

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 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

For more information on what we do, please contact us at:

Family Action
207 Cutler Heights Lane,
Bradford BD4 9JB
Tel: 01274-651652
Fax: 01274-782020
Email: bradford@family-action.org.uk

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 are able to work with families and individuals whose first language is not English. Some of our services are able to access translation / interpreting services through the NHS.

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

501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251
Fax 020 7249 5443 info@family-action.org.uk www.family-action.org.uk
Registered charity n° 264713.



Family Action Bradford About our Services

Providing a range of family support services to the whole family

supporting families since 1869

Our Services

Services for Children

Alma Street Project

This service offers:

- Individual therapeutic recovery work and/or group work for children and young people (aged 5-17 years) who have been sexually abused.
- Witness support service for children who have been sexually abused.
- Consultation and training to professionals from other agencies.

HOPE Service

Many women will have children who have been traumatised by either witnessing or experiencing domestic violence.

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 can access individual or group support. This is a district wide service offered in partnership with Owllet Family Centre and DVS Keighley.

Our Services

Bereavement Project

Children and Loss Project supports bereaved children

The Children and Loss Project provides:

- Information and advice for parents, carers and professionals about ways of supporting bereaved children/young people.
- Individual work/group work with bereaved children.
- Bereavement awareness training for professionals working with children.

Our Services

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 6 appointments.

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.

The Building Bridges Project provides:

- Parents Support Group.
- Young people's summer activity groups.
- Service User advisory group.