

Family Help Service

Hackney Children and Families Service is here to offer support to children and families in a range of circumstances. We will work with you to understand your family's strengths and needs, work respectfully with you to overcome challenges, and stay together safely.



Our Family Help Teams, including Family Help Practitioners and Social Workers, offer a range of skills. We are based at your local Children and Family Hub.

We want to meet with you to complete a Family Help Assessment if you contacted us for support, or a referral was made due to a need for support or concerns about a child's well-being.

During the assessment, we will:

- Listen to your views.
- Contact both parents/those with parental responsibility.
- Visit all children in the home, seeking to speak to older children alone if possible.
- Ask about your support network (family, friends, community, or faith groups) so that we can build on the support that you already have in place.

- Ask about peer groups or places that your child spends time in, if there are worries about risk outside of the home.



- Seek consent to gather information from other professionals to help us understand your family's needs (GPs, schools, etc.)

Your perspective is vital; the more we understand, the better we can offer support. You will be involved throughout the assessment, and we will share a copy of your Family Help Assessment with you.



After the Family Help Assessment:

We will create a plan with you and your network. Outcomes include:

1. No Family Help Service needed:

You continue with existing support, possibly signposted to community services or referred to another service with your consent.

2. Family Led Decision Meeting:

We can support you, your family, friends, community, or faith leaders as relevant to develop a plan together to address needs or concerns. We will review your plan and think together about whether this plan fully meets your needs and your child/children's needs.

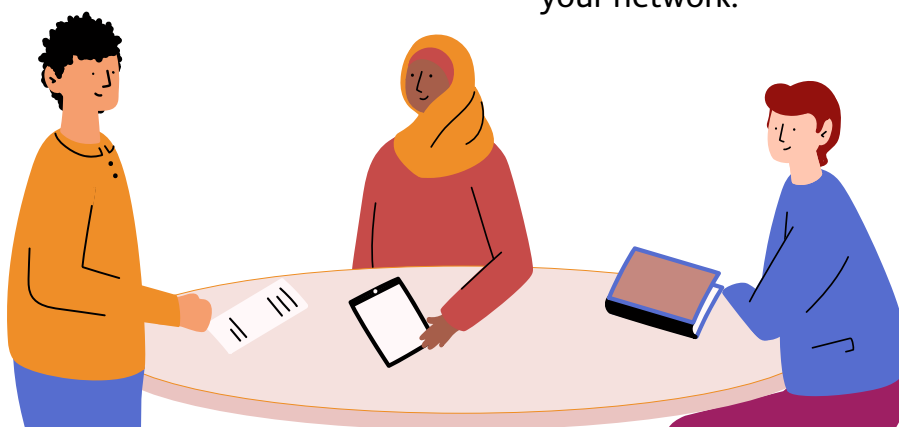
3. Family Help Plan where further support is needed:

We create a Family Help Plan with agreed goals to build on strengths and address concerns. We visit you and your child/children at least every 4 weeks to progress the plan and review it with you and your network every 3 months in a joint meeting.

The review meeting includes you, your child/children (if appropriate), your Family Help Practitioner or Social Worker, key professionals, and people in your network, such as wider family members, friends, or community/ faith leaders (if you wish). The plan ends when you and the professionals agree that goals are met.

4. Risk of significant harm:

If we are worried that your child/children are at risk of significant harm, including outside of the home, we will hold an Initial Child Protection Conference. We will provide you with more information about what this will involve, what to expect, and how you can prepare and contribute to discussions at the Conference. You and your child/children will be offered separate independent advocacy, and you can involve key people from your network.



If you are unhappy with our service, first, speak to your Practitioner/Social Worker and their Manager. If you still are unhappy, make a formal complaint via children.complaints@hackney.gov.uk or **020 8356 5800**. We also welcome positive feedback to improve our services.

Your Local Children and Family Hub offers a wide range of support and services - use this link to find out more

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=WJgD-A61Vbw>

Accessibility statement

If you require this document in a different format, please email your allocated worker.

They will consider your request and respond to you within five working days.

