

## CONFIDENTIALITY AND INFORMATION SHARING



Parent Family Support Advisers offer support and help to parents, carers, children and young people, however we are aware that some may need different or specialist support.

If the Parent Family Support Adviser felt this was the case we would discuss this and get agreement to talk to others about this. We would not do this without agreement.

As with all our work with children and young people, their welfare is of paramount concern and therefore if issues of child protection arise, this will need to be reported. The Parent Family Support Adviser would always endeavour to discuss this with the child or young person, parents or carers before doing this.

## CONTACT DETAILS



For an informal discussion with a Parent Family Support Adviser please contact:-

**Amanda Thorpe**  
**07842098950**

**Or ask for a referral from your school**

**Or you may contact Somerset Direct  
on 0845 345 9122.**

Street & Glastonbury  
Community Learning  
Partnership

## Parent & Family Support Advisers



WHO ARE WE? WHAT DO WE DO?

HOW DO YOU CONTACT US?

## WHAT DOES A FAMILY SUPPORT ADVISER DO?



Parent and Family Support Advisers are here to offer support and guidance for you and your family on various issues such as:-

- Parenting concerns
- Family issues
- School attendance
- Behaviour problems

Parent Family Support Advisers can also direct you to other services or professionals which may be useful.

Parent Family Support Advisers try to help children and young people make the most of their education and their time at school.

We work closely with teachers and parents and, if appropriate, the Child or Young Person.

Everyone will need to agree what the purpose of the work is and what work we will do. It is essential that Parents and young people consent to working with us.

## WHERE WILL THIS WORK TAKE PLACE?



There are a number of places and ways in which the Parent Family Support Adviser can work with you and your family, for example:-

- In the Family home
- In School
- Children's Centres
- Other places where you feel comfortable

Some work may be individual; however sometimes group work might be suggested.

## HOW IS THIS SERVICE ACCESSED?



We will be asking for schools /parents or young people to complete a referral form which will give us family contact details and highlight the needs so we can look at who is best to support.

**Talk to us to see if we can help you find the support you need.**

## TRIPLE-P POSTIVE PARENTING PROGRAM



Our Parent & Family Support Advisers are trained to deliver the Triple-P positive parenting program for parents of 0-12yrs and 12-18yrs. (Although teen courses can be considered for children as young as 10)

Triple P suggests simple routines and small changes that can make a big difference to your family. It helps you understand the way your family works and uses the things you already say, think, feel and do in new ways that:

- **Create a stable, supportive and harmonious family.**
- **Encourage behaviour you like.**
- **Deal positively, consistently and decisively with problem behaviour.**
- **Build positive relationships with your children, so that conflict can be resolved.**
- **Plan ahead to avoid or manage potentially difficult situations.**
- **Take care of yourself as a parent.**

To find out more visit:

[www.triplep.net](http://www.triplep.net)

