

Gloucestershire County Council

Family Help

A Guide for Families



Working together with families to get the right help, at the right time.

Family Help is about working with you and the people who matter to your family to understand what is going well, what is difficult and put support in place help things improve, so your children are safe and well.

Who might work with your family?

Family Help Lead or Family Help Social Worker

Your main point of contact who completes your assessment, coordinates your family plan, and stays in regular touch. Social Workers specifically assist when there are extra concerns about a child's safety or wellbeing.



What is Family Help?

We know families' lives can be complicated. Parenting can be tough, and issues like domestic abuse, homelessness, substance use, caring responsibilities, community challenges, or mental health struggles can impact parents and their children. When a family's situation significantly impacts their children's health, wellbeing, or safety, Family Help services step in to work with you to get things back on track.

Family Help includes all services offering support under Targeted Early Help, Child in Need, and Child Protection – meaning they stay alongside families at different stages so children and families get the right help at the right time. Family Help aims to reduce the need for families to repeat their story, with the same local community team responding consistently. We provide support through one assessment, one family plan, and one named lead professional wherever possible. Family Help focuses on trusted relationships, practical support, and clear plans that help families build on strengths, manage worries, and make positive changes.

How can families access Family Help?

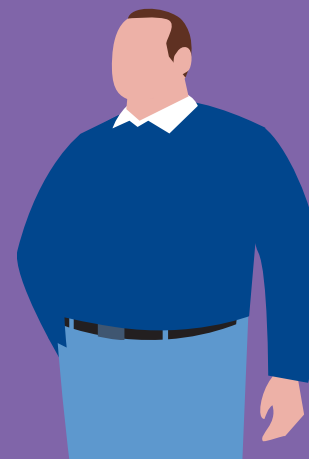
Family Help is provided by Local Authority Family Help Teams and via Children's Centres. Families can access this support when a referral is made through the Children's Front Door, which considers the information shared and helps decide whether Family Help is the right support.

If you are worried about your child or family, speak to a trusted professional, such as a school, health visitor, GP, or children's centre. They can talk with you and make a referral.



Intensive Intervention Practitioners

Includes Parenting Practitioners, Family Support Workers, and Meeting Coordinators. They provide targeted support with routines, relationships, and safety planning, offering more frequent visits if a family risks breakdown.



Family Help Team Leaders and Managers

They oversee Family Help Practitioners and Social Workers to ensure your family receives safe, effective, and timely support, ensuring you get the best possible service throughout your journey.



Early Intervention and Community Practitioners

They work with schools, health, police, early years settings and community organisations so support is joined up and children receive the support they need early.





What support is available?

Address safety concerns such as domestic abuse, impact of drug or alcohol use, or serious mental-health difficulties.

Support with family routines, behaviour, relationships and parenting confidence.

Support for children who have experienced harm such as physical or sexual violence and abuse.

Help with school attendance, inclusion, education or SEND-related concerns.

Helping develop a safety plan for your child with your friends and family, helping you care for them through difficult times in your life.

Practical help during difficult periods, including stress, conflict or family change.

Advice and guidance about how the family or community situation needs to change to support a child's development.

Parenting programmes, family meetings and support from wider family or trusted networks.

More intensive help where there are significant worries and support to connect with local community services

What we ask from families

- Be open about what is happening and what might help
- Work with your lead professional to agree realistic goals
- Let us know if appointments or plans are not working for you
- Share who in your family or network could help support change



What families can expect from us...

We will:

- ✓ Treat you with respect and listen to children and families
- ✓ Be clear about why we are involved and what needs to happen
- ✓ Work with other professionals so support feels joined up
- ✓ Focus on strengths as well as worries

Useful contact details

We will be honest if we are worried about a child's safety and explain what may happen next