

Practical Support for Children and Families in Darlington

Leaflet Ch10a

Family Support Services

ڈارلنگٹن فیملی سپورٹ سروسز
میں بچوں اور گھرانوں کیلئے عملی مدد (سپورٹ)

達靈頓市家庭支持服務部對兒童和家庭切合實際的支持

প্র্যাকটিক্যাল সাপোর্ট ফর চিলড্রেন এ্যান্ড ফ্যামিলিজ ইন ডার্লিংটন অর্থাৎ
ডার্লিংটনের ছেলেমেয়ে ও পরিবারদের জন্য বাস্তব সহায়তা
ফ্যামিলি সাপোর্ট সার্ভিসেস বা পারিবারিক সহায়তা সেবা ব্যবস্থা

What is the Family Support Service?

Family support is a service which offers families advice and support as well as the opportunity to develop their skills to carry out the daily tasks involved in bringing up a family.

How can the Family Support Service help?

Staff from the family support team can work with you either in your own home or at Harewood House in the following ways:

- Advice on managing your money.
- Advice and training on shopping, healthy eating, cooking and planning meals.
- Different ways of playing with your children so they can learn and develop more quickly.
- Advice and training in ways to manage your child's difficult behaviour.
- Home safety and keeping your children safe.
- Developing closer relationships between parents and children.

- Personal health, hygiene and keeping your house clean.
- Staff will also support and advise you and be in contact with agencies such as health, housing, schools and benefits agencies where necessary.

Who can get this service?

Families are often recommended to this service by Social Workers, Health Visitors, Doctors or Schools.

When your family have been assessed and it is thought that you might benefit from family support work, a member of the team will meet with you to talk about what help your family might need and will decide if you can benefit from the service.

An agreement will be made with you which will explain what work will be carried out with your family. The agreement will explain what work is needed for your family.

For further information on assessments see leaflet Ch16(a) "*Assessing children in need and their families - A mini guide for families*"

How long will this help be provided?

If it is decided that you can benefit from the service, a family support worker will work with your family for one month. After this time the worker will meet with you to see:

- if any changes need to be made.
- whether the support you are receiving is still of benefit to you.
- whether the support worker needs to continue to work with you or not.

This is called a review.

Following a review

If it is decided that the service should continue, the family worker will work with you until it is felt that you can cope better, handle things alone or you feel you don't need the service any longer.

After this there will be a review of progress every six weeks.

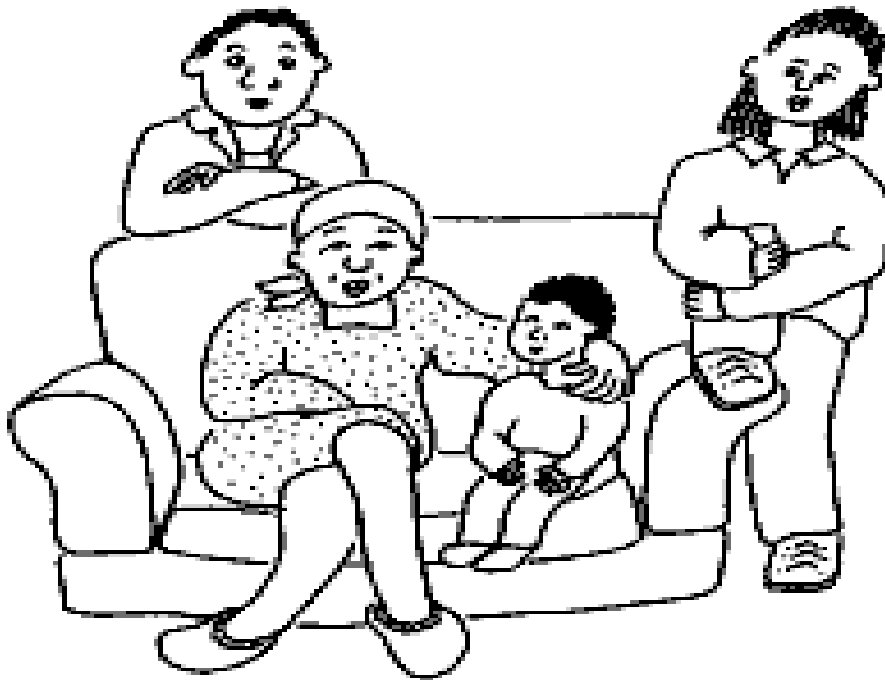
What you can expect from us

- You will be given the names and contact numbers of the staff involved with your family.
- You will be given information on assessments, how to pass on a compliment, or make a comment, suggestion or complaint and information on the emergency duty service.
- You will receive a copy of the agreement and any reviews.
- A family support worker will make contact with you within 7 days of you being recommended to the service.
- You will be involved in all meetings and decisions about your family.



Keeping information confidential

Any information that you give to us will be treated as confidential. Sometimes information needs to be shared with other agencies so that help which best suits your individual circumstances can be provided. We will ask your permission when doing this, except in certain cases as specified in law.



Information Leaflets

- G2 List of information leaflets available from Adult Social Services
- Ch11 List of leaflets about Children's Services
- Ch16(a) Assessing children in need and their families - A mini guide for families
- Ch16(b) Assessing children in need and their families - A guide for children and young people
- Ch17 Collecting and sharing information

For further information and contact details see back page.

For further information contact

Harewood House,
14 Harewood Hill,
Darlington
DL3 7HY

Tel: 01325 254483

If you need help from Darlington Children's Services Department in an emergency after normal office opening hours, **the emergency duty team can be contacted on 08702 402994**

Translations

This document will be made available on request to Children's Services in Braille, large print, and on audio cassette, also available in other languages.
Telephone 01325 346200

如您需要本出版物除英文以外的版本，请与社会服务部联系：
01325 346200。

আপনি যদি এই প্রকাশনার কপি ইংরেজি ছাড়া অন্য কোন ভাষায় চান তাহলে সোশাল সার্ভিসেস বিভাগের সাথে
01325 346 200 নম্বরে যোগাযোগ করুন।

گر آپ کو انگریزی کے علاوہ کسی دوسری زبان میں یہ معلومات درکار ہیں تو سوشل سروسز ڈیپارٹمنٹ میں
اس ٹیلیفون نمبر 01325 346200 پر رابطہ قائم کیجئے۔

