



Practical Support for Children and Families in Darlington

Leaflet Ch10b

Intensive Family Support

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

達靈頓市特別家庭支持服務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
ইনটেনসিভ ফ্যামিলি সাপোর্ট বা নিবিড় পারিবারিক সহায়তা সেবা ব্যবস্থা

What is Intensive Support?

Intensive support is provided to families who may be in crisis or to avoid crisis. The staff working within intensive support help families to sort out problems. This service aims to avoid family breakdown.

How can Intensive Support help?

The Intensive Support team usually works with families who have children and young people from the age of 10 years. The Intensive Support team work during the daytime and can work on an evening and at weekends because families can have problems at any time of the day or night.

Staff in the team will work closely with your family. They will offer advice and information to help sort out problems. This might include:

- advice on managing behaviour
- advice on managing anger
- encouraging the child or young person to join organised activities which interest them or taking up a sport or hobby
- working with other agencies, for example schools to support young people

Some young people may lack confidence and skills. The team will work with the young person and parents to increase their confidence in themselves so that they can go on to achieve their full potential.

Who can get this service?

Usually a Social Worker will contact the Intensive Support team if you are having problems. The Social Worker and a member of the Intensive Support team will then arrange to come out to your home so that you can all meet and put together an agreement. The agreement will cover the areas where work is needed to help sort out the problems you are having and to make plans about what each person will be expected to do. This includes the young person, parents / carers, and brothers or sisters where necessary.

How long will this help be provided?

After four weeks, we will look at what has been achieved so far for your family and plan what needs to be achieved in the next six weeks. This meeting is called a review. Further reviews will be held every six weeks. Each time we meet with you and your family we will discuss whether the support you are receiving is still of benefit to you.

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 member of the team will contact you within 7 days of you being recommended to the service
- You will be involved in all meetings and decisions made 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.

For further information contact

Children's Services

Town Hall

Darlington

DL1 5QT

Tel: 01325 388849

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。

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۔

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

