

Facts

The Priority Families programme is a way of helping and supporting families who need it most.

Priority families help the whole family by making sure that different workers and organisations work together. This could include Schools, the Police, Housing and Health.



How we are using your information?

If your family are eligible to receive support from Derby City Council's Priority Families Programme we will share your personal information (including your name and date of birth) with the Department for Communities & Local Government. This is to make sure we are providing you with good support.

It will not affect your benefits, services or the support that you get. Your information will be anonymous and handled with care in accordance with the law.

We are sharing information to help improve the services your family and other families receive in the future.

Contact us

If you would like to know more about Priority Families and how we can help please call us on **01332 642323** or e-mail **priority.families@derby.gov.uk**

Priority Families



Derby City Council



Priority families

Priority families can have lots of different needs that may be complex. Extra support can be provided when families have needs in 2 of the following areas:

- Parents and children involved in crime and anti-social behaviour;
- Children who have not been attending school regularly;
- Children who need help;
- Adults out of work or at financial risk;
- Families affected by domestic violence or abuse or,
- Parents and children with a range of health problems.



How can the Priority Families programme help my family?

- By making sure that families, get the right help, at the right time;
- By having one lead worker so you don't need to tell your story lots of times;
- By offering an intensive package of support if needed and helping you to access other services;
- By talking and listening to children, families and professionals and looking at different ways of doing things;
- By supporting families to make positive changes by working with the whole family and all support agencies involved to find solutions;
- By providing advice and guidance through an employment advisor about benefits, training and employment opportunities.

What happens next?

- Your support worker will complete a form with you. This form will need to be signed so that we can support you and your family and share your information (to make sure we are doing things well).
- You will receive support as you have agreed in your family outcome plan. We might be able to buy some extra support for your family depending on your needs.
- When the support is finished another form will be completed which will tell us if your family's needs have been met.

