**Case study – South Family Hub**

Rachel\*, a single mother of three children aged 5 and under, came to the attention of the Early Help Coordinator (EHC) after a paediatrician submitted a MARF. Rachel had presented at the surgery as tearful and struggling to cope. Tommy\*, 5 years old, had a range of sensory needs and his behaviour was becoming more challenging. He was awaiting an autism assessment. Rachel had no day-to-day help and was physically and emotionally exhausted. The paediatrician was seeking support for her.

As Rachel had already started the Family Links Nurturing Programme and was on week 2, the referral was assessed as a No Further Action (NFA). As a result, the EHC looked into the case and realised that there were a number of agencies involved with the family which needed coordinating. The EHC contacted the different agencies for information. Health expressed concerns about housing and Rachel’s mental and physical health while the prevention worker running the Family Links Programme had concerns about Rachel’s ability to put the strategies from the programme into place. School were also concerned about behaviour. After discussions it was agreed school would be the Lead Practitioner (LP) and complete an Early Help Assessment (EHA).

This resulted in the following actions which supported Rachel:

* The family’s needs were identified through the completion of an EHA;
* All professionals were kept up to date and understood each other’s roles in supporting the family;
* A Family Aide Worker was appointed to the family and is supporting Rachel to implement the strategies she is learning from the Family Links Nurturing Programme;
* The children are now registered with a dentist and are having their teeth checked;
* Rachel has visited the GP to discuss her mental health;
* Communication between home and school is developing;
* Professionals have provided a supporting letter for a house move;
* Rachel has commented that she is happy with the actions they are working through on the plan.

\*Names have been changed.