

Cheshire West & Chester Council

# Team Around the Family

*A guide for parents and carers*

## Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

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## Would you like extra help with family life?

If you live in west Cheshire a professional who is already working with you can help, all you need to do is ask. For example this could be a health visitor, someone working at your children's school, a youth worker or a housing officer.

A Team Around the Family, also known as a TAF, is used to get everyone together who is or could be working with your family. With your agreement they will work together to identify the needs and strengths of your family. It will be used to find out what works well in your family, any extra support your family may need and the best way to help you with this.

A TAF is voluntary. You and your child(ren) can choose if you would like to take part.

## How does a TAF work?

The worker that you have asked about a TAF will talk to you and your family. You will have a say about who will support you (your lead professional) and where you would like to meet.

The first thing your lead person will do is ask you and your family to sign a consent form. You will also need to sign for any of your children aged under 16. Any children over 16 will be able to sign for themselves. This is to make sure you and your family are happy to take part in a TAF. The 'Young People and Consent Guidance Notes' gives more information. Visit [ies-news.info/wp-content/uploads/2018/02/4136-EHP-Young-People-Consent-Guidance-notes-2018.pdf](https://ies-news.info/wp-content/uploads/2018/02/4136-EHP-Young-People-Consent-Guidance-notes-2018.pdf)

Your lead professional will start by filling in a TAF assessment form with you. This considers what you think and will show what works in your family and what support your family may need. You will only need to tell your story once. It is important that your child is given the opportunity to speak to a worker that they know and discuss their wishes and feelings.

Your lead professional will then arrange a meeting. This will be to agree a plan of support for you and your family. The lead professional will discuss with you who you would like at the meeting and will invite them to attend. This is your meeting and you will be supported to have your say. If your child is older we hope they will feel able to discuss their needs and attend the meeting with you.

Your lead professional will write up the notes of the meeting. The plan will bring together everyone who is, or should be, working with your family to give you the most support.

The plan will be shared with you and once you've agreed it will be shared with the other people involved.

Your lead professional will arrange regular meetings with everyone involved. This is to make sure that the action plan is being completed and your needs are being met. They will look at how well the plan is working and if any changes are needed.

When you and your family no longer need extra support you can agree the plan is complete. Meetings will no longer be needed and the TAF will close.

## Who will see my family information?

As a rule information about you will not be shared with anyone unless you agree. There may be times where people who work with you do need to talk to other people. This is only:

- if people think that someone is at risk of harm
- to stop a serious crime

Read our privacy notice to learn more about how we use and store your personal information [ies-news.info/wp-content/uploads/2016/01/Privacy-Notice-A5-booklet-final.pdf](https://ies-news.info/wp-content/uploads/2016/01/Privacy-Notice-A5-booklet-final.pdf)

**Remember** you have the right to see the information that is held about you at any time. If you would like to see this information talk to your lead professional who will advise how you can get it.

### My lead professional's contact details:

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If you are unhappy with anything at any time please contact your lead professional.