Appendix 2 - MHCLG Early Help System Guide

Early Help is the total support that improves a family's resilience and outcomes or reduces the chance of a problem getting worse

FAMILIES

1. I trust the professionals working with me and my family – they understand us better

2. We only tell our story once. I get offered help much earlier now and everyone works together. There is someone in my life listening to and caring for me and my family, and appreciating our strengths

3. I set the outcomes in my family plan with my lead worker. I know how to improve our lives, navigate the system and get support if there are problems. Improving outcomes make a difference to our lives

4. When things get tough, I know the relationships I have with my friends and community will help me

COMMUNITIES

1. In my community and networks, people know each other better and look out for how they can help

2. Our community and public services agreed to work together to promote and develop community resources, spaces and activity

3. There are local projects and groups in our neighbourhood connected to family support services. Businesses play an important role in the community

4. We help to design our local services. Any work with my community or family is done in partnership

Family Outcomes

LEADERS

1. Local leaders trust each and share responsibility to improve all outcomes for the place and population across the life course, with evidence and quality assurance of collective impact

2. Trust is underpinned by governance with shared responsibilities, e.g. Combined Authority, Public Service Board, Alliances

3. Local coordination of the family support system ensures needs are met, often matchmaking between demand and local resources and assets

4. There is an ambitious strategy that is transforming the local families support system and reducing demand to acute services. Prevention focussed initiatives are coordinated and seen as interdependent, such as crime, serious violence, child poverty, obesity, integrated communities

WORKFORCE

1. There is a professional family support service. Whole family working is the norm for all people-facing public services through a shared practice model. And early help and family support is seen as everyone's responsibility

2. Public services work together in integrated hubs based in the community with a common footprint

3. Universal services such as schools and nurseries are supported to help local families and vulnerable people, with access to intelligence and common case management across the early help system

4. Data sharing across partners enables joint intelligence and risk-based analysis of families' needs, including finding and offering support to families with hidden needs