



Hertfordshire  
Family Centre  
Service

# Family Support Service

FOR PROFESSIONALS



# Welcome to the Hertfordshire Family Support Service

Hertfordshire's Family Support Service is part of the Family Centre Service. We help families from pregnancy through to when a child reaches the end of Primary School (aged 11 years). Our purpose is to support children to have the best start in life, develop well and thrive.

Our Universal offer provides all Hertfordshire families with the following support and guidance.

- Free antenatal course.
- Free antenatal and post-natal social groups.
- Facebook and Instagram accounts full of useful parenting support and advice for parents and carers.
- Live Facebook and Instagram Q&As in partnership with local organisations on interesting and relevant topics to help with family life.
- A YouTube library of videos to support home learning, play ideas for children, plus videos on other key parenting topics.
- Breastfeeding support and information on introducing solid food.
- Opportunity for a family to weigh their baby at our Self Weigh Stations.
- Vitamin collections.
- Family First Aid courses (there may be a small fee).



We are also here to support families when they face key challenges, this is the range of support we have on offer:

## Emerging Needs

**Isolation** – A tailored, short term intervention to support families who may feel they have a barrier to accessing universal services e.g: multiple births; first time parents with a lack of community links; English as an additional language; low confidence; social anxiety linked to mental ill-health.

**Speech and Language** – To support parents to enhance their child's speech, language and communication development through play. This could include signposting into age appropriate services e.g Early Talk. This is not for a child with social communication difficulties.

## Ready to learn (0 - 2 years and 3 years+)

– The aim of this support is to increase parents' knowledge and understanding of how they can best support their child's emotional and physical development, as well as supporting them to be curious and ready to learn in the future. Strategies will include building confidence, independence, communication skills and supporting transitions. The family will either be offered support individually or within an invitation only group.

## Family Cookery Session (Little Chefs) –

To support parents who need advice and guidance on managing a healthy lifestyle for their family. We can offer one to one support, in a small group or signpost to other appropriate agencies.

**North and East Quadrants** – Aimed at families with children aged between 15 months and 2 years - A 5 week course to support parents to get their children off to a healthy start. Topics covered will include portion control, sugar / salt / fat contents, Oral health, weight, physical activity and the importance of eating together.

**South and West Quadrants** – Signposting to the HENRY programme delivered by BeeZee Bodies - A structured 8 week programme (including a family time session), the group programme applies a solution-focused and strengths-based approach to build parents' skills and confidence in maintaining a healthy lifestyle.



# Targeted Family Support

The full description for each of the below packages of support can be found in our Referral Portal, alternatively you can ring us to discuss the options.

## 1:1 Packages of Support

### My Baby's Brain

Understanding the many ways to support the development of a baby's brain early in their life.

### Parental Emotional Wellbeing

Understanding the importance of their own wellbeing and how it has a direct effect on their children.

### Domestic Abuse

Understanding and recognising abusive behaviours and the impact of these behaviours on themselves and their children. Developing an understanding of healthy relationships and keeping safe strategies.

*This support is not offered to perpetrators of domestic abuse.*

### Supervision and Safety

Understanding how to keep as safe as possible within the home and in the community.

### Perinatal Support

Can be delivered from approximately 28 weeks pregnant to 1 year old; the support is designed around the family needs.

### Physical Health

Understanding all elements to support healthy development.

### Routines, Guidance and Boundaries

Understanding and implementing positive behaviour strategies.



## Parenting courses

We also offer parenting courses for targeted and vulnerable families. These include:

### Welcome to the World 9 week course

Parents expecting a baby who are 22+ weeks into pregnancy

Various topics are discussed, including: what does it mean to be a parent; preparing for a new life with a baby; keeping baby healthy by being attuned to their needs; the importance of early communication with baby.

### Parenting Puzzle 10 week course

Parents/Carers (children aged between 3-11 years)

This course will enable parents/carers to understand how emotions can influence actions, including how their own wellbeing has an impact on their children's wellbeing and behaviour. Families will learn about the different elements of parenting as well as the strategies that will enable them to positively respond to their child's needs. They will gain practical solutions to guide their children so that they learn to manage their own feelings and control their own behaviour.

### Family Toolkit 4 week course

Parents/Carers (children aged between 2-5 years)

This course will enable parents/carers to understand the connection between feelings and behaviour choices as well as the different elements of parenting. They will learn strategies that will enable them to positively respond to their child's needs.

### Families Feeling Safe 9 week course

Parents/Carers

This course that will enable parents and carers to recognise and build on their own strengths in: communicating with others; understanding and managing their children's behaviour; expressing feelings and making safe choices.

We also run lots of additional sessions and courses available to all such as Employment Support, and Wellbeing. Details of these can be found on our Facebook pages or via our website: [www.hertsfamilycentres.org](http://www.hertsfamilycentres.org)



# Referrals to our service

Any family referred to our service must be aware of the referral and provide consent for contact to be made. We will always provide you with feedback on the support provided to a family.

[www.hertsfamilycentres.org/refertofc](http://www.hertsfamilycentres.org/refertofc)

If you would like to speak to a member of our friendly team please call us.

District	Telephone
Hertsmere	0208 016 1968
Watford & Three Rivers	01923 932 860
Dacorum	01442 953 170
St Albans	01727 227 746
North Herts	0300 123 7572
Stevenage	0300 123 7572
Broxbourne	01992 475262
Welwyn/Hatfield	01707 629355
East Herts	01920 481670

*These numbers are for professional use only.*



## Registering families

All families need to be registered with us to access our services. It's free and quick and easy to do! Families can register themselves on our website [www.hertsfamilycentres.org](http://www.hertsfamilycentres.org). If required our staff can help families to complete the registration process.

### Sign up!

Sign up to our Partnership Newsletter for more information about our service developments.

Go to [http://eepurl.com/dAM\\_Kj](http://eepurl.com/dAM_Kj) or scan the QR code.



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