

## What will you do with my information?

We work closely with other agencies, however we will only ever share information on a need to know basis.

If we have concerns about the safety or welfare of anyone in the family, we have a duty of care to pass this on to the relevant agencies.



**Need this in another format or language?**

**Please contact: [TSCB@torbay.gov.uk](mailto:TSCB@torbay.gov.uk)**

## Targeted Help Torbay

To find out more about wider Early Help services, please visit: [fis.torbay.gov.uk](https://www.fis.torbay.gov.uk)

Working with families in the right way,  
at the right time to make a difference

## What is Targeted Help for Children and Families?

All families at different times will need extra support and most of the time, this can be met through everyday services such as school, GPs, children's centres and youth centres. Sometimes, families might need extra support through a more coordinated approach. Targeted Help brings professionals together who will work with the whole family to try and improve things for everyone.

## How can it help me?

Your voice and views will be central throughout the whole process. Professionals will work alongside you and your family to find out what worries you and what support you require, building on the strengths you already have.

## What help is on offer?

We can work with you and your family to achieve:

- Positive relationships and behaviours
- Healthy emotional and mental wellbeing
- Reduced alcohol and drug use
- Providing a stable home for your family
- Preventing offending and anti-social behaviour
- Ensuring your child/ren attend school regularly

## Does this mean social services will get involved?

No, not unless there are immediate risks to you or your children. If there are concerns, we will keep you involved all the way and work with you to help you understand what is happening and why.

## How does Targeted Help work?

### Step One

Work with a professional you already have a positive relationship with to identify your worries and concerns and what you want to change.

### Step Two

If you have a range of concerns which need a more coordinated approach, with your agreement, a request for targeted support form is completed. This looks at what you would like help with and what is going well for you and your family.

### Step Three

The worker whom you completed the form with, will present your family's needs at a meeting attended by a range of professionals. At the meeting it will be agreed who will be your Targeted Help Coordinator. Your family's strengths, worries and needs will be discussed to help agencies identify how they can help.

### Step Four

You will receive feedback from the meeting which tells you who your coordinator will be and which agencies will meet with you to discuss your whole family support plan. Your family's Targeted Help Coordinator will be in touch to arrange this meeting with you.

### Step Five

It is important that the team working with your family meets regularly to check you are happy with the help you are getting and the changes you are making. At these meetings, professionals will work with you to decide whether your family still needs a coordinated approach, or whether everyday services will meet your ongoing family needs.