

How you can have your say

We would like families to tell us what they think of their Family Group Conference.

At the end of your meeting you will receive a form and be asked to answer a few questions.

We may also contact you at a later date to see if you would like to have some input in how the Family Group Conference services can be developed and improved, perhaps by joining a family forum.

We will also be looking for family members willing to talk to other families who are thinking about having an FGC and would like to talk to someone who has been through it already.

For more information about

North East Lincolnshire
Family Group Conference Service
please contact:

Tel: (01427) 326701

Complaints

It's our ambition for everyone to experience a good quality Family Group Conferencing service. However, sometimes a person's experience of our services might not be to the standard that we would want.

If you are unhappy with the service you have received, you can contact the Family Group Conference Manager, Kelly Margaron, or complete the Council's complaints, compliments, or suggestions form.

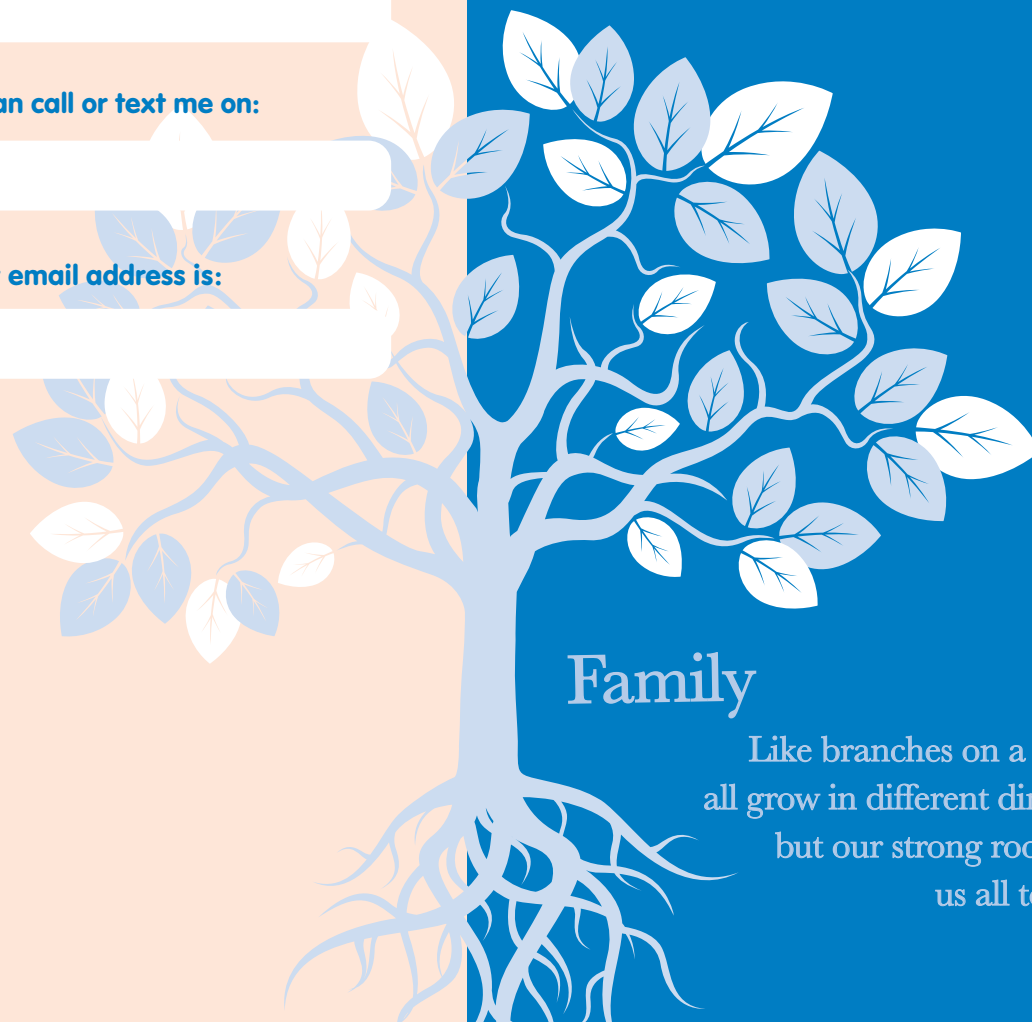
To do this, email: Kelly.margaron@nelincs.gov.uk or go to <https://www.nelincs.gov.uk/yourcouncil/complaints-compliments-and-suggestions/> for more information or contact Complaints, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU **01472 326298 (option 2, then option 1).**

Your Family Group Conference worker is:

You can call or text me on:

My email address is:

Your guide to **Family Group Conferencing**



Family

Like branches on a tree we
all grow in different directions
but our strong roots keep
us all together

Your guide to Family Group Conferencing

What is a Family Group Conference?

We all face difficulties from time to time but usually we manage to sort these difficulties out ourselves. But sometimes we need extra support if the problem is more complicated or harder to resolve.

The Family Group Conferencing Service is offered to families to give them a chance to find out what is happening within their family and to talk about how to overcome any problems they face. A Family Group Conference builds on the families own skills, strengths and personal knowledge to resolve difficulties for children and young people.

Family Group Conferencing provides the opportunity for family members to get together to try and find solutions themselves.

Who is the Family Group Conference Practitioner?

The Family Group Conference Practitioner is an independent person who will help you to organise the meeting.

'Independent' simply means they are someone who has not worked with your family before and are not involved in making any decisions about your children. They are there to support you through the process.

Preparing for the conference

Once we have received a referral, a Family Group Conference (FGC) Practitioner will arrange to meet with you. They will help you decide who should be invited to the conference. They will also arrange where and when it will take place. Everyone will receive a letter confirming the time and place for the meeting.

It is very important that children are encouraged to attend the meeting. Taking into account your child's age and understanding, the FGC Practitioner will ask them about their wishes and feelings.

Children can have their own support person (advocate) to help them.

Private Family Time

Families are given time to meet without any professionals being in the room so they can talk privately. Private Family Time is central to the FGC process. This is when the independent coordinator and referrer leave the room to give you time to decide the best way forward for your child or young person.

You will need to:

- ✓ Agree a plan
- ✓ Decide who will do what and by when

Why have a Family Group Conference?

We firmly believe that families who make and lead plans about their own children have the most success.

Research from around the world also tells us that this success is likely to last longer when families work together to develop their own plans.

The FGC process can help you to come up with common sense answers to a range of problems.

Who can come to the Family Group Conference?

Anyone! This might include extended family members or close family friends.

The person who referred you will attend and service providers may be invited by the family to share information.

Children are always encouraged to attend, or share their views whenever possible.

If anyone needs extra support to attend we can help with this – just ask.