



**EARLY**Help  
Support when you need it

# Hounslow Early Help Offer

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INFORMATION FOR FAMILIES



London Borough  
of Hounslow



## WHAT IS EARLY HELP?

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Early help is about providing extra support at an early stage for you and your family (children up to 18). This could be for example with learning, health, parenting or support for teenagers.



## CAN I SAY 'NO' TO EARLY HELP AND DOES IT MEAN THAT MY FAMILY 'IS UNDER SOCIAL SERVICES'?

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If you would like extra support, then we hope that we can work together through early help. But, the decision is yours. The practitioner you are working with will discuss early help with you and explain in more detail what it involves and what your options are. Then, you can make your own decision.

Working with early help services does not mean you are 'under social services'. It is about offering additional support. If things change and there is a possibility that social care may be a better service to support your family then this will be discussed with you and you will be kept involved. Sometimes if your family has been working with social care, your Social Worker may recommend early help as a way of accessing support for your family once your work with social care has finished.

## WHAT IS TEAM AROUND THE FAMILY?

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If you are working with more than two practitioners from different services at the same time, Team Around the Family (TAF) brings all the people supporting you together at the same time, to have a regular conversation together about how things are going and what you all agree the next steps will be. TAF means that you don't have to keep repeating things to different practitioners as everyone receives the information at the same time. It also means that practitioners can work better together as a team to support you because everyone will follow the same plan.

### There are four steps to TAF:

- 1 A conversation about what is working well for you and where you would like extra support. This is recorded on a CFAN document, which will be shown to you. The CFAN records in writing what is working well for you and where you would like support.
- 2 Meeting as a team to put together an action plan with you. Your plan will be written down and shared with the whole team.
- 3 Coming back together at regular intervals to look at how the plan is going and how you feel you are doing. Reviews will be written down and shared with the whole team.
- 4 Ending the TAF when the team agrees the plan has been achieved.

You will agree with the team a named Lead Professional who will be your main point of contact and will coordinate the team.

## HOW CAN I ACCESS EARLY HELP?

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Many services in Hounslow offer early help, including schools, children's centres, Health services, Education services and others. The best place to start is to speak with a practitioner you already know and trust, or to drop in where you see the logo and ask about early help. Further information about early help can be found online at [www.hounslow.gov.uk/earlyhelpoffer](http://www.hounslow.gov.uk/earlyhelpoffer) or you can also phone the Council's children's services team on 020 8583 6600.

## WHAT HAPPENS TO MY INFORMATION?

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The information you give on your CFAN document, at your TAF meetings and for referrals to services will be shared with the practitioners in your team via a secure database based within the Council. See our Privacy Notice at [www.hounslow.gov.uk](http://www.hounslow.gov.uk) for more information on what information we collect for early help and why. If at any time a practitioner believes a child or adult is at risk of harm, or that a serious crime has been committed, information will be shared with the relevant agencies. If you have concerns about what will happen about your information, or you are worried about information being shared with a specific service, please discuss this with your practitioner.



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