

## **Family Support for the Whole Family**

A local Children's Centre was informed of a family having problems and unable to access the help and support they needed. There are five children of ages ranging from 2 to 11 years, mum has a disability, Dad works in a low paid job and family life was spiralling out of control.

With the family's consent the local Children's Centre was contacted and an outreach worker was immediately dispatched to do a home visit. During this visit it was suggested the youngest child be brought into the Children's Centre at no cost to the parents and places on the holiday play scheme were organised. It was a short-term solution but resulted in the family having some support from the Children's Centre and gave the family an introduction to some of the services and activities that were available to them.

Once the youngest child becomes eligible for funding he will attend the nursery on a longer-term basis. The older children were also offered free places at an activity club and with the continued support of staff were able to successfully complete a physical activity course, receive certificates and perform in front of an audience.

The Children's Centre reacted swiftly to the referral and was able to put together a short term package of support for a family who were having temporary difficulties. This later developed into a relationship between the Children Centre and the family giving the staff an opportunity to influence the children's self esteem, behaviour, school attendance and attainment.

Since this initial intervention the family have been able to access a multitude of services available at the Children's Centre including training, family support and establishing links with other agencies such as JobCentre Plus and the Citizens Advice Bureau.