



## **A message for parents and carers**

When your family needs extra support, we want to find the best way forward as soon as possible. This leaflet explains a way of everyone working together, which puts your family at the heart of decisions made about them.

## **What is Sefton Early Help?**

There will be times when you or your children need support and times when you are not sure what you need to do to make things better. Early Help can support you at these times and make problems easier to understand and quicker to solve.





## How will the 'Early Help Assessment' help my family?

It will help you to see what is going well, where things can be improved and provide a plan of action to resolve problems. You will be fully involved in this throughout and you will be able to access other services if needed.

## How does it work?

If you and your child agree, a worker (e.g. school worker, health visitor, Early Help Worker) will ask you and your family some questions to find out what help and support is needed. A simple form will be completed called 'The Early Help Assessment' which is a tool that all services in Sefton use. It will help gather your information, so you should only have to tell your 'story' once to whatever service you may need.

You and your family will agree to what is put on the form and you will be given a copy. The information gathered will only be available to the services that you want it to be.



## What happens next?

Based on the information you and your child provide, all those who can help your family will work together to provide the support to meet your needs.



### Who is a lead worker?

Throughout the process you will have a person helping you, called the 'Lead Worker', who will keep you informed, listen to your views and support you. They will help coordinate the plan of action and ensure that all the services supporting you are working together.

### Confidentiality

As a rule, information which you and your child provide will only be shared with your family's consent. You will be asked to sign a consent form and the sharing of your information will be explained to you when the Early Help Assessment is completed.

However, there may be times when the people working with you 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 or harm



When an adult is at risk or harm or



To help prevent or detect a serious crime



Further information about Early Help can be found at:  
**[www.sefton.gov.uk/earlyhelp](http://www.sefton.gov.uk/earlyhelp)**

If you would like to discuss Early Help  
with one of our team, please  
contact us on **0345 140 0845**

