

Outreach

The Child and Family Support Worker also offers 'Outreach Support', this is funded by Derbyshire County Council.

This service provides practical and emotional support to families who have experienced abuse in the local area. The type of support provided varies depending on the needs of each individual family. The support is both practical and emotional

We offer help and support for as long as the family need it. The family situation is reviewed on a regular basis and when it is mutually agreed by both parties the Outreach support will cease to exist. Even when support has ended, the families can still contact the Child and Family Support Worker for any help and advice.

Useful Contact Numbers and Websites

Childline 0800 1111
National Domestic Violence Helpline 0808 2000 247
www.thehideout.org.uk www.burstingthebubble.com
www.childline.org.uk www.respect4us.org.uk

What if I am not happy with the service I receive?

We welcome your views on how we can improve and develop our service. Your views are important to us and from time to time you may be asked to complete a customer satisfaction survey.

If you are unhappy about any aspect of our service we would like you to feel able to discuss this with your Child & Family Support Worker or the Services Manager.

If you still have concerns, you may wish to make a formal complaint. You can find more information in our Comments and Concerns leaflet available from:

HPWA, PO Box 22, Glossop, Derbyshire, SK13 8AE
Telephone or Text: 01457 856675



**High Peak
Women's
Aid**

**Formerly
Glossop Women's Aid**

Child & Family Support

P O Box 22, Glossop, Derbyshire, SK13 8AE

Freephone: 0800 019 8668

(free from BT landlines and payphones)

Telephone or Text: 01457 856675

**Telephones are staffed Monday to Friday 9.00 to
5.00 pm an answering machine operates outside of
these hours**

www.highpeakwomensaid.org.uk

Fax: 01457 855199

Email: cafs@gwa.f2s.com

Registered Charity Number: 1134679

What is a Child and Family Support Worker?

The aim of the Child and Family Support Worker is to support women and children suffering domestic abuse, they will work through any issues with each individual and help them come to terms with what has happened to their family and help move them forward to a life ahead free of abuse.

There is one full time Child and Family Support Worker and one part time Play Worker based at High Peak Women's Aid.

The service is funded by Supporting People, Derbyshire County Council Children and Younger Adults Department.

What does a Child and Family Support Worker do?

Our Child and Family Support Worker offers a safe, caring and supportive service to children of all ages, cultural and religious backgrounds including those with special needs. She respects every child as an individual. Our specialist workers provide a whole range of services for children using the Every Child Matters strategy as a framework for the excellent work they do.



They give every child the opportunity to reach their potential through creative and worthwhile play activities, and offer emotional support within a warm, caring and safe environment.

Many of the children are very distressed because of the violence they have witnessed or suffered personally. Often it is only when children are in the safety of a refuge that they disclose abuse for the first time, so it is essential that we have experienced workers who can respond to their needs.

The Child and Family Support Worker welcomes the child/children into the refuge reassure them and show them around. They build up a trusting relationship with each child and talk about any worries or concerns they may have.

They also:

- support mum and child/children in developing life skills to enable independence, re-build self worth, self-esteem and confidence, in developing parenting skills,
- complete children's forms
- talk about what the child has experienced/witnessed
- assess the child's needs
- talk to mum about any worries she has about the child/children
- prepare welcome packs to give to the children
- organise play sessions or sessions with older children to find out more about them as a person, ie their hobbies, likes and dislikes etc
- record individual plans for each child
- contact school, nurseries and the Local Education Authority for a placement
- assist with any problems the child has in attending school
- liaise with other agencies such as Health Practitioners and Social Services