



# Early Help and Complex Families Hub

## What is the HUB?

The Hub co-ordinates, supports and works with Lead Professionals when they are working with families presenting with complex and multiple needs outside the scope of their own expertise or agency specialism. In partnership with local partner agencies, the Hub supports cases where Lead Professionals have exhausted existing processes and draws on the collective expertise and information provided by partner agencies to explore the options for engaging differently with a family.

In relation to Bolton’s frame work for action these are families who are at high level 2. For more information see the [Framework for Action](#).

## How can I use the Hub?

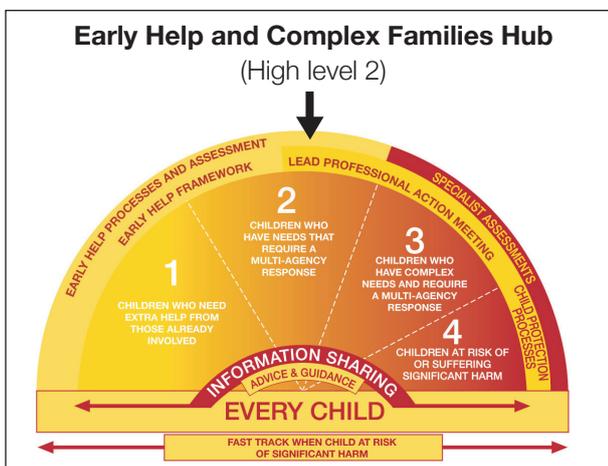
1. Key partner agencies work from the Hub to share information and liaise with colleagues regarding complex families
2. The Hub offers day to day advice and guidance to professionals who are working with complex families
3. Lead professionals can submit cases to a hub panel (with the consent of the family) where little or no progress is being made. The multi-agency panel aims to support the Lead Professional, build on strengths and explore ways to gain better outcomes for the family

## Hub Criteria

- An Early Help Assessment must be in place
- Child Action Meetings must have been taking place

## Plus the following:

- The family are complex and have multiple needs
- There are limited or no outcomes being achieved



## How do we define a complex family?

Families who have multiple and complex needs. These could include sporadic engagement, drug and alcohol misuse, mental health, missing from home, debt, non-school attendance, failing to attend appointments, domestic abuse and crime.

All the local info I need is just a **click away!**



## For more information...

The Hub is based on the ground floor at **Castle Hill Centre**.

For more information please contact the Hub on **01204 337072** or **01204 331562**.