



# **NCH Families First Family Support Service**

**Bond Street, Benwell, Newcastle upon Tyne, NE4 8BA  
Telephone no 0191 2724990**

**NCH is a Children's Charity who believes we can make  
a difference to the lives of children by providing  
support and advice to parents.**

## **How can we help you?**

Family Support Workers help families to find solutions to any difficulties in their lives. They give families the advice, support and information they need to make changes. They will put you in touch with useful services, visit you at home and you can access some of the groups on offer. We work with families where at least one of the children is under 11 years old.

### **A Family Support Worker can:**

- Give advice and information about debt advice agencies, housing, education, immigration and other local services. We can put you in touch with specialists,
- Help families access things, such as adult education, social groups, English Language classes,
- Attend any meetings with schools, hospitals and social services with family members,
- Give one-to-one sessions with on parenting skills,
- Give one-to-one session with children around self-esteem, confidence, anger management, bullying
- Support families through times of crisis and offer support around issues such as mental health, drug/alcohol addictions, domestic violence
- Create a Family Plan which gives families clear steps to move forward

## Groups we run:

**Saffa Group for Bengali women:** An opportunity to meet other women, have a chat and enjoy craft activities.

**Dads Groups:** A time for men to meet up, talk about being a dad and get any help or advice they may need including information on things that interest them.

**Parent Drop-in:** A chance to meet other parents, share experiences and get advice in a relaxing environment

**Parenting Courses:** A great idea for someone who wants advice on managing their children's behaviour, how to make the job of being a parent a little easier and to meet others in the same situation.

**Strengthening Families Courses:** help parents and children understand and communicate with each other in a more positive way.

**Finding Solutions Sessions:** An opportunity for families to come together and find solutions to some of their family issues in a safe and calm way.

**Personal Effectiveness Courses:** Run with *Learning Links*, this is a great course to boost self esteem and confidence.

*Crèche facilities can be made available*

## About Us

The Family Support Work Team is made up of women and men and some of our workers speak Punjabi, Urdu and Sylheti. We also use interpreters to ensure the service is open to everyone.

**We believe in working in an open and honest way with families. We respect families' rights to confidentiality at all times.**

The project operates in the West End of Newcastle-upon-Tyne. This includes families living in Rye Hill, Cruddas Park, Benwell, Scotswood, West City, Elswick, Arthurs Hill, Fenham, Lemington, Newburn and Throckley.

If you feel Families First could support you and your family you can:

- Telephone or call into the project at anytime
- or
- Ask a professional who works with you to make contact with us. For e.g. Health Visitor or GP

After this we will be in touch to arrange to meet up with you to talk about how we can help.

**Any further information please contact us:**

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Bond Street,  
Benwell,  
Newcastle upon Tyne,  
NE4 8BA**

**Tel: 0191 272 4990**