

How can I access support?

Schools and partners should work together to identify the needs of families at the earliest possible opportunity. Wherever possible, those needs should be dealt with at universal or additional levels, by those already known to the family providing support through their own resources or networks.

Where it is thought that intensive support is required, informed by the Kent Support Levels Guidance, a Single Request for Support form should be completed with the family's agreement to engage with Kent Children's Services in line with the information set out in our privacy notices.

The Front Door team receive and process all requests by checking and gathering information from KCC systems to support effective decision making and allocation of resources.

For details about Early Help and how to make a request:

www.kelsi.org.uk/earlyhelp

www.kent.gov.uk/privacy



Early Help and Preventative Services

How can I help?

We ask that you:

- use the Kent Support Levels Guidance to support your decision regarding the level of support a family might need
- ensure all referrals contain good quality information including the voice of the child and family and their wishes and feelings
- work with us to develop a coordinated family plan where necessary
- work with us and provide feedback so that we can learn about what works and how to continuously improve our services.

Where can I find out more?

We are organised in four areas with operational delivery managed in 12 Districts.

For more information and contact details for Heads of Service, District Managers, Open Access Managers and countywide managers please see our webpage:
www.kelsi.org.uk/earlyhelp

If you believe that a child may be suffering, or is likely to suffer, significant harm you should make a referral to Children's Social Work Services immediately. The contact details for the Front Door team are **03000 41 11 11** and for Out of Hours (after 5pm / Urgent calls only) **03000 41 91 91**

This leaflet is available in alternative formats and can be explained in a range of languages. Phone: 03000 41 41 41 for details.

Early Help and Preventative Services

Supporting Children, Young People and Families in Kent
[Information for Schools and Partners](#)



kelsi.org.uk/earlyhelp

Early Help and Preventative Services (EHPS)

has a universal offer for all children, young people and families in Kent through children's centres and youth hubs. Additionally, EHPS works closely with partners to support the most vulnerable children, young people and families with complex needs who require additional and intensive support with a focus on delivering better outcomes.

Children, young people and families are at the heart of everything we do and should be able to access the right services at the right time and in the right place.

Individual and family work is arranged according to the Kent Support Levels Guidance. EHPS work closely with Children's Social Work Services.

We offer a wide range of services:

- **Universal and Additional:** Open Access Children's Centres and Youth Hubs can support greater prevention and wellbeing for all
- **Intensive:** Family support is delivered through Early Help Units using an evidence based systemic model of practice and Signs of Safety. All children, young people and families have an assessment and an outcomes-focused family plan
- **Specialist:** Youth Justice aims to prevent youth offending and works with offenders
- **PRU, Inclusion and Attendance Service:** Intervenes early providing timely support to schools and families to address issues of behaviour, attendance and preventing exclusion.

Our work is underpinned by four principles of good practice

We involve children, young people and families

We listen to their concerns and take their views into account. Assessment and plans are shared and feedback sought.

We strive to improve life chances and build family resilience by using the strengths of families

We promote independence rather than reliance on services and promote resilience in our communities to support vulnerable families. Working with schools we maximise opportunities and support.

Decisions are informed by professional judgement and the working relationship between child and family

Central to achieving sustained positive outcomes, we use professional judgement to make decisions. Families receive support from as few professionals as possible, avoiding duplication.

We ensure that all service delivery and commissioned provision is outcome focused and informed by evidence-based practice, performance data and evaluation

Understanding the dependencies and interdependencies across services, safe and effective practice and tracking outcomes is key to all early help and preventative work.

We aim to provide a clear and consistent approach to engaging with partners, working collaboratively to build strong and positive relationships and local networks.