



Liverpool
City Council

Family Help in Liverpool

what to expect



fisd.liverpool.gov.uk

All agencies that work with children, young people and families in Liverpool are responsible for listening to your concerns and worries and work closely with you to make sure you and your family get the right support at the right time.

We want to help you

Every family can face challenging times. Family Help means working with you and your family so that any small problems don't become bigger.

There are many reasons why you may need Family Help

- You are worried about your own or your child's mental health and the impact it is having on their behaviour.
- You care for a disabled child or you are a young person caring for other people or maybe you've had bereavement in the family that's made life a real challenge.
- It may be that you're worried about money or housing and how that is affecting your family.
- Maybe you or your child/family is affected by domestic abuse, drugs, alcohol or crime.

In these instances, Family Help can be a way of bringing agencies together to ensure you get the support you need.



Where can I get Family Help?

If you feel you and your family might need support to solve some emerging or developing problems, you can ask someone in your life that you trust about Family Help. This might be a teacher, GP, health visitor, nursery practitioner, a housing support worker, or any other professional supporting you.

Sometimes if someone is worried that you're having some problems, they might ask you if you would like to talk about Family Help.

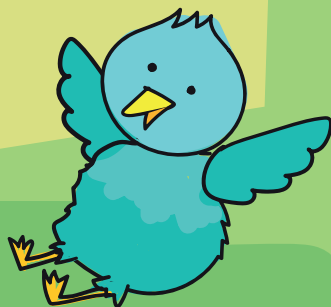
What will happen when I ask for Family Help?

A person you trust in your life will talk with you about the problems you're experiencing. They will ask what help and support you think you might need. After this conversation they may suggest completing an Family Help Assessment.

A Family Help Assessment can help to stop small problems getting bigger.

The Family Help Assessment

A Family Help Assessment (FHA) is nothing to be worried about. It can start with a conversation to work out how to help you stop small problems turning into big problems. 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 FHA 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 important that children's views are included in the FHA. With your consent the person will talk with your child/ren or arrange for somebody who knows your child/ren to speak to them.

What happens next?

This will be different for every family or young person. You might make a family plan with the person you spoke with to sort out the problems you have identified. This is recorded in the Family 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/or your family.

The Team Around the Family meeting (TAF)

A 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. Regular TAF meetings help make sure that you are getting the help you need and can see that things are getting better for your family.

For more information about Family Help see:

liverpool.gov.uk/children-and-families/childrens-social-care/keeping-children-safe/family-help-assessment/

To speak to someone in this organisation about Family Help please contact:

Mrs O'Connell

0151 922 1924/ 0151 922 3106