

## What is a Family Support Worker?

Some families may be experiencing difficulties. Problems might include the abuse of drugs or alcohol, financial or housing difficulties, or simply for the fact they have not experienced good parenting themselves.

Family Support Workers can go into people's homes to offer practical help and emotional support to families experiencing various problems.-

Our role is very varied and can be tailored to your individual family needs.

Families can be referred by:

- Social Workers
- Health visitors/midwives
- Drug and alcohol workers
- Mental Health workers

**You are also able to walk into any Children's Centre to see a Family Support Worker and/or self refer**

## How can we help you?

Family Support Workers are based at your local Children's Centre.

Children's Centres are a one stop shop for all children 0-5 years old and their families, where friendly staff are on hand to give help and advice. The Family Support Worker will run certain groups at the centre designed to support your parenting

### Your Family Support Worker could help with:

- Individual parenting advice
- Housing/welfare forms /advice
- Support to attend groups
- Signposting and support to other agencies
- Support to access health appointments.
- Support coping with the effects of domestic violence.
- Groups specifically for dad's and male carers

## Why you might be referred

- To give extra support for new mums/dads or any parent/carer who needs help
- Reduce isolation by introducing you to what's on in your area
- Working in partnership with your Safeguarding or Child In Need plan.



## What will happen next? The Family Support Worker will:

- Phone you to introduce themselves.
- Arrange a home visit.
- Agree an initial plan with you.
- Review progress regularly.

## Advantages

- Helps build confidence and self esteem. Resulting in better parenting and a happier home
- Reduces isolation
- Chances to build friendship networks
- Gain confidence to become part of the local community and what goes on in it.
- Engaging with Children's Centre staff will help improve outcomes for the family.
- Provide opportunities to go on to further education or help with getting back into work.



We have a duty of care to report any child protection concerns to the Children's Centre manager.

For more information please  
call your local Children's  
Centre  
or visit:  
[www.n-somerset.gov.uk/fis](http://www.n-somerset.gov.uk/fis)

**Castle Batch**  
**01934 427 242**

**Locking Castle and Locking**  
**01934 426 679**

**Worle**  
**01934 426 618**

North Somerset  
**children's**  
centres

**Family Support  
Team**



 **North  
Somerset**  
COUNCIL