



### What happens when the support offered to a family comes to an end?

We like to agree with you when the time is right to end our work together. After your family support has finished we will suggest other sessions available within the Family Centre that will continue to support you and your family.

You will be provided with a brief summary of the support we have completed with you. We would like to contact you again approximately one month and three months after the work has finished to see how you are doing.

### ACCESSING THE FAMILY CENTRE SERVICE

You need to register to access the service. Thousands of families across Hertfordshire are already registered and accessing the Family Centre Service. It's **FREE** to register and quick and easy to do.



Scan the QR code or visit  
[www.hertsfamilycentres.org](http://www.hertsfamilycentres.org)  
Register and get started



Activities, groups  
and professional  
support for you  
and your child



Accessible  
and affordable  
fun family  
activities



Loyalty card  
scheme with  
your 6th session  
is **FREE**

# Family Support Team



Tel: 0300 123 7572



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through **Eventbrite**



# Supporting Parents and Carers

**Being a parent is one of the most challenging, rewarding and important roles anyone can have. All children deserve to be supported so they can grow up happy and healthy.**

Family Centres can support families before problems get too big. There are a range of things that the Family Centre Service can do to help children's emotional well-being and social skills.

If we can't offer the support you need, we will try to put you in touch with other organisations that can.

This service is confidential and we will not disclose information to any party without your permission, unless we consider that a child or adult is at risk of harm.

Families must be **registered** to use the service, please see the reverse of this leaflet for details.



## Asking for support (a referral)

You can ask for support (also known as making a referral) by:

- Contacting us by telephone
- Coming along to one of our groups
- Popping in for an individual chat

With your consent, some agencies or professionals may make a referral to the Family Support Team on your behalf.

## What will happen after the Family Support Team receives a referral?

Once a referral has been received, we will make a decision on whether we are able to give you the support

you need and whether we have the staff time available to support you. If we can't support you, we will try to put you in touch with other organisations that can.

If we can support you, we will begin by talking with you about what is happening at the moment in your family; what you would like to change and the help you would like to receive. We will work together with you to create an action plan using the most appropriate assessment tool.

Every 6-8 weeks we will review how things are improving for you and your family and to see if you still need support from the Family Support Team.

## WHAT CAN THE FAMILY SUPPORT TEAM OFFER?

- **One-to-one family support** in your home or Family Centre focused on a specific part of family life you would like help with (for example, positive behaviour strategies, My Baby's Brain and parental emotional wellbeing)
- **Parenting courses** or other Family Centre sessions that might be right for you
- Support around developing **Healthy Relationships**
- Support when you're **pregnant**
- Support your own **well-being and confidence**
- Suggest fun activities for your family to enjoy at home which will support your child's **learning and development**
- Signposting to wider **services** such as financial worries, debt management and Citizens Advice Bureau (CAB)