

## Other family challenges

- Children or family members in trouble with the police
- Children providing ongoing care to other family members
- Drug or alcohol worries
- Children not attending school
- Abusive relationships
- Child or parent disability or long term illness
- Struggling to manage your money or looking for work
- Your child needs additional support at school or has Special Educational Needs.
- Mental health needs
- The challenges of being a parent
- The challenges of being a teenager

We can provide the right support at the right time. We won't judge you, and we will try to see things from your viewpoint. We are committed to working with you through the good times and the tough!

**Together we can find solutions to a better, happier and more positive family life.**



**Brent**

[www.brent.gov.uk](http://www.brent.gov.uk)

## Putting children first, keeping them safe

All our services provide excellent, confidential support to families for the right length of time and at the right time.

We put your child first in everything we do and make sure that your child's safety and well-being always come first. If we have concerns about your child's safety we have a duty of care to report this to Social Care or the Police.

**For full details of the service, please call 020 8937 2711**

08.148DU7131

# Family Solutions service

**Working with you to give your family the right support at the right time**



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# Family Solutions service

The Family Solutions service provides a range of support for families with children aged 0-18 years old (up to 25 for children with additional needs). By giving the right support at the right time, we aim to prevent concerns becoming more challenging and needing specialised help. We work in partnership with families and need your consent to do so.

## These are the steps to a brighter future

### STEP 1 First meeting

We will match a key worker to your family to find out what are your challenges and how we can help you to achieve your goals.

### STEP 2 We listen

The key worker needs to understand how things are going for you and your family, which means spending time listening to you and your children.

### STEP 3 We plan together

If there are other services working with you, like nursery, education, welfare or housing, it may be helpful to meet together. This means we can share information easily and plan the next steps together to support you and your child to set goals for change.

**Together we can find solutions to a better, happier and more positive family life.**

## Working together

Your key worker can support with practical things like setting routines or introduce new services that will help reduce worries in the family, such as the Citizen's Advice Bureau or a mentor for your child.

## Family review

After working for about three months together, we review the progress of the plan. We can make changes as we go along if we need to.

## Reaching your goals

Change can take time, our workers will be there every step of the way and will celebrate your successes with you!

## How can we help?

All families are different and have unique ways of coping with difficult times. The Family Solutions service works with you through these times.

## When can we help?

### Children going through a 'bad phase'?

Our team can provide practical tips on ages and stages of development and behaviour, no matter what their age is. We work with children with disabilities too.

### Too much pressure?

This could be financial because of unemployment, or you may need debt advice. You may be feeling alone because your family has split up or you are new to Brent.

**Our service will be there to guide you in finding the help you need.**

