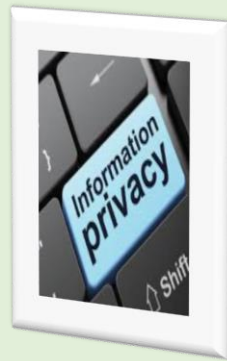


Respecting you, your privacy and any information you share with us.

- If you would benefit from support from different agencies the key points from the conversation and some basic family details should be recorded on the Early Help Assessment form.
- We will need your written consent as we will need to share the information on the form with those other agencies who can help to sort out the issues that have been highlighted during your conversation. This will also mean that you do not have to keep repeating your story to other supporting agencies.
- You will always be able to get an up to date copy of any information that is recorded on the Early Help Assessment form without any fuss or bother. Just ask the person who leads the meetings.
- If you have access to the internet you can find information (available in a variety of languages) about agencies who offer a wide range of support, by visiting the Manchester City Council webpage Help and Support Manchester: [manchester.gov.uk/helpandsupportmanchester](https://secure.manchester.gov.uk/helpandsupportmanchester)

More detail on how we value, store and sometimes share information please visit the Manchester City Council webpage:

https://secure.manchester.gov.uk/directory_record/286986/early_help



The Early Help Assessment

Support for parents and families



What is an Early Help Assessment?

This is how workers from different agencies should work together, with you to sort out any areas of need that your family may want some support with.

It begins with a conversation with you the parent and the professional who gave you this leaflet.

- The conversation looks at different areas of life for you and your family.
- You can talk about how things are going for you with home, housing, work or gaining employment, health, school, college and any social or community issues.
- The conversation will highlight what you feel is working well and what you feel could be better for you and your family.
- It helps those working with you, who are offering you support, to understand what the most important issues to you are and what is needed to offer you some genuine support.
- After your conversation, you and the worker will be able to agree if you just need some information or advice, or if you need a bit more support from different agencies. Helping you to help your family is the key principle of Early Help.

Keeping track of how things are going for you and your family.

If a number of different agencies are needed to help you to make things better, then regular meetings are held with you and them. This should happen on days and times to suit your family's needs and the availability of the people supporting you. This is done to help bring down the number of different appointments or phone conversations you might otherwise need to have. The meetings are usually called Team around the Family or Team around the Child meetings.

It is important that you always feel agencies are working with you to make things better. So the person who has the initial conversation with you, or leads any meetings will look to make sure the following things happen.

- The feelings of any young people or children in the family, can make a difference to how agencies look to support any needs they or you have. Gaining and recording the voice of young people or children will only happen in a planned way with your support.
- Your feelings on how things are going is important to us and over a period of time you should be able to feel that things are getting better.



Things to remember

You may just need some **information** in a single area of life like housing or money management. Please visit our webpage: manchester.gov.uk/helpandsupportmanchester



You may have a conversation with a worker, who suggests using the Early Help Assessment form to record information. This only happens with your consent and provides a record of who has agreed to do what and by when.

Understanding the feelings of everyone in your family is important when trying to improve things. So don't be surprised if a worker speaks to you about gaining "The Voice of the Child" or other people who live with you.

Once things have improved then the Early Help Assessment is closed. Sometimes we will look to see how the Early Help Assessments are being used to make things better for families in Manchester. We will make sure your information is stored safely and that no details that could be used to identify you or your family members is shared with anyone.

Here are some of the agencies who can help with an Early Help Assessment.

