



## Parent Information

### Family Support Outreach Service

We are a service aimed at providing parental advice, strategies, signposting and support for families with children aged between 5-14 who are experiencing challenges or problems.

We work on an individual basis with families who are referred/refer themselves for support. We also offer a programme of group work covering parenting skills, confidence building and personal development.

We aim to:

- Improve parents understanding and skills
- Encourage positive and consistent parenting
- Be ambitious for children and young people to achieve their potential
- Empower parents with effective strategies, support and advice
- Encourage good relationships with schools and help children, young people and families overcome barriers to learning
- Ensure that families are able to meet the welfare and development needs for their children

Our ethos is to:

- Be friendly and approachable and not to stigmatise or judge families
- To give time to listen and work with families to find solutions
- To acknowledge the positive areas of parenting, strengths and supports a family offers as well as address problems and parenting approaches that could be changed
- To set out clear expectations of what we will offer and what we expect in return
- To work to an agreed action plan with clear goals to achieve with each family
- To make sure that we check that we are making a positive difference by reviewing and evaluating the work we do on a regular basis.
- To listen to family feedback about our service and take on board appropriate ways we could improve how we work and what we offer.
- To ensure that children and young people are safe and that any work with parents has their best interests as the primary concern\*

\*We have a duty to pass on information to the relevant agency if we believe any child or person is at risk of harm, injury or criminal offence.

The work is set out in 3 key stages:

#### **Assessment** (within weeks 1-3 of involvement)

This includes – gathering basic family information and getting to know the family and the issues, undertaking a questionnaire to highlight the strengths and difficulties faced by the family, establishing existing and needed supports and completing an action plan with goals

#### **Intervention** (weeks 3-9 up to initial review then up to a maximum period of 9 months)

This could include – individual advice and support sessions, work with the child/young person, sign-posting to other services or attending parenting programme or other groupwork.

#### **Review/Evaluation** (after 9 weeks then at regular intervals no more than 12 weeks apart)

This is to celebrate progress/successes and changes taking place. Find out how the support is helping and agree on the next steps. It will also include completing the strengths and difficulties questionnaire to measure progress and deciding on whether the service is still needed. Our work with families is designed to be time limited and on a voluntary basis, therefore if we are not able to achieve the agreed changes or move forward within the

maximum 9 month period we would be looking to identify what other agencies, services or family actions are needed to address the problems.

## **Expectations**

As a family you can expect the following from our service:

- We will take the time to listen to your issues and understand the context and culture of your family.
- We will identify specific tasks and actions that we will undertake as part of an agreed action plan.
- We will be ambitious and aim to achieve realistic aspirations for your family.
- We will work to our best ability and knowledge to give the best advice, find the best solutions, supports and resources to improve outcomes for your family.
- We will be reliable and on-time in attending agreed appointments and let you know if we going to be late or need to make a change to an agreed date/time.
- We will treat you with courtesy and respect at all times
- We will keep records of our meetings and work according to data protection and confidentiality guidelines about how we store and share information.
- We will undertake regular reviews of our work with you and seek your feedback about how effective the support we can offer is to your family.
- We will be honest with you and let you know if we feel the support is not working, if it needs to change or stop.
- We will work according to child protection policy guidelines and where there are safeguarding concerns regarding a child we will aim, unless inappropriate to do so, to discuss with you how best to resolve these issues. This may include referral to another relevant agency such as Social Care.

As a service we expect the following from you when working with us:

- To engage with the allocated worker and be willing to try out new approaches or methods of parenting as part of an agreed action plan.
- To contribute to the process of finding solutions and ways forward to improve outcomes for your children.
- To be on time and available for agreed appointments or to let the worker know if you require a change to the time or date of a meeting.
- To treat the worker with courtesy and respect
- To remember that we don't always have all the answers or solutions and it can take time to solve long-standing or complex problems.
- To let us know if the support is not helpful or making the changes you would like so that we can find better ways of working together to improve your situation.
- To contribute to the review process and be willing to help in measuring the impact of the work on your family.

I have read and understood the service information and I agree to abide by the expectations set out above:

### Signatures

Parent

Name.....Signature.....Date.....

Worker

Name.....Signature.....Date.....