

Family Help, Partnerships and Youth Justice

Extra Help and Early Help (Family Help) Guidance Notes

Version 1: September 2025

This guidance outlines the support available from the Family Help, Partnerships and Youth Justice service at Universal, Extra Help (Targeted Prevention) and Family Help (Early Help) Support levels.

These guidance notes are designed to provide clarity on what is available, how services can be accessed, and how we can work together to ensure children, young people, and families receive the right support at the right time.

Please note that our services are continually evolving in response to emerging needs, feedback from partners, and changes in policy and practice. As such, this guidance is subject to change and will be reviewed and updated every six months to ensure it remains current and relevant.

Fig 1.



If you have concerns about a child or young person under 18 is at risk of significant harm please contact the Cumberland Children's Advice and Support Service (CCASS) on 0333 240 1727.

Referrals for support:

Before completing a single contact form, please identify which intervention would support the child, young person, parent or carer best and what you think needs to happen to ensure this family can lead a happy healthy life. *If you are unsure, please contact Cumberland Children's Advice and Support Service (CCASS) for further information to help inform your decision making.*

Youth Connect: The Youth Connect team work with children and young people under 18 years of age who may be vulnerable to exploitation or being exploited.

Interventions:

- Relationships (healthy, abusive, types of)
- On-line safety (sexting, sending nudes, talking to strangers)
- Consent/Sex the law
- Child Exploitation and grooming
- Personal attitudes (feelings, brains and bodies – self-esteem, self-confidence and self-worth.

What we can offer: Preventative support

- 1:1
- Group Work
- Positive activities

Next Steps:

Referral to be completed via **single contact form**. For group work in schools, there must be a minimum of 3 children and young people referred.



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Youth SAFE (Substance Awareness for Everyone) The Youth SAFE team work with children and young people aged under 18 to minimise harm around substance use.

Interventions:

- Harm reduction advice around all substances (Class A, Class B and Class C) and Alcohol
- Safety planning
- Education around all substances (what they are, effects, risks etc)
- Drugs and the law
- Poly drug use education

What we can offer:

- 1:1 individually tailored support, following on from an assessment of need.
- Triaged referrals to support YP with the highest level of need at the earliest opportunity.
- Online awareness through Instagram page [DrugHubUK](#).
- Joint visits with other professionals.
- Home visits to support YP and family where appropriate.

Next Steps

[Cumberland Youth SAFE referral form](#) to be completed and returned to the Youth SAFE Team via link below.

[Drugs and alcohol | Cumberland Family Hubs](#)

Extra Help: The Family Help locality teams offer a wide range of targeted interventions for children and families.

Interventions:

- Family Support (support is usually up to 3 months)
- Decider Skills, delivered in schools (6 weeks group work)
- Drawing and Talking (12-week intervention)
- Information, advice and signposting will be offered as part of all interventions

Intervention:

Family Support

Short term family support can be offered to a family where there are multiple low level needs for a family and they require a home based service. The team can support families who are open to a partner agency on an Early Help plan, and can also work with families who do not have any form of plan in place. Work that can be undertaken will include but is not exclusive to;

- Parenting advice and support – including routines/boundaries/positive praise/ nurture
- Wishes and feelings work with children
- Improving home conditions
- Device and internet safety
- Babies development / needs including improving stimulation
- Signposting for support with finance/budgeting

Decider Skills (aged 5+, group work in schools)

Children and Young People struggle with their emotional well-being for a wide range of reasons including having friendship/relationship worries and worries around exams. Tier 1 group work support can be offered to Children and Young People who:

- Are experiencing low self esteem
- Are experiencing low level anxiety
- Would benefit from healthy coping strategies

- Would benefit from support to understand emotions

The school must refer at least 3 children and young people for the group (maximum 8). The group will run in school. Parents/carers must agree to attend a session at the start and end of programme. (virtual and face to face option will be offered)

Drawing and Talking (1:1 12-week intervention)

'Drawing and Talking', is a therapeutic intervention for children aged 5+ who have suffered trauma. We work with children and young people in the environment that suits them best (i.e school, family hub). We only accept referrals from schools where they do not have internally trained staff to offer this.

Next Steps

Referral to be completed via **single contact form**. For group work in schools, there must be a minimum of 3 children and young people referred.



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Youth RISE (Reaching Independence through Support and Empowerment)
The Youth RISE team work with young people aged 16 – 24 to prevent homelessness.

Interventions:

- Support to young adults and parents/guardian (if appropriate) to establish homelessness and offer advice and guidance related to next steps depending on chosen path.

- Home visits to discuss next steps with additional professionals.
- Support with completing First Contact Scripts.
- Support the referrals into this Positive Housing Pathway, and what this means.
- Introduction to support agencies/ services for young adults and parents if necessary.

What we can offer:

- 1:1 Support
- Joint visits with other professionals.
- Home visits to support YA and family where appropriate.

Next Steps

[First Contact Script](#) to be completed by the professional and young person, to whom they identify as homeless or worried about becoming homeless to via link below:

[Youth homelessness | Cumberland Council](#)

The Youth Justice Service: The team offers preventative support for children and young people at risk of antisocial or criminal behaviour

Interventions:

- Work around consequences of criminal behaviour
- Restorative justice interventions

What we can offer:

- Cumberland Youth Justice Service can offer prevention support where someone is involved in ASB or at risk of becoming involved in offending. Each child referred and accepted into the service will have a comprehensive assessment completed to assess their needs and a plan of work will be tailored to them as an individual. Work that might be completed included Restorative Justice to help repair harm to victims, support in accessing appropriate education, training and employment, support with issues around substance use, positive activities and support for parents.

Next Steps

Completed [prevention referral forms](#) should be emailed to yjs.cbld@cumbria.gov.uk

Family Help: Family Help Locality teams offer targeted support via an Early Help assessment and plan completed with children, young people and their families.

Interventions

- Early Help support refers to **targeted, intensive support** provided to children, young people, and families experiencing **multiple or complex difficulties** that **require a coordinated, multi-agency response**, but **do not yet meet the threshold for statutory intervention** (e.g. children's social care).

What we can offer:

The Family Help locality team can initiate an Early Help Assessment or take over as lead of an existing Early Help. The Family Help worker will lead Team Around the Family approach, holding regular multi agency meetings with professionals and families.

Support can include but is not exclusive to:

- **1:1 parenting advice** (Solihull). This can include support with routines, boundaries, emotional regulation. Support with managing challenging behaviour or sibling conflict. Support to encourage safe and nurturing relationships including support with creating safety plans.
- **Emotional Well Being Support.** Basic emotional coaching for children or parents (not therapy, but therapeutic approach). Helping children name and express feelings using age-appropriate tools (e.g. feelings cards, drawings, storytelling). Working with the child to understand their behaviour, triggers, and how to self-regulate. Supporting parents in managing their own anxiety, low mood, or stress.
- **Practical Support and Advocacy.** Helping families access housing, benefits, food banks, or debt advice.
- **Support around domestic abuse** (e.g. safety planning, linking with specialist services)
- **Liaising with schools, GPs, housing or police on behalf of the family** and helping parents/carers build their confidence to do this independently.
- **Helping in the home with school attendance routines** (morning routines, communication with school).
- **Information, advice and signposting to other organisations**

Next steps:

Referral to be completed via **single contact form** or via the Support and Protect teams.



[Report a concern about a child | Cumberland Safeguarding Children Partnership](#)

Early Help Partnerships and Assurance Team

Have you checked if there are any other professionals involved with the family, offering support? If there is, have you checked with that person whether the support you are enquiring about is needed? Is it duplication? If you are unsure whether there is already a Team around the family, you can contact an **Area Early Help Officer on 0333 2401727 or early.help@cumberland.gov.uk**.

Consent

Please ensure that **you have consent** from the child, young person and parent before making a referral in for support.

Language

As a Family Help, Partnership and Youth Justice service we are committed to ensuring the language we use is personal, accessible and inclusive. Please be mindful how your referral reflects the child or young person's experiences and needs the referral may be shared with them.

Allocations

Once a referral is received it will be assessed and allocated to a worker in the locality team of where the child/young person/ family lives.

If the referral is on the waiting list, the referrer, parent/carer and or child/young person will be contacted by a member of the team to confirm the referral has been received and to offer advice and signposting.



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FamilyHubs@cumberland.gov.uk



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