



## Anchor and Birch Hall Family Support Project

The Birch Hall and Anchor Family Support Project helps families to fully participate in their community and get the best support from local services.

### How to complain

All comments and complaints from people who use our service are taken seriously. NCH has a complaints procedure that aims to sort out problems quickly and fairly. If you are at all unhappy with our service you can talk to staff about this, or ask to be put in touch with NCH's complaints manager.

### Privacy

NCH respects the privacy of service users and will not pass on personal information without their consent. The exception to this is when we are seriously concerned about someone's safety or if a serious crime has been committed.

### Equality and diversity

NCH recognises that all that work for us and use our services are entitled to equal rights.

### For more information, please contact:

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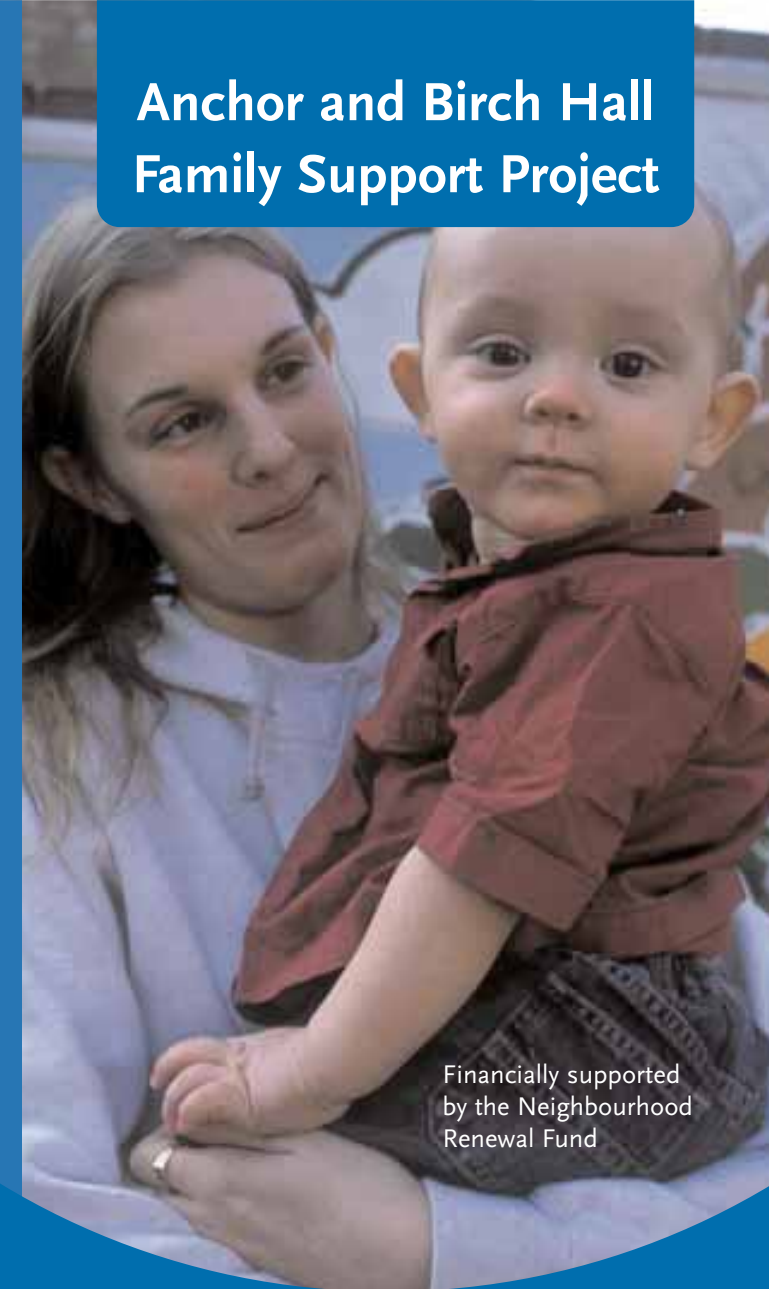
Institute for Political and  
Economic Governance  
at The University of Manchester

NCH helps children and young people achieve their full potential. Through our services we support some of the most vulnerable and excluded children, young people and their families in the UK.

[www.nch.org.uk](http://www.nch.org.uk)

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Renewal Fund

*Supporting families to get the  
best from local services.  
Information for families*



**the children's charity**

## What is the project about?

The project is a research-based project run jointly by Manchester University and the children's charity NCH. The project is financially supported by the Neighbourhood Renewal Fund.

The researchers are keen to find out how local services work with families and how to better serve these families. In return for working with the researchers, families will have access to an independent family support co-ordinator who will monitor how well local services are meeting the needs of families in these areas.

The aim of the project is to enable and support families to fully participate in their community and get the best support from local services.

## How will it work with my family?

With this leaflet you will receive a letter of introduction from the researchers, giving a brief description of the project.

The researchers will contact you to ask if you would like to be involved in the research.

A researcher and the family support co-ordinator will meet with you to discuss the issues facing your family and to ask about your involvement with local services.

We believe it is you, the family, that best knows the problems and are best placed to find the solution. The family support co-ordinator will work with you to arrange a family group conference – this conference will enable you to choose the services you would like to work with and work out a plan with your family and local services.

Your plan will be reviewed every six weeks to check that it is working and remains relevant for your family.

The researchers will meet with you periodically to see how things are going.

## What is a family group conference?

A family group conference offers family members a chance to come together with identified service providers (known as the family's support network) to find out what is happening within the family and to discuss how to find solutions to any problems. It is a decision-making meeting, which is run by an independent co-ordinator. The conference enables the family and their supportive network to make a plan that will secure the best possible outcomes for the family.

## What happens at a family group conference?

There are four stages to the conference:

### Introductions and information sharing

This is where all members of the group will introduce themselves and share any information or concerns they may have.

### Private family time

The professionals will then leave the room and the family will make a plan for the future.

### Accepting the plan

When you have made and written your plan that everyone agrees to, you will invite the professionals back into the room where the plan will be accepted (unless the plan leaves any of the children at significant risk of harm).

### Reviewing the plan

We will set a future date to review your family plan about six weeks after the conference.

