

## Confidentiality

As a rule the information which you and your child provide will only be shared with your family's consent. However there may be certain times when the people working with you need to share information without asking you first.

For example:

- when they need to find out urgently if a child is at risk of harm
- to help a child who is at risk of harm
- when an adult is at risk of harm
- to help prevent or detect a serious crime.



### Key people who can help

Your navigators name is

Other professionals I have are

# Halton's Multi Agency Plan (MAP)

## A Guide for Parents and Carers



## A message for parents and carers

When you and your family need extra support, we want to find the best way forward as soon as possible. This leaflet explains a way of everyone working together which puts your family at the heart of decisions made.

### What is a Multi-Agency Plan (MAP?)

The multi-agency Plan (MAP) is a way of working with children, young people and their families. It involves listening to you and your family to find out what your needs are, and what is working well in your family's life. An action plan, agreed with you and your family, is also put in place to make sure you all get help at the right time. The MAP is voluntary – you and your family can choose to be involved. MAP isn't just about an assessment – it is also about:

- the plans we put in place together to best support you and your family
- making those plans work and
- ensuring that your child's voice and your own is heard when we evaluate whether it's made a difference.



### How will the MAP help my family?

MAP exists to help you support your family. It can lead to a quick solution or help to identify extra support if needed. MAP ensures that everyone involved with you, such as teachers support workers or health workers, work together to help and support you in the best way possible. MAP helps your child and family receive the right support at an early stage before needs get bigger. A MAP can be shared with the people working with you, you do not have to repeat the same story to different workers.

### When is a MAP used?

MAP is used to work out if you would benefit from extra support. It helps to identify any additional needs, the actions that need to be taken and whether other workers are required to support your family.

### How does it work?

A worker asks you and your child some questions to find out what help and support you might need. This information is written on a simple record. You and your child agree what is put on the record, and are given a copy of it. Older children may feel able to discuss their situation on their own with a worker.

A young person's wish to keep information confidential from parents may be respected by the worker, where this is in the young person's best interests.

### What happens next?

Based on the information you and your child provide, all those who can help you work together to provide the support that's needed.



Only workers who need to know about your child will see your child's information.

### Who is The Navigator?

If a number of people are providing support to you and your child, one of these people may be appointed as a navigator. This person will keep you informed, listen to your views and support you. The named worker will also help co-ordinate all the services supporting you. You and your child have a say in who should be the Navigator