

Family Support



How will my information be shared?

You will be asked for your agreement for Early Help services to come together to support you and your family and to share relevant information to get the right help with the right people.

We will use your personal information so that we can provide the right advice and guidance and provide the help that you require as early as possible. We process personal data because it is necessary to comply with our legal obligations and perform our public duty. We will only share information when it is necessary and lawfully. We will tell you if we need to do this and who we are sharing information with.

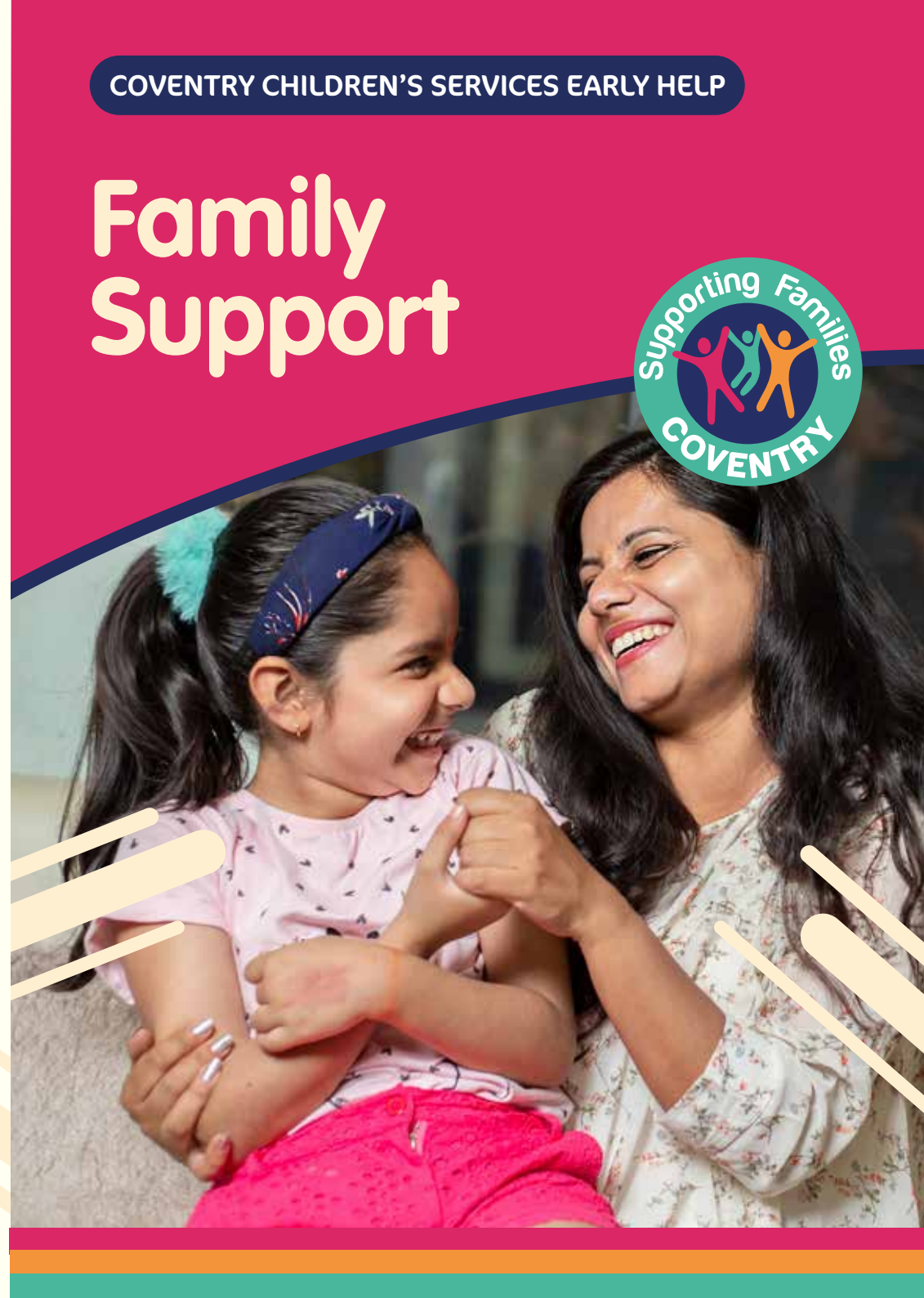
Coventry City Council complies with the Data Protection Act and the GDPR and is registered with the Information Commissioners Office (ICO) as a Data Controller.

The Privacy Notice explains how personal information could be used, what for, who it will be shared with and why.

Request Early Help

Call 0800 8870545

or scan the QR code to visit our website



How do we offer Family Support?

Family support is delivered through a 16 week intensive package of support. We will work with you to understand what help you need and make a plan that may include working with members of your family, friends and other professionals so that you can make positive changes.

We have teams of Supporting Families practitioners ready to help children, young people and their families

We can help with the following situations:

- + **Education** - we can help children and young people access good education that meets their needs.
- + **Early Years development** - we can help children have good early years development and the best start in life.
- + **Mental and physical health** - we can help families be healthy and emotionally well.
- + **Substance misuse** - we can help your family be safe from the impact of substance abuse.
- + **Family relationships** - we can help your family to thrive and support your relationships to be positive.
- + **Children and young people identified as being at risk of abuse and exploitation** - we can help ensure children and young people are safe and protected from abuse and exploitation.
- + **Crime prevention and tackling crime** - we can help your family be safe and protected from the impact of crime.
- + **Domestic abuse** - we can help your family be safe from the impact of domestic abuse.
- + **Secure housing** - we can help you to live in secure and suitable housing.
- + **Financial stability** - we can help your family be financially resilient.

To get help from the **Supporting Families Team** you will need to have three or more of the issues listed. We can also help you access the right help if you have one or two issues facing you now.

How could you and your family benefit from family support?

The Supporting Families programme is designed to help your family in the difficult moments of your life. Our team of practitioners are skilled professionals and want to help your family be the best that you can be. The earlier you get help the better.

What happens if I don't want the help?

You do not have to take the support that we are offering you, this is a voluntary programme and you can tell us at any time if you no longer want the support. We aim to help you get to a successful outcome within 16 weeks.

How do I get support?

If you want to receive early help from the team, please speak to someone from your child's school, your health visitor; pre-school or nursery; or any service that is working with your family.

If you are not currently working with anyone, you can request help by visiting your local Family Hub or visit www.coventry.gov.uk/applyearlyhelp or call **0800 8870545**. All help is free and confidential.

Who will help?

Your family will be allocated a Supporting Families practitioner, who will work with you to find the help and support you need and bring a team of professionals that can work with your family.

How we will work with you

The help offered to each family depends on your needs. The Supporting Families practitioner will help each family to develop your own support plan. They will find out what matters to you and what you want to change. We will do this by gathering information about your family (an assessment) which will inform the plan. We will review this plan regularly with you. Your Supporting Families practitioner will be your single point of contact and they will co-ordinate your family plan and the team around your family.