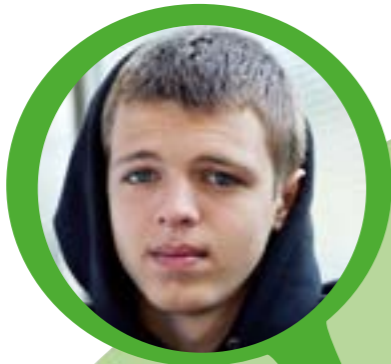


What support do I need?



Universal, 1

Universal Services means all the services that me and my family use most days" Things like: School, GP, Library, Police, Youth club, Children's Centre, the park, Leisure Centre, Housing & Benefits and Health Service.

Early Help, 2

Early Help is talking about the people you go to for help when things start to be a problem. People like a counsellor, a Teaching assistant in your class, extra help from a Health Visitor for your mum and baby brother or your school nurse. People who help sort housing problems or debt problems or help when you can't find a job.

Targeted Early Help, 3

This is the kind of help you get when things in your life are getting complicated and worrying. You may need a couple of different services to work together with you and your whole family to make things better. Usually somebody will take the lead to make this happen. You might have a keyworker who will work with your whole family from Think Family or Intensive Youth Support, Family Resource Team or Integrated Support

step up, step down

Not everybody needs a social worker but they do get involved when people are worried that your family needs help or if you need to live somewhere for a while and there is no one else in your family you can live with. A social worker will lead the support to you and your family to make sure you are safe.

Children's Social care, 4

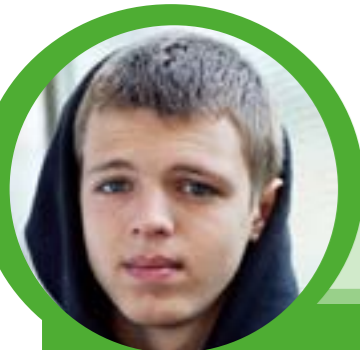
If you are in danger ring
Police 999

To speak to a social worker
ring 01403 229 900

Out of Hours Emergencies. 03302226664

If unsure talk to an adult you trust.

Everybody is different Get help when you need it.



Universal, 1

My name is Aaron, I am 14 and I live with my mum, my step dad and sister Karen who is 7.

I think 'Universal Services' in this diagram means all the services that me and my family use most days. Things like my school, the library, my youth club. My dad and I go to the swimming pool on Saturdays while Karen goes to her dance club at the Leisure Centre. Karen goes to an art club on Fridays when mum works late after school.

The Police and Fire Brigade are Universal as they are there to keep everybody safe. There are other services that we use less often but they are still there for everyone like your Doctor or the dentist and our school nurse. There is a youth worker in our club (Tim) who runs the club and sometimes organises things for us to do in our area. When my mum told me she was going to get married again to my step dad it got me down for a while. I talked to Tim about that and it helped get my head straight without a big drama.

Level of assessment and plan



Early Help, 2

My name is Bee and I am 14 years old. I think Early Help on this diagram is talking about the people you go to for help when things start to be a problem.

I live with my mum and my Nan and my kid brothers Ty who is 4 and William who is 7. Our dad died a few years ago and things have been harder at home because we don't have the same money we had before he died. We had to move into my nans because mum couldn't afford the rent anymore and we got school dinners which helped too.

Mum got help from a lady who helped her sort out the money we had and things are a bit better now. She also went to the GP because she was crying a lot and he arranged for her to see someone.

I talked to my class tutor about what was happening and she got me and my brothers help from Winston's Wish. They are a charity that help families who have had someone important die. I went on their website and did some of the stuff on there myself but our whole family went on some family days with them and we talked about what it is like now dads gone. It was good.

I have more responsibility in our house now. I am a bit worried about my brother Ty. He has a bad temper and makes my mum cry when he won't do what she tells him. She said she is going to go to a group for parents who have children who behave the way Ty does so she knows how to help him more.

Early Help plan



Targeted Early Help, 3

I am Asher and I am 13 years old. I live at home with my mum and dad. I have 2 brothers Zac, my twin, Chuck (who isn't called Chuck but we call him Chuck), and my sister Lee who is 9.

I think my family are using the services at the third level on this diagram which they call Targeted Support. My dad lost his job a couple of years ago and he got depressed. He also started drinking a lot more when he was at home. My mum was working part time but we didn't have much money coming in and sometimes mum went to the food bank to get us extra food and the school helped me and Zac with school uniforms.

At first the rows at home didn't happen very much but when dad was drinking they got worse and one night Zac got between dad and mum cause we thought he was going to hurt her. My neighbour called the police who came and took dad out of the house.

Mum and Dad got some help after that about Domestic Violence. Zac has been really angry at dad since then and now they have lots of rows even though dad isn't drinking anymore and is getting help to find work. Dad keeps saying that if Zac isn't careful he will have to leave the house which makes me really scared.

Zac is mad at everyone and he got excluded from school last week which was embarrassing as we go to the same school. The Think Family Service are working with our whole family now and they organise meetings where all the people who are helping our family (our school, the Worth service, Dads 'Addaction' worker), come together and we talk about how things have got better or worse and what needs to happen next so that things keep getting better in our house.

Early Help Plan



Children's Social Care, 4

My name is Tracy. I am 12 and I live at home with my mum and younger sister Angela who is 7. The last red level 4 on this diagram is about when you need to have a social worker to help you and your family. Not everybody needs a social worker but they do get involved when people are worried that your family needs help to protect you or look after you better or if you need to live somewhere else for a while or maybe longer and there is no one else in your family you can live with.

We had a social worker come to our house because people were worried that my mum wasn't able to look after us. Mum has an illness which means she worries all the time and she won't ever go out of the house. She used to stay in her room lots and didn't come out so I would take money from mums purse to buy us food to eat we would have to cook for ourselves. Some days I was so worried about her I didn't go to school and that meant Angela didn't go as well. I didn't want to tell anyone what was happening at home.

One day when I was cooking tea for us I dropped a pan of hot water and Angela and I both got burnt. My neighbour took me to hospital and when they found out what happened the hospital called the social worker

The social worker Linda spoke to me and Angela and to mum as well. Mum was really upset and cried because she felt so ill and didn't know what to do. The social worker arranged for us to go and stay with my uncle and aunt for a while and mum went into a hospital to get help. The social worker organised a meeting where people who helped our family met to work out how they could help mum and make sure Angela and I are safe and well looked after.

Linda comes to see Angela and I at my Uncles to see how we are and tell us what's happening. Mum is getting better and will be coming out of hospital soon. Linda says she will get help for mum at home so that we can live together again. My Uncle and Aunt say they will help.

Child and Family Assessment and plan