



One-minute guide

Locality Early Help Advisor – supporting schools to help families early

Locality Early Help Advisors (LEHAs)

Locality Early Help Advisors (LEHAs) offer advice and support to all schools in Surrey including primary, secondary, special, independent schools, colleges, and Pupil Referral Units to ensure families receive the right help, in the right way at the right time. LEHAs support Head Teachers, Deputy Heads, Designated Safeguarding Leads, Home School Link Workers, and other school practitioners to develop the school's offer of early help. The LEHAs help schools by supporting:

- Practitioners to increase their knowledge of the Effective Family Resilience and Level of Need windscreen and to identify support for families, thereby reducing reliance on higher level services
- Schools to co-ordinate the most appropriate provision for a family at level 2 on the levels of need windscreen
- Schools on how to access Surrey's Level 2 and 3 services that can support children and families
- To complete Early Help Assessments (EHA), lead Team Around the Family meetings (TAF) and take on child's champion role. Free training on EHA which uses a whole family approach empowering families is available. Register with the following link [SuccessFactors Learning → Sites → Login \(plateau.com\)](#)
- LEHAs are unable to attend TAFs but they help with who to invite, agenda planning and how to engage the family and other professionals from a wide range of agencies to work with the family in a holistic way. They support schools that have contacted the consultation line and been advised to support the family with a Team around the Family or an Early Help Assessment
- Completion of a request for support and how to use the level of needs windscreen and family resilience document to access Surrey Children Services for families at level 3 and 4, via the C-SPA.
- To understand what the role of the CSPA and how the Early Help Hub deals with requests for a targeted level 3 services.
- The use of the Family Information Service to find services for families at any level of need [Family Information Service - Surrey County Council \(surreycc.gov.uk\)](#)
- The promotion of Surrey's 0-19 parenting offer as part of Helping Families Early in Surrey



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Contacting Locality Early Help Advisors

For general queries about the school's early help offer, to request information to support a family at level 2 or to ask for help with EHAs and TAFs please email locality.earlyhelp@surreycc.gov.uk and an LEHA will respond within 2 working days. There is a dedicated LEHA for all schools in the quadrant who can offer support by phone, email, video call or a visit to the school.

If unsure about whether the concerns meet Level 4 of the Effective Family Resilience Document the Child Protection Consultation Line 0300 470 9100 (option 3) provides advice and support to professionals to ensure they are able to direct you to the most appropriate service that can meet the child and family's needs. The Consultation Line is open to all professionals who work with families who live in Surrey. If the outcome of the consultation is that the child and family would benefit from level 2 early help services, the advisors on the consultation line may recommend contacting the LEHA who can offer further support and guidance.



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