

# ROADMAP TO SUCCESS!

We are all partners in supporting the most vulnerable children and families in the borough, enabling them to be ready for school, work and life...

... we all need to evidence the work we're doing to guide and support service transformation across the borough, which will also help us to reduce demand across all our services...

... remember the North Tyneside Outcomes Plan (NTO) tells you which families need our support the most..

... families will have a named Lead Worker (i.e. you!) and a plan that takes into account everyone in the family...

... this may be through the Early Help Assessment (EHA), or your own service's assessment

## STEP 1

Identify the family's priorities

## STEP 2

Start working with the family

## STEP 3

Get support if you need it

## STEP 4

Send us regular updates on their progress

## STEP 5

Well done, you've closed the case and helped the family make significant and sustained changes!

## HOW DO I BEGIN?

Identify which of these priorities your family has had in the 12 months prior to you starting work with them:

CHILD IN NEED OF HELP

ANTI-SOCIAL BEHAVIOUR

DOMESTIC ABUSE

EDUCATION

WORKLESSNESS

HEALTH

Together with our partners we have developed the North Tyneside Outcomes Plan (NTO), which prioritises the families we need to work with and shows how you can track the outcomes the families have achieved.

North Tyneside Early Help is supported by the 'Professional Conversations Framework', which outlines WHY and HOW you can share what you know about families.

### Documents we refer to can be found here:

**The North Tyneside Outcome Plan** can be found on the North Tyneside Council website <http://my.northtyneside.gov.uk> and search for Early Help

**The Professional Conversations Framework** can be found on the North Tyneside Safeguarding Children Board website <https://www.northtynesidescb.org.uk/professional/policies-and-procedures/>

**Early Help information and forms** can be found on the North Tyneside Council website <http://my.northtyneside.gov.uk> and search for Early Help

## WHAT DO I DO NEXT?

If you've completed a North Tyneside EHA, send it to the Early Help Team

[earlyhelpassessments@northtyneside.gcsx.gov.uk](mailto:earlyhelpassessments@northtyneside.gcsx.gov.uk)

If you haven't done an EHA because your service has its own assessment form, email us at: [SFHelp@northtyneside.gcsx.gov.uk](mailto:SFHelp@northtyneside.gcsx.gov.uk)

What we need to know is:

### WHO YOU ARE!

Your name and agency must be clearly stated on the assessment – you'd be amazed how many we receive without this on!

### WHO THE FAMILY ARE

All the family's names and their address(es)

### ENSURE YOU HAVE THEIR INFORMED AGREEMENT

Have they signed the agreement section of the assessment, if it is not statutory

### MAKE SURE THE ASSESSMENT CLEARLY IDENTIFIES THE PRIORITIES YOU IDENTIFIED IN STEP 1

## SUPPORT IS AVAILABLE TO YOU

To support your work with families, you can get support in a number of ways:

Get support and advice at our Outcome drop-in clinics – held in each locality every Thursday afternoon

Access the Early Help Workforce Development training plan – contact a Locality Manager, or go to the Learning Pool <http://northtyneside.learningpool.com/>

Get help and support from Locality Teams:

- An Early Help Co-ordinator – can help you with EHA issues
- Care and Connect staff – can signpost you to local resources
- A DWP Employment Adviser – can give you advice on work and benefits
- A CAMHs Primary Mental Health Worker – can support where there are mental health issues

Come to your locality meetings and build relationships with professionals in other services!

Opportunities to discuss your more complex cases at locality meetings and receive input from other services that attend. Contact your Locality Manager to discuss this

You may also want to look at the 'Menu of Options', it contains useful information about services that are available to help families

## WHAT ELSE DO I NEED TO DO?

Let us know when you end your work with the family:

If you have done an EHA – remember to send in your EHA Reviews and Exit Forms.

If you have used your own assessment, send updates to [SFHelp@northtyneside.gcsx.gov.uk](mailto:SFHelp@northtyneside.gcsx.gov.uk)

Tell us which priorities have had positive outcomes, and explain what the evidence is to support this

## Contact Information

The dates, times and venues of locality meetings can be found on the Locality Newsletter – contact us at [SFHelp@northtyneside.gcsx.gov.uk](mailto:SFHelp@northtyneside.gcsx.gov.uk) if you haven't received a copy

### Email contacts:

Send Early Help Assessment paperwork to [earlyhelpassessments@northtyneside.gcsx.gov.uk](mailto:earlyhelpassessments@northtyneside.gcsx.gov.uk)

Send your own service's assessments to [SFHelp@northtyneside.gcsx.gov.uk](mailto:SFHelp@northtyneside.gcsx.gov.uk)

For general questions [SFHelp@northtyneside.gcsx.gov.uk](mailto:SFHelp@northtyneside.gcsx.gov.uk)

Locality Teams can be contacted via each Centre's reception contact number here:

Central Locality  
(0191) 643 8899

Coast Locality  
(0191) 643 8804

North West Locality  
(0191) 643 2110

South West Locality  
(0191) 643 2229

## KEY POINTS

We need regular updates on the progress your families are making, which allows us to demonstrate the positive impact your work is making.

Please support this by:

Putting lots of information in your assessments and reviews

### VERY IMPORTANT

Letting us know if anyone in the family comes off benefits and gets a job!

Please reply to us when we ask you some questions about the family (which we will do twice a year, until the case is closed)

If you use the Council's LCS / EHM systems, put lots of information in the Case Notes

Any questions?  
See the contacts section