

## Community Capacity

The team provide a universal communication and information service for local families and partner agencies.

We use social media interaction ie, website, facebook, twitter, email and we produce promotional material to hand out.

We attend regular Community and Agency Meetings to promote our services and to gain local knowledge from our partners to pass onto families.

Feedback is important, to give local people a voice, we run surveys through social media and from time-to-time we attend community events for consultation and promotional purposes.

We are happy to promote services and events run by partner agencies so that local people gain a wider knowledge of 'whats going on' in their community.

Please email us and keep us in the loop with what you offer.  
Email: [parentingandfamilysupport@bromsgroveandredditch.gov.uk](mailto:parentingandfamilysupport@bromsgroveandredditch.gov.uk)  
Website: [www.bromsgroveandredditchparentingandfamilysupport.com](http://www.bromsgroveandredditchparentingandfamilysupport.com)  
Facebook: **Parenting and Family Support Service – Bromsgrove**  
**Parenting and Family Support Service – Redditch**  
Twitter: **ParentingandFamily @BgroveandRditch**

## Community Team

**Louise Hall** Community Capacity Builder 07508 016541  
[louise.hall@bromsgroveandredditch.gov.uk](mailto:louise.hall@bromsgroveandredditch.gov.uk)  
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[sarah.walker@bromsgroveandredditch.gov.uk](mailto:sarah.walker@bromsgroveandredditch.gov.uk)  
**Alison Wakeman** Peer Support & Volunteer Co-Ordinator 07717 800 406  
[alison.wakeman@bromsgroveandredditch.gov.uk](mailto:alison.wakeman@bromsgroveandredditch.gov.uk)

## Explaining the Parenting and Family Support Service (Formally known as Early Help)

Dear colleague,

The Parenting and Family Support team in Bromsgrove and Redditch thought it would be useful to share with you information about the team, the services we are able to offer, our criteria and how you can make a referral.

We are responsible for two Children's Centres; Pear Trees in Bromsgrove and Holly Trees in Redditch.

As a Worcestershire County Council commissioned service, we work in partnership with Worcestershire YMCA to be able to meet our targets and help improve outcomes for families in Worcestershire.

We hope you find the information useful but don't hesitate to contact us if you would like to know more.

Kind Regards,

The Parenting and Family Support Team



## How can you refer for support explained in this leaflet?

If you think a family may be in need of some Parenting or Family Support and they meet the criteria, please visit

[http://www.worcestershire.gov.uk/info/20383/are\\_you\\_a\\_professional\\_worried\\_about\\_a\\_child](http://www.worcestershire.gov.uk/info/20383/are_you_a_professional_worried_about_a_child)

Here you can create an account in order to complete the necessary referral form – Cause for Concern.

**Public Health Professionals can use the direct referral route**

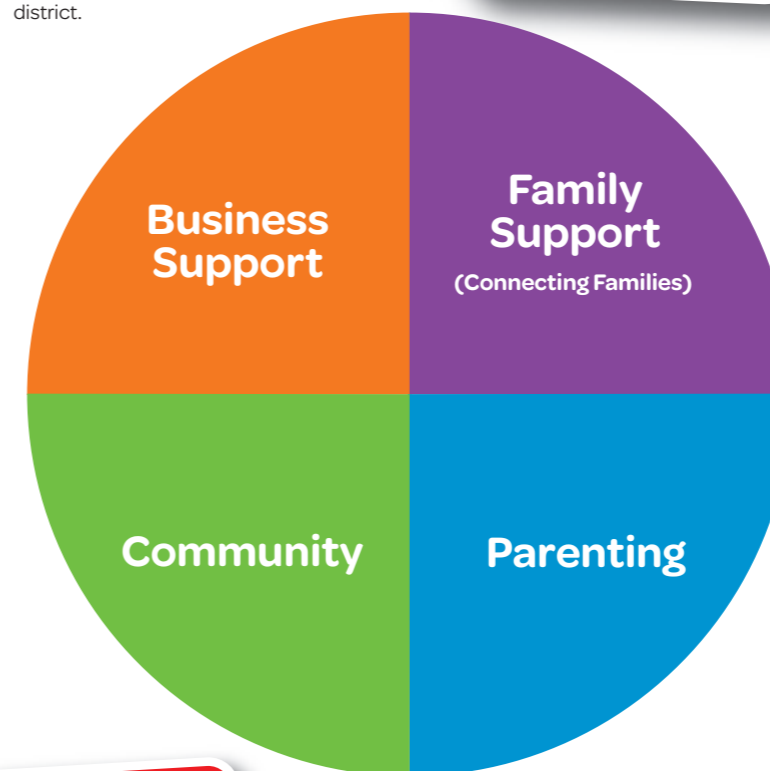
If a parent needs some advice/information they can self-refer by contacting the Family front door on **01905822666**

## Allocations Panel

- The Parenting and Family Support Service allocations panel meets weekly to look at all the incoming referrals.
- The panel consists of an Operational Manager and Team Leaders from each segment.
- There are also external partners who are virtual members of the panel- including Housing, the Early Intervention (5-13 years) Coordinator and Community Social Worker.
- The allocations panel discuss each referral and decide upon the most appropriate agency/ service to work with the family to meet their needs.
- Once allocated to a team member they will endeavour to contact the family and referrer within 5 working days.

## Parenting and Family Support Team

The Parenting and Family Support team is made up of segments. There are team members from each segment- based in our centres, however they work across the district.



## Our Vision

**"We will work together with families, local communities, schools and partner agencies to inspire, empower and provide the best possible opportunities for all parents/carers, children and young people in our community."**

**We believe that in Bromsgrove and Redditch it will never be too early to get help and to provide this at the right time and in the right place"**

## Parenting Support Peer Supporters

We will be focusing on a **Community Parenting Programme**- We will offer a service that could help bridge the gap between parents and professionals by recruiting and training volunteer parents and grandparents (and others with parenting experience.) They will be able to offer parents-to-be and parents with children aged between 0-19 years, friendly support and encouragement to give their babies, children and young people the best possible outcomes.

If you feel you work with parents that would be interested in becoming a Parenting Peer Supporter please contact

**Alison Wakeman**  
**Peer Support and Volunteer**  
**Co-ordinator on 01527 534163**

## Fun Groups

We have a number of carefully selected groups run by external providers. These universal groups provide opportunities for families to engage in fun activities that promote children's physical development and communication skills. Please see the 'Fun Groups' leaflet for more information.

# Meet the Bromsgrove & Redditch Parenting & Family Support Team

## Who are the Parenting Practitioners?

### Bromsgrove & Redditch

#### Parenting Operational Manager

**Liz Griffiths** 07810 154314  
liz.griffiths@bromsgroveandredditch.gov.uk

### Bromsgrove

#### Parenting Team Leader

**Angie Holbrook** 07796 313930  
angie.holbrook@bromsgroveandredditch.gov.uk

#### Parenting Practitioners

**Sharon Miller** 0780 557 0307  
sharon.miller@bromsgroveandredditch.gov.uk

**Alison Hill** 0798 342 6493  
alison.hill@bromsgroveandredditch.gov.uk

**Sally White** 07773 532408  
sally.white@bromsgroveandredditch.gov.uk

### Redditch

#### Parenting Team Leader

**Laura Palin** 07771553944  
laura.palin@bromsgroveandredditch.gov.uk

#### Parenting Practitioners

**Sarah Watkins** 07747 696625  
sarah.watkins@bromsgroveandredditch.gov.uk

**Carol Percy** 07943 832 294  
carole.percy@bromsgroveandredditch.gov.uk

**Kate Price** 07508303239  
kate.price@bromsgroveandredditch.gov.uk

**Tracy Ames** 07768307628  
tracy.ames@bromsgroveandredditch.gov.uk

**Katie Jenks** 07768008530  
katie.jenks@bromsgroveandredditch.gov.uk

**Ann-Marie Creery** 07810154312  
annmarie.creery@bromsgroveandredditch.gov.uk

**Jodie Morris** 07506 554297  
jodie.morris@bromsgroveandredditch.gov.uk

We are proud to say that we are supporting many families to improve their knowledge and skills and support with changes in parenting behaviour across the pre birth to 19 age range. We support parents and children to learn together during the first 1001 critical days in a child's life, knowing that what matters early in life matters for a lifetime. We also support parents to feel and be more effective and confident in raising their children and teenagers, in turn enabling children and young people to be emotionally resilient and socially responsible.

## The Parenting Segment

### What is the role of a Parenting Practitioner?

- The Parenting Practitioners (PP) work with parents who have children of 0-19 years of age.
- They deliver high quality evidenced based groups for parents.
- The PP's work mainly in the Children's Centres but also provide groups in community venues and schools.
- They run a parenting clinic where they can offer support on a one to one basis and also use this as a triage so they can assess a family's needs and ensure they get the most appropriate support available.
- The PP's will also carry out home visits to encourage parents to attend groups and explain what to expect from the groups.

### How to refer for the groups for parents?

Professionals - If you think a family may be in need of some parenting support and they meet the criteria please visit

[http://www.worcestershire.gov.uk/info/20383/are\\_you\\_a\\_professional\\_worried\\_about\\_a\\_child](http://www.worcestershire.gov.uk/info/20383/are_you_a_professional_worried_about_a_child)

Here you can create an account in order to complete the necessary referral form - Cause for Concern.

**Public Health Professionals can use the direct referral route**

If a parent needs some advice/ information they can self-refer by contacting the Family front door on **01905 822 666**

### Birth and Beyond

Duration four weekly sessions for 2 hours, ideally from 28 weeks gestation of pregnancy. Transition to parenthood sessions for parents 'to be' and information relating to: Getting to know my/our unborn baby / Changes for me and us / Giving birth and meeting my/our baby / Our/my health and well-being (parents) / Caring for my/our baby / Who is there for us - people and services

### PEEP (10 to 12 week course for 1 hour 30mins)

PEEP - is a Learning together programme supporting families with Children 0-5 years of age. PEEP learning and activities helps parents to value and build on the home learning environment and relationships with their children, by making the most of everyday learning opportunities - listening, talking, playing, singing and sharing books and stories together. PEEP Supports babies and children to make the most of their opportunities by becoming confident communicators and active learners ready for school. Groups are separated into ages to be able to focus on the development of the Child's stage of development. Children and parents/carers attend together.

### Triple P Discussion Groups

Duration: four, one off session for two hours. Suitable for families with preschool aged children. A discussion group is a short, small group session run by a trained Triple P Facilitator. Each session brings together about 10-12 parents who are experiencing the same parenting issue. They will be given tips and suggestions for dealing with their child's problem behaviour. They'll watch short video clips showing other parents successfully dealing with the same issue and be encouraged to share their thoughts with the other parents in the group. The parents will be given a take-home workbook with simple exercises and information to help them try out the new strategies at home. There are four problem topics to choose from: Dealing with disobedience / Developing good bedtime routines / Managing fighting and aggression / Hassle-free shopping with children

**Family Links** Duration: ten or eleven sessions for two hours. Suitable for families with children and young people aged birth to 19 years of age.

Family Links group for parents helps parents to understand why children behave as they do, recognising the feelings behind behaviour (ours and theirs) exploring different approaches to discipline finding ways to develop co-operation and self-discipline in children learning the importance of looking after ourselves. Raising awareness of self esteem, appropriate expectations and benefits of a positive family environment. Praise / Family Rules / Time Out / Choices and Consequences

### Triple P 2-10

Duration: seven sessions for two hours. Suitable for families with children aged 2 - 10/12 years of age. Triple P is a positive parenting programme, but it doesn't tell you how to be a parent. It's more like a toolbox of ideas. Parents choose the strategies they need. From the start, parents will be given tips and suggestions to fit the needs of their family. They'll see scenes from the Every Parent's Survival Guide DVD, which reveal those familiar behaviour problems in children, and show you how the Triple P strategies work in real life. A workbook will give parents the tools and information they need to start positive parenting right

away at home. Each session brings together about 10-12 parents who are experiencing the same parenting issue.

Triple P can help parents and carers to:

Raise happy, confident kids / Manage misbehaviour so everyone in the family enjoys life more / Set rules and routines that everyone respects and follows / Encourage behaviour you like / Take care of yourself as a parent / Feel confident you're doing the right thing

**Understanding your Child** (10 or 11 sessions for 2 hours). Suitable for families with children and young people aged birth to 19 years of age.

The Solihull Approach 'Understanding your Child' group supports parents to think about how relationships between and with parents and child or young people can be developed as a lifelong skill and to understand child and teenage development to include: Exploring feelings / Parenting styles / Communication / Behavioural difficulties / Attachment / Brain development. Each session will bring together 8-10 parents and give the opportunity of peer support and meeting new people experiencing the same issues or just wanting to develop their knowledge.

### Talking Teens: Family Links (5 sessions for 2 hours)

Suitable for families with teenagers. The programme aims to improve the relationship between parents or carers and teenagers by developing parents' understanding of communication, teenage development and the influence of brain development on behaviour. Parents will also consider conflict and positive approaches to boundary setting and problem solving. Each session brings together about 8-10 parents who are experiencing the same parenting issue. Topics covered: Being a parent of a teenager / Understanding your teenager / Communication with your teenager / Managing conflict

### Teen Triple P

Duration seven weeks for two hours, suitable for families with teenagers. A group for parents of teenagers that enables parents and careers to cope positively with common issues associated with raising teens. Support parents to build stronger relationships with their teenagers, to understand their factors that influence teenage behaviour and support to encourage appropriate behaviour. Helps parents to manage and deal with teen emotions positively. Topics covered: Factors which influence teenage behaviour / Developing positive relationship with your teenager / Encouraging appropriate behaviour / Preparing for new or risky situations / Managing problem behaviour

### Parenting Clinic

One to one consultation appointment service for parents with Parenting Practitioner at local centre. We have access to the Behaviour Toolbox series for professionals and parents.



For more information please contact:  
Bromsgrove Parenting Team Leader Angie Holbrook  
Pear Tree Centre  
Broad St, Bromsgrove B61 8LW. Tel: 01527 835775  
Monday - Wednesday 9.30am - 5.00pm

Redditch Parenting Team Leader Laura Palin  
Holly Trees Centre  
Mabey Ave, Redditch B98 8HW. Tel: 01527 61360  
Monday - Friday 9:00am - 5:00pm

## Who are the Family Support Key Workers?

### Bromsgrove

#### Family Support Team Leader

**Nicky Pearson** 07810 813913  
nicky.pearson@bromsgroveandredditch.gov.uk

#### Family Support Key Workers

**Karen Bond** 07805 568137  
karen.bond@bromsgroveandredditch.gov.uk

**Leah Clayton** 07747 696608  
leah.clayton@bromsgroveandredditch.gov.uk

**June White** 07944 713 853  
june.white@bromsgroveandredditch.gov.uk

**Tina Smith** 07810 813 900  
tina.smith@bromsgroveandredditch.gov.uk

**Helen Platts** 07788 584 700  
helen.platts@bromsgroveandredditch.gov.uk

### Bromsgrove & Redditch

#### Family Support Operational Manager

**Tara Day** 07957 659095  
tara.day@bromsgroveandredditch.gov.uk

### Redditch

Contact Connecting Families  
via The Family Front Door  
01905 822 666

We know that a strong, stable family network enables children and young people to flourish and fulfil their potential. However, many families will face challenges that may require the need for some additional support. These challenges may include mental health, relationship difficulties, problems in engaging in education, financial and/or housing issues, behavioural difficulties, domestic abuse, parenting issues, emotional well-being, child development. Our Family Support Keyworkers aim to help children, young people and their families make positive change or overcome these challenges, by offering practical and emotional support, a whole family approach and home based services designed to meet their needs. As part of a Family Support package, we also aim to support some identified young people ensuring they reach a positive destination into further education, employment or training.

## Criteria

**Does the family tick yes to any of the below statements? They may be eligible to receive support from the Parenting and Family Support Service.**

Do they live within a 10, 20, 30, 40% SOA postcode (List available on request) these are our super output areas - roads that are classed as the most deprived areas in Bromsgrove and Redditch (10% is the most deprived and 100% being the least deprived).

**Have they received support from children's social care in the past year? Are they under 19 and a parent or expecting a child? Have they been in foster care, or have they had a child in foster care who has now returned home? Are they a RED RONI who are risk of NEET and need support as part of a package of family support**

(a discussion will be had with school about those young people who may need this support)

**Or Two of the below?**

- Parents and children involved in crime or anti-social behaviour
- Children who have not been attending school regularly
- Do you feel your child needs help?
- Adults out of work or young people at risk of worklessness
- At risk of financial exclusion (eg in debt, poor credit rating, no bank account or savings)
- Families affected by Domestic Violence or Abuse
- Parents and children with a range of health problems

## The Business Support Segment

Support services underpin the wider team and include finance, monitoring, evaluation, data analysis, premises, health and safety, reception and administration. The Centre Administrators can provide support in booking rooms, booking onto courses, vitamin sales, hiring out breast pumps and are very often the first point for families as they visit the Centres.

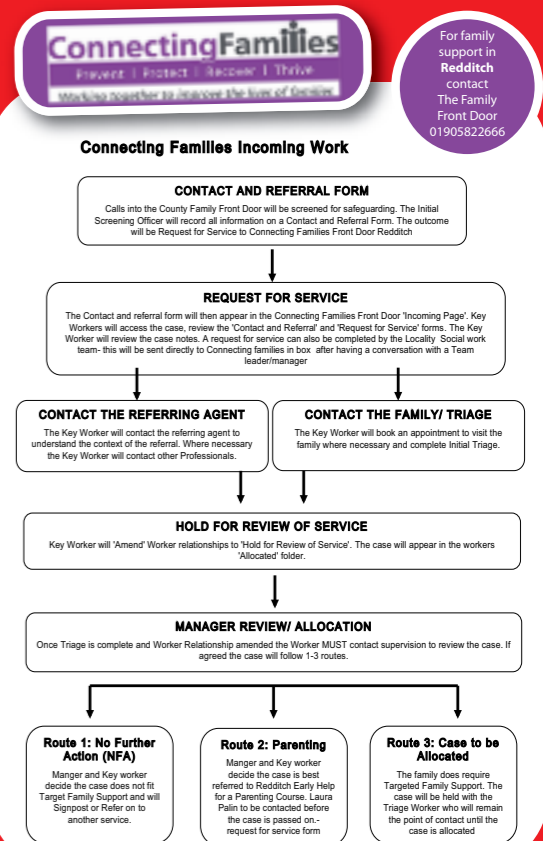
### Bromsgrove & Redditch Business Support Team

Fiona Campbell - Business Manager - 01527 534150 (Broms & Redd)  
Sue Houghton - Business Support Officer at Pear Tree - 01527 835775 (Broms)  
Judith Knight - Family Support Administrator at Starlight Café - 01527 832919 (Broms)  
Carole Leatherbarrow - Business Support Officer - 07747 696629 (Broms & Redd)  
Jenny Dennis - Business Support Officer at Holly Trees - 01527 61360 (Redd)  
Helen Hunt - Business Support Officer (Broms & Redd)  
**Happy to help with any enquires.**

## Family Support Segment

- The Family Support Key Workers (FSKW) work with families who have children and young people aged 0-19 years.
  - The FSKW will be allocated a family and provide support where or when it is needed, whether it is at home, school or in the centre.
  - The FSKW will provide families with interventions that are tailored to individual needs but consider the family as a whole and work alongside the family until they are able to support themselves.
  - The FSKW's work using restorative approaches, being persistent, honest, and when needed, challenging and assertive.
- All FSKW's all have qualifications of a NVQ3 as a minimum.

The experiences of this team range from working in Early Years, social care, youth work and careers guidance.



For family support in Redditch contact The Family Front Door 01905822666