

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

At Family Action we believe that as a service user you are entitled to certain rights, including:

- The right to information about Family Action
- The right to a high standard of service
- The right to complain about the service
- The right to have your views and opinions accurately recorded
- The right to be involved in the planning and decision making process
- The right to see your records

Family Action aims to provide services which meet people's needs. If we do something right we like to hear about it; but if you are unhappy about a decision we have made, feel dissatisfied with the way you have been treated or have some other concern about our service, then we want to hear from you. Your comments will help us to improve our services for you and others.

## Who We Are

**Family Action Bradford** engages in Partnership work with other agencies.

**Family Action Bradford** values opportunities to work with people from different backgrounds. We believe that all people should be treated with respect. We try to ensure that everyone has the opportunity to make use of our services. We believe that individuals should not suffer or lose out through lack of knowledge about their rights, entitlements, or access to services.

**Family Action Bradford** works with families and individuals whose first language is not English. Many of the services we provide have workers who have dual or multiple language skills, particularly for Urdu, Punjabi and Bangla. However, we do **not** have staff members employed specifically as translators or interpreters.

**Confidentiality:** No information is shared about service users with any third party; the only exceptions would be where there are child protection concerns or risk of harm. This would be done in full consultation with the service user and a full explanation given.

### Family Action Central Office

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## Family Action Bradford About our Services

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supporting families since 1869

## Our Services

Based at 207 Cutler Heights Lane

### Services for Children

#### Alma Street Project

This service offers individual therapeutic sessions and/or group work for children and young people (aged 5-17 years) who have been sexually abused. We also provide individual and groups for non-abusing parents/carers (both male and female).

A witness support service is available for children who have been sexually abused. We can also provide consultation and training to professionals from other agencies. These services cover the Bradford and Keighley district.

#### HOPE Project (Staying Put Children's Services)

Many women will have children who have been traumatised by either witnessing or experiencing domestic violence. Thousands of children live in fear in their own homes. We offer sensitive support to children to help them cope with their feelings and to adapt to a life free from violence. Children over 5 years of age who have at some time experienced domestic violence or its effects may spend time individually with one of our children's workers or join a children's group when one is available.

#### SUPA Kids Project

SUPA Kids Project offers help, support and advice to any young person aged between 5 and 18 years who is worried or concerned about a parent's drug and alcohol use. SUPA Kids offers individual counselling and a range of group work options including therapeutic and recreation groups. SUPA Kids also runs a successful parenting group that encourages parents to explore their parenting role.

## Our Services

Based at 207 Cutler Heights Lane

### Bereavement Project

#### Children and Loss Project

The Children and Loss Project provides:

- Information and advice to parents, carers and professionals about ways of supporting the bereaved child/young person
- Individual work with a child who has been bereaved
- Bereaved children support group
- Bereavement training to assist professionals

### Services for Families

#### Building Bridges Project

The Building Bridges Project works with children, parents and carers on an individual or family unit level for up to 8 weeks.

The overall aims of the Building Bridges Project are to work alongside children and families/carers to promote positive mental health within families, by identifying support needs and to assist individuals/families to develop more helpful coping strategies.

- Parents Support Group
- Young people's summer activity groups
- You can also take part in our Service User advisory group

## Our Services

Based at 1 – 3 Ringwood Road

### Services for Women/Families

#### SODASA Project

The SODASA project provides information, advice and support for **all** women who experience domestic violence, particularly black and Asian women. We aim to promote self-help and support women to improve independent living skills. We do this by giving women information and help to enable them to make informed choices and decisions about their future.

### Advice Services

#### Advice Service

Canterbury Advice Centre is part of Family Action Bradford, providing a Quality Marked Advice Service in sessions open over the week. Advice and advocacy support is provided about all welfare benefits and tax credits, housing problems including homelessness, debt, immigration and nationality, consumer/employment issues, domestic violence and access to other services.

#### Health Plus

The Health Plus Adviser works as part of the Health Plus Project and provides advice services at 5 GP practices. The Project delivers advice services to 28 GP surgeries in the City PCT area.