**Process for Referrals to Start Well Family Support during COVID 19 Outbreak**

At this time, when Start Well Centre buildings are only open for health appointments, we recognise that partners, including schools and settings may identify families who would benefit from some family support.

Many families will be facing difficulties as a result of lockdown that they have not experienced before.

It is important that partners are aware that the Start Well Family Support Service is still available. Families can be supported remotely with a range of issues.

Access to this type of support for a family will be via an Early Help Assessment (EHA) and Action Plan sent **securely** to [startwellreferrals@bolton.gov.uk](mailto:startwellreferrals@bolton.gov.uk). The Early Help Assessment form and guidance can be found at <https://www.boltonsafeguardingchildren.org.uk/early-help-working-together>.

We recognise that at this time it may be difficult to complete the EHA as comprehensively as you would do normally but this is the agreed means of sharing and responding to the needs of families and will allow support to be recorded within current frameworks. Please give the information that you have from the parent and discuss with them the actions that Start Well can support with. As is always the case the EHA will only need to stay open for the duration of support required.

If an EHA is already active, this should be updated to reflect the need for our service by the Lead Professional following a discussion with the family and consent being given.

**When might you ask for Family Support from Start Well?**

If there is a recognition by professionals and parents that an additional piece of work, beyond that being done by professionals already involved, then they can refer to Start Well for a family support intervention. This support will be useful for those children at some risk of poor outcomes within the areas described as:

* Basic care;
* Safety and supervision;
* Emotional warmth;
* Guidance and boundaries;
* Play and stimulation;
* Stability.

**What type of support would this be?**

This would be a time limited piece of work with the family in which a Child and Family Worker will establish with them what their needs are and support them to identify their priorities. The areas of support offered to parents may include topics such as:

* Strategies to manage their child’s behaviour;
* Supporting them to have realistic expectations of their child;
* Giving ideas to support the child’s learning and development at home;
* Help with good hygiene practices, home conditions, routines and boundaries, safety and supervision of children.

At this time, the support offered would be done remotely by telephone.

**How to make a request for support:**

If parents feel that they would like some support, they can call us on 01204 334955 (Farnworth Start Well and Young Peoples Centre).

If partners would like to refer for support they can email the EHA and Action Plan to [startwellreferrals@bolton.gov.uk](mailto:startwellreferrals@bolton.gov.uk). A member of staff will contact the referrer and the family within 2 working days.

The family will need to have given verbal or written consent to share information. (Verbal consent is fine and the box on the form must be ticked to say they have confirmed consent has been given to them. Verbal consent should be recorded in the *‘Any other information’* box on the EHA stating “Consent given during telephone discussion on <date>’.

**Children with Special Educational Needs and Disabilities (SEND):**

Many families will be supporting their children with SEND at home. If the child’s school or setting is open, the child’s key worker or SENCO as Lead Professional for Early Help will be contacting them and supporting them with strategies and home learning ideas.

If a setting is closed the parents may be finding it challenging to meet their needs and respond to their behaviours positively without the support of their setting.

There are a range of resources and support materials on the Start Well website at: <https://www.boltonstartwell.org.uk/resources/send-inclusion/21?documentId=7&categoryId=7>

If parents would benefit from more personalised support, please complete the **Request for SEND Support for Parents** form attached and send it securely to [startwellreferrals@bolton.gov.uk](mailto:startwellreferrals@bolton.gov.uk) or call 01204 338355.

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| **Request for SEND Support for Parents** | | | | |
| Please note this form is only to be used during the  COVID-19 crisis as an interim measure to help families receive additional support where needed. | | | | |
| **FAMILY DETAILS** | | | | |
| **Child:** | | **Date of birth:** | |  |
|  | |  | |  |
| **Parents:** | | **Other adults including relationship to child:** | | |
|  | |  | | |
| **Current address:** | | **Telephone numbers:** | | |
|  | |  | | |
| **Parents email address:** | | | | |
| **Referrer:** | **Team:** | | **Telephone number:** | |
|  |  | |  | |
| **Referrer email address:** | | | | |
| **Other agencies involved with the family (include names/telephone numbers):** | | | | |
| **Name:** | **Agency:** | | **Telephone number/email address:** | |
|  |  | |  | |
| **What support is already being provided (if any) by others? What is the impact of this?** | | | | |
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| **What support is being requested? – please identify main issues and any specific actions.** | | | | |
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| **What outcomes are you hoping to achieve?** | | | | |
|  | | | | |
| **Are the family aware of the referral? Yes/No** | | | | |
| **Type of consent (this needs to be confirmed via text message, email from parents or verbal)**  Email – Yes/No Text Message – Yes/No Verbal – Yes/No | | | | |
| **Signed:** | | **Date:** | | |