Compass:

They are part of the preventative service and sit very closely to access. They are the engine room for EH. They help families get the right help at the right time.

Having conversations can help support families early on. You must get consent if you are talking about a named child or family otherwise keep it anonymous.

Having these conversations means we can offer help, resources, information and advice.

Schools have a named compass worker.

Using compass can mean you don’t have to do a request for help form.

Try going to compass first before you put in a request for help and remember to look at the South Glos directory <https://find-information-for-adults-children-families.southglos.gov.uk/kb5/southglos/directory/home.page> for a source of information, advice and guidance

There are a couple of posters being sent out to settings – the voice of the child and directory one

They can also provide help for you to complete an EHAP or team around the family process

Preventative services:

They are families plus 0-5 and 5-18, young person services and YOT

They do whole family work – consent is very important. It is important for families to understand that everyone needs help at some point this might help to get consent

The work that they do will be challenging for the family but supportive. The referral will be about the child but families need to understand that their needs will be looked at as well as these needs impact the child

What they try and do is get families to be able to drive the work themselves

0-5:

This service helps parents improve capacity for children to thrive.

A lot of the work is group based and they can be lead professionals if needs be.

The time span for this service is usually 6 weeks to 6 months but can be longer

5-18:

They don’t work with families who are open to social care.

Consent must be had.

Again limited time from 6 weeks to 6 months work

YPS:  
this service is centred around adolescents with complex needs – family breakdown, exploitation, running away

YP can be open to social care

6 weeks to 6 months time frame

Referrals can come through compass but can be directly to them

ART:

Access concerns can come over the phone or by email, these are screened and someone deals with any issues either over the phone or they will get advice from a senior SW

Those referrals that don’t meet threshold get sent to compass

You must get consent, it must be explicit and if you have not recorded this consent the referral will be sent back. The family will see what you have written so go through the form with them to make sure they are happy with it and that it is accurate

Only reason why no consent would be if getting it would put the child at more risk

They aim to make a decision in 1 working day

What makes a good referral?

Consent! If you can’t get consent be persistent, build those relationships and be clear to the family that you are trying to help and find support for them, not to take the children away. Be positive about what help could be offered.

A referral needs to say what happened, what seen, what impact was on the child (put the child at the centre of the referral), what are the children saying. Are there things in the childs life that would impact

First, worst, what’s working well? Are the family keen to address these worries and will access support and advice

Try not to be too focused on what service you want but what you think should happen for the ch/fam

What additional support do you think they might need?

Have you contacted compass?

Remember if they are in immediately danger ring ART?EDT or 999

Request for help form is being updated. There is a pilot being done with 5 schools, it will be an online form and hopefully will be out in Nov