



Your journey with us
- what you can expect.

The five local Family Support Teams in Conwy are here to offer you and your family the right support at the right time.

The beginning of your journey

It's your **choice** to work with us:

- We will be friendly, honest, respectful and professional
- We will work with you to understand what matters to you and your family
- We will get in touch within a week of you contacting us, or receiving your details.

Whilst we're working together

Your **voice** is important - we will listen to you and look together at the different areas of your family life:

- We will work together on a plan of what to do next:
 - Find strengths and build on them
 - Provide the tools to support you and your family in making good choices
 - We will do what we have said we will do
 - We will help you to reach your goals.
- We will work with others to find the right support for you.

Moving forward

When you feel in **control**, we will help you move forward in your family life:

- We will encourage you to be part of our community, and to help others
- We're still here for you if you need us.

Tell us what you think – we welcome your feedback and suggestions. 😊

 conwy.gov.uk/familycentres

 familycentres@conwy.gov.uk

