

Families Matter

A GUIDE FOR PROFESSIONALS

What is Families Matter?

Families Matter is Southampton's response to the Government's Troubled Families agenda. A number of services are available locally that support the agenda.

It is an approach which identifies Early Help for families who require support to prevent problems escalating. It is also an approach in which information, advice and guidance is available to parents and professionals, about parenting groups, 1:1 support or play services for families who need some support to help them parent their children. A number of preventative services work with families in Southampton including health services, schools, libraries and voluntary and community partners.

Southampton's Early Help Hub can help identify support and services that can assist families in need of help.

A family will be accepted into the Families Matter Programme if:

- ✓ **The family has given permission to share information about them and provided 'signed' consent to work with services that offer early help**
- ✓ **The family have had some form of assessment, usually an Early Help Assessment or they have been supported with an Early Help Plan**
- ✓ **There is a clear understanding of the family's needs that can help identify the support they may need.**

What will be offered?

- The aim is to ensure that support is available that can help meet the needs of a family. This can include providing advice and guidance to professionals who may already be working with a family. Professional help is available to complete an Early Help Assessment and the 'Early Help Hub' can sign post professionals to a range of services available in the city.
- Support can include involvement from other teams including the Education Welfare Service, YOS, Domestic Abuse Services, Employment Advisors, Children's Centres or work with Health and Schools. Professionals will be asked about this when contacting the 'Early Help Hub'.
- The support that is available can include 'whole family' programmes of support, to help work with families to set achievable goals, work together within a Team Around the Family and review success using an Early Help Plan. Parenting group programmes and 1:1 support are also available in a range of community settings and schools.

When assessing the needs of a family it is important to consider:

A Anti-social behaviour and crime

We will work with the family, police or Youth Offending Service to reduce offending and anti-social behaviour

B Benefits*

We can provide employment advice to assist families in receipt of Universal Credit access employment. We can also help young people access education, employment and training

C Child in need of help

We will work to ensure that children remain safe and the children's identified needs are addressed

D Domestic abuse

We will work with the family and specialised services to reduce risk and improve wellbeing for the family

E Education

We will work with the family, the school and the Education Welfare Service to maximise attendance and improve educational outcomes for children

F Finances and debt*

We will work with the family to prioritise and manage debts and to ensure basic needs are met

G Good health

We will assist the family to access appropriate health services, to support issues such as mental health, substance misuse and teenage pregnancy and parenting



**CONTACT
THE EARLY
HELP HUB**

023 8083 3311

To find out more or make a referral, please get in touch securely by:

Email: EarlyHelpHub@southampton.gov.uk

If you are a school with access to Anycomms contact:

ANYCOMMS: Early Help – Families Matter

Alternatively you can contact the 0-19 Prevention and Early Help Teams direct on:

West 023 8083 3202

Central 023 8083 2657

East 023 8083 3535

If your enquiry is about child care, services for parents in your area or opportunities to volunteer and work with families go to:

Southampton Information Directory: <https://sid.southampton.gov.uk>

Or contact the Family Information Service on:

Tel: 023 8083 3014 **Email:** FIS@southampton.gov.uk

If you are worried that a child may be at risk of abuse, harm or neglect please contact us:

MASH (Multi Agency Safeguarding Hub)

Civic Centre

Southampton, SO14 7LU

Telephone (office hours): 023 8083 3336 **Out of hours:** 023 8023 3344