



" Our aim is to build upon the strengths of parents/carers in supporting them to find their own...

**Solutions Towards  
Everyday Problems "**



**Telephone support number:** 0116 3053056

**Open between office hours :**

*Mon - Thursday 9:00am - 5:00pm*

*Friday - 9:00am - 4:30 pm*

# Early Help



# FAMILY STEPS

Solutions Towards Everyday Problems



## What can Family STEPs offer ?

Family STEPs offer support to/parents/carers where it has been identified that they would like ideas/support on how best to manage their child's behaviours/routines.

We base our offer of support on parents strengths, worries and concerns that we ask you to share with us during a telephone conversation or a home visit arranged with a Family Support Worker.

Sometimes we use a Family Star assessment tool with parents/carer on a home visit. ( this is a pictorial star chart that will help us plot together your thoughts and feelings around any specific behavioural issues and any other aspects of family life that you are having to manage at this time.) By completing this with you we can then develop a package of support to meet your individual needs. The Support package would include some or all of the following elements:-

### Parent support line:

You will be given the telephone support number. One of our team of Family Support Workers will provide phone support and ideas on any difficulties that are arising regarding your child's behaviour. You would be able to access this number during business hours which are currently 9-5pm Monday to Thursday and 9-4:30pm on Fridays.

### Home visits/ topical discussion and support group:

This is typically an individual visit with you at home or a place that is convenient and then an invitation to attend approx. 2-4 topical (behavioural based) themed sessions developed around your needs.



Some of the topics we cover in these sessions may be on themes such as:

- *How to manage sibling rivalry*
- *Understanding defiant behaviours and how to manage them.*
- *Having sleepless nights? .. Let us give you tips and ideas.*
- *Praise and encouragement ... make it work for you.*
- *Coping with a diagnosis of ASD - come along and share common themes and ways that work with other parents in your locality.*

During all of these sessions your Support Worker will share tips and ideas, demonstrate some resources that can be used, and you along with other parents can discuss ideas that work for you and share your experiences with each other. After these sessions your support worker may book another visit or two in with you to see how you are getting along and they will revisit the Family Star, listen to your views about what's going well and identify any outstanding worries you may need support with.

Family STEPs also work with Centre for Fun and Families who offer parenting support groups. These groups run for 6-7 weeks in your locality and look at child behaviours, how they are formed and how they can be influenced and changed.

### Home visiting service

Family STEPs are also able to offer a home visiting service that is between 6-7 sessions within your home. This service is usually only offered to parents where families and their support worker have identified/agreed that other provision would not meet their needs.

