



# Whole Family Support Service

## Information for you and your family

## How can Whole Family Support help?

The **Whole Family Support Service** is different. Your worker will support the whole family, rather than providing a worker for each family member. We are an intensive service with workers available to work seven days per week, during office hours as well as mornings, evenings and weekends if required. Most families receive around eight hours of support per week.

We work with a family's strengths rather than focus on the difficulties, although your worker will challenge you if they feel it is necessary. Our aim is to develop an honest trusting relationship where families and workers work hand in hand to make your life better.

The stages opposite show how we will work with your family.

The **Whole Family Support Service** is a team of people supporting families to make positive changes.



**“She didn’t judge me but listened to what I had to say”**

Michael, aged 14

**“She helps me get the job done, but doesn’t do it for me”**

Anne, single mum with three children

**“The children are going to school every day now”**

Brenda, mum of four

**“They helped turn our lives around”**

Graham, father of three

**start here**

You know what works best for your family and that's the starting place...

7 steps to a positive future for your whole family.

## 7 Positive change

You take one step at a time, making positive, practical changes.

## 6 Family review

After a few weeks you have another family meeting with other involved agencies to see what has changed for the better, and what still needs to be done.

## 5 Practical support

Your key worker will stay around to help with practical support to help make positive changes.

## 4 Making plans

Together you plan a way forward – step by step - to deal with problems about school, home, children, stress or other worries.

## 3 Listening to you

Your key worker will listen to you and work with your family to assess and agree your needs.

## 2 Family meeting

They arrange a meeting for you, all the family, and any service involved like the school, housing and health, to talk together. Now you can make the decision if you want Whole Family Support to help.

## 1 Meet your worker

First you meet your key worker.

## What difference can this work make?

**Most families we work with face some of the following difficulties at the start of our work:**

- Problems with their accommodation, e.g. facing eviction
- Children or family members in trouble with the police
- Children involved with the Children's Hearing system or Social Work
- Children with problems with school attendance/school exclusion/poor behaviour in school
- Parents or young people facing difficulty with alcohol and/or drug misuse
- Domestic abuse within the family
- Physical and/or mental health issues for family members
- Poverty/unemployment/benefit dependant

Our aim is for you to see real positive changes for all the family.

## What kind of support do we provide?

**The Whole Family Support Service will try to support you with whatever issues arise, but some examples of support we provide are:**

- Make sure that children attend school
- Tackle offending and anti-social behaviour
- Tackle conflict in your community or neighbourhood
- Support to address substance misuse
- Practical help with parenting and house maintenance
- Support to get people back to work.

## Contact details

**If you have any questions about the service please contact:**

**Whole Family Support Service  
Strathbrock Family Unit  
47 West Main Street  
Broxburn  
West Lothian EH52 5RL**

**Tel: 01506 855244**

**email: [wfss@westlothian.gov.uk](mailto:wfss@westlothian.gov.uk)**