

What will happen?

- The keyworker will visit your family for an introductory meeting.
- A team around the family meeting will take place. Other professionals will be at the meeting such as a health visitor, youth offending team worker, social worker, as required.
- The keyworker will ask you and your family questions to gather more information to create a family profile.
- A clear outcome plan will then be made with all the members of your family. This plan will detail all the actions needed to help make positive improvements.
- The family plan will be reviewed regularly to check the progress that has been made and add any new actions that might be needed.
- The keyworker will work with you and your family to address the issues identified to make a positive difference. Most of the visits will be in your own home, however, when we invite you to Council premises, we will ensure that these are accessible and safe.

Contact Details

Connecting Families Team

Bath & North East Somerset Council
Lewis House
Manvers Street
Bath
BA1 1JG
(please note this address is correspondence only)

Office Number: 01225 396931

<http://www.bathnes.gov.uk/services/children-young-people-and-families/connecting-families>



This leaflet can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the above address.

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Connecting Families Service

A leaflet for families



Supporting families to make positive change

Bath & North East Somerset Council



Aims of the service

To help family members:

- To support families to make positive change.
- To get into work, education or training and improve parenting skills.
- To receive the services and support that the family needs.
- To receive specialist advice if needed, such as to tackle health, drug and alcohol issues.
- To keep their family safe and be successful members of their communities.



What will we ask of you?

- To work with us and the services we engage for you.
- To be honest and share information so your worker can get the right support for you.
- To attend multi-agency meetings, family meetings and services as needed.



- To work with us to create a family profile and family outcome plan.
- To follow the outcome plan to meet the agreed achievements such as always getting to school on time.
- To work with us until key changes take place and improvements are maintained.

The Connecting Families Team will work with the whole family providing:

- One worker dedicated to the family.
- Practical hands on support and advice.
- Assistance with concerns such as education, employment, debt, housing, access to services and benefits.
- Help for families to engage with other services such as youth hubs and children centres.

The worker will:

- Be honest and open; and listen to you.
- Treat all members of the family with respect.
- Involve the whole family in decisions about the services you receive.
- Ask **all** members to complete evaluation surveys to help us improve our service.