

Supporting Children and Families – Getting the Right Help at the Right Time

Community Help: For emerging or single agency needs

Family Help: For multiple or complex needs requiring coordinated support

Child Protection: Where there is risk of significant harm

When to Use Best Start Family Hubs (Community Help)

Needs are early or emerging

Families need advice, guidance, or signposting

Support can be provided through Community Help

There are single-agency or low-level needs

Families would benefit from universal services (e.g. parenting support, health, early years, youth services)

Prevent escalation

When to Use Family Help

Needs are multiple, complex, or escalating

Community Help has not worked or is no longer sufficient

There is risk, but not significant harm

The family is willing to engage

A statutory response may be required under Child Protection where there is risk of a child suffering significant harm.

How to Access Support

For urgent safeguarding concerns → Call CADS 0344 800 8021

For all other Family Help needs → complete a Request Support Form [Request Support - Professional Form - Norfolk County Council](#)

For Community Help → [Contact a Best Start Family Hub - Norfolk County Council](#)

When NOT to request Family Help or Child Protection

There is no immediate safeguarding risk

Needs can be met through Community Help

Expectations for All Partners

Support at the lowest appropriate level first (Community Help)

Lead professionals should coordinate support around the family

Use the Request for Support Form for Family Help

Only call CADS when there is concern about significant harm

Why This Matters

Ensures families receive the right support at the right time

Reduces unnecessary escalation into statutory services

Strengthens early intervention and partnership working