

SAFEGUARDING & WELFARE CONTACT NUMBERS

Concern about abuse or neglect of a child or Reporting of a serious accident or injury to, or the death of, any child while in the care of a setting		Concern about a child/young person or adult at risk of being drawn into extremism	
Childrens Social Care – for MASH referrals and advice Multi-agency Safeguarding Hub 0121 788 4300 Out of hours: 0121 605 6060		Solihull Council: Natasha Chamberlain - Senior Adviser 0121 704 6620 Lisa Morris - Early Years Team Manager 0121 704 6150 WMCTU Prevent Team: 0121 251 0241 Referral email: ctu-gateway@west-midlands.pnn.police.uk	
Allegation against a member of staff or a childminder		DfE Incident Support	
LADO Local Authority Designated Officer 0121 788 4310 OFSTED Complaints (Early Years) (must be reported within 14 days) 0300 1234666		Department for Education Incident Support helpline The Department for Education Incident Support helpline is available to answer any questions you have about national emergency issues. Telephone: 0800 046 8687 Monday to Friday, 8am to 4pm	
Ofsted must be notified of significant events within 14 days https://www.gov.uk/guidance/report-a-serious-childcare-incident if your operating circumstances do change (that is, you open or close): let Ofsted know by sending an email to enquiries@ofsted.gov.uk with ‘Change in operating hours’ in the subject field in the body of the email, confirm the unique reference number for each setting and the details of the change.			
Whistleblowing NSPCC Whistleblowing Advice Line 0800 028 0285	Notifiable diseases West Midlands Health Protection Team 0344 225 3560	Environmental Health 0121 704 8000	
FURTHER SUPPORT			
West Midlands Police Early Help Team [Solihull] Email: SH_EARLYHELP@westmidlands.police.uk	Solihull Refugee support Email: refugees@solihull.gov.uk	West Midlands Police Intel Form / FIB Email: C8_FIBDEPT@westmidlands.police.uk Force Information Bureau [FIB] Form	

Solihull Multi-Agency Early Help Flowchart



An unmet need for a child/young person is identified this should always be recorded in line with single agency policy.

Check SSCP Threshold Guidance:
Discuss with your manager & check with MASH to see if there is already an early help assessment or case is open to Children's Services - record decision in line with single agency policy.

Discuss the unmet need with the family provide them with the early help guide for parents and offer early help. Think about the whole family; there may be important parents/carers that do not live in the same home as the child/young person but should still be considered. Seek consent from someone with parental responsibility to be involved in Early Help - record your discussion and offer in line with single agency policy.

At the team around the family meeting, agree ground rules for the meeting and a working agreement of expectations for those involved. Complete the early help family support and assessment plan. Agree a review date and a lead professional - save a copy of the assessment plan on child/young person's file in line with single agency policy.

Work with the child/young person/family to empower them to decide which agencies need to be involved and invited to a team around the family meeting; support them to plan and invite people; including family members; help them to decide who they would like to lead professional and think about the strengths and concerns they wish to raise - record any contacts with family and other professionals in line with single agency policy.

Each individual should carry out actions recorded in line with single agency policy.

Professionals' case learning meeting

All outcomes achieved
Early Help process can be closed recognise achievement made & notify MASH of closure.

Review should be held at least every 12 weeks; it can be more frequently if needed. Revisit ground rules and working agreement, agree a chair and complete the family support plan review. Save a copy of the assessment plan on child/young person's file in line with single agency policy.

There may be cases where a family has multiple and complex needs and is at risk of escalating to Children's Services or where a multi-agency Early Help Assessment has been undertaken and Team around the Family Meetings held, but progress is not being made; in these circumstances the Lead Practitioner can seek additional advice and guidance from Children's Services.