

Feedback from families on the Isle of Wight who have received support.



**“The support helped me to see what I needed to do and to make some decisions.”**

**“My home is much calmer now.”**

**“My children are now in school when they are supposed to be and I feel so much calmer.”**

**“I know where to go and who to ask if I need help in the future.”**



By joining the programme, you will have a dedicated keyworker to talk to, who will listen to you and provide consistent support.

We will be by your side to support the positive family changes you want to achieve.

### **What happens next?**

Please speak with one of the following professionals, if you would like us to help you. Health visitor, doctor, child’s school/ pre school or any other service working with your family. If you are not currently being supporting by any of these services please visit your local Family Centre.

### **What if I do not want to take part?**

You do not have to take part in the programme if you choose not to. If at any point in the programme you change your mind, you can stop receiving support.

### **For further information about Supporting Families**

[www.iow.gov.uk/supportingfamilies](http://www.iow.gov.uk/supportingfamilies)



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# Supporting Families



[supporting.families@iow.gov.uk](mailto:supporting.families@iow.gov.uk)  
[www.iow.gov.uk/supportingfamilies](http://www.iow.gov.uk/supportingfamilies)

If you have difficulty in understanding this document please contact us on (01983) 823169 and we will do our best to help you.

## **What is Supporting Families?**

The Supporting Families programme is available to all members of your family. We support, advise and offer guidance at a time when you are most in need. This can help you to make positive changes for your future.

You will be supported by a family keyworker who will work alongside you and your family.

## **Making positive changes**

Having to deal with problems can become overwhelming. It can be difficult for families to know where to seek help and support that they need.

## **Supporting Families programme can support families to address difficulties relating to:**

- Education
- Early Years Development
- Mental Health and Physical Health
- Promoting Recovery and Reducing Harm from Substance Use
- Family Relationships
- Child Abuse and Exploitation
- Crime
- Domestic Abuse
- Housing
- Financial Stability

We help each family to develop a family plan to make positive changes.

## **What help is available?**

The help offered will be different for each family and will depend on the support that is needed.

We help each family to develop their own unique plan. We will ask what matters to you and what you would like to change.

Your family will have a single point of contact, known as a keyworker. They will coordinate your family plan and support you between 6 and 12 months. This could be someone who currently works with your family, like a health visitor, school worker or a professional in the community. We will review your family plan together to see how things are going.

### **Health related concerns**

Support and advice such as, diet, sleep routines and emotional regulation.

### **Anti-social behaviour/Crime**

Support and advice.

### **Employment**

Support and advice such as, finding employment, financial difficulties, benefits, and debt management.

### **Housing issues and/or risk of homelessness**

Support, advice and signposting such as, unsuitable accommodation, help with finding a property, and issues with neighbours.

## **Education**

Support and advice such as, poor school attendance, risk of exclusion, and in need of an Educational Health Care Plan.

### **Intensive Family Support within a family home**

Support and advice such as, helping to put in place clear boundaries, building good strategies to help develop effective parenting skills.

### **Family Centre Based Services**

Information, advice, guidance and courses for parents.

### **Volunteers Support Service**

Support from the Early Help Volunteers such as, taking family members to appointments, helping family with shopping, and assisting with some cleaning in the home. This can be offered for up to 12 weeks.

## **Why should my family join the programme?**

Through speaking with families and getting their feedback. Parents, carers and children have said that they want support and encouragement. They want someone to listen. They need their problems and goals understood by people and services that are reliable.

