



Family Help Assessment

A guide for parents and carers



Why are you having a family help assessment?

You, or someone else on your behalf, has asked for help with an issue which affects your child, or they may be worried about you or your child.

What is a family help assessment?

To help us in our work with you, we need to know more about you and your family. A family help lead practitioner will gather information on your situation with help from you, your family and other services.

This process of understanding the situation, needs and wishes of your child and family is called an 'assessment'.

An assessment helps to agree what help and support you and your family might need (if any) and who is best give it.

The family help lead practitioner will work with you to complete a family help assessment. The depth of the assessment will be determined by the level of need or concerns. For all assessments certain core information will be gathered and when there is enough information to make a decision, the family help lead practitioner will write the assessment and establish a plan of action which will be agreed to help you.



How is the family help assessment carried out?

Your family help lead practitioner will usually meet with you and your family a number of times. With your agreement they will also talk to other people and professionals to gather and share relevant information to complete the assessment. They will always do this in a way that helps you to have your say and encourages you to take part. Where children are old enough to take part in the assessment the family help lead practitioner will help and encourage them to do so.

Your ethnic and cultural heritage will be taken into account in the assessment and if you would like it, we can arrange help in a different language.

After the assessment has been written by the family help lead practitioner they will discuss the content with you. When the assessment has been authorised by their manager, a copy will be given to you.

If you do not agree with what is written in the assessment when it is completed, you can record your comments on the assessment document and return this to the children's team and they will ensure your views are clearly recorded.



How long will it take?

A family help assessment ends when there is enough information to make a decision about what support may be needed. The length and depth of the assessment will be agreed by the family help lead practitioner, with their manager. We aim to complete all assessments within ten working days. In exceptional circumstances it may take a little longer and your family help lead practitioner will explain any reasons for this.

How can you help us?

Working with us to complete the assessment will help the family help lead practitioner recognise the strengths you and your family have, as well as any areas of difficulty.

An assessment is an important part of our work with you. In a small number of cases, there are serious concerns about a child's safety. Making sure the child is safe is our first concern. Your family help lead practitioner will discuss this with you.



What can you expect of us?

We will listen carefully to what you have to say, offer advice and, if appropriate, support to bring up your children and deal with any areas of difficulty. We will keep you informed about what we are doing and thinking. With a little help most families can sort out their difficulties and our aim is to help you do that.

What if I do not agree to engage?

The family help lead practitioner will do all they can to reassure and engage with you. If you choose not to engage the family help lead practitioner with their manager will have to consider the concerns raised. Where the safety of a child is at risk family help lead practitioners can speak to other services if necessary. If we consider this is needed, we will tell you. We will write a written record detailing the concerns and actions taken by the family help lead practitioner and share this with you.

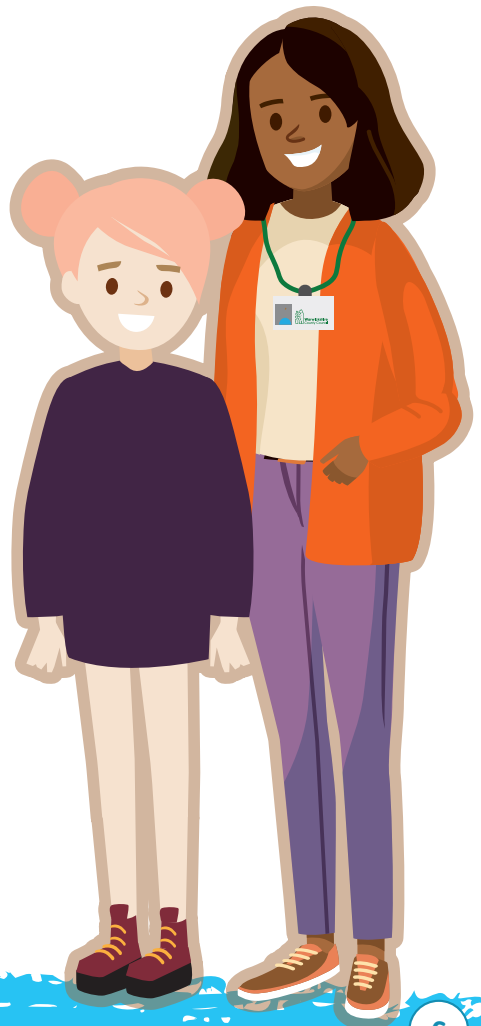


What do you do with my information?

Warwickshire County Council and partners work together to provide you with public services and we may need to share information. We will do this in a way that protects your privacy and confidentiality. For more information please visit

www.warwickshire.gov.uk/privacy

We treat any information you give us in confidence within the organisation, among those needing to know. If we need to discuss it with anyone else, we will usually ask your permission. The only exception is if we get information that suggests a serious threat to a child's welfare. Your family help lead practitioner will discuss this with you.



Further information

If you require further information about our services, any member of staff will be pleased to help you, or you can contact the customer relations team at:

Tel. **01926 410410**

Email. **customerrelations@warwickshire.gov.uk**

www.warwickshire.gov.uk/childrenandfamilies

Information in other formats

If this information is difficult to understand, we can provide it in another format, for example, in large print. If you require this leaflet in another language, please contact **01926 359177**.



Warwickshire Family Information Service

Contact us for a wide range of information relating to children and young people aged 0-25, including: childcare, money, debt and benefits, housing, SEND, health and wellbeing, and so much more.

warwickshire.gov.uk/fis

FREEPHONE: 0800 408 1558

Email: fis@warwickshire.gov.uk



Stay up to date with the latest news to help your family at:

warwickshire.gov.uk/parentupdates

