

What about confidentiality?

Because we are a multi-agency service, information will be shared between the team members.

Written records will be kept securely. You do have a right to see them. If you wish to do this please ask your worker about it.

What Next?

A professional who knows you will talk to you about the service. They will contact us to ask if we can help.

If we feel we can help we will meet with you to make an assessment of your needs.

So if you think you need help/support talk to a professional known to you like GP, School Nurse, Health Visitor etc.

Compliments/Comments/Complaints

To be made to:

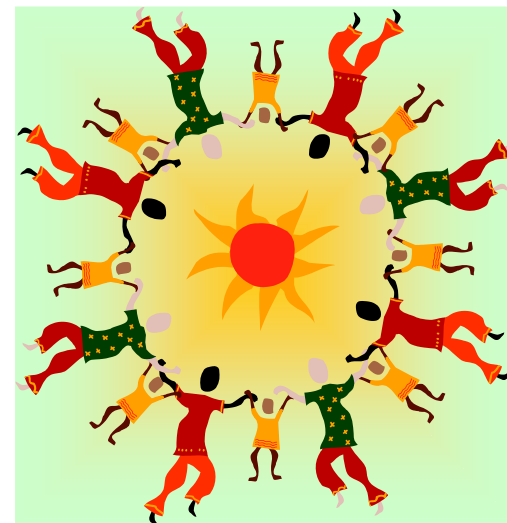
Family Steps Strategic Management Group
Family STEPs,
Room 12,
Coalville Business Centre,
Vulcan Road,
Coalville,
Leics. LE67 3FT

Family STEPS was previously known as CBII, which is part of Leicestershire's Childcare Initiative
Founded in 1999



Family STEPS

'Solutions towards everyday problems'



We offer brief support to families to encourage emotional well-being and positive behaviour for children.

Information for Families

What is Family STEPS?

We are a group of professionals from Health, Education, Social Services and the Voluntary Sector linked to provide a service for families and their young children.

What sort of issues do we help with?

We will work with families or professionals who are asking for help with :-

- Setting rules & limits.
- Building on family coping skills & removing stress from parenting.
- Working to increase parents' own confidence and skills.
- Encouraging parents in raising confident & happy children.
- Building on the home/school relationship
- Offering advice & support on challenging behavioural issues.

What do we do?

We work alongside children, parents/carers and professionals to help strengthen and support families in bringing up and caring for young children.

All our work is short term and planned with whoever is asking for help.

First of all we will listen to what is happening and hear how you would like things to be.

We want to work with families to find the best solutions.

When we work with other professionals we offer advice, resources and consultation to help them in their work with families.

Sometimes we will visit you jointly with other professionals to clarify a situation or help to move things forward.

Where...?

We work with families in a convenient venue, usually their own home, school, health centre or community centre.



....and when?

We recognise it is helpful to be seen as soon as possible. Once we have received information about your family from a professional who knows you, we will decide which of us could be most helpful to you. Then we let you know who it will be and when you can expect a response.

We always try to keep waiting time to a minimum. ☺