

**Idox. Do more.**

A young girl with curly hair is laughing and playing with an adult's hands on a couch. The adult's hands are visible in the foreground, reaching towards the girl. The background shows a window with light coming through.

# Early Help Hub

## Putting families at the heart of all you do.

The Early Help Hub is a flexible and secure collaboration tool for local authorities and their partner agencies to proactively support families with a range of issues such as parenting, housing, unemployment and domestic abuse.

## Working smarter for better outcomes

The Early Help Hub is a specialist platform that supports setting active goals for families to improve their situation and prevent unnecessary escalations into statutory social care services. It can be used by multiple teams to help improve outcomes for those who are struggling with issues that can range from isolation, bereavement, child well-being and special educational needs and disabilities (SEND), to housing, work, parenting challenges and many more.

### Secure and easy multi-agency working

The Early Help Hub can be used in many different professional settings where teams of multi-agency professionals are working together to support an individual or family. Family background information, active support plans and a contextual narrative around their need for support are centrally captured, providing a single point of reference for everyone involved. An innovative case timeline feature also automatically captures all case activity in chronological order and is an invaluable quick reference tool for families and professionals alike.

### Promotes optimum transparency and engagement

Offering clear, accessible and timely information, the mobile-first family view provides access for families to see everything relating to their case, including upcoming meetings and reviews as well as their current plan at any time. Automated email alerts are sent to all Hub users providing case updates, invitations to meetings or to request engagement from other agencies and professionals. With all case activities being managed from within the Hub, professionals do not need to work across multiple systems or revert to manual or email processes for any activities.

The Hub transforms the way in which multi-agency professionals can work together and share information and by providing direct access to families, it is a vehicle for cultural change.

### Digital-first for service transformation and sustainability

Through reducing paper records and supporting timely data sharing, administrative burdens are reduced and information is held in a secure place. The Hub is mobile-responsive and delivered as a SaaS solution; fully supported and hosted by Idox. A suite of in-built reports also provides invaluable data on all case activities, including progress towards outcomes for the family.







### Collaboration that works

The Early Help Hub can support you in ensuring that the family is at the heart of everything you do.

Key benefits it offers:

- A flexible, mobile-responsive and secure platform that supports multi-agency working
- Configurable forms and data capture
- Access to clear and timely information for improved transparency, promoting engagement
- Automated email notifications to all users
- Integration with a local authority's 'single sign-on' approach
- Support for digital transformation strategies and underpins culture change
- Reduced administrative burdens with digital recording and sharing of information
- Expert support team and secure hosting
- Support for a whole range of issues in different settings – from isolation, bereavement, child well-being and special educational needs and disabilities to housing, work, parenting challenges and more.

**Call us now on 0333 011 1200 or email [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com) to find out more about Idox's solutions for early help, family information services and SEND.**

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