**Working Together Agreement**

All support offered through the Cluster is voluntary and should you wish to end our work together, please have this conversation with your family support worker.

Child’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Referrer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cluster worker: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Compliments and Complaints**

If you have any comments, compliments or complaints, please contact the Cluster Targeted Service Leader (TSL) Lucy Metcalfe on 0113 3876352

Further details on the complaints procedure can be found at [http://www.musicfederation.co.uk](http://www.musicfederation.co.uk/)

**The JESS Cluster**

**The JESS Cluster**

**Family Support Team**



**Your Worker**

**Name:**

**Email address:**

**Mobile:**

**Office:**  0113 387 6352

**Working Days:**

**Best times to contact:**

**The JESS Cluster**

**The JESS Cluster**

|  |  |
| --- | --- |
| *Next Steps…* |  |
| Who do you want to lead the Early Help? |  |
| Date of your first Early Help Meeting: |  |
| Date of your first session with your FSW? |  |

**Information for Parents and Carers**

**Working with families and communities to promote positive and sustainable futures**

**Information for Parents and Carers**

**Working with families and communities to promote positive and sustainable futures**

**Please visit our website!**

<https://jesscluster.org/>

***Please speak to your pastoral worker in school to discuss a request for support from the Cluster Family Support Team.***

Sept ‘19

* Improving self-esteem and confidence
* Support to manage emotional regulation and improve emotional intelligence (understanding feelings and how they impact on self and others)
* Support in decision making and advocating for children and involving children in their family’s Early Help Plan process
* Useful signposting and support to access other services for specific needs – referrals can be made to our commissioned therapeutic services (Impact North, Barca Leeds)

We can also support with advocacy for families where necessary or when faced with a range of difficult issues, for example:

* Housing issues
* Anti-social behaviour
* Domestic violence
* Drug and alcohol misuse
* Child sexual exploitation
* Self-harm
* Social, emotional mental health (SEMH)
* Risk and vulnerability work
* Routines and boundaries
* Behaviour management strategies
* Healthy relationships
* Supporting quality family time
* Consequences and rewards
* Engaging with school
* Attending appointments
* Benefits and budgeting advice
* Supporting children with SEN needs

Please speak to your pastoral worker in school about a referral into the JESS Cluster.

**Working Together Agreement**

* Your worker is committed to meeting with you at least once per week at a place that best meets your needs (for example, your home).
* Your worker will be open and honest with you and will ask the same of you and your family.
* We aim to work with families for a short period of time (on average, 6 months), reviewing your goals regularly to ensure progress is being made.
* If you are unable to attend a session with your worker, please let them know in advance as best you can e.g. phone call, text, email.
* If you feel that there may be something getting in the way of you/your family engaging with support then please let us know.
* If 3 appointments are missed, your worker will need to review Cluster support with you to see if this is the right time for you and your family.
* The JESS Cluster team offer a confidential service within the Cluster; you may see them working with other families you know in the area. Your worker will not discuss your case with other families and vice versa.
* The Cluster works in line with GDPR and information sharing. The privacy statement can be found on our website.
* A safeguarding issue might be identified if it appears there is a danger to yourself, to your children or to someone else.
* All professionals have a duty of care to children. Your Family Support Worker (FSW) would discuss any identified concerns before contacting relevant services/agencies.

**Who we are**

We are a team of 8 Family Support Workers (FSW) offering a range of support services to families across the Beeston, Belle Isle, Holbeck and Hunslet areas of Leeds. We cover 12 Primary Schools, 2 High Schools and 5 Children’s centres across this area. Please visit our website to meet the team.

**What we do**

We work restoratively *with* families to co-ordinate all work through an Early Help Assessment, Plan and Review (EHA/EHP/EHR). These are multi-agency meetings which support you to identify and work towards your families goals, reducing statutory intervention from the local authority provision. Regular Early Help meetings will take place to review progress and engage with appropriate professionals, working together to ensure work is completed transparently and to your family’s satisfaction.

We use the Re-Think Formulation to help you identify your concerns right *now*. This supports the EHP and focusses direct work with parents, carers and children. Visits often take place in the family home, and your worker will support you to consider the whole family, offering practical parenting and emotional support. This work may include:

* Support to develop and maintain family relationships and friendships
* Support understanding of child development and child behaviour

# **Working holistically with families to meet their potential**

This leaflet can be made available in different languages

**The JESS Cluster**

**Information for Parents and Carers**

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