

FAMILY SUPPORT SERVICE



Who we are

We know and understand that being a parent or carer can be difficult and that life sometimes throws difficulties that mean we struggle to cope.

As a service we are here to offer families advice, practical help, and support to try to overcome challenges. Our aim is to help keep families together.

How it works

- Social Work can make a referral to the Family Support Service. Sometimes it will just be the Family Support Service who helps you, but if you have a Social Worker we will work alongside them.
- Every family is different and has different needs.
- We will work together with you, your family and those who are important to you.
- We are not here to tell you what to do. Our role is to get to know you and help build your skills and confidence.
- We want to help families make the right decisions for themselves.
- We **mostly** work with families for a short-term, focussed period of time, depending on the support you need.

Why a family might be referred

- Mental/physical health issues/disability
- Alcohol or drug misuse
- Poor school attendance/behaviour
- Ongoing youth and/or adult offending
- Domestic violence
- Low income, unemployment

Contact information



Mob



Email

What support we can offer

- **Daily routines**
Help and support to improve morning and evening routines.
- **Health**
Promoting local health services, support to access to appointments, help with managing health needs.
- **Housing**
Help to improve home conditions such as decorating, support with filling in forms, accessing benefits, help to resolve housing worries or problems.
- **Practical help in the home**
Support with organising and managing bills, letters, budgeting, meal planning and managing your home.
- **Support**
Helping you to build support within your family, friends and wider community, and finding out about what's out there for you.
- **Parenting skills**
Building skills and confidence in setting clear boundaries in the home, understanding your child, and responding to their needs, worries and achievements.
- **Relationships**
Helping families realise what a healthy relationship is, focussing on areas such as trust, respect and communication.



"....the support I have received helped me gain a better understanding of my children's needs."

"I always have a lot of self-doubt, but this service has definitely helped a lot of difficulties which I will put what I have learned towards any challenges that arise. I honestly feel that this is the only support that has actually helped me feel normal again, to believe in myself and to have a more positive outlook on life".

"The Family Support worker helped me gain my self-confidence and helped me and my family get back on track. I can't thank them enough. I cannot imagine where we would be if they didn't come to our rescue! They have helped so much; I'll be forever grateful!"

"The support that was given I couldn't fault. Having this support helped me through day-to-day life and I have a different outlook on things I used to challenge."



For more information about the **Family Support Service**, please contact Children and Families Social Work Services



Tel 030 33 33 3000