

Who will have information about me?

You will need to sign a consent form to access Early Help support, but, don't worry, we will be clear about how we share your information and will not share your details with third parties without your consent. You can also let us know if there is anybody you do not want to share your information with.

You will always be kept informed about what we are doing and how we are working with others.



How can I find out more?

Give us a call on **01609 780 780**.

Our Customer Service Centre is open Monday to Friday 8.00am – 5.30pm, closed weekend and bank holidays.

Visit our website and send us a message. Go to **www.northyorks.gov.uk**

Tel: **01609 780 780**

Email: **customer.services@northyorks.gov.uk**

Talk to school, health visitor or anyone currently working with your family.

If you would like this information in another language or format please ask us.

Contact us

W: **www.northyorks.gov.uk**

E: **customer.services@northyorks.gov.uk**

T: **01609 780 780** (Monday to Friday 8.00am - 5.30pm closed weekends and bank holidays)

**North Yorkshire County Council,
County Hall, Northallerton,
North Yorkshire, DL7 8AD**

You can request this information in another language or format at **www.northyorks.gov.uk/accessibility**

How will Early Help support you and your family?



What is Early Help?

Early Help is the term used by all agencies to describe North Yorkshire's approach to providing early support to families at any stage of a child's life when a problem or difficulty first arises. Early help supports children, young people and their families to be happy, healthy and safe, as well as helping them to achieve their potential and increasing their ability to manage life's challenges.

North Yorkshire County Council – Early Help Teams work closely with families, schools, health teams and other key partners to provide the right level of support at the right time.

They will support you with concerns you may have about your child/young person. It could be around behaviour, difficulties at school, routines and boundaries or other problems you may be facing. The Children and Families Worker will build on your family's strengths and work with you to find solutions.

Why ask for Early Help?

Being a parent or carer is one of the most important jobs there is but is also one of the hardest. Parents and carers are key to providing children with a happy and stable childhood. If one person in the family has a problem, then the whole family is often affected. Therefore, if the whole family is supported it is more likely things will improve.

Who will work with you?

We will bring together different people who will be able to offer the support you need. This could include schools, health teams, early year's settings, housing and other key partners. But don't worry, while lots of people might be working with you, we will ensure that you have one key person, who you will know well, to support you. This person will be your Children and Families Worker. Your Children and Families Worker will be the main contact for you and will keep you informed about what is happening. They will listen to your views and support you. If you are unsure or unhappy about anything you can call them and talk it through.

It is important that you are able to build a relationship of trust with your Children and Families Worker. They will be open, honest and respectful to you and provide support and challenge when needed.



How does it work?

Step 1 – Talk to you

Your Children and Families Worker will ask about any problems and discuss what support might help, they will also want to know what is going well. They will ask some questions and complete your Early Help Assessment and together you can agree a plan. This assessment will have all the information needed, so it means you will not need to keep telling your story to lots of different people.

Step 2 – The Plan

The Children and Families Worker will arrange a meeting with you and other people who might be able to help. At the meeting they will talk about the kind of support available, and agree a plan with you of how to help and support, this is called the Team around the Family meeting (TAF). This plan will clearly set out who will do what and when it will be done by.

Step 3 – The Review

Everyone will come back together to see how things are going and to agree if there needs to be any changes. The review meetings will happen every 6 weeks and will continue for as long as you need them, to ensure the support provided is making a difference to you and your family.