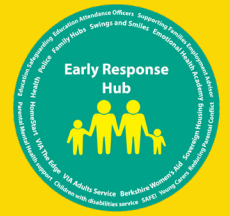


# Parent-Friendly Guide: Early Response Hub (ERH)



## What is the Early Response Hub (ERH)?

The Early Response Hub (ERH) is a service that helps families get the support they need early on, before challenges become bigger. It connects families to helpful services and resources, offering the right support, at the right time, from the right people.

## How does it work?

### 1. Referrals to the ERH:

#### Families can be referred to the ERH through:

- CAAS (Contact, Advice, and Assessment Service): This service reviews a family's situation to decide if they need statutory services or early help from the ERH.
- Digital referral forms: These are available on the West Berkshire Council website: <https://www.westberks.gov.uk>

### 2. Family Assessments:

The ERH team conducts Family First (FF) Assessments within 25 working days. This assessment identifies the family's needs and creates a plan for support without requiring statutory intervention.

## Who is the ERH for?

#### The ERH supports:

- Families who need help but don't require statutory services.
- Families identified at Level 2b of the West Berkshire Threshold of Need Document: [Early Response Hub: West Berkshire threshold guidance - West Berkshire Council](#)), which
- outlines different levels of support based on a family's situation.

## What help does the ERH provide?

### 1. My Family Plan (MFP)

- A My Family Plan (MFP) is a simple plan made with the family to meet their needs. PTO.



- Families work with a Lead Professional (a teacher, health visitor, or another professional) to create this plan.
- ERH supports professionals by giving advice on how to create or improve MFPs.

## 2. Family Help and Achievement Plans

- These plans are for children who need extra support, identified during their assessment.
- Plans are created quickly—within 10 working days—and involve input from multiple services, such as housing, health, or education.

## 3. Family Group Conferencing (FGC)

A Family Group Conference (FGC) is a voluntary meeting where the family, with support from ERH, creates their own plan to address any concerns or worries.

## What services are available through the ERH?

**The ERH works with 16 different services, including:**

- **Family Hubs:** These centres provide parenting support, child development activities, and help for families. Find a Family Hub near you: <https://www.westberks.gov.uk/familyhubs>
- **Housing Services:** Assistance with housing challenges or tenancy issues.
- **EHA (Emotional Health Academy):** This service offers mental health support for children and young people. [Learn more about EHA] (<https://www.westberks.gov.uk/article/40478/Emotional-Health-Academy>)
- **Education Safeguarding Team:** Helps ensure children are safe in schools.
- **Health Professionals:** Includes health visitors, school nurses, and therapists.
- **Police and Youth Justice Services:** Support for safety concerns and crime prevention.

## How quickly does the ERH respond?

**The ERH works fast to make sure families get help as soon as possible:**

- Families are contacted within 3 working days of being referred.
- If a home visit is needed, it will happen within 5 working days.
- Family First assessments are completed within 25 working days.

## How can I get help?

**For Families:**

- Call CAAS: Speak to the triage team at 01635 503090.
- Learn more about CAAS: Visit the West Berkshire Council website: <https://info.westberks.gov.uk/CAAS>

**For Professionals:**

Submit a referral: Use the digital referral forms available on the West Berkshire Council website: <https://www.westberks.gov.uk>

## What happens if more help is needed?

- If a family's situation requires statutory safeguarding services, the ERH will liaise with CAAS Assessment to consider if a social worker needs to work with the family.
- ERH will continue to offer early help to prevent issues from escalating.