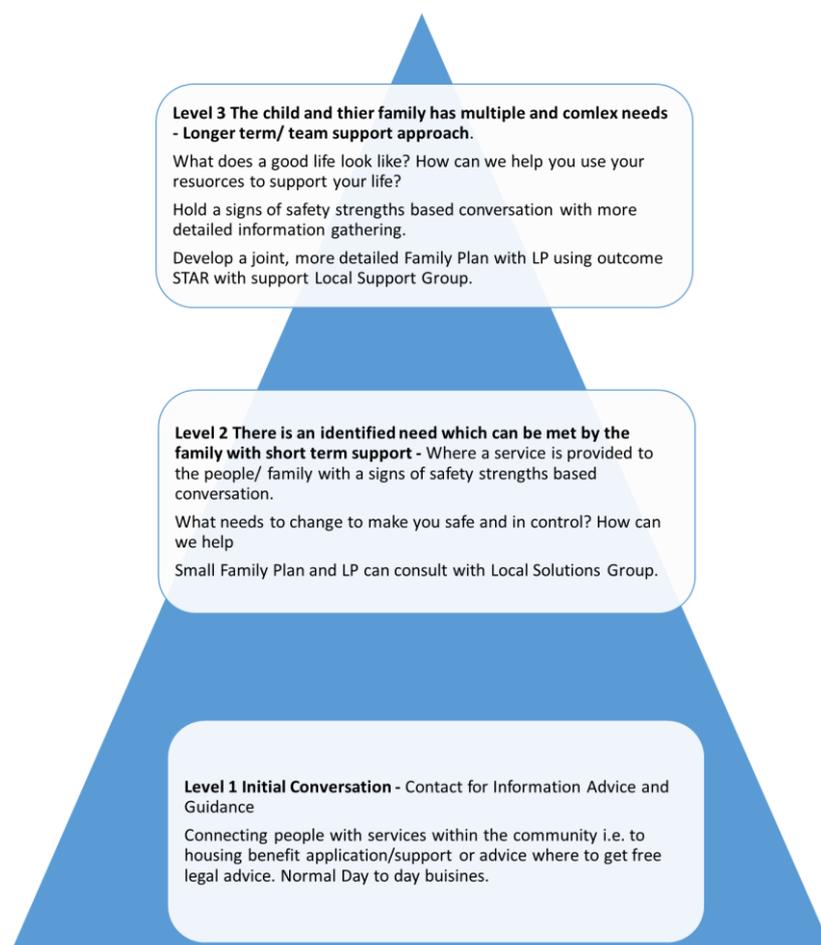


Three Conversations Model

The Three Conversations (before a referral to social care) model has been developed to support the continuum of need. The model takes a relationship-based approach to support is based around Signs of Safety.



Level 1 – Community Help – Initial Conversation - Supported as part of universal and community services which is not outside of the offer to all children and families.

Universal and community help can be provided to a family without an official assessment of their needs. However, where discussion is required at the Local Solution Group for information, advice and guidance then an Initial conversation request will be completed. The conversation request is a record of the initial conversation that a professional has had with a family (see Appendix A) and can be used as a tool to develop a simple family plan which may avoid the need for discussion at the Local Solution Group. The initial conversation will be recorded in “General Notes” on EHM under the drop down title of “Initial Conversation” and a copy of the document will be uploaded to documents. This initial conversation will be updated to reflect any discussions at the Local Solution Group.

Level 2 – Early Help – There is an identified need which can be met by the family with short term support there will be short Family Plan that can be completed with an image map to aid conversation (Family Star).

Level 2 early help support will be provided to a child and their family by a Lead Practitioner, this support will be recorded on a Family Plan (see Appendix B) that will also evidence why this support is required and uploaded to EHM. The Family Plan will be a record of the conversations that have taken place and the support and actions that have been agreed. There will be an open early help pathway whilst the family continue to receive support.

Level 3 – Early Help – The child and their family have multiple and complex needs which require longer term support there will be longer Family Plan with more detail and will follow the outcome star format of information gathering.

Level 3 early help support will be provided to a child and their family by a Lead Practitioner who has completed an inter-agency assessment to identify what help the child and family require. This support will be recorded on a Family Plan that will also evidence why this support is required and uploaded onto EHM as an attachment to the existing Early Help Assessment. The Family Plan will be a record of the conversations that have taken place and the support and actions that have been agreed. There will be an open early help pathway whilst the family continue to receive support.