

# How can I get help from the Family Wellbeing Service?

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

You can also refer yourself, or find out more information, by calling 020 8303 7777. Your call will be routed to a children's services adviser based in our initial response team. They will discuss your thoughts and concerns.

The school, nursery, children's centre, or someone else like a health visitor or youth worker may also talk to you if they think the Family Wellbeing service could help you. If you agree they will make contact on your behalf.

More information is available at [www.bexley.gov.uk/earlyhelpandprevention](http://www.bexley.gov.uk/earlyhelpandprevention)



## If you work with families, children and young people

Practitioners from any agency can find out about the service, how they can refer to it and access it by visiting [www.bexley.gov.uk/earlyhelpandprevention](http://www.bexley.gov.uk/earlyhelpandprevention)



If you would like the information in this leaflet in a different format, please call 020 8303 7777 and ask for Communications/Graphics. The reference to quote is 606001/3.16



# Family Wellbeing Early Help Service

*Supporting children and their families in Bexley*





## What is the Family Wellbeing Service?

The Family Wellbeing Service can support you to identify solutions to family difficulties and to become more confident and resilient in how to deal with them. The Family Wellbeing service replaces Bexley's existing Thriving Families service.

The service works with children and their families where there is known domestic violence, parental or carer mental ill health, parental substance misuse or where a child is at risk of or has already been excluded from school.

We can offer a range of help together with a number of our partners. Help from local youth service agencies, Bexley Women's Aid, Bexley Moorings, local health agencies, MIND and other agencies can be accessed through the service. We are also able to work in partnership with local schools to consider the needs of children who are at risk of exclusion or have been excluded.

**The Family Wellbeing Service is a voluntary offer of help and you will need to give your consent if you wish to take part in the programme**

## How the Family Wellbeing Service will work with you

Once a referral is accepted a family key worker will make contact with you to introduce themselves and the service.

As part of getting to know your family, and so that we understand what is working well and what you are worried about, the family keyworker, in partnership with you, will undertake an assessment. This will include information about important people, relationships, family circumstances and events, current strengths and difficulties, what has worked in the past, why it worked and what has made things more complicated. The assessment will also identify the things that make your situation either better or more difficult, what you would like to change and how things would be different if this happened.

To help the family keyworker to complete the assessment, partners who know and already work with you will be asked to share information with us (providing you are happy for this to happen) and they may visit with the keyworker.

When the assessment is complete we will work with you to develop a shared 'wellbeing plan'. This will set out what needs to change, improve or become stronger, how this will happen and the support that will be needed to achieve these changes. The plan will also explain how we will know that the changes have happened and how often we will review the plan and progress.

Typically, we will support your family for up to six months.

## Where is the Family Wellbeing Service located?

Following the re-design of the borough's Children's Centres we have created three new Children and Family Centres, one in each of our wellbeing localities.

These are at St Augustine's, Belvedere, West Street, Erith and Danson, Bexleyheath. They are the main hubs from which the Family Wellbeing service will operate and they run alongside our universal children's centre service and associated activities.

