

Some feedback from families

"I was spoken to with respect, I was listened to and reassured. Thank you."

"My keyworker helped with my confidence and self-esteem and I can talk to them without fear of being judged."

"My keyworker helped me to understand how our past has affected our current situation."

"They helped me to understand domestic violence and how to get back into a routine with the Children and support with my mental health."

"My keyworker has helped me come out of my shell and helped me to get to the root of my problem."

"They helped. the school to put some strategies in place to help solve our issue."



How can you contact us?

If you think that you need extra support have a chat with your child's school, nursery, children's centre or one of our partner agencies who has been helping you.

You can also refer yourself or find out more information by calling **020 8303 7777**

If you work with families, children and young people you can find out how to access the service for families by visiting www.bexley.gov.uk/earlyhelpandprevention

Family Wellbeing Service
Erith Youth and Family Centre
105 West Street
Erith
Bexley
DA8 1AW

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If you would like the information in this document in a different format, please call 020 8303 7777 and ask for Communications/Graphics. The reference to quote is: 607130/04.18

Family Wellbeing

Supporting children and their families in Bexley



Who are we and what do we do?

The Family Wellbeing Service can support you to find solutions to family difficulties and to become more confident in dealing with them.

If you and your family are experiencing:

- the permanent exclusion of a child from school, the risk of school exclusion and school attendance issues
- parental or carer mental ill health
- parental or carer learning disability
- parental or carer domestic abuse
- parental or carer drug or alcohol misuse
- low level neglect of a child
- physical chastisement of a child

The Family Wellbeing Service also offers Family Togetherness. These are weekly workshops across the borough to work with parents/carers to support them in positive parenting styles.

If you choose to accept our offer of support you will need to give your consent to allow us to work with you and your family. Our partner agencies may also be able to help if you give them the consent to do so.

Who are our partners?

We can work together with other local services, schools and charities to support you and your family.

These include:

- MIND at Bexley
- Bexley Adolescent Support Service (Porchlight)
- Bexley Women's Aid
- The Pier Road Project



How do we work with families?

You can self-refer your family or give consent to a professional to do this.

If your referral is accepted, a Family Wellbeing keyworker will contact you to arrange a visit to meet you and your family.

After you have signed the consent form we will work together with you and your family to complete a wellbeing assessment explore What is working well? What you are worried about? How you would like things to change?

A family support meeting will be arranged by your keyworker to create a Wellbeing plan of action. If you feel that other agencies could help, they can be invited too. We will have a family support meeting every 6 weeks to review your Wellbeing plan.

Your keyworker will work alongside you for up to 6 months, it may be less if you and your family feel that you have achieved your wellbeing-plan goals.

