

# The Early Help Assessment (EHA)

## Support for parents, carers and families in Somerset

Early help and SEND support is everyone's responsibility



### What is an Early Help Assessment (EHA)?

This is how people from different agencies (practitioners) should work with you to support any areas of need that your family may want some help with.

Helping you to help your family is the key principle of early help.

It starts with a conversation between you and the person who gave you this leaflet.

- The conversation looks at different areas of life for you and your family.
- You can talk about how things are going for you with home, housing, work or gaining employment, health, school, college any social or community issues.
- The conversation will highlight what you feel is working well and what you feel could work better for you and your family.
- It helps to understand what the most important issues to you are.
- After your conversation, you and the worker will be able to agree whether you just need some information or advice, or if you need a bit more support.

### **Things to remember**

- You may just need some information for a single area of life like housing or money management. Please visit our website: [www.somersetchoices.org.uk](http://www.somersetchoices.org.uk)
- You may have a conversation with a worker, who suggests using the Early Help Assessment form to record information, this only happens with your agreement.
- Understanding the feelings of everyone in your family is important when trying to improve things. So, don't be surprised if a worker speaks to you about gaining 'the voice of the child' or other people who live with you.



### **Keeping track of how things are going for you and your family**

If other agencies are needed to help you to make things better, then regular meetings are held with them. This should happen on days and times to suit you and your family. This is done to help bring down the number of different appointments or phone conversations you might otherwise need to have. The meetings are usually called 'Team around the Family' or 'Team around the Child' meetings.

It is important that you know agencies are working with you to make things better. So, the person who has the initial conversation with you, or leads any meetings will look to make sure the following things happen. This will be your 'lead practitioner'.

You will be given a copy of your assessment and action plan.

## **Respecting you, your privacy and any information you share with us**

It is important to understand that your practitioner will share information with Somerset County Council and other agencies that may be able to offer you support. This will help them work together and to improve services for families.

Each agency providing a service to you is responsible for keeping your personal information secure and up to date. Information about you is protected by law and must be treated carefully.

You have the right to ask the agency supporting you, what information they have and what they are using it for. You also have the right to complain to the regulator, <https://ico.org.uk/>

### **More information**



Somerset Direct 0300 123 2224



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[www.somersetchoices.org.uk](http://www.somersetchoices.org.uk)