



Children and Family  
**Wellbeing**  
Service

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FOR FAMILIES

**DELIVERING EARLY HELP**  
RIGHT TIME, RIGHT PLACE,  
RIGHT FOR FAMILIES

**Lancashire**  
County  
Council



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



## Our new approach to working with families

The Children and Family Wellbeing Service (CFW) offers practical support to children, young people, parents and families in Lancashire. This support can be for a whole range of issues which may be affecting you and your family. We offer this support through our network of centres as well as in the community or your home if that helps you. Sometimes you come to us and sometimes we come to you.

## Our commitment to you and your family

Believing your children and young people are valuable and putting your family at the heart of what we do.

Ensuring the first professional you approach will do their very best to work with you to get the help and support you and your family need.

Offering a service that is right for you; whenever you are, when you need it.

Doing our best to work with your whole family so you only have to tell us your story once throughout your journey.

Creating a positive learning experience that increases resilience and empowers your family to make changes.

Working together with other professionals to support your family; Early Help is a shared responsibility.

Recognising your family's strengths; and valuing your thoughts and ideas as to how we can help you make positive changes.

## Our Early Help Team

Our staff are skilled and committed to understanding your needs and we will help you to identify as early as possible what kind of support you might benefit from.

We particularly want to help you to prevent things from becoming a problem for you and your family. We want your family to get the help you need to live well and for children and young people to have the best start and chances in life. We work with children, young people, parents (and parents to be) through groups and by giving one to one support to you as an individual. We recognise that every family has different needs and we will listen, understand and work alongside and fully include you to make the changes that will help you get to where you need to be.

## Who will work with you?

**Our local teams are made up of a wide range of different professional staff – all of whom play a special role to help you and your family and include:**

**Family Support Workers** will work directly with you and your children and support you to identify and make the changes that will improve outcomes for your family.

**Neighbourhood Group Workers** will run a whole series of drop-in sessions, groups, courses and activities work directly with you and your children.

**Delivery Centre Support Workers** will greet you when you visit our neighbourhood centres, provide you with information and make sure you get the best from using our service.

**Family Time Workers** will work families, whose contact is supervised, to provide safe and child focused sessions.

**Youth Workers** will work with teenagers providing targeted support both one to one and through a wide variety of groups and activities.



## What we offer

We provide our services in a way that is personal to you and your family's needs. This means that our support covers an extremely wide range of issues that may be affecting your lives and can be about anything that concerns you. We will work with your whole family, in order to fully assess what you need. Together, we will then agree a unique 'action plan' through which we will work with you, often as part of a (multi agency) Team around the Family.

### Here are just some of the main areas we can offer you support on;

- Improving your confidence with parenting skills and ensuring you can care well for your children
- Helping your young children improve their speech and language and be ready for when they start school
- Reducing conflict within the family and keeping you safe from domestic abuse
- Helping you strengthen your physical and mental health and wellbeing
- Practical problems affecting your family e.g. money, benefits, housing etc.
- Building up your self-confidence and helping you become more resilient
- Reducing the harmful effect of some of the choices you may be making e.g. drugs, alcohol, smoking, sex
- Progress towards securing employment and financial wellbeing for your family
- Supporting teenagers through some of the concerns and risk they face such as, making good choices, peer pressures, staying safe, impact of their on-line world etc.





**We're keen to hear what is going well for you and your family, as well as what you would like to work on to make positive changes. How we support you may be by working with you and your family as individuals or by your joining a group with others who have similar needs so that you can benefit from wider learning and support.**

## The way we work

We are most interested in understanding from you what changes you feel you want to make and how we can best support you. We use a tool to help us capture this called an Early Help Assessment from which we develop 'Your Family Plan'.

With your agreement, this may involve other people or services who know you and your family, such as a school or your health visitor. When more than our service is involved, we will agree with you a key person (which we call a Lead Professional) who will take the lead on coordinating what everyone is doing with you and keeping you fully informed.

Something else we use to help you keep track of your successes is called a 'Family Radar'. Together we can plot your progress over time on the issues you are working on – at the start, middle and end of your journey with us.

It's important that we agree to meet regularly to review how you are progressing and make sure the actions we have agreed are getting done – otherwise you might not feel that we are properly supporting your progress.

We expect to work with you as long as needed to achieve your current goals. This may just be a few weeks or up to six months, depending on your needs. Whatever we agree, we will make a record of it and you will always receive a copy to sign and keep.



We are fully committed to offering you the right support at the right time to help you make the long-lasting changes your family needs.

At all times, we will be listening to your children and the wider families' views to improve how we work.



The Children and Family Wellbeing Service is available for you in your local community. You can reach us by:

**Drop in to see us at one of our neighbourhood centres.**

You can search for your nearest centre at:

[www.lancashire.gov.uk/children-education-families/early-years-childcare-and-family-support/family-support/children-and-family-wellbeing-service](http://www.lancashire.gov.uk/children-education-families/early-years-childcare-and-family-support/family-support/children-and-family-wellbeing-service)

Each centre offers a programme and a range of services, groups, and drop-in sessions which will give you and your family the support you need, in the right place and at the right time.

Get details of our local groups and service offer at:

<https://fisonline.lancashire.gov.uk/SynergyWeb/Enquiries/Search.aspx?searchID=231>

Contact **Talkzone** Tel: **0800 511 111** Text: **07786 511 111**

They can give you information and advice and guide you on where to find your local centre and details of the services and events they can offer. They can let you know where you can get hold of a 'What's on Guide' about our local offer.

You can also get information through:

**Family Information Service** Tel: **0300 1236712**

**LCC contact centre** Tel: **0300 123 6701**

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