

Who will have information about me?

Only workers who need to know about you will have information about you. However, there may be times when the people working with you need to share the information. This includes:

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

“I got to know my co-ordinator really well...they understood what was going on for me and my family. We built up trust and I knew they would follow things up. It was helpful not having to repeat the same (upsetting) things over and over again.”



How can I find out more?

Talk to someone who works with you or your family. This could be a health visitor, a school or any kind of worker.

The Trafford Service Directory has contact details for local services:

www.trafford.gov.uk/servicedirectory

Or contact Family Information Service:

0161 912 1053

fis@trafford.gov.uk



[Facebook.com/TraffordFIS](https://www.facebook.com/TraffordFIS)



[@TraffordFIS](https://twitter.com/TraffordFIS)

For more information on Early Help please visit www.tscb.org.uk

Your contact is:

If you need a version of this leaflet in large print or in a language other than English, contact us as above.



Early Help

Early Help in Trafford aims to make sure that services to support children, young people and their families are there when they need them. This leaflet explains how you can get help.

Early Help Assessment & Plan

Sometimes you may need help or extra support to sort out a problem or challenge. You don't need to feel alone. An Early Help Assessment is a way of us listening and working with families who would like support.

Why work with the whole family?

If one person in a family has a problem, it usually affects other people in the family. The person with the problem could be a child, young person or adult. If all the family is supported, it's more likely that things will improve for you.

Do I have to have one?

You can ask for an Early Help Assessment or someone you are in contact with may suggest one for you. For example, a health visitor, housing officer or teacher. **But it's your choice whether to have an Early Help Assessment.** If you think it would be useful, first you give your written agreement. Then someone you know or who is currently supporting you will arrange a time to meet with you.

“I don't know what I would have done without Amy's support (Case Coordinator). I don't know who else I could have talked to about my problems”



How does it work?

The first step – talking with you

This is where the worker will ask about your strengths, any challenges you are having, and what extra support you think might help. An Early Help Assessment is used to assess the needs of you and your family. Completing one is like writing a to-do list and putting a plan in place to achieve it. It is a single assessment process. This means you don't have to repeat your story to lots of different professionals.

The second step – the plan

This will involve a meeting with you and the workers who could help your family. At this meeting, the support you need is discussed and a plan is agreed. The plan says who is going to do what and when, including the things you and your family could do to help yourselves.

The third step – the review

This is where everyone will come back together to review progress and make sure the plan is suitable.

How will we work together ?

The Early Help Assessment and plan is helpful as it brings together different people who will be able to offer support to all the members of your family.

Support could come from schools, health visitors, nurseries, housing, substance misuse services, probation and a whole range of services available in the community.

Will it be confusing having all those services involved?

This is something the Early Help Assessment and Plan is there to help with. Someone will be identified by you and the other services involved to be the **'Case Coordinator'**. They will be your main contact and will keep you informed about what's happening. They will listen to your views and support you during the whole process.

What do I have to do?

Help us to help you and your family. The assessment and plan relies on everyone keeping their word and doing what has been agreed. For this to work well, you should try to keep appointments that are made for your child and be open and honest about your child's situation. Ask questions and generally get involved to make sure that using the assessment gets the best possible results for you and your family.