

## How long will the Early Help Family Support Worker (SEND) support you for?

- Early Help Family Support is available until services are in place to meet the child/young person's immediate needs.
- The Early Help Family Support Worker (SEND) will support the family and child's transition into Universal Support Service.
- The Early Help Family Support Worker (SEND) will ensure that families know how to request additional support when required during their child's development.

## How are referrals made?

### How do I make a referral for SEND Support?

Visit:

<https://childrensportallive.hullcc.gov.uk/web/portal/pages/home>

And follow the online instructions.  
Call 305770 if you need support



**Hull**  
City Council

This document can be made available in other formats (large print, audio and Braille) and different community languages. Please telephone 01482 300 300.

Early Help Support



## Early Help Family Support Worker (SEND)

Supporting parents/carers of children with complex health needs and disabilities





## What is the Early Help Family Support (SEND) Service?

- It is a family focused service. The service provides a specialist Early Help Family Support Worker (SEND) whose main job is to work with other agencies (health, education, social care and the voluntary sector) to provide advice, information, emotional and practical support to families.
- The Early Help Family Support Worker (SEND) service offers support to families accessing two or more specialist services or with multiple medical appointments.

## Who can use the service?

- Families of children and young people who are disabled and/or those with complex health needs who live in Hull.

- Families can be offered or request the support of the Early Help Family Support Worker (SEND) at any stage, for example during pregnancy where a specific problem has been identified, at birth, pre-school or at any time up to the child's/young person's 19th birthday.

## How can the Early Help Family Support Worker (SEND) Service help?

- As soon as a young child is identified as needing additional help, parents/carers can rely on the Early Help Family Support Worker (SEND) for information and support - for example education, social and health services and those services provided by the voluntary sector.
- The Early Help Family Support Worker (SEND) can ensure that the help and support parents/carers receive is well planned, co-ordinated and targeted to their specific needs.
- The Early Help Family Support Worker (SEND) Service is able to respond flexibly to meet individual family needs.

- The service offers support for co-ordination of hospital appointments.
- Help prepare parents/carers for meetings and appointments.
- Explain to parents/carers reports and recommendations.
- Assist parents/carers with referrals to appropriate agencies when required.
- Alleviate stress from parents/carers by liaising with agencies on their behalf.
- Provide opportunities to meet with other parents/carers.
- Assist parents/carers in applying for benefits and allowances.
- Provide information on entitlements, funding and grants.
- Maintaining regular contact with the family by home visits and telephone to suit individual family needs.
- Offer advice and information allowing families to make informed decisions.
- Offer families emotional support as appropriate.