

# Keeping Families Together



## Our New Way of Working with Families

In West Berkshire, the Family Safeguarding Service are working together to provide a service to the whole family to support you to make changes in your day - to - day life. We work in many different ways, offering advice and support to help you set your own goals and work towards achieving those changes that will improve your life, which will enable children to grow and develop within your own family.

All our workers are trained in working with and supporting families to understand why we are involved and supporting you to make the necessary changes in the various issues families can face such as: domestic violence, substance and alcohol misuse as well as mental health difficulties.

Our aim is to keep families together safely, improve the health and educational achievements of children and reduce emotional, physical harm and neglect.

Sometimes the Family Safeguarding workers may talk to other members of the family who may be able to support you to make the necessary changes. This may be directly by the social worker or by a Family Group Conference.

## Our Commitment to Families

We are committed to working with children and families in achieving their goals and make life - long and lasting changes that will improve the quality of you and your child/ren's lives.

We are committed to providing you with an excellent service and to treating everyone fairly and with respect. In doing so, we may be asking you questions about issues such as ethnic origin, sexuality and religion. This will assist us in considering all aspects of your family's needs as part of our work with you.

Please let your Family Safeguarding Worker know if you need the support of an interpreter, advocate or require sign language support.



**“We are committed to working with children and families in achieving their goals”**



**West Berkshire**  
C O U N C I L

## Our Family Safeguarding Service

All our Family Safeguarding teams are made up of different professionals and these are:

**Social Workers** work directly with parents and children to support them make the changes in their lives to keep their children safe.

**Family Support Workers** work directly with children and parents, and provide support to social workers.

**Domestic Abuse Practitioners** work to support victims of domestic abuse, helping them to recognise domestic abuse, support them to make changes to safeguard their children and themselves and help them identify the impact of Domestic Abuse on their children and themselves.

**Domestic Abuse Officers** work with perpetrators of Domestic Abuse to support them to recognise the impact of their actions and how these can affect their children, achieve change to stabilise their relationships and keep their children safe.

**Recovery workers** work with parents who are experiencing difficulties with either drug(s) or alcohol or both, support them to make positive lifestyle changes and enable them to care for their children.

**Mental Health Practitioners** work with parents who are experiencing mental health difficulties

**Psychologists** work with parents on different aspects of parenting that may affect their children.

## John's story

John has long-term alcohol addiction, repeated failed reduction attempts and a second baby on the way. The family has child protection status. These are John's reflections on Family Safeguarding:

*"It is good – if we don't have them where would we be? It's all different, all the family are open about it (my drinking) ... it's made me feel better cos I haven't got to hide it now ... before I started working with the team I'd give myself around about a 3 and now an 8 or 9 ... I do feel a hell of a lot better I really, really do. Working with the pair of them, I would give me 10/10 ... they really pushed me forward. And I have pushed myself forward at the same time cos they let me do it my own way"*

## Get in touch!

If you would like to make a compliment, comment or complaint about our Family Safeguarding Service you can do so by; Talking to your allocated Family Safeguarding Social Worker or their Manager

**Call: Family Safeguarding East Team: 01189 16770**

**Family Safeguarding West Team: 01635 503189**

**Email [FSEastAdminTeam@westberks.gov.uk](mailto:FSEastAdminTeam@westberks.gov.uk)**

**[FSWestadmin@westberks.gov.uk](mailto:FSWestadmin@westberks.gov.uk)**

**Visit our website [www.westberks.gov.uk/cfservices](http://www.westberks.gov.uk/cfservices)**

