



Right Help,  
Right Time



TOWER HAMLETS

# Early Help

Supporting Children and  
Families in Tower Hamlets

Information for families

[www.towerhamlets.gov.uk/earlyhelp](http://www.towerhamlets.gov.uk/earlyhelp)

0207 364 5006 (Select option 2)



## What is Early Help

Early Help is a way of getting support when your family needs it. It's for children and young people of any age from birth through to teenage years and beyond; up to the age of 25 in some cases.

## What are Early Help services?

Early Help can come from all kinds of services and organisations that will work with you and your family. Early Help brings together a range of professionals, some of who may already be supporting you, to work with your whole family to try to improve things for everyone.

Early Help can include support with things like parenting, employment and anti-social behaviour and as well as other worries that families might have about their child and be struggling to cope with.

## What are the benefits for my family?

- **Helping your family EARLY, before things get worse and more difficult to change, is shown to be better for families in the longer term. Research shows this.**
- **You are involved in all parts of the Early Help process and we will listen to you.**
- **You will not be dealing with difficulties on your own.**
- **We will be working with you to build on the things you are doing well so that you will be able to use your strengths to help you overcome any difficulties your family may experience in the future.**

## A few examples of where Early Help Support comes from:

### Education and Early Learning

- Schools
- Attendance and behaviour support services
- Stay and play

- Nurseries
- Parent/child sessions
- Early Learning for 2-year olds

### Family and young people support

- Youth support
- Parenting groups/Courses
- Drop-in sessions
- Domestic violence support
- Groups for male carers/dads

- Children Centre
- Youth employment (Young Workpath)
- Alcohol and Substance misuse

### Advice and welfare

- Housing advice
- Benefits advice

- Adult learning
- Adult employment (Workpath)

### Health

- Health visiting
- Midwifery
- School nurses

- Drop in clinics
- GPs
- Counsellors

- Breast Feeding clinics

## How will Early Help Work for me?

### **Step 1: How do I get Early Help?**

Firstly, If you can, talk to a professional who knows your family. This could be someone at your child's school, a health visitor, a youth worker, or any support worker you are in contact with.

This person will be able to talk to you about what additional help you may need and help you find the right support.

If you feel unable to talk to someone you know, you can call the Early Help Hub or complete the online enquiry form (details are given at the end of this leaflet). Staff in the Hub will talkthrough your difficulties with you.

### **Step 2: who decides what help I get.**

The worker will listen to your experiences and your worries and together you will identify what support you might need and what services are available to best help you and your family.

You might just need one service to support your family and you will be directed to the service. However, if your needs are a bit more complicated, a worker can complete an Early Help Assessment which will help them to understand more about your family's needs and which professionals and/or services might be able help.

### **Step 3: Your family's plan**

Depending on how things go at step 2, your assessment may be shared, with your agreement, with other professionals and you may be invited to a meeting, called a 'Team Around the Family' meeting (TAF). This meeting will be with your family and the professionals who can support your family.

At the meeting you will talk with these professionals and decide what is needed for your family; who will do what; and when this will be done. During the meeting a Lead Worker will be identified who will be your main contact you. They will listen to you and help your family.

Sharing the Early Help Assessment with professionals and attending TAF meetings means that everybody involved can talk openly and offer support.

By having a shared understanding and an agreed plan you should not have to repeat yourself to different professionals to get the help you want for your family.

### **Step 4: Reviewing the family plan**

On a date agreed with your family a TAF review meeting will be held. At this meeting you will review your family plan with the involved professionals and discuss with the workers what is working well and what may need to change.



Support will continue to be offered to your family for an agreed time until Early Help services are no longer needed; and you feel that you and your family are able enough to find your own solutions.

### **Do I have to work with Early Help Services?**

No. Whilst we want to be able to support all families in Tower Hamlets **WE NEED YOU TO WORK WITH US.** It is always your choice to work with Early Help services and you do not have to accept an Early Help service offer.

### **Who will have information about my Family?**

The conversations you have with workers will, with your agreement, be recorded and held electronically and may be shared to make sure you get the right help and support.

This is all explained in the Early Help Privacy Notice which you can access: [www.towerhamlets.gov.uk/ehprivacy](http://www.towerhamlets.gov.uk/ehprivacy)

### **How can I find out more?**

You can speak to a professional who is already working with you and your family about Early Help; you can contact the Early Help Hub: **0207-364-5006 (select option 2)**; or you can seek support through the online enquiry form at: [earlyhelp@towerhamlets.gov.uk](mailto:earlyhelp@towerhamlets.gov.uk)

### **YOUR CONTACT IS**

For further information about other Tower Hamlets Services check out the Tower Hamlets Local Offer: [www.towerhamlets.gov.uk/localoffer](http://www.towerhamlets.gov.uk/localoffer)

If you need a version of this leaflet in large print contact us as above.

