

Newcastle City Council have introduced an Early Help Plan (Replaces the CAF) for families who are in need of support

How does Early Help work?

Step one – Getting help

Have a chat with a teacher, health professional or support worker – they can help you look at what types of support are available and who might be able to help.

Your local Community Family Hub also has services and support for families and children. You can also ring the Early Help Team.

Step two – Talking with you

If you decided to take up Early Help, the worker will listen to you, your children and important family members to find out what matters to you. The worker will ask about any difficulties that you and your family are having. They will also want to know about what is going well.

The worker will ask about the extra support that you think you might need and tell you about what is available.

You can say no to Early Help support, but if things change, or you change your mind you can ask for help again.

Step three – the Early Help Plan

You and your family will be invited to a meeting with the different people who could help your family. This could include workers from schools, health, the Community Family Hub, and a wide range of other services. This is called a Team around the Family (TAF).

At the TAF meeting you and the workers will decide together what support you need and what is available and a plan will be agreed saying who is going to do what and when.

Together everyone will agree on a Lead Practitioner. This person will be your main contact who will keep you informed, listen to your families' views and support you during the whole process.

Step four – the review

This is where everyone will come back together and see how well the plan is working and if anything needs to change. At this stage everyone might decide that things have improved enough for Early Help to stop. If there are still things that your family needs support with, Early Help will carry on and another review date will be set.

What are the benefits of having a Team around the Family?

Families often say that they have to speak to lots of workers and repeat the same information about what's happening, or that it seems as if all of the workers involved don't speak to each other. Because you will have a team working with your family, they can share information

with your permission to make sure that you receive the most useful help you meet your family needs.

Does this mean Children Social Care will be involved?

There may be times when the people working with you may need to share information with children social care to make sure you family are safe.

This could be because;

- They need to find out urgently if a child or young person is at risk of serious harm
- A child or young person is at risk of harm and needs help
- An adult is at risk of harm or needs help
- A crime could be prevented or detected

There may be times when Social Care recommend Early Help for your family. This is usually when your family needs support.

What happens when I stop needing Early Help support?

When you and the TAF agree that things have improved the Lead Practitioner will give you information about local services you can still use. If at any time in the future you feel your family needs support, you can ask for Early Help again.

How can you find out more?

Talk to a worker who is in contact with you and your family. This could be someone from school, the Community Family Hub, a health worker. For more information about Early Help, you can call the Early Help Team or your local Community Hub on the numbers below.

Search for Services on the Newcastle Support Directory

The Newcastle Support Directory can offer information and advice about local services that can help you, as well as being able to support you with finding childcare and apply for a school place

You can search the online directory [here](#).

Early Help team 0191 211 5805

If you have any questions, please talk to your support worker or Lead Practitioner. You can contact the Early Help team on 0191 211 5805 or email earlyhelp@newcastle.gov.uk.

You can download the [Early Help leaflet for Families](#) here.

Ring your Community Family Hub

Central - Galafield, Newbiggin Hall	0191 277 7800
East - Byker Sands	0191 275 9636
West - Health Resource Centre, Benwell	0191 277 3742

If you have concerns about a child or young person being at risk of harm, you should ring the Initial Response Service on 0191 277 2500.