How can I get support with issues of behaviour, attendance and exclusion?

If you are experiencing issues with your child's behaviour and attendance at school, you should first discuss these with the school.

The school may have raised issues with you regarding your child's attendance and arranged for a worker, such as a School Liaison Officer, to support you to address issues of behaviour, attendance and exclusion.

Where issues are complex, the school may suggest completing an early help notification to access intensive support for your family using the Kent Family Support Framework.

Who will see my information?

The conversations you have with workers will, with your agreement, be recorded and held electronically to assist in providing the most effective support. You will be given copies of the information to review and keep.

Your worker will make sure you understand where information about your family is held, how it is shared and will give you a copy of our privacy notice.

Feedback is very important to us. We are happy to hear about your experiences and will ask you for feedback. This is our way of ensuring the improvement of our services.

Early Help and Preventative Services provide the right service, at the right time and in the right place to safeguard and meet the educational, social and emotional needs of children, young people and families to help them achieve good outcomes.

Every child, young person and their family should:

- **Aspire** – aim to contribute positively to their communities and actively engage in learning and employment
- **Believe** – in themselves, be resilient and empowered to manage their future
- **Achieve** – good outcomes by getting the most out of life and developing the skills for adult wellbeing and independence.

Early Help and Preventative Services aims to:

- build on the strengths of families to help themselves
- meet the needs of families to avoid problems becoming more serious
- ensure the voice and involvement of the family is encouraged and valued.

Where can I find out more?

For more information: *www.kent.gov.uk*

This leaflet in available in alternative formats and can be explained in a range of languages. Phone call 03000 41 41 41 for details

Early Help and Preventative Services

Supporting Children, Young People and Families in Kent

Information for Families

kent.gov.uk

Kent County Council
kent.gov.uk

Can my family have early help?

Early Help and Preventative Services o□ers opportunities for all children, young people and families in Kent through children's centres, youth hubs and outdoor education centres.

Some families may need more support which may be o□ered through Children's Centres or Youth Hubs, or if more intensive support is required our Early Help Units will draw up a plan with you to help you make the changes you want to make.

Families are actively involved in all stages of this support process:

- identifying desired outcomes
- taking decisions
- agreeing actions
- agreeing when outcomes have been achieved and our support is no longer needed.

When could my family receive support?

Early Help workers will support you and your family to make changes to achieve the outcomes