

# Working with families of young people





We have been supporting young people in transition and their families for over 30 years. We recently extended our support to young people under the age of 16 and now support over 200 young people aged between 13-25 years of age.

All of the young people we support have additional support needs, including learning or physical disability, autism, mental health, or behaviour known to challenge services.



## Our Approach

This is based on the Scottish Government's 'Getting it Right for Every Child' strategy which promotes the wellbeing of each young person to be Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included (SHANARRI).

We will:

- Get to know you and your child well
- Work in partnership with you and others in your child's life, e.g. school or college staff, social worker and relevant health professionals
- Ensure support is planned around your child and what they want to get from life
- Respect family commitments and routines
- Involve you in building a small support team around your child and family.



## How you can use your support

It's up to you and your child how you arrange and use support; this could include:

- Exploring options for life after school or college
- Practical support at home for personal care, e.g. help to get ready for school or with bedtime routines
- Developing skills to become more independent, e.g. cooking, using public transport, handling money
- Helping your child continue to enjoy existing relationships and form new friendships
- Helping your child participate in activities they enjoy and be included in their community
- Enable you to have a short break from your caring responsibilities.



## What you can expect from us

Your team will:

- Get to know you and your child
- Respect your privacy, family life, home and routines.
- Have the relevant training and skills to work alongside you and your child
- Be reliable, keep to agreed support times and inform you of anything which may impact upon this
- Do their best to accommodate any changes to your agreed support to fit in with family commitments
- Regularly review and adapt support to respond to changing needs
- Receive ongoing guidance to ensure they do their jobs well
- Work within legal frameworks to keep your child safe.



# What we need from you

We ask that you:

- Share your thoughts and experiences of what works well for your child and family
- Approach us with any concerns you have as soon as they arise so that we can resolve them
- Inform us of any significant changes to your child or family circumstances which may impact on the support we provide.





## Ensuring the quality of our services

Our services are registered with the Care Inspectorate, the national body for regulating and inspecting all care services in Scotland.

Our staff are:

- Required to register with the Scottish Social Services Council (SSSC), who oversee the practice and conduct of Scotland's social care workforce
- Subject to a full Protection of Vulnerable Groups (PVG) check prior to taking up their position
- Required to complete a comprehensive induction programme before providing support
- Provided with training specific to the needs of your child.



## Get in touch

To discuss any of the information in this leaflet in more detail or to explore how we can support you and your family, please get in touch. We will arrange for one of our local managers to meet with you at a time and place that suits you.



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Key, Key Support  
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