

Family Support

because we all need
a little help sometimes



How our school can support your family

We will work together with you to understand what help you need and then together make a plan. This may include working with partner agencies and Coventry City Council's Early Help services as well as members of your support network and other professionals who will form a team around your family to help make positive changes.

How do I get support?

If you want to receive help from your school, please speak to

You can also request help at your local Family Hub by visiting www.coventry.gov.uk/applyearlyhelp or by calling **0800 8870545**.

There is also 24/7 support available through the Coventry Families Portal <https://www.coventryfamilies.co.uk>

All schools are part of Coventry's Early Help Partnership and will work closely with other agencies to help you and your family. All help is free and confidential.

How could you and your family benefit from family support?

The family support is designed to help your family in the challenging moments of your life. Our school staff are skilled professionals and want to help you and your family be the best that you can be. The earlier you get help the better.

What happens if I don't want the help?

We want to work with your family and it's important we have your full engagement but you do not have to take the support that we are offering you, this is a voluntary process and you can tell us at any time if you no longer want the support.



Having a conversation



**Gathering information about you and your family
(assessment)**



Working together to create a plan



**Regular meetings to review the plan
with the team around your family**



**When things are better for you and your
family the plan will close**



How will my information be shared?

You will be asked for your agreement for Early Help services to come together to support you and your family and to share relevant information to get the right help with the right people.

We will use your personal information so that we can provide the right advice and guidance and provide the help that you require as early as possible.

Coventry City Council process personal data because it is necessary to comply with our legal obligations and perform our public duty. We will only share information when it is necessary and lawful. We will tell you if we need to do this and who we are sharing information with.

Coventry City Council complies with the Data Protection Act and the GDPR and is registered with the Information Commissioner's Office (ICO) as a Data Controller.

The Privacy Notice explains how personal information could be used, what for, who it will be shared with and why.

<https://www.coventry.gov.uk/privacynotice>