

I have had emotional support as well as support to manage my children's behaviour and bedtime routines (quote from a Northumberland parent)

Being a parent or carer is one of the most challenging, rewarding and important roles anyone can have.

All parents/carers and children should be supported from the earliest years in learning and developing life skills so they can grow up healthy, happy and achieving their goals.

Who will have information about me?

Your Family Help Worker will explain as part of the Early Help Assessment how and when information will be shared about your family.

Our service is confidential and will not share any information without the individual's consent except when we are worried your child or someone may be at risk of harm.

Scan the QR codes below for:

QR code for Family Hubs with arrow pointing left. QR code for Privacy Notice with arrow pointing right. QR code for Compliments & Complaints with arrow pointing left.

Contact Details of your Family Help Worker:

If you need this information in Large Print, Braille, Audio or in another format or language please contact us : Telephone 0345 600 6400 Typetalk 018001 0345 600 6400



Family Help Worker

When your child needs extra support, we want to find the best way forward for them and you as soon as possible.

Sometimes you may need help or extra support to sort out a problem or challenge. This leaflet explains the way our Family Help Workers work, which puts your family at the heart of all that we do.



www.familyhubsnorthumberland.co.uk/early-help

Family Help Worker

How we can support you?

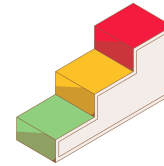
Together, we can work with you and your child/children to help with concerns and difficulties in your life, such as:

- Education, employment and training
- Housing
- Money problems / benefits
- Support you to learn the latest parenting tips
- Keeping your children safe
- Emotional and mental health issues
- Substance misuse
- Domestic abuse
- Dealing with difficult teenage behaviour
- Links to other services and organisations
- Help to explore any special educational needs support, working closely with schools and other partner agencies
- Give your family a voice and advocate for you

We provide support to your whole family

If one person in a family has a difficulty, the chances are it will affect other people in the family too. The person with the problem could be a child, young person or adult. If the whole of your family's views are known, it is more likely that things will improve for everyone. However, our service is voluntary and we will work with family members who want our help.

The support I have had has been amazing, it changed my life and my children's, my worker has been there for me when I needed them and they have made such a difference.
(quote from a Northumberland parent)



How does it work?

The first step - talking with you and your child

Your worker will ask about strengths, any challenges you are having, they will also help you identify your network of wider family and friends. An **Early Help Assessment** is used to understand your family's support needs.

The second step - the Plan

This will involve a Team Around the Family meeting (TAF) with you and anyone 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.

The third step - the review

This is where everyone will come back together to review progress and make sure the Plan is working and if not what parts need to change.

How will these steps help?

The Early Help Assessment and Plan brings together different people who will be able to offer support to all the members of your family. Support could come from a range of services in the community, such as Schools, Health Visitors, Nurseries, Family Hub's, Housing, Employment advice Services, Substance Misuse Services and Probation.

Will it be confusing having all those services involved?

The Early Help Assessment and Plan are there to help reduce confusion. Someone will be identified by you and the other services involved to be the **Lead Professional**. This will usually be your Family Worker whilst they are providing you with support. They will be your main contact point and will keep you informed about what is happening. They will listen to your views and support you and your family during the whole process.

What do I have to do?

The Early Help Assessment and Plan makes sure everyone involved are keeping their word and doing what has been agreed. For this to work well, you and the network should try to keep appointments and be open and honest throughout.