



Coventry City Council

# **Guidance for Family Hub workers about key information to gather from families when on duty in the Family Hub**



## **Guidance for Family Hub workers about key information to gather from families when on duty in the Family Hub**

Date of request

Duty worker's name

Name of person requesting help

Agency/Family member

Telephone number and email address of referrer

Has consent been obtained by the parent?

Are there any exclusions on the consent? (is there anyone the family do not wish to share information with)

Unborn/ Child or Young Person's Name, Gender, DOB/EDD, Age, Education Setting

Mothers name, Telephone number, Address, Postcode, First language, Interpreter required

Fathers name, Telephone number, Address, Postcode, First language, Interpreter required

Other significant people in the family

Agencies currently working with the family (professionals name and agency)

Has the child/ren, young person or family been involved with Children's Services previously (early help, CiN, CP etc.?)

How do you know the family and reason for contact today?

What are you worried about?

What is working well?

What needs to happen:

- Information/advice/immediate help provided
- Identified actions
- Do we need to be back in touch with the person and by when

Initial outcomes (application of Right Help Right Time) - Using the information collated indicate what help is required at this stage:

- Universal – No additional needs (Level 1)
- Early Help – Additional needs meaning there is a risk of poor outcomes (Level 2)
- Multi-agency Early Help - Additional needs meaning poor outcomes are likely (Level 3)
- Date for discussion at Family Matters meeting
- Statutory Intervention – Acute needs, at risk of significant harm (Level 4)

What action has been taken and by whom

Management oversight required