



# #KeepThePromise

## Challenge Poverty Week 2021

### Who are we?

The Family Support Service is a voluntary service that forms part of the wider children and families social work team. We work with families both alongside workers from the area team, children with disability team and the youth justice team, and we also at times work with families independent of other parts of social work.

Our main goal as a team is to provide consistent, short-term support to families to help deal with any difficulties that they have going on by looking at building their resilience and their own supports to help them, ultimately with the goal of keeping families together wherever possible and making day to day family life a bit happier and safer for everyone.

### What do we do?

Our focus of work is providing intensive, family led support within the home by looking at helping parents and their children in relation to a lot of different matters, including;

- Home conditions,
- Improving relationships within the family,
- Building their supports to help them when things are finding difficult,
- Helping families to understand, accept and live with health diagnosis' and looking at how to balance these with the other needs in the house,
- Support with parental and children's mental health,
- Understanding trauma and intergenerational trauma and supporting families when this is impacting on things at home
- Support with helping families getting into routines – looking at bedtime routines, access to the internet late at night, helping parents to be organised in the mornings, helping to unpick difficulties with sleep etc along with supporting parents with boundaries – putting these in place and sticking to them even when things are difficult.

### How can we help?

We work in a flexible way to meet the needs of the families we are working with. This can involve visits in the morning to help with getting everyone up and out in time for school; support for parents during the day to look at things they can access for their own socialising and/or employment, visits after school to look at mealtimes, housework, behaviours in the house and/or visits in the evenings to help with the mentioned bedtime issues. We can also, when it is felt needed offer support over weekends for direct, focussed work.

How can you contact us?

For people that are interested in involvement with our team, they are welcome to contact the access team and submit a referral which will be screened and if felt appropriate passed to our team; agencies are welcome to call on 030 33 33 3000 for information in relation to the supports we can/can't provide.