

Family Support Services Western Isles



Information Booklet



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FAMILY SUPPORT SERVICE IN THE WESTERN ISLES

As a parent we want the best for our children. Bringing up children is rewarding but sometimes it can be challenging and we may need help, support and advice.

The Early Years Family Support Service provides a range of services which can help parents/carers with challenges in their home circumstances, health or with developmental issues.



Support can include:

- Parenting support and advice in your own home
- Guidance in how to make the best use of bookbug and play@home resources to support your child's development
- Opportunities to help support your child's learning at home through the peep learning together programme.
- Infant massage sessions in your own home
- Assistance to access local financial advice or crisis services such as the foodbank
- Buddy service to help you get out and about and meet new people
- Funding for educational resources and toys
- Support from the baby bank

For more information on the Family Support Service please contact the following people:

Family Support Team

Early Years Office
6 Kenneth Street
Stornoway
Isle of Lewis
HS1 2DR
01851 822655 / 07717768093

Janice MacKay

Deputy Early Years Manager
Liniclate Education Centre
Liniclate
Isle of Benbecula
HS7 5PJ
01870 604898

Carol Burns

Early Years Service Manager
Early Years Office
6 Kenneth Street
Stornoway
Isle of Lewis
HS1 2DR
01851 822655

FURTHER INFORMATION

Please see the following websites for further information which you may find useful.

PLAY TALK READ

Free resources to support you to play, talk and read with your child, chat with other parents and share tips at: <https://www.smartplaynetwork.org/playtalkread>

FAMILY INFORMATION SERVICE

Up to date information on registered childcare providers and parent & toddler groups in the Western Isles: www.scottishfamilies.gov.uk

EARLY YEARS WEBSITE

Information about Early Learning & Childcare provision in the Western Isles, childminding and the local Early Years Strategy: <https://www.cne-siar.gov.uk/schools-and-learning/early-years-services/>

EARLY YEARS SERVICES FACEBOOK PAGE

Our Facebook page sharing information on upcoming local events, job vacancies and early years news: <https://www.facebook.com/people/Early-Years-Services-in-the-Western-Isles/100063671316306/>

CITIZEN'S ADVICE BUREAU WEBSITE

Links to advice, factsheets and local contacts: www.citizensadvice.org.uk

EARLY LEARNING & CHILDCARE WEBSITE

National website detailing Early Learning & Childcare eligibility: www.earlylearningandchildcare.scot

GAELIC MEDIUM EDUCATION WEBSITE

www.gaelicmediumeducation.com

GAELIC MEDIUM EDUCATION FACEBOOK PAGE

www.facebook.com/GMEeileansiar

FAMILY SUPPORT SERVICES WESTERN ISLES

<https://www.facebook.com/people/Family-Support-Services-Western-Isles/100067078511519/>

OUR WORKERS

Comhairle nan Eilean Siar's Children's Services Support Workers are experienced practitioners and can offer help, support and guidance on the following:

- Child Development
- Promoting Child Health
- Parenting skills and behaviour issues
- Eating or dietary issues
- Play ideas
- Sleep problems
- Bereavement
- Relationships
- Emotional Wellbeing
- Where to access advice on a range of issues.
- Early Learning, childcare and parent and toddler groups.

Flexible support can be offered in a number of ways including direct work with you in your home, in community based parent groups and/or within nurseries.

BOOKBUG

Bookbug sessions help parents and carers introduce babies and young children to books. Several libraries provide regular sessions, visit www.cne-siar.gov.uk/library for details.

In addition, Children's Services Support Workers can deliver these sessions in local parent and toddler groups and within a family home. Parents are provided with Bookbug packs at several points: Book Bug Baby for babies 6-16 weeks and Book Bug Toddler for toddlers aged 13-24 months are gifted by your Health Visitor, Book Bug Explorer for 3 year olds is gifted by your Nursery and Book Bug Primary 1 Family Pack for children in P1 is gifted by your school. A web site with reading tips, fun activities etc. is available on www.scottishbooktrust.com/bookbug

PARENTING

Our parenting session can cover a range of topics, including managing your child's behaviour, supporting their development, healthy eating, setting boundaries, sleeping routines, etc.

We can deliver the universal Positive Parenting Programme and will provide a tailored service to meet your family's needs.

For more information visit www.triplep.net



PLAY @ HOME

These booklets are gifted to parents providing ideas to enhance the bonding process with your child. Your Health Visitor will gift you the play@home baby book when your baby is born and also your play@home toddler book. Your play@home pre-school book is provided by your nursery.

Family Support Workers can show you a range of simple and adaptable activities that you and your child can do at home to help bring the booklets to life.

The programme aims to:

- Encourage parents/carers to participate in a programme of regular physical activity with their children.
- Strengthen family bonds and communication
- Develop skills such as thinking, moving, socialising and imitating.
- Develop curiosity, imagination and creativity.

BABY BANK

The Family Support baby bank is located in the Early Years Office (EDC) and can be accessed during office hours. The baby bank stocks clothes and other baby items for children aged 0-5 years

COMPLAINTS PROCEDURE

We will try to deal with any complaints first hand, and if there is anything regarding the service that you are unhappy with or wish to raise with ourselves please don't hesitate to contact your allocated worker or the Manager of the service (details at the end of this booklet). If you feel your complaint has been dealt with and you are unsatisfied with the outcome, or wish to make a formal complaint, the Comhairle has its own complaints procedure you should follow.

This can be found by visiting <http://www.cne-siar.gov.uk/policy/complaint.htm>, or contacting the local Comhairle office. All information regarding the complaints procedure can be located by visiting the Comhairle's website.



CONFIDENTIALITY (ACCESS TO FILES AND THE SHARING OF INFORMATION)

We will respect the right to confidentiality of all families we are involved with. All information regarding parents, carers and children is treated as confidential and we will adhere to the Comhairle's policy on confidentiality.

As we are part of an organisation that follows the national Getting It Right For Every Child guidance and therefore promote inter-agency working, there may be times where it is appropriate to discuss cases with other relevant agencies.

Your consent will be obtained prior to relevant information being shared.

CHILD PROTECTION

The safety and wellbeing of children is paramount in the work we do and our Family Support service follows the Comhairle's policies and guidelines with regards to child protection .

It is the duty of all workers involved in working with children to protect children from abuse of any kind. If a child makes a disclosure to a member of staff, or a member of staff has reason to believe that a child is or has been at risk or harmed in anyway, then it is our duty of care to pass this information on to the appropriate authority.

PEEP - LEARNING TOGETHER PROGRAMME

The PEEP Learning Together Programme aims to increase parental knowledge and confidence in how to support their child's learning and play in day-to-day life. Our PEEP Practitioners can work with parents of babies/young children to help build strong parent-child relationships

The programme supports children's personal, social and emotional development, communication and language, early literacy and maths, and health and physical development.

peep supporting parents and
children to learn together



INFANT MASSAGE

Our accredited workers can support you to massage your baby. Baby massage offers a wonderful experience and a special time to communicate both verbally and non-verbally with your baby, making them feel loved, valued and respected. Some of the benefits of Infant Massage are:

- Develops body awareness and co-ordination
- Encourages a deeper and longer sleep
- You will feel the relaxing effects of giving a baby massage
- Reduces babies stress hormones and increases levels of relaxation hormones
- Reduced crying and emotional distress
- Provides an enjoyable opportunity for you to spend one-to-one time with baby
- Relief from wind, colic, constipation
- Relief from teething discomfort

Infant massage uses high quality non-fragranced vegetable oil. Studies have shown that infant massage reduces post-natal depression.



REQUESTS FOR SUPPORT

Once you ask for support from this service (either through your Health Visitor or by contacting us directly) a Children's Services Support Worker will arrange to make an introductory visit. On this initial visit they will discuss your needs and agree an initial level of support. Some paperwork will be completed at the beginning and end of the support package to allow workers to evaluate the support provided and to be confident that the support given has made a difference.

Children's Services Support Workers will only visit if you want their support. If at any time you no longer want this support please let your family support worker know this.

