

# FAMILY HELP ASSESSMENTS



**The Family Help Assessment (FHA)** is a strengths based approach that supports lead practitioners in exploring key areas of a child and family's life. It creates a safe space for families to share their voice, identify their needs, and work together to shape a **Team Around the Family plan (TAF)**.

**Working together, to get the  
right support at the right time**



## Who is this?

The Family Help Assessment (FHA) should be used when you are **worried about a child/young person**, or their parent/carer raises a concern with you.

It can also be used when a child or young person has **additional needs** and further information is required to allow a more coordinated multi-agency approach.

## What is an additional need?

- Difficulties managing a child's behaviour.
- Children with special educational needs.
- Reduction in school attendance or achievement.
- Excessive social media and gaming concerns.
- Parental conflict, family breakdown or bereavement.
- Mental health needs such as anxiety, obsessive compulsive disorders, low mood, socially withdrawn.
- Bullying, peer pressure, signs of being drawn into anti-social or criminal behaviour.
- Child is a young carer, due to parental physical or mental health issues.
- Financial crisis, poverty or debts.
- At risk of homelessness or living in inappropriate.

## About us

Redbridge **Family Help Partnership Coordinators** are part of the **Family Resource Service**. They are the designated point of contact for all partner agencies. They provide oversight of TAF plans, guidance on suitable services for the family and delivery of formal FHA and TAF training in partnership with RSCP.

**Family Help Partnership Coordinators** are located at the Family Help Front Door, available to take your calls in relation to enquires for FHA suitability and processes.



## How can you support?

The FHA can be completed by **any practitioner** working with a child or young person; such as education providers, health services, voluntary and community organisations.

Partner agencies outside of children's services who have an **existing relationship with the family** are often best placed to be the **lead practitioner** on TAF plans, particularly in the context of early help.

### Working Together to Safeguard Children

emphasises a more collaborative and flexible model, where the most appropriate agency, based on the child's needs and the nature of the support, take the lead.

## Family Resource Service offer

By working in partnership with Redbridge Family Help, the family have direct access to the support offer from our Family Resource Services.

- **Family Help Partnership Coordinators**
- **Evidence Based Parenting Programmes**
- **Freedom Programme (Domestic Abuse survivors)**
- **Specialist Housing advise**
- **Benefit and Debt advise**
- **Family led Decision Making**
- **Family Network Support Packages**

## HOW TO CONTACT

### Do you have consent from the family?

The FHA is a voluntary process and cannot be carried out without explicit written or verbal consent from parent/ carer.



**020 8708 3885**

An enquiry must be carried out with a Family Help Partnership Coordinator prior to completing the Family Help Assessment with the family, to check suitability and avoid duplication.

## Online referral

Redbridge Portal for Children and Young People, Select 'Request a Service'.



## Complaints

Most concerns can be resolved informally by speaking directly with the member of staff who provides the service, or their team manager. You can share your concerns with them, and they will aim to resolve the issue by the end of the next working day.

If your concern is not resolved within that time, you can escalate the matter by making a formal complaint. To do so, please contact the complaints manager using the following details:

### Complaints Manager

Lynton House

4th Floor Front

255-259 High Road

Ilford

IG1 1NN

[icw.childrens@redbridge.gov.uk](mailto:icw.childrens@redbridge.gov.uk)