

## HOW DO I FIND OUT MORE?

To find out more about the help we can offer please contact:

Cumbria Family Support  
The Office  
Mardale Road  
Penrith CA11 9EH

Tel: 01768 593102

Email: [info@cumbriafamilysupport.org.uk](mailto:info@cumbriafamilysupport.org.uk)

or

visit our website at  
[www.cumbriafamilysupport.org.uk](http://www.cumbriafamilysupport.org.uk)

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## Cumbria Family Support Information for Families and Referrers Family Support Services



Registered in England Number 4151545 - Registered Charity Number 1085861

## WHO WE ARE AND WHAT WE DO

Cumbria Family Support are a Charity with an outstanding reputation for supporting children and their families when life is difficult.

We offer a wide range of support which can include being a listening ear, helping with practical things like de-cluttering or help with sorting health appointments, liaising with school, and managing bills.

Our support offer is not time limited but it is important to note that we are not a crisis service.

## HOW TO MAKE A REFERRAL

Referrals can be made by the family or a professional with the families consent. The referral form can be found under the leaflets and forms section on our website [www.cumbriafamilysupport.org.uk](http://www.cumbriafamilysupport.org.uk)

It is advisable to contact the relevant area Family Support Practitioner to discuss the needs of the family and to check out waiting times prior to submitting a referral form.

## WHAT HAPPENS NEXT.....



We will acknowledge in writing that the referral has been received and entered on to our recording system.

The family will now be in an 'assessment period' which will be undertaken by the Family Support Practitioner and will usually last for about 2 months from the first meeting with the family.

During this period the Family Support Practitioner will speak to the referrer and the family to find out what their support needs are and an initial visit to the family home or if for any reason the family do not want an home visit an alternate meeting place will be arranged.

Once the 'assessment period' is complete, and the family are in agreement about the support they require, they will be placed on the waiting list.

During this time, we are not able to offer any support and will not attend any group meetings such as Early Help/TAFs, Core Groups, Child Protection Conferences, etc.



We will check in with the family approximately every 6-8 weeks to find out if anything major has changed in their circumstances and to see if there are any other services we can signpost to in the interim.

Then we are ready to allocate the family to the person who is going to provide their long term support, we will contact the referrer for any updates and dates for the next meetings.

The family will then be 'matched' with their worker and a support plan will be put in place.

## ENDING SUPPORT

When the support worker feels that all needs have been met from the support plan, an ending support review meeting will be arranged and professionals who are still involved with the family will be informed.

We can also offer a 3 month 'settling period' which means that the family can still stay on our support list but no visits or calls are scheduled. If there are worries that come up during this period then the family can contact their worker for advice.