

A guide for
parents & carers



Early Help in Peterborough

Find out about the **support available for you and your family** and how to get the help you need.



PETERBOROUGH



CITY COUNCIL

What is Early Help?

Early Help is about ensuring that children and families receive the support they need at the right time, by bringing together professionals who will listen and work with the whole family to help make things better for everyone.

Who is Early Help for?

Early Help is for everybody in the family, for children, young people and adults. It's your choice whether to have it or not.

Why would I want Early Help?

You might be worried about your child, or you and your family might start to experience some changes or difficulties that you just can't manage by yourself.

Whatever it is, there are a number of ways that Early Help can support you and your family so that small problems don't become big problems.



The Early Help Journey

A guide for parents and carers

STEP 1: GETTING HELP

If you feel you and your family might benefit from some support, you can approach someone in your life that you trust to find out more about Early Help.

Or, if someone is worried that you're having some problems, they might ask you if you would like to talk about Early Help and how it could benefit you.



STEP 2: TALKING WITH YOU

If you decide to take up Early Help, the professional will talk with you but more importantly listen to you, to find out about any challenges that you and your family are experiencing. You can also talk about things that are going well for your family and any strengths that you're proud of that can be built upon.



STEP 3: CONSENT

If you decide you'd like some help, the professional you talked with will ask if they can share details of your conversation. You need to be happy with this and give your permission.

This is to make sure the people who will be supporting you are able to do a good job and understand the journey you and your family have been on.



STEP 4: THE EARLY HELP ASSESSMENT

The professional will ask about the extra support you might need and advise you on what is available. This is called an Early Help Assessment.

This is nothing to worry about, it is just a conversation with the whole family, including your child or children about how everyone is feeling and how together we can stop small problems becoming big problems.

Together you'll agree what to write down so there is a record of what you talked about.



STEP 5: YOUR FAMILY ACTION PLAN

In the next step you will be involved in creating your own family action plan with the professional you spoke with to manage the problems you have discussed and to determine your goals. You might also want to meet other people who might be able to help you and offer you a range of support.

In this case you will be invited to a meeting with different people who could help your family from a wide range of services.

This is called a Team Around the Child (TAC) meeting.



STEP 6: THE REVIEW

This is where everyone will come back together and see how well the family action plan is working and if anything needs to change.

At this stage everyone might decide that things have improved enough for Early Help to stop. Or if there are still things that your family needs, Early Help will continue to support you and your family and a further review date will be set.



What are the benefits of the Team Around the Child (TAC)?

Families often report that they have to speak to lots of professionals and repeat the same information about their situation over and over again, or that it seems as if all of the professionals involved don't speak to each other. Because you will have a team of professionals working with your family, they can share information with your permission to ensure that you receive the most appropriate help to meet your needs.

Confidentiality

As a rule, the information which you and your child provide will only be shared with your family's consent.

However there may be certain times when the people working with you will need to share information.

For example:

- When they need to find out urgently if a child is at risk of harm.
- To help a child who is at risk of harm.
- When an adult is at risk of harm or to help prevent or detect a serious crime.

What can I do next?

If you'd like to find out more about Early Help, talk to a professional who is in contact with you or your family, or someone that you trust where you may have collected this information from.



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Find out more at:

www.peterborough.gov.uk/EarlyHelp or email earlyhelp@peterborough.gov.uk
or search **Early Help Peterborough** in any search engine