

# Early Help Support Pathways for Professionals

Early Help has **three pathways** to support families and children across Oldham:

## 1. Early Help Community Drop ins – Families can be signposted to attend for on the spot advice and support:

- Wednesdays 9.30am-12.30pm @ Werneth & Freehold Community Project (WFCP)
- Wednesdays from 2.00pm @ Crossley Community Centre
- Thursday from 1.00pm @ Primrose Bank Community Centre

(Contact Adele Carney ([AdeleCarney@positive-steps.org.uk](mailto:AdeleCarney@positive-steps.org.uk)) or Rina Dhabhi ([RinaDabhi@positive-steps.org.uk](mailto:RinaDabhi@positive-steps.org.uk)) for more information)

**2. The Early Help Multi-Agency Panel** is another form of Universal/Universal Plus level of support. This level is for children who have unmet needs that requires multi-agency response involving two or more agencies. A panel of professionals from many agencies come together to offer the best solution for a family.

**3. Targeted Early Help (TEH)** supports children and families who have multiple and complex unmet needs requiring a targeted response but below Childrens Social Care threshold and where Universal Plus “Earliest Possible Help” has not enabled effective change to be made. These unmet needs may be complex and could be impacting on the child and family daily life. This service can only be accessed by Calling Children’s Services Duty and Advice (MASH front door).

Please see below for the steps on how to refer to Early Help Multi-Agency Panel and Targeted Early Help

The first step in supporting children, young people and families is to explore the family's needs. This should begin through informal conversations with you and the family and move to these two formal pathways if they require further support. If you are unsure which referral pathway would suit their needs, the Early Help Partnership Officers in your district can provide advice on specific cases and identify the appropriate pathway and support you with the referral process.

## Pathway 2 - Early Help Multi-Agency Panel

Follow this pathway when children and families require a Universal/Universal Plus level of support “earliest possible help” and would benefit from extra help to improve circumstances, behaviour, parenting or to meet a specific emotional or health need .

With consent, complete the ‘Panel’ referral form and email to [ehpanel.inbox@oldham.gov.ac.uk](mailto:ehpanel.inbox@oldham.gov.ac.uk)  
This must be in by 5pm on Tuesdays to be heard at panel the same week.

Attend a mandatory discussion at ‘Panel’ on Thursday Morning. Where referrers are required to present the case to panel. This will require you to be present for around **15 minutes between 9-10am.**

**Panel Outcome**  
Panel members will offer support into their services

**Panel Outcome**  
You will be advised to support further with specific actions.

**Panel Outcome**  
You could be asked to complete a FHT and refer to duty advice for **Targeted Early Help (TEH)**

Referrer to **Coordinate Team around the family (TAF)** at ‘Universal Plus’ level

## Pathway 3 –Targeted Early Help (TEH)

Follow this pathway when children have increasing levels of unmet needs that are more significant, multiple and may prevent them from achieving or maintaining a reasonable standard of health or development if they don’t receive appropriate services

With consent, complete the Family Help Tool (FHT) as a referral document for TEH. If already completed, gain consent to share this with Duty and Advice

Telephone Children’s Services Duty and Advice Team on 0161 770 7777, Option 1, Option 3 to discuss the referral.

The team member you speak to will ask you to email the completed document in Word format. The email address will be shared on the phone call.

Children’s Services Early Help Targeted Support Duty and Advice worker will screen and submit for an Early Help assessment.