

We are England's leading family charity. We support families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities

Where are we located?

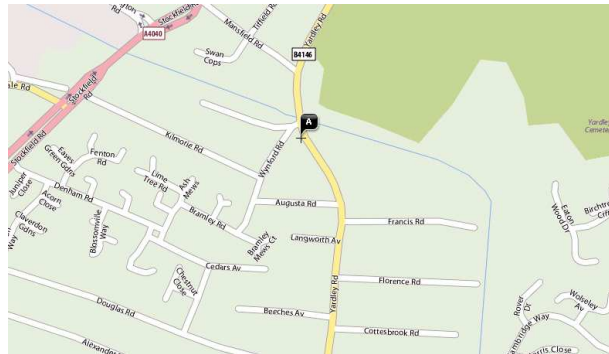
To find out more about what we do please contact us at :

Family Action East Birmingham
213 Yardley Road
Acocks Green
Birmingham B27 6LZ

Tel : 0121 772 4217
Fax: 0121 753 2375
Email : east.birmingham@family-action.org.uk

Our office opening times are :
Monday – Thursday 9.00 a.m. – 5.00 p.m.
Friday 9.00 a.m – 4.00 p.m.

Family Action welcomes everyone to our service whatever their race, age, disability, gender or sexual orientation



Central Office: 501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251 www.family-action.org.uk
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Family Action
East Birmingham
Intensive Family Support
Information for Families

supporting families since 1869

Who are we?

Family Action East Birmingham offers advice, information and Intensive Family Support to promote the physical, social and emotional development of children and young people living in East Birmingham.

We are a team of Family Support Workers and Social Workers providing advice, assistance and support to families.

The work is client-led and we try to focus on the issues that worry you.

Our team has a wide range of experience and knowledge of the complex issues faced by families and have all undergone an enhanced police check.

What do we do?

The service is for families and children between 0 – 12 years of age.

We know every family is different, so support is offered in a variety of ways. For example by:

- implementing techniques in the home that could help strengthen boundary setting and problem solving.
- empowering families to recognise their own skills and abilities in order to find solutions.
- supporting individuals to develop their own self-esteem and confidence.
- encouraging access to local specialised resources
- improving communication skills and language used within the family
- representing and advocating at agency meetings including schools and health
- advising parents/carers about the different aspects of parenting skills
- all service users are actively encouraged to participate in decisions affecting their lives

How do we do this?

- We believe in recognising your strengths / skills and building on these to promote positive outcomes.
- We liaise and work closely with professionals who can support you and those already involved with you and your family.
- We work with families on a one-to-one basis
- All information is treated confidentially within a safeguarding framework.
- Practical support, help and reassurance to parents / carers bringing up children and young people.
- Information and advice on bringing up your child(ren) to improve their health, educational opportunities and well-being
- Strategies to help you recognise and manage stress during times of change for you and your family.
- Advice and information for parents / carers and children with special educational needs.
- Advice and support to encourage your parenting confidence.
- Strategies to help manage a child's difficult behaviour.