

## What to do if you're unhappy

We hope that you and your child will like coming to the Glasgow Infant and Family Team and that you will find it helpful. NSPCC workers will try to help in a way that feels OK for you. If you are worried about something, please talk to the person who is working with you – they will listen and try to sort things out quickly. If you're still unhappy, your worker will arrange for you to speak with a senior member of staff. We will do all we can to put things right as soon as possible.

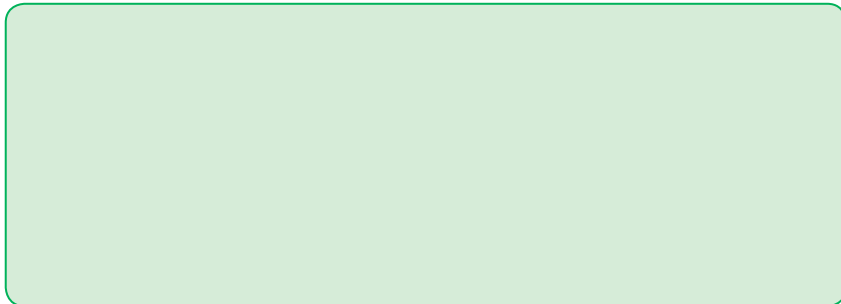
## About the NSPCC

We're here to end cruelty to children by fighting for their rights, helping them when they need us and making them safe.

Services like the Glasgow Infant and Family Team enable us to find the best ways to help children directly and then campaign for these services to be adopted UK-wide.

Through our work, children are better informed, better cared for and better protected.

## Contact details:



# Glasgow Infant and Family Team

## Information for parents



The Glasgow Infant and Family Team helps families who have children in foster care aged between six months and five years old develop warm and loving relationships.

## About the programme

Babies and toddlers do better in relationships where they are well cared for. Children who don't receive this sort of care very often develop problems, which can go on to affect them throughout their lives.

We want to help you and your child get the most from your relationship. To get things off to a good start, we'll provide transport to get you to appointments.

Our team – made up of psychologists, psychiatrists, social workers and support staff – will work with you to create a programme of support that gives your child and your family the best chance.

## How we go about working with your family

A member of the Glasgow Infant and Family Team will work directly with your family. We will chat to you and to others involved with your child so we can understand the ways we can help. We can then start to build a programme that's right for you and your child.

Our assessment includes:

- interviews with you to find out more about you, your child and your relationship
- videotaping you and your child playing together.

We also meet and observe your child with their foster parents.

We work out where strengths lie and the areas where we can offer help. We then build a programme just for you that may include:

- therapy for parents and children together
- individual therapy for children
- one-to-one therapy for parents
- therapy for couples and families.

If a family also has older or younger children in foster care, the programme may be able to help them in some way. Please ask us about this, when this situation arises.

## Help from other services

Sometimes families benefit from getting help with problems such as mental health, domestic violence or substance abuse. If you need this kind of support, we might refer you to agencies that can help.

Some children need extra help with their general development, their speech and language, or their behaviour. We will try to ensure that any additional help needed is provided.

## Who we talk to

While we are working with you, we will keep in close contact with your child's social worker. We will also meet with the worker regularly to discuss the progress you're making.

We'll write a report which describes our assessment and our advice about the help you and your child need and, later on, another report about how our work with you has gone. These will be sent to your child's social worker and to the Reporter to the Children's Hearing, to help them make decisions about your child's care. We will aim to discuss our assessment, our advice and our conclusions with you.

We may also want to talk with health and education professionals who are involved with you and your child. We will always discuss this with you before we contact them.

## Information we hold about you

We use the information we gather to help you and your child to the best of our ability. It is important that you know that this information is likely to appear in the reports that we provide to the local authority and to the Reporter to the Children's Hearing. We will always treat anything that we learn about you and your child with respect and in a professional manner. But we can't offer a guarantee of confidentiality, since anything that you tell us is likely to form part of our report.

It is also important to note that if your child tells us something that suggests that they or someone else is at risk, this information will have to be passed on to the appropriate agency.