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Monday, 23 March 2020

## Briefing for partners on launch of Children and Families Hub

### Right Help at the Right Time for all our Families and Children

Jersey's Children's Minister announced on Friday that he was bringing forward the launch of the Children and Families Hub. In light of the closure of schools and colleges to support efforts to contain the spread of Covid-19, it is recognised that some children will be more vulnerable during this period and some families will need more support.

The Children and Families Hub will provide a single point of contact and referral for children, young people and families who require additional support to ensure they are appropriately safeguarded and protected. The Hub aims to streamline some of the current processes and bring the right support to children and families at the right time.

The contact details for the Children and Families Hub is 01534 519000, email [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je)

The work of the Hub is supported by the Jersey's Children First Practice Framework. Practitioners should continue to use the current templates for assessment and Team around the Child and Family Plans in their work with families. The Hub is part of the current effort to increase provision of Early Help support to the Island's children, young people and families, known as the Right Help Right Time programme.

An electronic form has been developed for practitioners to request additional support for a family. The new form replaces the current MASH Enquiry Form. By 30 March 2020 it will also replace the CAMHS referral form. It can be accessed here:

[https://jersey-self.achieveservice.com/service/Children and Families Hub request for support form](https://jersey-self.achieveservice.com/service/Children_and_Families_Hub_request_for_support_form)

The request will be triaged by leads in Social Care, Community and Family Support, CAMHS and Health. The triage choices include:

- Sign-posting to universal and targeted services
- Identification of and support for a lead worker already working with the child and family to support a co-ordinated Team around the Child and Family response
- Allocation of a lead worker from Community and Family Support Service for children and families with complex needs to undertake direct work with the family and support a co-ordinated Team around the Child and Family Response
- Referral to Social Care for a social work assessment of need
- Referral to CAMHS for mental health support
- Referral to the Multi Agency Safeguarding Hub team

A response to the referrer advising on the outcome will be made within three working days.

Schools, Colleges and Early Years settings have strong, valued relationships with their children and families and during the closure period, settings will continue to offer a first point of contact for families providing advice, sign posting and requesting additional support when needed through the Children and Families Hub.

The Children and Families Hub email should be used to notify when a Child and Family (Early Help) assessment or Team around the Child and Family Plan is completed.

By 27 March 2020, there will be a new webpage on gov.je with details of how children, families and members of the public can contact the Children and Families Hub. The Right Help Right Time directory of services that support families will also be made live in the next few weeks.

I am sure that you will understand that the decision to bring forward the launch of the Hub means that the Hub team will learn and refine processes as they go. We welcome all feedback and ask for your support with this new arrangement. We will keep you briefed on developments.

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