

## Universal Early Help and Contact, Advice and Assessment Service (CAAS) Early Response Hub

### Universal offer options

Family Hubs: [Family Hubs - West Berkshire Council](#) offer Family Support Worker support, family learning courses, sessions for children/families including support and advice on healthy eating, sleeping, parenting. As well as monthly SEND specific drop-in sessions for families. Face to face and online support available at flexible times.

The Family Information Service is a statutory service providing free individually tailored, impartial information, advice and guidance on any family matter. The service is available to any family member taking care of children or young people aged 0-19 years of age inclusive (up to 25 years for children and young people with SEND) as well as professionals working with families in West Berkshire. The service is delivered by staff who are qualified in information, advice and guidance.

If a family have a My Family Plan (MFP) in place or require a MFP, a lead professional working with the family (any trusted professional) could set up a MFP. The ERH provide MFP consultations for professionals to either set up a MFP or progress a 'stuck' MFP  
[My Family Plan - Information for Professionals - West Berkshire Council](#)



### Targeted offer options

The ERH responds to families at the earliest stage, with the vision rooted in Right Support at the Right Time by the Right Person in the Right Place. Some families may come into the ERH via CAAS Triage (primary point of contact about all new enquiries for children and families) and others will come directly into ERH via the digital referral form for ERH - [The Early Response Hub - West Berkshire Council](#). Social Workers based within CAAS Triage are the threshold decision makers and will determine the threshold response for families in line with West Berkshire Threshold Document. Some families may require a statutory safeguarding response from CAAS Assessment, either directly via CAAS Triage or following completed ERH assessments/interventions and will progress accordingly via referral pathways between the different teams within CAAS. [Early Response Hub: West Berkshire threshold guidance - West Berkshire Council](#)

Early Response Hub (ERH) Triage are part of the front door for Children's Services in West Berkshire. Around 40% of all enquiries into CFS are appropriate to be responded to by ERH (not requiring a statutory service). This equates to around 300-400 children a month

The ERH is a multi-agency co-located hub with over 16 different agencies/services partnered with the ERH. Other agencies who are partnered with the ERH are Housing, Emotional Health Academy, Family Hubs, Berkshire Women's Aid, Health, Police, Swings and Smiles, VIA adults service, Education Safeguarding

The Family Group Conferencing Service (FGC) based within the ERH offer families the opportunity to identify their own family plan to respond to the identified worries or concerns. Referrals are made by the allocated worker within Children and Family Services.

ERH completes Family First (FF) Assessments within 25 working days. A Family First Assessment is a non statutory assessment of the children and family's needs. The FF assessment mirrors a statutory s17 single assessment but addresses concerns at level 2b of West Berkshire Threshold Document. Statutory concerns are threshold level 3 or above

Child and Family Help and Achievement Plans: When a Family First Assessment recognises a child as needing support, a Family Help and Achievements Plan will be created. The purpose is to provide immediate support and encouragement, the comprehensive plans will be brought to life by day 10 of the Family First Assessment and will outline an inspiring and enabling plan with collaborative multi-agency intervention.

Children and families are responded to within 3 working days or 5 working days with a home visit by ERHTriage. Children and families are responded to within 25 working days by ERH for a Family First Assessment

### Specialist offer options

Statutory services are accessed via CAAS Triage, at the front door of West Berkshire Children's Services via public line 01635 503090 or a professional number which professional agencies have contact details for.