

Early Help Assessment  
Advisors

School Representatives

Social Workers

Health Workers

Drugs and Alcohol Services

Department for Work and  
Pensions (DWP)

Inspire

Children's Community Health  
Service

Children's Centres

Police/PCSO's

Parenting Groups

Housing

Education Welfare

Integrated Service for  
Children with Additional  
Needs (ISCAN)

Youth Justice Service

Primary and Secondary  
Schools

Special Education Needs and  
Development (SEND)

## WHERE CAN I FIND OUT MORE?



[www.tameside.gov.uk/earlyhelp/neighbourhoods](http://www.tameside.gov.uk/earlyhelp/neighbourhoods)

### Early Help Support

If you are worried about your family and would like to make a self-referral for Early Help Support or you want to know more about our services, please contact The Early Help Access Point on 0161 342 4260 where a member of staff will happily speak to you.

### Compliments/Complaints/Suggestions

We are happy to receive feedback around our services, we value your opinions and comments. If you wish to discuss anything, please contact The Early Help Access Point and speak to a manager. If you are still not satisfied, you can contact the Complaints Team on 0161 342 3535 or visit: [www.tameside.gov.uk/socialcare/children/complaints](http://www.tameside.gov.uk/socialcare/children/complaints)



### Do you need my consent to discuss my family?

Yes we do. To ensure you have the right support, we will need your consent as the Parent/Carer of the children to share your information. If a young person wants support without consent of their parents/carers, then professionals involved need to use the Fraser Guidelines to help assess whether a child has the maturity to make their own decisions and to understand the implications of those decisions.

### GDPR

The Early Help Access Point will hold information about you and your family which will include Names, Dates of Birth, Address and contact details and a record of what has been discussed.

We will always ensure we follow General Data Protection Regulations, which means we will store your information safely and securely. There may be times when the Law requires us to share information without asking your consent, for example, if there was any safeguarding concerns or to prevent a crime.



For all IMMEDIATE safeguarding concerns please call the  
Tameside Multi Agency Safeguarding HUB on:  
0161 342 4101

SUCCESSFUL FAMILIES  
IN TAMESIDE



# The Early Help Access Point



Helping you find the  
right direction

# THE EARLY HELP ACCESS POINT



Allowing you to have access to help and support for you and your family.

## What do I do if I want help?

Tameside is committed to supporting children and young people at the earliest point that help may be required.

All children and young people will receive Universal Services such as School and Health Services, however, some children, either because of their needs or circumstances will require extra support to be healthy and safe and to achieve their potential. In Tameside we have recognised that a timely response is essential for families who need some support and to achieve this we have developed our Early Help Offer.

Early Help may be needed at any point in a child or young person's life and we seek to offer support quickly to reduce the impact of problems that may have already emerged. Families are best supported by those who already work with them organising additional support with local partners as needed.

For children whose needs and circumstances make them more vulnerable, a coordinated approach is usually best, based on an Early Help Assessment, with a Lead Practitioner to work closely with you and your family to ensure that you receive all the support you require. A range of services are available to help you with the problems you may have.

The Early Help Access Point can help you access services including services for adults. Many adults have additional needs because of issues with substance misuse, mental health needs, parental learning disabilities and domestic violence which can impact on their health, wellbeing and family life. Services which work with either children and young people or adults need to co-ordinate the support they provide to you and your family. If you need to request a service on behalf of yourself and your family or need advice please make sure you contact us.



The Early Help Access Point can provide you with advice and guidance about lots of child related subjects including:

- General advice is available from the Family Information Service covering many subjects including child care provision, childminders and free child related activities.
- Advice around 2yr, 3yr funding applications.
- Early Help Assessment (EHA Advisors are available to speak to you).
- Team Around the School (Neighbourhood Coordinators are available to speak to you).
- If your family needs help from a keyworker, with your permission your family will be discussed at a panel which is attended by people who can support you. You will be notified if a keyworker is allocated.
- If your child has been harmed or is at risk of harm, Tameside Children's Safeguarding Team will be informed.

## How do I request help and support?

Please ring our Early Help Access Point and speak to our friendly and helpful staff who will listen to you and take some details and where necessary gain your consent to share information if it's appropriate to do so.

Self referrals can be made by contacting The Early Help Access Point on 0161 342 4260.

# SUPPORT SERVICES, CONSENT AND GDPR



## Support agencies and their role

Several support agencies work with the Early Help Service, they discuss the worries that you and your family have asked for help with. This helps us to get you and your family the right support at the right time by the right service. This may include advice, guidance and sign posting. Once discussed, someone will contact you, they will explain their role and the support that is available.

Please note, the below is not an exhaustive list.

