






Family services early help support

A guide for families

Heywood, Middleton and Rochdale Clinical Commissioning Group

ROCHDALE BOROUGH COUNCIL

Delivered in conjunction with a range of other partners





What is early help?

Every family goes through challenging times at some point, and it is ok to ask for help. Early help means working with you and your family so that small problems don't become big problems, and help you be the very best family you can be.

Early help is for everybody, for families with children and young people of any age. It is about helping as early as possible; from pregnancy to your child being 18. It is about looking at what help you need as a family before you start to struggle. The earlier we can get the support, the better the outcome.



It is your choice whether or not to have early help and you can stop at any point. You can say who sees your information. The only time the person you talked to has to share information without your consent is;

- If they think you or a child is at risk of harm
- If they think that the information could help prevent or detect a serious crime

Why would I want early help?

You're concerned about how your child is doing at school

You might be worried about your child's health, development or behaviour

You need help with childcare

You care for a disabled child

You're pregnant and need some advice, support or guidance

You're worried about money, housing or benefits and how that is affecting your family

You think your family would benefit from mental health support

Your child is a carer for other people

Your child or family is affected by, drugs, alcohol or crime

There are lots of varied reasons, just talk to us and see if we can help

Maybe you have had a bereavement in the family and this has made life difficult

You want to sort a problem out before it becomes a bigger issue



Where can I get early help?

If you feel that you and your family might need some support to solve your problem, you can ask someone you trust about getting early help. This might be a teacher at your child's school, your GP, your health visitor, nursery staff or your housing officer.

If you would find this difficult then you can always contact our early help locality team for your area, they will work with you to find someone to talk to and someone who can help.

Details of your local early help team can be found on the back of this leaflet.

Sometimes, if someone is worried that you are having a difficult time or experiencing a problem then they might ask you if you would like to talk about early help and how it can help you and your family. It is entirely your choice to have early help support.

What type of early help is on offer?

Early help is delivered by many partners across the borough, all working together to help and support families.

This leaflet cannot possibly list all the help on offer but here are some examples;

- help with housing, finance or benefits
- parenting and childcare support
- mental health or counselling support
- health support and school nursing
- special educational needs support
- help managing child's behaviour
- youth service support
- employment support

Our Rochdale is a useful directory (**ourrochdale.org.uk**) of services for health and family support providers across the borough. It provides a lot of examples of early help support that is available.

What will happen when I ask for early help?

- Talk to us about the problems you are experiencing.
- Have a conversation with us what help and support you think you might need so we can understand how we can work together to improve your situation. This is also your opportunity to tell us about the things that are going well, the things you're proud of and the things you would like a bit more support on.
- We might want to talk to your child / children in this conversation, to make sure we understand how they are feeling and for them to share anything that they might want some help with too. Together, you will all agree to write down what you talked about.
- What happens next will be different for every family, because not all families are the same.
- We'll talk to you about a plan (an early help assessment). We'll suggest meeting with other people who will be able to help; (team around the family/ TAF meeting).
- You might want to get a service like a children's centre or special educational needs team to give you the help you need. These are just a couple of examples, there is a lot of support out there for our families and young people.
- If you decide you'd like some early help then we will ask if we can share details of our conversation. This is your decision, it's to make sure that those who'll be supporting you will be able to do a good job for you and understand you, your family and your journey properly. It also helps us make sure you tell your story once, as we appreciate how hard this can be for some families.



Where can I get more information?

Visit our websites:

rochdale.gov.uk/earlyhelp

ourrochdale.org.uk

Contact your local children's centre:
rochdale.gov.uk/surestart

Contact your early help locality team;

Rochdale Locality

rochdale.earlyhelplocalityteam@rochdale.gov.uk

01706 925200

Pennines Locality

pennine.earlyhelplocalityteam@rochdale.gov.uk

01706 922600

Heywood Locality

heywood.earlyhelplocalityteam@rochdale.gov.uk

01706 927500

Middleton Locality

middleton.earlyhelplocalityteam@rochdale.gov.uk

0161 662 5100

