

Confidentiality

As a rule, we will only share the information that you and your child provide with your family's consent. However, there may be occasions where the people working with you need to share information such as

- when a child is at risk of harm;
- when adult is at risk of harm
- to help prevent or detect a serious crime

For more information on how your data is used, stored and shared, please see our data sharing privacy notice.



What is a team around the family (TAF)?

A TAF is a group of people who provide support to you and your family who will work together to ensure the family's needs are met in a coordinated manner.

What is a lead professional?

If many people are providing support to your child, one of these people may be appointed as a lead professional.

This person will keep you informed, listen to your views and support you. The named worker will also coordinate all the services supporting your child.

You and your child will have a say in who should be the lead professional.

Early Help 0-18

To make a self-referral
please call:
020 8496 5114

Or email:
earlyhelp@walthamforest.gov.uk

Chingford (North) Team
020 8496 1551

Walthamstow (Central) Team
020 8496 3511

Leyton (Southwest) Team
020 8496 2442

Leytonstone (Southeast) Team
020 8496 2960



What is Early Help

The Early Help service works with professionals, parents and carers to intervene early in a child's life and with families that need extra help. The service addresses problems, or potential problems, at the earliest opportunity. Early intervention may occur at any point in a child or young person's life. Early Help supports families with children and young people aged 0 to 19 and up to 25 with a disability.

Waltham Forest Early Help Offer

Waltham Forest's Early Help Offer (EHO) starts from the point of identifying a need for help for children and families as soon as problems start to emerge, or where there is a strong likelihood that problems will emerge in the future. Early Help includes universal and targeted services designed to reduce or prevent specific problems from escalating.

Our Family Journey

Our Family Journey (OFJ) involves listening to you and your child to find out what your child's needs are and what is working well in your child's life. The family worker will agree an action plan with you and your child, to make sure your child gets the right sort of help.

How will Our Family Journey help my family?

The OFJ exists to help you support your child. The OFJ aims to:

- lead to a quick solution or help to identify extra support if needed.
- ensure that everyone involved with your child, such as teachers and health visitors, works together to support your child.
- help your child receive the right support at an early stage before their needs increase. As the OFJ is a shared assessment, you and your child will not have to repeat the same story to different workers.

When is the OFJ used?

Anyone working with your child can use the OFJ so your child receives the support they need. It will help to identify your child's extra needs and who can best provide that support to your family.

How does it work?

If you and your child agree, a worker will ask you both some questions to find out what help and support your child might need.

What happens next?

Based on the information you and your child provide, the worker can begin to complete an action plan with you and all those who can help your child. This may take place straight away, or the worker may need to make some enquiries and contact you again. A team around the family (TAF) is set up if there are needs which many services will meet. Only those who need to know about your child will share the information, unless in issues of safety