

## Who will see my family's information?

The information in the early help forms will be shared with other agencies, you and your child or young person.

The only time we will share information without your consent is:

- if we need to find out urgently if a child is at risk of harm or we need to help a child who is at risk of harm
- if we need to help an adult who is at risk of harm
- if we need to prevent or detect a serious crime

You have the right to see the information that is held about you and your family at any time. If you wish to see this information you should talk to your early help coordinator.

If you are concerned about a child or young person and want to speak to someone, contact the SPA team on :

**T: 01628 683150**

And please give as much information as you can.

Achieving for Children  
Town Hall, St Ives Road Maidenhead SL6 1RF  
**T:** 01628 683150  
**E:** MASH@achievingforchildren.org.uk

www.rbwm.gov.uk



Royal Borough  
of Windsor &  
Maidenhead

# Early Help and Safeguarding

for children and young people

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Information guide for parents and carers

Do you or your family need help or support, are you worried about a member of your family?

Consider a referral to the Early Help Team via the Single Point of Access.

## What is SPA?

Single Point of Access

## What happens when a SPA referral is made?

The SPA is the 'front door' for all requests for early help and safeguarding for our service.

SPA will screen your referral and decide whether there is a need for a further assessment by the MASH team (a possible outcome maybe an assessment by Social Care) or if it can be passed to early help.

## Early help assessment (EHA)

The EHA is our way to find out what extra support your family may need. To access a service, an EHA needs to be completed by yourself or by a professional who knows your family. This will highlight your family strengths and outline the concerns. Your written consent will be requested to proceed.

## Early Help Hub meeting

The request to support your family will be discussed at the weekly hub meeting. This is a meeting of professionals who represent the services who provide support to children, young people and their families. The services include children's centres, youth services, behaviour support and the wellbeing team. At this meeting, the most appropriate support will be identified and could include external services such as young carers, autism group, ASD support or online counselling.

You will be contacted with the outcome decision after hub. Some services may have an allocation time and you will be notified of this when you are contacted.

## Team around the family (TAF) meeting

When a worker from the service has been allocated to work with your child, young person or family, a meeting will be held with all the relevant people. At this meeting an early help coordinator will be identified. The role of the early help coordinator is to oversee the intervention provided, work with your family to make a plan and bring everyone together to review the plan when the work has been completed.

The purpose of the meeting is to clarify the support offered and agree the goals your family would like to achieve.

Early help services use a triage system if there is a wait time, therefore we can prioritise families where support is most urgently needed. In some circumstances, we can offer interim support while you are waiting for a service.

## Closing the referral

When it is felt that your family no longer needs extra support, yourself and the other professionals can agree that the plan has been completed and the meetings are no longer needed. At this stage the TAF will close. At the beginning and end of the intervention your family will be asked to say how you are feeling regarding your concerns. Hopefully the intervention will have been successful and your concerns are reduced.

All early help interventions are only delivered with the consent of parents and carers.

## How can I make a referral?

The SPA and Early Help Hub is now available for all referrals. All previous forms to the MASH have now been replaced with the 'Early help family assessment-request for service' form, which is available on:

[www.wamls cb.org/professionals/mash-early-help](http://www.wamls cb.org/professionals/mash-early-help)