

How will information about you and your family be used

The Family Thrive team collects and uses information about children and families we work with to help us provide services which meet their needs.

We also work with a range of different services and organisations who may already know your child or wider family. Where we believe it may be helpful to talk with other services and share some information, we will discuss this with you and explain what will happen, seeking your agreement to what is shared.

We will not share or request information from any other service without discussing with you first, unless we are concerned that this would put somebody in a situation where they are at risk of significant harm or we have another legal reason for doing so. Any information we gather about you and your family will be stored safely and secured by the Family Thrive team as part of your records. When our work with your family comes to an end we will keep a record of any contacts we had and what we did.

If you have a concern or complaint about the use of your information please email: dpa@lewisham@gov.uk

We want to help you

Every family faces challenges. Targeted Early Help means working with you and your family so that small problems don't become bigger.

**Building
stronger
families**



Where can I get Targeted Early Help?

Call our front door service, the Multi-Agency Safeguarding Hub (MASH) on 020 8314 6660. If you would like to find out more about how we can help you can speak to one of our duty workers on 020 8314 7333 or email at FamilyThrive@lewisham.gov.uk.

What happens next?

What happens next will be different for every family or young person.

You might meet with a Family Practitioner and make a plan with them to sort out the problems you have identified. This is recorded in the Early Help Assessment.

If you decide that you'd like some help, people from different organisations can talk to one another, share information with your consent and work together with you to help to support you and your family.

Family Thrive

Targeted early help for families



Right support at the right time for Lewisham's Children, Young People and Families



**Lewisham
Safeguarding
Children Board**



Introduction

The Family Thrive is a consent based Targeted Early Help Service. Family Thrive works with families who have children aged 0 to 18 years, who may require additional support to help them be happier and healthier. They work closely with schools and other professionals with your consent.



The Family Practitioner

A Family Practitioner is someone who will be working with you and your family as the lead professional.

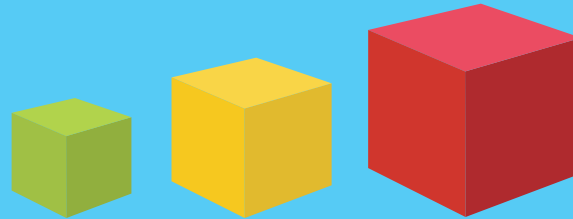
The Lead Professional is someone who will make sure you receive the right support at the right time by working together with you, your family and any other professionals involved.

They will always:

- Ask your permission.
- Keep you informed.
- Listen to your wishes and your worries.
- Meet with you regularly.
- Help make changes to areas of your family life causing you worries.
- Complete an Early Help Assessment with you.
- Arrange a TAF with you.



Stop small problems getting BIGGER



The Early Help Assessment

An Early Help Assessment (EHA) is nothing to be worried about. It can start with a conversation to work out how to help you stop small problems becoming bigger and more difficult to manage.

It is good to talk about things that are going well and things that you're proud of as well as things that you're finding a challenge.

Together you'll agree what to write down in the EHA so there is a record of what you talked about. If help is needed from other services you do not need to keep repeating your story.

Parents: It is really important that children's views are included in the EHA. With your consent the person will talk with your child or children, or arrange for somebody who knows your child or children to speak to them.

The Team Around Family Meeting

A Team Around Family (TAF) brings together people you know or who can offer support. Together, they can help you and your family find ways to solve any problems you are having.

- You can say who you want to come to the meeting.
- All agreements are made with your consent.



Early Help Coordinators

If you do not need a Family Practitioner, an Early Help Coordinator can speak to you about which Early Help service may be the most useful for you and your family. They will not be allocated to you as your lead professional.

They can:

- Support you with a TAF.
- Signpost you to services
- Make onward referrals.