

Families Guide to Early Help Assessment

Our aim is to help your family receive the right support from the right people at the right time.

What is the Early Help Assessment Framework?

If you are having difficulties, your family can get help early on before the things gets worse. This can be done through an Early Help Assessment. This is a way of gathering information about your family in one place, to help decide what support is needed to help you. People from different organisations will talk to one another and work together. This will mean that you do not need to go from agency to agency to get help. Families with multiple needs such as anti-social behaviour/crime, school attendance, unemployment, domestic violence and/or health problems can receive additional support through this assessment and the Families' Together programme.

Your Family Plan

This support is voluntary; you and your family can choose to be involved. We will ask you some questions, write down what you say and talk to you and your family to help us get a good picture of your needs.

Consent and Information Sharing

We will only share your information with the appropriate professionals who can support you. You will need to give consent by signing the form to receive the support and for us to share your information. The only time we will share your information without your consent is when:

- Somebody is at risk of harm.
- To help prevent or detect a serious crime.

The Government collects data about families who are working within the Families' Together programme to help them see if the programme is effective. All personal data is made anonymous so it will be impossible to identify individual families.

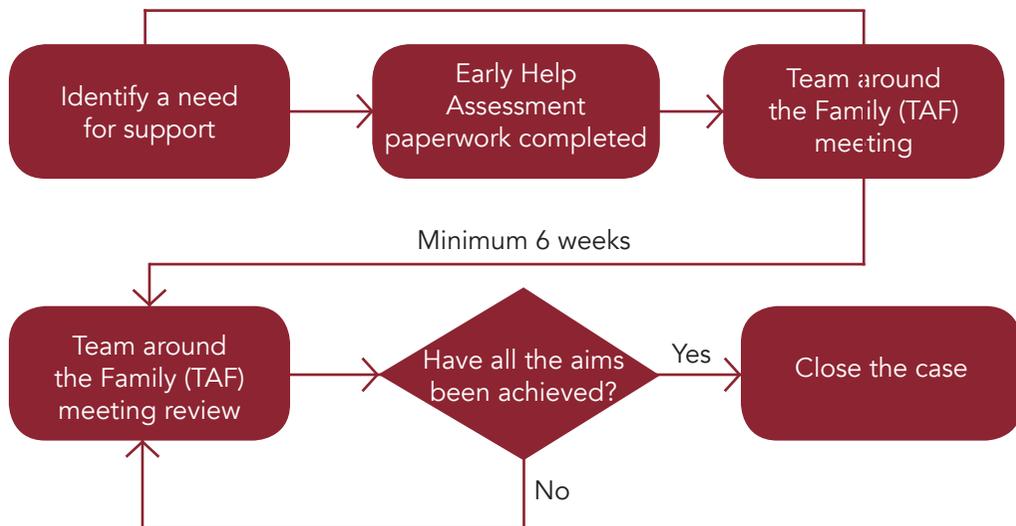
Your personal data is stored and handled in accordance with the Data Protection Act 2018. You have the right to see the information we hold about you. If you wish to see your information, talk to your lead worker who can advise you how to get this information, contact the Early Help Coordinator: Kelly-Ann Reay on 01325 405635 or visit our website at <http://www.darlington.gov.uk/your-council/data-protection-and-freedom-of-information/data-protection/>

Lead Professional

Based on the information you provide, we will find the best people to support you. Someone will be chosen to be your main worker. They are called the 'Lead Professional' and will be your point of contact, organise the meetings, keep you updated and provide you with copies of your family plans. This means you do not need to tell your story over and over again.

Early Help Assessment Procedure

15 days



Feedback and Complaints

Our aim is to put you and your family, first and provide you with the best possible service. It is important you have the opportunity to tell us what you think about the services provided. Your lead worker should discuss how you feel about the way things are going throughout the time they work with you so you can speak to them about the problem or alternatively you can:

- Telephone: 01325 406777
- E-mail: complaints@darlington.gov.uk
- Contact the Early Help Coordinator on 01325 405635

Safeguarding Concerns

Where there is a concern regarding a child's safety, an Early Help Assessment would **NOT** be appropriate - an immediate referral to the **Children's Access Point** is required. Telephone: **01325 406222**.

In an emergency, where there is a concern for the child's immediate safety, call **Darlington Police** on **999**.

Services available

Information about other services for children & young people and adults service providers can be found on the on the Livingwell Darlington Directory:

www.healthwatchdarlington.co.uk/news/livingwell-darlington-directory

This document can be made available on request in Braille, large print, audio, easy read, electronically and in other languages.

Telephone 01325 406222.

This leaflet is endorsed by the Local Safeguarding Children's Board



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