

Working  
with you  
to make  
things  
better...

If you have any questions you can  
contact your lead worker

On .....

My first meeting will be

On .....

At .....

With .....



**Family Support Process**  
**01603 228858**



If you need this information in  
large print, or in an alternative  
version, please contact Norfolk  
County Council on 0344 800 8020.



CB 2250 4/14



## The Family Support Process

- What is it?
- How can it help your family?

Information  
for parents  
and carers

# Norfolk Early Help • The Family Support Process

Information  
for parents  
and carers

**The Family Support Process** helps us bring together the right people to support your family.

## What is the Family Support Process?

**The Family Support Process** is the standard way that people who work with children and families can find out what sort of support your family needs and offer help at the earliest opportunity. The aim is to make sure that the people who provide support, work together effectively.

## How does it work?

Finding out about what is working well and about some of the areas you and your family might like some support with, is a bit like doing a jigsaw puzzle. First we need to have all the pieces before we can put them together to make the whole picture and decide together the best way to help.

If you agree, your worker will use the **Family Support Form** to gather the right information to share with others who can help.

**By doing this you should only need to tell your story once.**

A team including you and your family will decide together the best way to help and work with you to put together a plan of action. Those involved will agree with you what needs to be done and be clear about who is going to do it.

## **The feelings and wishes of you and your children should always be included.**

A **lead worker** will be chosen. You and your family should have a say in who this person is going to be. The lead worker will be your main contact and will be able to answer any questions you have.

The Team will meet regularly to see what has been done and what still needs to happen.

You and your family should be fully involved and feel supported in these meetings.

## **Who might be involved?**

We will discuss with you who should be involved, this could include, workers from school, health, the children's centre or others who work with families.

## **It's up to you**

You can choose to be involved in this way of working and you have the right to withdraw at any stage. It really is your choice.

Older children may want to make their own decision to be involved in the family support process or not. They have the right to make this decision.

## **Who will see information about my family?**

As a rule the information on your Family Support Form will not be shared with anyone else unless you agree to do so.

However, there may be times when people working with you have a duty to share information.

## **For example**

- If we need to find out urgently if you or someone else is at risk of harm
- To help stop a crime.