

## ***FACES** volunteers...*

Our volunteers come from all walks of life and have a wealth of parenting experience. They are:

- friendly
- caring
- reliable
- trustworthy
- fully trained.

Volunteers are carefully matched with families and are checked through the Disclosure and Barring Service (the process which replaced the Criminal Records Bureau) as the safety of the child is paramount.



We are always looking to increase our volunteer team and welcome people with a wide range of experiences and backgrounds. Volunteers receive;

- induction training
- full support from the FACES team
- support with further development
- full reimbursement of any travel or out of pocket expenses.

## ***What does it cost...***

FACES support services are free and confidential. Services are paid for by our supporters through grants and trusts. Some are paid for by Bedford Borough Council and some through donations.

## ***FACES** promise...*

Volunteers will respect a family's privacy. Families can choose whether or not to accept our support and they can change their minds at any time.

## ***Making a referral...***

In the first instance we ask that you call us to discuss the availability of volunteers and the criteria for our support.

### **FACES**

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**BEDFORD**  
BOROUGH COUNCIL

# **FACES**

*"Working with families to build a better future"*



**Family and Children's**  
**Early-help Services**

# **FACES**

## About us...

FACES (Family and Children's Early-help Services) is a well established local charity offering practical and emotional support to families under stress.

We do this by recruiting and training volunteers who work alongside one of our Practitioners in delivering a unique menu of tailored services directly to the family, in their own home.

## What we aim to do...

FACES aim to support families during difficult periods in their lives, especially where this will contribute to keeping children with their families. Our objectives include working in partnership with parents to promote the well-being of each family as a whole, and enabling families to manage their affairs with increased confidence and independence.

## Why are our services needed? ...

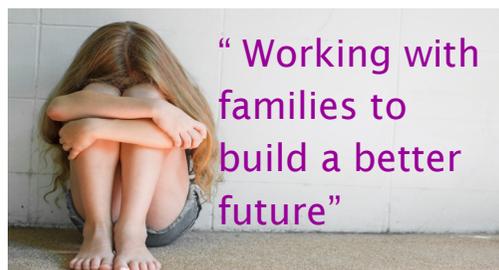
FACES services operate within a range of preventative services available to children in need or families under stress. Many of the families we support do not traditionally access universal services. They have told us that our support is non threatening or stigmatising.

Families are generally referred to FACES by professionals however every year around a quarter of families refer themselves.

# FACES

## What our families say about us

***“ My volunteer has been outstanding. She was like a breath of fresh air, coming in and making me feel like I could do all these things I wanted to and felt I could not. She was very patient with me as my progress was sometimes slow. What I liked is that she did not judge me, she just came in and got on with whatever I needed help with, that week.”***



## Details of our services .....

FACES has a menu of 'pick and mix' services designed in direct response to our service users' 'families' emerging needs - to our knowledge we are one of a kind. The majority of our services are delivered by fully trained volunteers who visit a family in their own home on a weekly basis to offer both practical and emotional support for issues such as:

- Domestic Abuse
- Help with family finance,
- Signposting to our partner agencies—such as debt advice.
- Depression.
- Isolation.

We also offer

- Relationship workshops for new parents.
- Family groups.

There is no rule book for raising a family and sometimes it can seem overwhelming, particularly if the family is facing difficult times. If families receive the support they need, when they need it, then day-to-day family life and the children's future can be so much brighter.