

DCC Animation script

[Opening title screen 'Early Help in County Durham']

**Narrator:** Sometimes life throws problems our way that we don't expect, Early help in County Durham can be provided by services who work with families and children up to the age of 19. We also work with young people with special educational needs or disabilities up to the age of 25. We support children, young people and families to feel more able to manage the tough times that life can bring. Here are some examples of families that have accessed Early Help.

[The outside of Mam's house is shown on the street, it's raining]

**Mam:** I'm feeling so worried, I've lost my job, I don't know what we're going to do for money and don't want to upset the family.

[Mam can be seen through the kitchen window at her table, crying with her head in her hands in her untidy kitchen]

**Mam:** I need to make a claim for benefits and don't know how.

[Mam walks through the halls in her house, past an old family portrait with a black cloud above her head]

**Mam:** I feel useless, I've let everyone down. I just want to block everyone out and hide. I feel really sick and worried, I'm just not sleeping.

[Daughter is sitting on top of her bed in her bedroom, there are post it notes and posters on the walls. She looks sad as she looks through old photographs of her mum and dad on her laptop]

**Daughter:** There's something the matter with Mam, I don't know what but she's not herself, she looks really sad all the time, I know she's lost her job but it can't just be that? I know Dad is worried too and wants to help Mam but doesn't know how, so he stays out of the house.

[Daughter walks in the rain, a school can be seen in the distance in front of her]

**Daughter:** I feel chewed like there's a constant knot in my tummy and don't want to be around my friends.

[A teacher stood in the doorway notices the daughter walking round the school corridor with a black cloud above her head]

**Daughter:** I'm starting to hate school, I don't want to be there and would rather be at home with my Mam. I can tell my English Teacher has noticed a change in me....I feel like a cloud has formed around me, and no one understands how I'm feeling.

[The Teacher and the Daughter are sat on a sofa having a conversation together]

**Teacher:** I've noticed you've been a lot quieter in class. Is everything OK? It's alright to talk to me.

**Daughter:** I'm worried about my Mam, she's really down and has changed, I don't know why. Dad's upset too. I'm starting to feel really angry about things and don't know why.

**Teacher:** I think it's important for your Mam and Dad to know how you are feeling. I think it would be a good idea to have them in for a chat.

[A School Mentor is sat talking to the daughter on bean bags]

**Teacher:** We could also look at you working with the Mentor to have someone to talk to and help manage your anger, I'm sure we can help your Mam and Dad too, we just all have to have a conversation together.

[Dad washing up dishes in his kitchen]

**Teacher:** Helping that student today has got me thinking about my own son. He's quiet and seems unhappy most of the time.

[Teacher's son sat in his bedroom at the desk on his laptop]

**Teacher:** I'm a single Dad, I get overwhelmed trying to sort everything out, in the house, spending time with my son, trying to have a work life balance.

[Teacher and his son walk to the family centre together]

**Teacher:** I think we could do with some help, I might talk to his school and pop into our local Family Centre to see if there is any support or ideas they have.

[Title screen 'Early Help Services']

[The screen shows a diagram of lots of services that Early Help can provide for families]

**Narrator:** There are many Early Help Services across County Durham, and most families need help from time to time, all you need to do is ask. By working together, we can get you the help you need. We can tell you about what support is available in your community and

offer advice, guidance and information including where to get self-help. There are lots of things we can help with, such as...helping you with your family relationships, feeling more confident in managing your child's behaviour, help with housing, benefits, money management, employment, mental health and much more.

We will do this by talking to you and your family about what you're worried about and about the good things that are happening. We will work together, to make a plan that works for your family and if more than one service is needed, we will ensure they work together in a way you're happy with.

[Mam, Daughter, Teacher and the son are all shown looking happy]

[Title screen]

**Narrator:** This is what real County Durham families have said about the Early Help that they have received.

**Family example 1:** I am so thankful. I am a lot happier, before I didn't know where to go.

**Family example 2:** I was listened to, and the Mentor helped me put my views to my Mam. Life is so much better at home; Mam has stopped shouting and even realises I'm a teenager.

**Family example 3:** One Point offered home visits to assess how we were coping. The worker assigned was very helpful in explaining things we could be doing to improve things.

**Narrator:** Get in touch if you have any Early Help needs.

[A diagram shows the point of contacts for families]

You can talk to your; GP, Child's Nursery, School or College, Health Visitor or Local Family Centre. Visit our website at [www.durham.gov.uk/onepoint](http://www.durham.gov.uk/onepoint) or call FIRST CONTACT on 03000 267 979

[Title screen]

**Narrator:** Glow Creative production, Early Help in County Durham.