

## What Families have said about the Team Around the Family process

*“It was great to have all the agencies working together to support me and my family. It has made a big difference as there was a clear plan in place”.*

*“I felt that I was listened to and have had the opportunity to explain what was not working at the moment and what support I needed”.*

*“Meeting up every few weeks kept everything on track and I could see a light at the end of the tunnel”.*

*“It has made such a difference – it is the first time that I have felt progress has been made for my family”.*

*“It was good to know what is available to support me and my family and that everyone is working together, on one plan”.*

## How can I find out more?

Give us a call on **01609 780 780**.

Our Customer Service Centre is open Monday to Friday 8.00am – 5.30pm, closed weekend and bank holidays.

Visit our website and send us a message.

Go to **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)**

Tel: **01609 780 780**

Email: **[customer.services@northyorks.gov.uk](mailto:customer.services@northyorks.gov.uk)**

Talk to school, health visitor or anyone currently working with your family.

If you would like this information in another language or format please ask us.

## Contact us

W: **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)**

E: **[customer.services@northyorks.gov.uk](mailto:customer.services@northyorks.gov.uk)**

T: **01609 780 780** (Monday to Friday 8.00am - 5.30pm closed weekends and bank holidays)

**North Yorkshire County Council,  
County Hall, Northallerton,  
North Yorkshire, DL7 8AD**

You can request this information in another language or format at

**[www.northyorks.gov.uk/accessibility](http://www.northyorks.gov.uk/accessibility)**

# Team Around the Family - A Guide for Parents and Carers



## What is Early Help?

This leaflet is to help you and your family understand the Team Around the Family (TAF) approach and the Early Help Assessment (EHA) process.

## What is Team Around the Family?

Team Around the family, sometimes known as TAF, means just that – a team of people who will work with you and your family to ensure that you get the support you need when you most need it.

## Why does my family need a Team Around the Family Meeting?

Some children, young people and their families need extra support. When this happens, people with experience of dealing with similar issues will work closely with you and your family to provide the support you need.

Team Around the Family is voluntary and requires your consent to arrange.

## How does it work?

We bring together all professionals and agencies that are currently working with you, or that may be able to help you and your family to get the right help and support at the right time.

We will listen to you and your family to understand what is working well and what you need extra help with. With your consent we will complete an Early Help Assessment. The Early Help Assessment is usually completed by a professional you will know and have agreed to work with. It will be completed with you at a place you agree to, for example your home, Children and Family Hub or at school.

The person who completes the Early Help Assessment with you is called the Early Help Champion. They can be supported by the Children and Families Early Help Consultant and together they may work with you to put together a family plan.

Your family plan will set out the support your family needs, including any help from other services or agencies.

Children, young people and their families are always at the centre of everything that we do so you will have a say in putting together your family plan including who will be involved and how they will support you before we agree it together.

## How do I arrange a Team Around the Family meeting?

You can ask any agency or professional who is supporting you, including a Health Visitor, Teacher, or someone working at the Children and Family Hub about arranging a Team Around the Family meeting.

If you are not sure who to speak to about this, please contact your local Early Help Team on the following numbers and someone will talk to you about how a Team Around the Family meeting might help you and your family

**Early Help Central** - Selby, Hambleton, Richmondshire **01609 534 829**

**Early Help West** - Harrogate, Knaresborough, Ripon, Craven **01609 534 842**

**Early Help East** - Scarborough, Ryedale, Whitby **01609 534 852**

## Frequently Asked Questions

- Q** *What will happen to my Early Help Assessment and will you keep my information safe?*  
You will get a copy of your completed Early Help Assessment to keep. The person you complete it with and the Children and Families Service will keep copies in a secure place with restricted access. They will only share the information with people you have agreed can see it. This assessment will have all the information needed, so it means you will not have to keep telling your story to a lot of different people.
- Q** *How often will I need to go to a Team Around the Family meeting?*  
With your agreement you will usually need to attend every 6 weeks to make sure you are getting the support agreed and to review you and your family's progress.
- Q** *How will I know if my Team Around the Family action plan is working?*  
We will review the actions we agreed in your Team Around the Family action plan at every meeting. At the beginning and end of the Team Around the Family meeting you will be asked some questions to help us find out how useful it has been for you and your family and if the support provided is making a difference.
- Q** *Will I be referred to a Children's Social Worker?*  
All adults have a duty of care for children and young people and must report any safeguarding concerns to Children's Social Care. However we deal with a lot of issues that do not need the help of a Children's Social Worker. If your family does need more intensive help and support from a Children's Social Worker we will talk to you about it and agree with you the best way to get the right help.