each developmental stage, see - [www.rospe.com](http://www.rospe.com)**

Objective	Topics to be discussed	Resources to be used
Re-Visit Adult Progression	Re-visit information and discussion from session 4. Any support needs identified for progression?	Adult learning offer from Children Centre/Adult Learning and Skills Service and local training providers Think Family Employment Advisers Budgeting Tool access to Credit Union /Welfare Rights/ CAB

<p>Promotion of 2 year entitlement</p>	<p>Explore the offer of 2 year entitlement, the different childcare options available and the benefits of accessing this. Explore any barriers to child accessing this and ways in which these barriers can be overcome.</p>	<p>Information of 2 year entitlement, FIS, local provision</p>
<p>Advise – Positive parenting techniques</p>	<p>Offer advice to family on the importance of structure and routine, boundaries, praise, and appropriate consequences as child grows. Advise on FC Incredible Years Programme and offer place.</p>	<p>Information on positive parenting strategies and next available Incredible Years programme and/or brief intervention Triple P sessions.</p>
<p>Advise on play and learning opportunities, including Bookstart</p>	<p>Advise on the importance of play and learning opportunities, give examples and explain benefits to child development with particular focus on speech and language development.</p>	<p>Information on the importance of play and how play supports speech and language development.</p> <p>Family Centre Timetable and information on local play opportunities available to families.</p>
<p>Provide information on Family Centre Offer</p>	<p>Advise family on the different support available in and through Family Centres, programmes which may benefit now or in the future.</p>	<p>Information on Family Centre programmes, timetable.</p>

## Evaluation

As part of the EPSP Programme, health visitor will complete outcome star evaluation with parents. This will be shared with EHP and should be uploaded to documents on LL as evidence of outcomes for this Integrated working pathway.

Following each contact, verbal feedback from family, should be requested and included in recordings.

At the final session parent survey link should be given to family for completion.

Where appropriate, case studies should also be written, anonymised and shared with line manager.