

## CONFIDENTIALITY AND INFORMATION SHARING



Whilst Parent and Family Support Advisors offer support and help to parents, carers, children and young people, we are aware that some may need different or specialist support.

If the Parent and Family Support Advisor felt this was the case, we would discuss this and get agreement to talk to others about this. We would not do this without agreement.

As with all our work with children and young people, their welfare is of paramount concern and therefore if issues of child protection arise, this will need to be reported. The Parent and Family Support Advisor would always endeavour to discuss this with the child or young person, parents or carers before doing this.

## CONTACT DETAILS

For an informal discussion with a Parent and Family Support Advisor or to refer, please contact: -

**Jan Yelf**  
**Tel: 07807 349254**  
**Janet.yelf@kingarthurs.org.uk**

Please email or leave a message at any time, and I will get back to you as soon as I can.

Or you may contact Somerset Direct on  
0300 123 2224



# Tower

Learning  
Community

## Parent & Family Support Advisors



**Who are we?**  
**Where can you find us?**  
**What we do?**

## WHAT DOES A PARENT SUPPORT ADVISOR DO?



Parent and Family Support Advisors are here to offer support and guidance for you and your family on various issues such as: -

- Parenting concerns
- Family issues
- School attendance
- Behaviour problems
- Housing

Parent Family Support Advisors can also direct you to other services or professionals which may be useful.

Talk to us to see if we can help you find the support you need.

Parent Family Support Advisors try to help children and young people make the most of their education and their time at school.

We work closely with teachers and parents and, if appropriate, the child or young person.

Everyone will need to agree what the purpose of the work is and what work we will do.

It is essential that parents and young people consent to working with us.

## WHERE WILL THIS WORK TAKE PLACE?



There are a number of places and ways in which the Parent and Family Support Advisor can work with you and your family, for example: -

- In the Family home
- In School
- Youth Centres
- Children's Centres
- Other places where you feel comfortable

Some work may be individual; sometimes group work might be suggested.



We will...

- Give a listening ear;
- Provide a friendly, supportive service;
- Support families in crisis;
- Be an advocate for parents / carers and children, always aiming to empower them;
- Book appointments at times convenient to you;
- Help to identify areas of concern and develop an action plan together with you;
- Aim to complete work within agreed timescales.

PFSA support is initially offered to families for a period of 6 weeks then reviewed.