

# Cumbria Family Support

## CONSIDERING VOLUNTEERING?



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

**Would you like to make a difference?  
Use your own experience and help support a young family  
Learn, enjoy and contribute to our community**

## 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

We offer support to families in their own homes. Our volunteers support families by providing practical and emotional help with parenting, respite, and offer kindness and 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 recognise what they do best and feel worthwhile. Volunteers usually visit their family once a week for a couple of hours. Some volunteers choose to visit two families, or visit one family and help with a group or the Contact Centre.

## EDEN CHILD CONTACT CENTRE

The Centre offers supported contact between children and their non-resident parent or other members of their extended family, in a safe, neutral and welcoming environment. It is staffed by a Co-ordinator and volunteers. The centre is open on alternate Saturdays from 9am—1pm, and volunteers help on a rota basis.

## OTHER SERVICES WE OFFER

We offer individual Family Links Nurturing Programme, delivered in the family home and tailored to meet families needs.

We deliver the Best Buddies Group (5-8 year olds) and the Risk and Resilience Group (8-11 year olds) where children can learn about making positive relationships and dealing with conflict and bullying, with the aim of building confidence and improving self esteem.

We also offer individual work with children to give them the opportunity to talk about their worries and explore their wishes and feelings to make sense of their particular situation. The work with children can sometimes be delivered alongside work with the parents to ensure the child's voice is heard within the support and outcomes for the family.

## TRAINING AND SUPPORT

Volunteers starting their volunteering with Cumbria Family Support attend an Initial Training Session which includes our policies and procedures, volunteer safety and lone working and briefly covers topics which are expanded on in our Volunteer Development Programme. Volunteers will also be required to complete an e-learning safeguarding session and can then be matched with a family as soon as their references and DBS check are completed.

There is an expectation that volunteers will then attend our six week Volunteer Development Programme which includes sessions on:

- ◆ Levels of support for families and confidentiality
- ◆ Mental health issues and barriers to engagement.
- ◆ Relationships within families and play
- ◆ How to support parents with their parenting
- ◆ Domestic abuse awareness
- ◆ Safeguarding Level II.

Volunteers are also provided with ongoing support from their Volunteer Support Coordinator on an individual basis and at group support meetings held regularly throughout the year. These support meetings are an opportunity for volunteers to share their experiences with and gain support from other volunteers. The meetings also ensure volunteers are kept up to date with developments and usually include a training element.



## HOW DO I FIND OUT MORE?

Please contact:

Cumbria Family Support  
The Office  
Mardale Road  
Penrith CA11 9EH

Tel: 01768 593102

Or

Cumbria Family Support  
at Carlisle West Children's Centre  
Wigton Road  
Carlisle CA2 6JP

Tel: 01228 227348

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



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## OUR WORK IS MADE POSSIBLE BY OUR FUNDERS



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