

Who do we work with?

Families who have a child between the ages of 5 and 19, who live in Islington or are temporarily housed in another borough.

If you think you may want to work with us, please call us. We are happy to talk with you about our team and how we may be able to help. You can call us on **020 7527 4343** or you can email us at **CSCReferrals@islington.gov.uk**

Families First has three community locations in the borough and you can work with the team closest to you:

- **85-88 Holland Walk, London, N19 3XS**
- **Unit 24 Angel Gate, City Road (entrance on Goswell Road), London EC1V 2PT**
- **The Exchange, Watkinson Road, London N7 8DE**



“ Families First is a great experience... it's very open, you're free to talk about anything. ”

Families First is part of Islington's Stronger Families Programme and is a partnership between Islington Council, Family Action, IMECE Women's Centre and the Parent House.

Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read? Please contact 020 7527 4343.

✉ **Contact Families First
Highbury and Hornsey Team**
85-88 Holland Walk
London N19 3XS
@ CSCReferrals@islington.gov.uk
☎ 020 7527 4343
☎ 020 7527 7042

For more information, please email **Familiesfirst@islington.gov.uk** or call **020 7527 4343**

Families First

Supporting you and your family,
in your community



 ISLINGTON

Families First

Families First supports families with school-aged children up to 19 years old. We know it can be hard to keep family life on track, so we're here for you, in your community, when you need us.

What we can help with:

We know that being a parent is not always easy and that all families need extra help at some stage as children grow up.

This might be because your **housing situation** is difficult or you are hoping to get into **work** or **training**. A **relationship** may have broken down or someone close to you has gone to prison. Your teenagers **behaviour** might be challenging at home or at school. You may have growing **debts** or you may be at risk of **losing your home**.

Families First can provide that extra advice and support when you need it.

“ I found the parenting course very helpful because you realise that it's not just you going through difficult things. It did make a lot of things better, it helped me change. ”



How do we work?

One of our team of trained family workers will work with you and your family in a way that is helpful. You will work with the same person every time you see us.

We can work with you at home or in the community; we can do regular home visits or one-off information and advice sessions. We will aim to work with you for a maximum period of six months. We can meet you during the day, or in the evening, whatever suits you best.

You might not know where to start, but that's ok, we can help you figure out your priorities and start you on your way.



What do we do?

We will start by asking you what **you and your family** need and will always keep you informed about what is happening.

We will **plan what happens next together**, and we will try to bring together other services such as housing, school, prison, probation, young people's services or Jobcentre Plus as appropriate.

We provide **parenting programmes**, and run **community events** and **advice surgeries** throughout the year, which you can attend during the day, evening or at weekends. For more information about parenting programmes see our parenting programme leaflet.

We are keen on **hearing from you** about what you and your family need and your opinion about the service you get from us.

“ I had a problem with a lot of bills coming in. On my own I couldn't change things but since working with Families First I found there is a result. What they do is fantastic. ”