

## HOW DO I FIND OUT MORE?

To find out more about the help we can offer please write, telephone or call in to:

For Eden area:

Cumbria Family Support  
The Office  
Mardale Road  
Penrith CA11 9EH  
Tel: 01768 593102

Or

For Carlisle or Allerdale areas:  
Cumbria Family Support  
at Carlisle West Children's Centre  
Wigton Road  
Carlisle CA2 6JP  
Tel: 01768 593102  
Visit our website at  
[www.cumbriafamilysupport.org.uk](http://www.cumbriafamilysupport.org.uk)

## Cumbria Family Support Information for Families and Referrers



## OUR WORK IS MADE POSSIBLE BY OUR FUNDERS



LOTTERY FUNDED

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**We offer support for families with young children**

**Home Based Support  
Individual Parenting Work  
Individual and Group Work with Children  
Eden Child Contact Centre**

Registered in England Number 4151545 - Registered Charity Number 1085861

## WHO ARE CUMBRIA FAMILY SUPPORT?

We are an independent voluntary organisation which helps families with young children cope when life is difficult. We assist families with issues relating to emotional well being, living with disability and ill health and parenting, and offer support to access other services.

## HOME SUPPORT

Trained volunteers support families by providing practical and emotional help with parenting, respite, and offer kindness, understanding and a listening ear. The relationship that grows between a volunteer and a family builds confidence, self esteem, trust and respect. This helps a family to recognise what they do best and feel worthwhile. The support volunteers provide is led by the needs of the children and adults themselves, and enables the family to flourish through the development of their own personal resources to ultimately lead more fulfilling and happy lives together. If more appropriate this support can be offered by one of our experienced Family Support Workers .

## INDIVIDUAL WORK WITH PARENTS

We support parents to recognise the positives and strengths that they have within their family. We also help them to identify where there are gaps and needs and how to tackle them. We use accredited parenting programmes—Family Links and Nurturing Parents— to work with parents on an individual basis. Together we set up a SMART Family Support Plan that is specific to their needs and one that has realistic expectations of all the family. By measuring the progress on a regular basis the family support staff are able keep the support focussed.

## WORK WITH CHILDREN

### GROUP WORK WITH CHILDREN

The Best Buddies group for 6-8 year olds and the Risk and Resilience Group for 9-11 year olds are attended by children after school. The groups are for children who may have low self esteem, experience difficulties making relationships and have issues dealing with conflict.

The children are allowed time to talk and express themselves freely in a relaxed atmosphere. Focus is placed on promoting positive interaction through play and team work to enable the children to develop their social skills and confidence. The facilitators support the children to enter into discussion as to the best ways to deal with situations as they arise. Encouraging children to verbalise their feelings in a positive manner is one of the main aims of the group, and raising their self esteem and understanding their social skills enables them to become confident adults.



### INDIVIDUAL WORK WITH CHILDREN

While we are working with parents on parenting or relationship issues we can provide 6 sessions of individual work with the child to explore their wishes and feelings and for them to tell us what it is like for them to live in their particular situation. This helps us to focus the parenting support and for the child's voice to be heard and listened to within the Family Support Plan.

## CHILD CONTACT CENTRES

We run Child Contact Centres in Eden, Carlisle and Kendal. The Centres offer supported contact between children and their non-resident parent or other members of their extended family, in a safe, neutral and welcoming environment. They are staffed by a Co-ordinator and volunteers. The centres are open on alternate Saturdays and volunteers help on a rota basis.