

Safeguarding is Everyone's Responsibility

Early Help is providing support as soon as a problem emerges. In Newcastle, it is not a service you refer to, it is the coordination of responses to address need as soon as it is recognised to prevent things getting worse. In Newcastle, **you are Early Help**.

Sometimes practitioners confuse statutory safeguarding, such as referrals for child protection as being the same as Early Help, but it isn't. Sometimes there is an impression that Early Help is 'light touch' or just a bit of extra help from a social worker, but it isn't that either.

Early Help is

- **Complex** – often the actual risk and additional need is not apparent at first so support plans change and evolve as awareness increases.
- **Front Line** – Early Help is often engaged at the first point of awareness. Sometimes Early Help can follow statutory processes when a case is 'stepped down' from statutory intervention, but Early Help is intended to remove the need for referral to statutory safeguarding. It is the front line of safeguarding, it is **you** and any practitioner you need to work with to address need at the earliest opportunity,
- **Collaborative** – Early Help work is undertaken with the consent of the family. It is additional support for families and individuals and only happens when they agree to be involved.
- **Coordinated** – Partnership working is at the heart of Early Help, it is often not possible to know which colleagues you will need to work with at the beginning but as the relationship with the family grows so will the possibilities for additional and effective partnership working to support them.
- **You** – There is no pre-defined content for contributions in Early Help. You might be asked to contribute to a Team Around the Family discussion, helping to identify available options for support, or you might be the Lead Professional, at the heart of maintaining the relationship with the family or you might be the first person to become aware of the need for support and initiate Early Help. Whatever your role, **you** are key to providing effective Early Help.

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Across the city there are a number of Children and Families Newcastle Family Hubs and link sites with staff who can offer you help and advice. These are vibrant social spaces that offer a range of practical, educational and wellbeing activities for babies, children, young people and families. Activities offered in each local area are shaped by their local communities and provide a 'one stop shop' to both professionals and the public for additional support on all kinds of concerns.

EAST:

Children and Families Newcastle @ Byker Sands Family Hub, 19 Raby Cross, NE6 2FF -
Call 0191 275 9636 (Monday to Friday, 8.30am to 4.30pm)

newcastleeastenquiries@newcastle.gov.uk

[Facebook page](#)

INNER WEST:

- **Children and Families Newcastle @ Cowgate**, Houghton Avenue, NE5 3UT.
Call 0191 272 7824 (Monday-Friday, 9am to 5pm and Saturday 10am to 2pm)

- **Children and Families Newcastle @ Carnegie**, Atkinson Road, NE4 8XS.
Call 0191 226 0754 (Monday-Friday 9am to 4pm)

newcastleinnerwestenquiries@newcastle.gov.uk

[Facebook page](#)

OUTER WEST:

Children and Families Newcastle @ Galafield Family Hub, Newbiggin Lane, NE5 1LZ,
Call 0191 277 7800 (Monday to Friday, 8.30am to 4.30pm)

newcastleouterwestenquiries@newcastle.gov.uk

[Facebook page](#)

NORTH:

- **Children and Families Newcastle @ Gosforth Library**,
Regent farm Rd, NE3 3HD, Call 0191 2771631

- **Children and Families Newcastle @ Fawdon**, Cairns Way, NE3 2SN -
Call 0191 211 5773 (Monday to Friday, 8.30am to 4.30pm)

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If you are aware of someone who might need a bit of help to tackle an ongoing problem or to prevent one from happening you can call one of the hubs for guidance on how to initiate Early Help or scan the QR code for more information



You can find additional practice guides and information relating to Early Help at the [Newcastle Safeguarding Children Partnership website](#).