

How do I access support

How to contact family Support?

- Contact St Stephens Children's Centre or drop-in.
- Speak to another professional e.g. Health Visitor, Midwife or School.

What happens after a referral has been made?

- You will be contacted to discuss your needs and given advice regarding services available to you both locally and within the Children's Centre.
- You will both agree what work needs to be done.

How long will you work with me ?

- Until all agreed tasks have been completed and your situation improves.
- Until you have the skills and information to support yourself

How you can use our services

- You can self-refer by booking an appointment with the Better Start worker
- You can ask a health visitor or other professional to refer you to the Better Start worker.

Where we can meet you

- At home
- In the children's centre
- In the community
- Any other place that you feel comfortable

What you can expect from us

- To be respected and listened to by friendly and approachable staff
- We will ask you to register with the children's centre.
- We will meet you 1-1 and usually this meeting lasts about 1 hour
- We will discuss your family's needs and agree a plan to support you which may involve referrals to other agencies.



from St Stephens, your local Children's Centre

For expectant parents and families with children under 5



Children Centre Manager

Androulla Charalambous

FAMILY SUPPORT



St Stephen's Children's Centre
02077351540

betterstart@st-stephens.lambeth.sch.uk

The Better Start Worker @ St Stephens Children's Centre

Provides a service for children and their families.
Age range 0-5

Offers early intervention support, guidance and advice, working in partnership with other Children's Centres, health, schools, parents and carers.

You know your children best and want the best for them.

We don't have all the answers, but I can help you find them by giving you support, information and advice around a range of issues

I can offer you support with:

- **Confidence Building**
- **Schooling Issues**
- **Housing problems and homelessness**
- **Referral to Other Agencies**
- **Benefits /Financial/Debt/ Budgeting**
- **Emotional Support**
- **Family Relationships**
- **Finding work, training and volunteering**
- **Finding out about local groups for you and your child**
- **Support in getting your child a place in nursery or school**
- **Support around transition points i.e: birth, settling into nursery**
- **Positive parenting such as managing your child's behaviour and setting boundaries**
- **Breastfeeding advice**
- **Parents/ child well being and mental health**
- **Family Learning**
- **Support for children with disabilities and their families**

We look forward to meeting you