

What to do if you're unhappy

We hope that you and the 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 anything, 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.

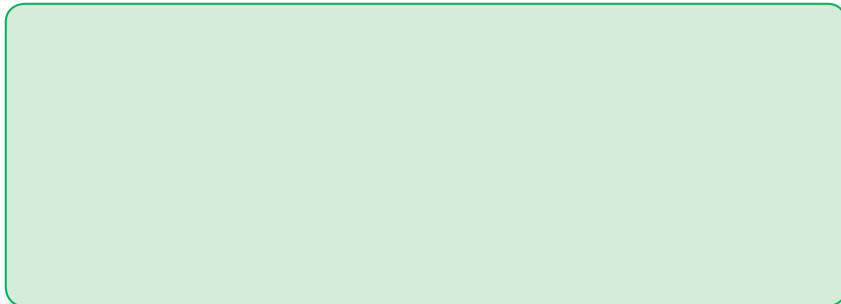
About the NSPCC

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 foster carers



About the programme

Babies and toddlers do better in relationships where they are well cared for and nurtured. 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 the child in your care get the most from your relationship. Our team – made up of psychologists, psychiatrists, social workers and support workers – will work with you and the child's family to create a programme of support so that child can be re-united safely with their family.

How we go about working with your family

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

Our assessment includes:

- interviews with you to find out more about you, about the child in your care and about the relationship between you and the child
- videotaped observations of you and the child playing together.

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

We can then work out where strengths lie and the areas where we can offer help. Meanwhile, we'll build a programme to focus on the relationship between the parents and child, which will include:

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

We also meet the child's parents and carry out videotaped observations. We may also offer help and support to you in your role as the child's carer.

Help from other services

Sometimes families benefit from getting help with problems such as mental health, domestic violence or substance abuse. We may refer the family to other agencies that specialise in this work.

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 also keep in close contact with the child's local authority social worker. We will meet with their worker regularly to discuss progress.

We will write a report, which describes our assessment and our advice about the help the child needs and, later on, another report about the results of our work. Those reports will be sent to the child's social worker and to the Reporter to the Children's Hearing so that they can feed into decisions made about the child's care. We may also want to talk with health and education professionals who are involved with you and the child.

Information we hold about you

We use the information we gather to help you and the 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, the child and their parents 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 the 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.