

## What will my team do?

Your team will work with you and your family to draw up a plan for you all to follow. This is called 'My Plan'. Your action plan may involve more than one worker, but it will always include you, your child and your Lead Professional, so that you always know what's happening.

The plan will say how you will be helped, and who will be helping you. It will also say how often you'll meet your Lead Professional so you can decide if you're happy with the help being given, and that you're seeing progress being made.



If you're unhappy with any part of the help your family is receiving please talk to your Lead Professional. Alternatively you can contact Devon County Council's Customer Services for advice on making a complaint at:

Room 120, County Hall  
Topsham Road, Exeter EX2 4QR

Tel: 0808 1683 750

Fax: 01392 382050

Email: [CYPFeedback-mailbox@devon.gov.uk](mailto:CYPFeedback-mailbox@devon.gov.uk)

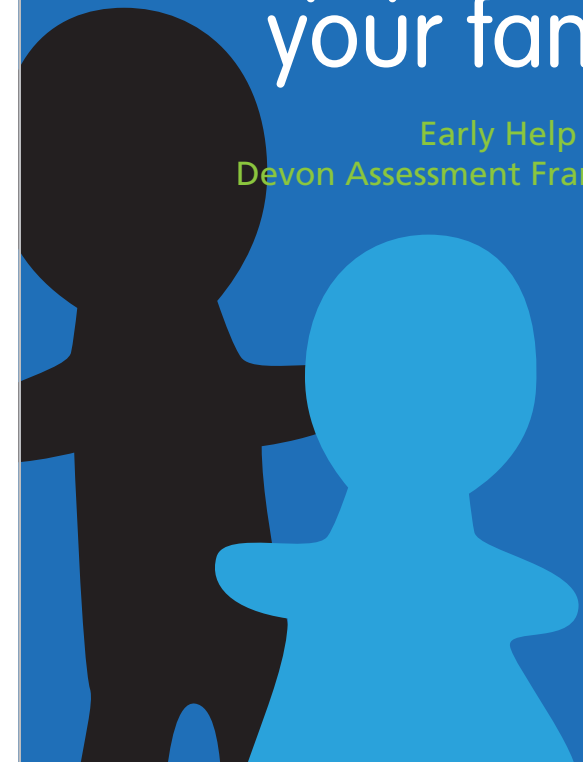
Web: [www.devon.gov.uk/CYPFeedback](http://www.devon.gov.uk/CYPFeedback)



Keeping children safe is everyone's responsibility

## Working together to help you and your family

Early Help and the Devon Assessment Framework



[www.devonsafeguardingchildren.org](http://www.devonsafeguardingchildren.org)

Police ■ Health ■ Devon County Council ■ Careers South West  
Youth Offending Team ■ Probation ■ CAFcASS ■ Safer Communities  
■ Fire Service ■ Community and Voluntary Sector ■ Education

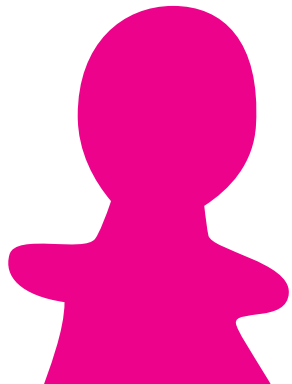
## Planning a better future

This leaflet helps to explain the early help you and your family can expect from a range of services to assist you with parenting your child/ young person. If you and your family agree, together we will use the Devon Assessment Framework (The DAF) and create a plan of how we will help and what things you think you will be able to contribute.

If you and your family agree, you can ask for help to plan a better future.

To help make the right plans, the Devon Assessment Framework, or DAF, is completed with you. The DAF holds key information about you and your family. It will say how different agencies can work with you and your family to make things better for you all.

The aim is that by working with you, any extra help you need can be provided at the earliest point, so things can get better as soon as possible.



## So what happens next?

Firstly, both you and the child or young person concerned have to agree that you want to work with the agencies involved to plan how to support you. This is called giving consent.

Someone you already know and trust, maybe a teacher, nurse or community worker will sit with you and your child to talk about any issues or concerns that have been raised. Together you will fill out a form. This describes what is happening in your family at the moment and, of course, once you're happy with it, you'll get a copy of the form.

If your child / children are old enough and want to talk to someone without you being there, this may be allowed, if everyone feels that it's the best thing for the young person at the time.

The form will help decide which other workers will be best able to help you and your family, and a meeting will be arranged for you to meet with them. This team is known as a Team Around the Child or a TAC for short. One member of the team, perhaps someone you already know and trust will be made the 'Lead Professional'. This is the person you and your family will be working with most closely.

## Who will know about this?

Generally, information you and your child provide will only be shared with people who need to know about it, and most importantly it will only be shared with your permission. The only time information may be shared without your permission is if it's felt that anyone is at risk of being harmed, or if a serious crime can be prevented or solved.

The law says you have the right to see information held about you. If you want to see this information or have any concerns about your records, then you can talk to your Lead Professional who will be able to give you more details.

