



We build better family lives together



**family
lives**

About us

We know that the right support at the right time makes all the difference. Family Lives provides targeted early intervention and crisis support to families who are struggling. The issues we support families with include debt, emotional and mental health, family breakdown and challenging relationships and behaviour.

From the day a child is born we are here for families offering advice and support online, on the phone, via email and through community services.



Our vision

Vision

Families should have access to active support and understanding

Mission

We build better family lives together

Our values:

Compassionate – This is at the heart of everything we do - we care enough about the experience of others to get involved

Collaborative – Togetherness runs throughout every aspect of our organisation. It is the focal point for all interactions with service users, funders, commissioners, our staff and volunteers

Trustworthy – At a time when public trust in many institutions is at a low, Family Lives will ensure that we have the resources and professional capacity and expertise to provide appropriate support.



We engage with over 2 million families a year

We are here for all families. We work to improve outcomes for children and their families across the UK.

We know that family life is complicated, and we support families every step of the way.



Our reach

Our services are accessible, confidential and professional:

- 2,400,000 website users
- Over 36,000 helpline calls answered
- 57% of helpline callers are single parents*
- 19% of helpline callers are from BME backgrounds
- 37% of helpline callers on family annual income of below £15,599*
- 290,000 social media followers across platforms

* Demographic and satisfaction data is gathered from representative samples of caller and website information, with differing sample sizes for each question due to the availability of data.



Our services

Befriending, individual and group sessions, and intensive support to thousands of families in local areas working on early years intervention, promoting healthy lifestyles and more

Family support helpline, live chat and email service reaching thousands of families every year

Online advice and support to over 2 million users through our websites, social media and online forums

Our services in Essex



Family Lives are working in partnership with Essex County Council to provide online parenting groups and individual support for any lone parent or parents of children with SEND living in Essex and affected by the impact of Covid-19.

For more information, call Kath or Louise on 0204 522 8701 or 0204 522 8700. Alternatively, you can email us at services@familylives.org.uk.

www.familylives.org.uk

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Follow us on Facebook:
@FamilyLivesHertsandBeds



Essex County Council

Our services in Essex

➤ We provide support to

- Lone parents affected by the impact of Covid 19
- Parents of children with SEN affected by the impact of Covid 19

➤ Nature of support

- Individual telephone support for up to 6 weeks
- Online 6-week parenting groups

How to make a referral

Referrals are accepted from professionals or parents –

- By emailed referral form to :
services@familylives.org.uk
- By calling 0204 522 8701 or 8700
- Via the website www.familylives.org.uk/how-we-can-help/in-your-area/essex/

Why families are looking for support

Child obesity

Cyber bullying

depression

teenagers

Starting school

Partner in prison

Kinship carers

Pregnancy and birth

Stepfamilies

Setting boundaries

Coping with divorce

School

Impact of divorce on children

stress

readiness

Child on parent violence

Abusive relationships

Child and adult mental

SEND

Keeping kids safe online

health *relationship issues*

bullying

Workplace bullying

Impact of pornography

Being a single parent



What families say

I feel better now
I have talked to
you. It is so helpful to
be able to talk to
someone who is not
involved in my
situation. No one else
was listening to me.

Family Lives
saved my life.
If I hadn't had your
helpline to call, I'd
have been feeling
the same isolation
as others do.

Having a
befriender
saved
my life.

Supporting families

Stress

I can't keep on top of things. There's no time for all the day to day things that need to be done

Relationship issues

I don't know how I will cope with the children on my own

Teenagers

We never spend time together as a family, my teenage son and daughter won't talk to me

Money Worries

We are really struggling at the moment, I really want the kids to have a good future

Bullying

My 4 year old son is being bullied at school, I don't know what to do

Depression

I've been depressed for 6 months and I'm worried it's driving my wife away from me



Volunteering is at the heart of the work that Family Lives delivers. As an organisation we have a proud history spanning over four decades in which volunteering has spearheaded our organisational response to family need.

We are delighted that this year we gained the Investing in Volunteers quality standard for good practice in volunteer management.



What our volunteers say

“Volunteering for Family Lives has had a massive impact on my outlook on life and how I deal with my own personal issues and those of my friends and family. I listen more and judge less, I try to give others time to express themselves, I actually think I've become a kinder person.”

“Family Lives hasn't just helped me gain new skills it's also improved my old ones such as effective communication, time management, meeting deadlines and being able to adapt to new challenges.”

“Family Lives are a fantastic organisation to work for. Even though my role is voluntary it's given me a lot of new skills and experiences. The job role itself is very rewarding and I enjoy working with my families and my team.”

27,000

Hours donated by volunteers through helpline and face to face services

Volunteer Opportunities



**Opportunities for
further training**



**On-going support
and supervision**



**An opportunity to
work as part of a
fantastic team**



**Opportunities for
personal growth and
development**



**Opportunities for
professional
development**

Website: www.familylives.org.uk

Helpline: 0808 800 2222

Email us: askus@familylives.org.uk

Follow us: @FamilyLives

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