



Who's hard to reach?
Developing services
to engage families.

FWA Lambeth Family Support
and Outreach Team

Welcome & introductions

- ❖ FWA is a national charity with over 130 years experience of providing support to individuals and families. In Lambeth, FWA were commissioned in 2000 to provide Family Support Services within Local Sure Start Programmes and we are continuing to provide support to families with children under 5 in partnership with the Children's Centres.

Workshop contents

- ❖ Case study
- ❖ FWA Lambeth Family Support & Outreach Team
- ❖ How easy is it for families to reach our services?
- ❖ What we've learned from working with families
- ❖ Looking forward.

Case study

- ❖ What are the barriers to this family accessing support that will promote positive outcomes for their children?
- ❖ What would it take to overcome these barriers?

People we work with

- ❖ diverse in background, culture, ethnicity
- ❖ diverse in needs

Issues affecting families

domestic violence

asylum & immigration

homelessness

substance misuse issues

family members in prison

mental health issues

SEN

isolation

poor housing

unemployment

learning disabilities

survivors of torture / trauma

racism

bereavement

poverty

chronic illness

physical disabilities

ESOL

relationship breakdown

crime...

People we work with (cont...)

- ❖ individuals and their families

Support we provide

- ❖ parenting issues
- ❖ family issues
- ❖ practical
- ❖ emotional
- ❖ home visits, drop-ins, groups.

Who refers to us?

- ❖ Health visitors
- ❖ Self-referrals / word of mouth
- ❖ Children's Centres / nurseries
- ❖ Speech & Language Therapists
- ❖ Midwives
- ❖ CAMHs
- ❖ Social Workers
- ❖ Voluntary / community organisations
- ❖ Community Mental Health Teams...



How easy is it for families to reach our services?



Form a line / cluster. Chose your position in the line thinking about how easy or difficult it is for families in Lambeth to engage with the service(s) you represent.

The challenges

- ❖ diversity of needs
- ❖ agenda overload
- ❖ we don't have a magic wand

What we've learned from working with families



- ❖ flexibility
- ❖ relationships
- ❖ partnership
- ❖ incentives
- ❖ plugging the gaps
- ❖ persistence – it can take a lot of time...



Looking forward...

In groups... share one practical step that could be taken to facilitate families engaging with the service(s) you represent.

Contacting us

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