



One-minute guide

What is the Family Support Programme?

What can families expect from one-to-one family support?

Family support workers will offer support in the family home as well as at local community venues, whichever best suits the needs of the family at that time. The family support workers will not be operating on their own, they will work closely with other services that support families, for example, health, housing, schools, local charities and other local services to make sure that families get the support they need.

Meeting your family support worker?

A family support worker will meet you in your home or another venue convenient to you. They will listen and hear how you would like things to change from the way they are now. They will help you to identify your strengths and help you to think about how you might build on these to make your family stronger and your life better. They will listen to your concerns and worries and help you think about when they started and how they might be overcome in the future. This information will inform an Early Help Assessment to find out what support you need.

Meeting your team around the family?

If the support you need requires a number of agencies to work together, your family support worker may set up a meeting between you and staff from other agencies. You may have been working with some of these services in the past, and new ones may also be invited. These people will form a team around the family (TAF) providing different expertise and resources, so we can work together to meet your goals. Working with you the people in the TAF will identify someone who can be champion for your child and be the point of contact for you, this person is called child's champion.

Regular meetings?

You can work with your family support worker to agree the frequency of meetings and the amount of time you will put aside to meet, your worker will help you set goals for you and your family and create a unique action plan to help you along the way.

What commitment will the team give me and my family?

Our commitment is to work with your whole family, actively involving you all in the decisions that will affect your life.

What's expected from me and my family?

We need to understand what's important for you and your family, we would like you to agree to make a family action plan. It will set out where you are now, what you are aiming for and the support you will be offered to help you and your family.