

There for parents when they need us most

Our aim is to increase confidence and independence of families. Families Together Suffolk believes that children need a happy and secure childhood and that parents play the key role in giving their children the best start in life and helping them to achieve their full potential.

Volunteers are parents themselves or have parenting experience and will visit once a week. Families and volunteers decide what they will do together. Maybe you need someone to talk to, help with activities or reading with children, help or confidence to access services and groups or someone to support you make or keep medical appointments. At times it can be difficult to find someone to talk things through with, who will listen and be non judgemental and Families Together volunteers can be that someone.

What we do:

- Recruit and train volunteers
- Carefully match volunteers to visit families in their own homes
- Support volunteers and families to ensure the service is offering the right support
- Run family groups where parents can meet up with other parents and which provide activities for parent and child.



Contact Us

Families Together Suffolk
Telephone: 01379 678 552
Website: www.familiestogethersuffolk.org.uk
Email: info@familiestogethersuffolk.org.uk

Your coordinators name:

Coordinators Contact:

Complaints and feedback

If there is something you are not happy with we hope you will tell us so we can try and put things right. Please tell us about the good things as well.

If you are unhappy or happy with anything please contact a member of staff on 01379 678552.

A serious complaint should be directed to the trustees who have overall responsibility for the scheme to: chair@familiestogethersuffolk.org.uk

Our commitment to privacy and safeguarding

Families Together Suffolk will store personal information about you to enable us to provide the best levels of support and for monitoring purposes. All personal information is securely stored and inaccessible to external parties without consent, except in cases of child safeguarding concerns. We have a duty of care to safeguard those we work with and any concerns raised about children or adults will be handled according to our safeguarding policies.



Families Together Suffolk
 @FamiliesTogetherSuffolk

Registered Charity No. 112 7760



Families Together
 SUFFOLK

Home Visiting Support



Supporting parents to give children the best possible start in life and helping them to achieve their full potential



Everyone needs a bit of help sometimes

We provide a free, confidential and non-judgemental service to help parents through difficult times. Support is available to any family living in Suffolk with at least one child aged 11 or under.

We can help if:

- You are feeling lonely or isolated in your community, maybe have no family nearby or are struggling to make friends.
- You are finding it hard to cope if you or your child is ill.
- You have been hit hard by the death of a loved one.
- You are struggling with the emotional and physical demands of having a baby, young children or a multiple birth.
- You need practical help to support you with things like budgeting or healthy eating.
- You'd like to know what is available for parents and children locally but don't know where to go or don't have the confidence to find out or join in.

These are just some examples of things parents ask Families Together to support them with. If you think Families Together Suffolk may be able to help you, you can contact us on 01379 678552 or by using the details on the back of this leaflet

What happens next?

We will make arrangements with you for one of our co-ordinators to visit to chat about what help you need and how the Families Together Suffolk service can support you.

You can choose whether the Families Together service that is offered is right for you.

A volunteer will be matched to you depending on their skills and experience. They will visit you at home usually for a couple of hours once a week.

If you would like the opportunity to attend one of our groups then this can also be arranged either while you have a home-visiting volunteer or afterwards.

Families Together Suffolk's aim is to work in partnership with parents and families to enable them to achieve their goals.



We're here for every parent who feels like they can't do it, and even those who feel like they can

Frequently asked questions

Q. I'm worried about having a stranger in my home. What are the volunteers like?

We try really hard to find the 'right' volunteer for you. They are all friendly caring people, selected for their warmth and understanding. We take up references and DBS checks before they can begin. All our volunteers undertake a 30 hour induction course to prepare to meet you.

Q. I have days when I can't cope, but some days I'm OK. I'm not sure if my situation is bad enough to justify having a volunteer to help me. What should I do?

Give us a call on 01379 678552 and chat with one of the Families Together Suffolk co-ordinators.

Q. What if I change my mind?

That's OK—just give us a ring or text and let us know.

Q. How long can I keep my volunteer?

A co-ordinator will visit you and between you, you can decide whether a home-visiting volunteer or group support meets your needs. Based on what goals families would like to achieve we work with them for as long as necessary to reach them. Sometimes circumstances or aims change and we can be flexible to help support these.

Q. I think I'd like to become a Families Together Volunteer. What qualifications do I need?

You need to have parenting experience and a caring, understanding attitude to families. You can find out more from the co-ordinator or by using the details on the back of this leaflet.

