The Fermanagh Early Intervention Family Support Hub

In association with Action for Children and Children and Young People’s Strategic Partnership

- Parenting Support
- Drug and Alcohol Support
- Emotional Wellbeing
- Healthy Relationships
- Behaviour Management
- Disability Support
- Advice and Signposting
The Fermanagh Early Intervention Family Support Hub

The Fermanagh Early Intervention Family Support Hub is a multi agency network of organisations providing early intervention services to families.

What is a Family Support Hub?
The Fermanagh Early Intervention Family Support Hub is a signposting service. It is a multi agency network of organisations that either provide early intervention services or work with families who need early intervention services.

What does Early Intervention mean?
Early Intervention refers to intervention (support) ‘early in the life of a child’ or ‘early in the life of a problem’.

The aim of the Hub
The aim of the Hub is to ensure that families in need of support can choose the right help from the right service at the right time.

How we do it?
Hubs signpost professionals and families to the services they need. The Hubs look at the needs of the family and work to match the family needs to the best possible services that can help.

Families & Professionals will receive the option of having their referrals anonymised and discussed at Hub Quorums that occur once a month where Hub partners will be present. The Hub coordinator will provide recommendations about the service(s) which is best suited to meet the needs of a family. Please see the list of our Hub Partners in our Hub booklet.

This can be a service provided by a core member of the Hub or an organisation closely associated with the Hub. The Hub also makes use of the Family Support N.I. database.

www.familysupportni.gov.uk

In addition the Hub also works very closely with Priscilla Magee, Fermanagh Locality Planning Co-ordinator.
## The Hub Organisations

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How Can I get Help?

Self referral can be made by parents.

If you feel you would like our support, you can contact us directly and we will arrange to discuss how you can be signposted to a service that best meets the needs of your family. You can also talk to someone on the list below to contact us on your behalf.

Professionals from a range of agencies, including those listed below, can also make referrals:

- Health Visitor
- Community Paediatrics
- School
- Education Welfare Officer
- Educational Psychologist
- Social Services Gateway Team
- CAMHS
- Youth Justice
- Occupational Therapist
- GP
- PSNI
Early Intervention Family Support Service
Works across Fermanagh offering support to families. We aim to help children and their families deal with difficulties/problems and work together at an early stage to explore solutions and prevent long term problems.

Family Group Conferencing
A Family Group Conference is a meeting where family members, relatives and friends get together to discuss problems or issues and make a plan to help and support one another in the future. It is a different way of dealing with family difficulties – as families know one another best, it is a way for them to take responsibility for planning for their children. Family Group conferencing allows families to take responsibility for making good, safe decisions about their children.

Supporting Families, Supporting Communities
The Supporting Families, Supporting Communities programme is an early intervention service which deals with the impact of alcohol abuse. Its aim is to be a preventative, educative and awareness raising service for children, young people and their parents/carers through providing a short-term and focused service to individuals in their homes and to schools and community groups throughout the whole of Fermanagh. Individuals and families can access the service by self-referral or through a professional.

Floating Support Service
Works across Fermanagh offering support to young people aged 16/17 where there is a risk of family breakdown, risk of homelessness. Or aged 18-21 leaving care. In Fermanagh we have extended our upper age limit to 25 year olds where there are complex needs and they are at risk of homelessness.

We are a 24 hour Service.
www.actionforchildren.org.uk
Adult ADHD NI

Adult ADHD NI is an organisation offering support to parents and family members of children and adults affected by ADHD throughout Northern Ireland. Our purpose is to create awareness of ADHD, provide support and information to families and those directly affected by the condition.

We offer one to one support for parents and family members directly affected by ADHD. We deliver training and information sessions to parenting groups, educational providers and health professionals.

We have monthly support groups in various locations throughout Northern Ireland. These offer peer support and an opportunity to meet other people who may be experiencing similar issues and reduce the anxiety that can be associated with ADHD.

**Support groups:**
Enniskillen on the first Thursday of the month in the Aisling Centre from 7.00pm until 8.30pm.

Activity programmes based on stress reduction techniques and reducing social isolation and anxiety.

**Supporting people with a hidden disorder to achieve their full potential.**

**Email:**
niaadhd@gmail.com

**Website:**
www.adultadhdni.org

You can contact us on Facebook or Twitter.

**Contact Details**
Emma or Niall
56 Enniskillen Business Centre, 21 Lackagboy Road, Enniskillen BT74 4RL

Telephone:
028 6632 2077
The ARC Healthy Living Centre

**CORE PROGRAMMES**

Cherish Sure Start works with parents and children to promote the physical, social, and emotional development of pre-school children – particularly those who are disadvantaged – to ensure that they are ready to thrive when they go to school. This is done by providing better health, childcare, play and educational programmes from the earliest possible moment. A multi-disciplinary approach has been established with the Sure Start team consisting of staff specialising in play, health, family support, dietetics, speech & language and early education.

- **SATCHEL** - offering a variety of Sure Start style services and activities to parents with children aged 4-6 in the areas of Newtownbutler, Irvinestown, Belleek and Enniskillen.
- **SOLACE** - Supportive Opportunities for Living with Addiction in a Community Environment.
- **ACTIVE ALLSORTS** Childcare Centre, self-financing and linking with SURESTART in pre-school provision, registered by Western Health and Social Care Trust
- **SSAVI** – Shared Services Added Value Initiative, supporting the sustainability of Non Profit Childcare Providers.
- **Community Forums. Irvinestown Community Partnership, the Quarterly Round table consultation between FDC, DOE, PSNI, NIHE and the local community.**
- **ACCESS ARC** Child Contact emotional Support Service, establishment of Child Contact Service for Fermanagh.

In addition the centre acts as a conduit for the delivery of additional services into the area, i.e. CAB, Relate, Carers Support, and CPN services are delivered from the ARC.

**Website:** www.archlc.com  
**Follow us on Twitter:** @ARCHLCLTD1
Do you have or know someone else who has a child with an acquired brain injury (ABI)? If so then the Family First Service may be able to offer support. The Family First Service offers a specialist programme designed to empower families, across the whole of Northern Ireland, to support the recovery of children aged 0-12 years old who have sustained an acquired brain injury.

Our family practitioners come from a range of professional backgrounds and work with the whole family unit to enable both the family and the child better manage the impact of ABI in daily life.

ABI refers to any brain injury acquired after birth, this can include children who are experiencing repercussions of illnesses such as meningitis, encephalitis, brain tumours and or a traumatic event directly resulting in acquired brain injury.

Who can apply?
Anyone can make a referral, whether you are a family member, social worker, GP, counsellor or teacher. The child with ABI must be age 12 or younger but families can come in any shape or form and involve any number of people.

What happens once a referral is made?
A member of the Family First Service will contact the family and find out a suitable time to meet. We will find out more about the challenges being faced and discuss support we could offer.

How do I apply?
You can find a referral form on the Family First Service section of our website (www.braininjurymatters.org.uk) or you can call our team for further information (02890-705125). Alternatively you can email us at info@braininjurymatters.org.uk
Drug Intervention and Community Education (DICE) Project

Our DICE project works with vulnerable young people aged 10-20 who have been affected by hidden harm. Hidden harm is the term used to describe the impact of another person’s drug and/or alcohol misuse on a child.

We work with the young people on an individual level to help them to come to terms with the pain of this. We can also work with the young people in small groups and these groups are designed to provide peer support for those affected as well as provide fun activities.

Contact Details
Breakthru
Dergmoney House
3rd Floor, 41a
Dublin Road
Omagh
BT78 1HE

Michaela O’Kane
(DICE Project Worker)
07769261533
Michaela@breakthru.co.uk

Breigeen Corr (DICE Project Worker)
07769294334
Breigeen@breakthru.co.uk

Main Office:
02887758223
CAMHS - Child and Adolescent Mental Health Services

Primary Mental Health Service

- Supporting and strengthening Tier 1 and 2 CAMHS provision through the building of capability within community and primary care staff (Health, Social Care, Education, Youth Justice and Non Statutory Sectors) in relation to early identification of and intervention with children mental health needs.

- Promoting the mental and emotional health of children, young people and families in the community in line with policy guidance from the National Service Framework for Children, Young People and Maternity Service from pregnancy to adulthood.

- Enhancing accessibility and equity for children and families especially those who would not ordinarily have an opportunity to seek help from statutory and non statutory agencies.

- Early identification of the development of mental health problems in children and young people.

- Working across boundaries to develop a co-ordinated response to children’s mental health needs with other agencies

- Facilitating appropriate access to specialist CAMHS and other relevant provision according to level and nature of need

- Providing a direct service to children and young people and their families in an accessible and less stigmatising environment.

Contact Details
CAMHS, Rivendell, Omagh

Telephone: 028 8283 5990
Community Family Support Programme

The Community Family Support Programme supports families as they make life changing decisions to improve their everyday lives. It’s delivered by family support organisations in the heart of the community throughout Fermanagh.

Support for families
If your family needs help, support is available. If you or a family member isn’t in education, employment or training, you will get help and advice to address your needs and access to a range of positive opportunities.

Your family will receive help and support to address any health, social and economic issues that impact your daily lives.

Family members aged 13 to 16 years will also receive support to address their educational needs.

Types of support
The support provided on the programme is directly matched to your own needs and may include help with:

- accessing suitable education, employment and training opportunities
- developing skills to find work, creating CVs, job searching and preparation for job interviews
- self-confidence, motivation and social skills
- parenting skills
- encouraging better relationships within families
- improving your health
- money management and benefit advice

Contact Details
Customized Training Services
3-5 Main Street
Strabane
BT82 8AR

Telephone: 028 7138 2260
Taking part in the programme
Your family can take part in the programme if you:

• have a young person in the family aged 16 to 24 not in education, employment or training
• have educational, employment, training, health, social or economic issues that need to be addressed
• are committed to seeking ways to improve your lives

How to join the programme
You can join the Community Family Support Programme by contacting a programme provider directly.

Email:
cfsp@customizedtraining.co.uk

Facebook:
Community Family Support Programme
DAISY

Youth Treatment Service delivered in partnership between ASCERT and Start360.

Funding by the Public Health Agency.

Provides person-centred programmes for young people and young adults to help reduce the harm caused by their substance misuse.

Offers direct work with the young person through therapeutic mentoring, individual counselling, therapeutic group work, and therapeutic play work.

Also works with the who family through one to one parent/carer support and systematic family interventions.

Criteria for Referral:

- Young people and young adults aged 11-25yrs.
- Young people whose substance use is impacting them, their families and communities and who are willing to seek support.
- The Service operates in Belfast, South Eastern, Northern and Western Health and Social Care Trust areas.
- We accept referrals from young people, their families or friends, and a range of professionals.
- Referral forms can be downloaded at www.start360.org or www.ascert.biz
Devenish Partnership Forum

Devenish Partnership Forum is a community organisation established in 1994 as an umbrella body for four local communities, (Cornagrade, Hillview, Kilmacormick 1 and Kilmacormick II). The main aim of the forum is to add value to the whole community through coordination, communication, integration and providing programmes and activities for all the community.

We have four projects running at present:

- Early Days Programme (0-12 years) in partnership with Westville Family Resource Centre, Kilmacormick Playgroup and Fermanagh Womens Aid.
- Homework Club (8-12 years)
- Positive Peers (8-18 years)
- Investing in Your Health and Community Allotments (All ages)

Email: devenishpartnership@hotmail.com

Website: www.devenishpartnership.com

You can contact us on Twitter and Facebook

Contact Details
26-28 Yoan Road
Enniskillen
BT74 6EL

Telephone: 028 6632 7808
028 6632 8866
Family Wellness Project

The Family Wellness Project is an early intervention mental health project for children aged 5 – 12 and their families. It has been awarded five years funding from the Big Lottery Fund under the Reaching Out Supporting Families programme.

The five year project, led by MindWise in partnership with Action Mental Health, AWARE, Cause, Parenting NI and the Trusts’ Child and Adolescent Mental Health Services (CAMHS), will support 500 families in the Southern and Western Health and Social Care Trust areas.

The project aims to enhance the emotional health and wellbeing of children aged 5 – 12 who are at risk of developing significant mental health difficulties if early intervention measures are not identified and addressed, with a view to reducing their need for more intensive or long term support from statutory/other services.

The project will adopt a holistic child and family centred approach which will help families to better support their children, understand and cope with their circumstances, to be part of the community they live in and to experience less stigma and discrimination.

The project is delivering an 8 week programme with children & families in the Fermanagh & SHSCT area only. The project will be offering wellbeing programmes to adults throughout the year, details can be found on the Family Wellness Project webpage.

Website: www.parentingni.org/family-wellness-project/
Fermanagh Women’s Aid

**Fermanagh Women’s Aid** seeks to provide a safe and supported environment for women and children who are or have been subjected to Domestic and Sexual Violence, through our Floating Support or in our Refuge.

**Children and Young People Services** provide age appropriate support for children and young people (both male and female) who have witnessed or are victims of domestic violence; through one to one visits at home, school or in our centre. We provide preventative programmes - Helping Hands (aged 4 – 12) and Heading for Healthy Relationships (aged 12 – 18) to children in their school and in group sessions in both primary and secondary schools.

**Floating Support Team** is an outreach service in rural Fermanagh, offering emotional and practical support for women, whether they choose to leave the abusive relationship or not. We provide advice on a range of issues including housing, Welfare Benefits, Court Support and Legal Assistance. Women can also join our personal development programmes - My Life My Choices and Journey to Freedom.

**Refuge Services** offer safety and protection for women and their children in emergency situations where they need to leave their home, or are in need of respite, and enter our emergency accommodation. While there, they receive one to one support, information and guidance to assist them in obtaining their own accommodation.

**Safer Ageing Fermanagh Team** aims to create awareness amongst elderly men and women of the issues which make them vulnerable and circumstances under which they become at risk, through providing one to one emotional and practical support and a buddy system.

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**Contact Details**

Fermanagh Women’s Aid, Safe Hands Centre, 19 Darling Street, Enniskillen, Co. Fermanagh, BT74 7DQ

Telephone: 028 6632 8898
Fax: 028 6632 8859
Fermanagh Women’s Aid will support female victims of domestic and sexual violence and elderly abuse over the age of 65. This service works in partnership with Men’s Action Network to offer emotional support for male victims of domestic violence over the age of 65. We also provide programmes for the elderly - Right to be Safe and Change and Transition in the Third Age.

A range of bespoke services are provided in our centre;
- On-site Counselling
- Solicitor Referral/Legal Assistance
- Benefit Support
- Holistic Therapies

We raise awareness of domestic and sexual violence in our community through Awareness Training. We deliver prevention work within Schools in Fermanagh. We work towards eradicating domestic violence.

24 Hour Domestic and Sexual Violence Helpline: 0808 802 1414

Area we cover
We cover all areas in Fermanagh

Email:
womensaidfermanagh@btopenworld.com

Website:
www.fermanaghwomensaid.com

Facebook:
http://www.facebook.com/Fermanagh-Womens-Aid/403349426402822
The FIND Centre

**FIND – Fermanagh information for Needs and Development** is a One-Stop Shop based in Enniskillen and covering all Fermanagh. FIND provides extensive information and resources on a variety of health and well-being issues for 11 – 25 year olds. In addition trained staff are able to signpost and provide supported referrals to the appropriate organisation to match the needs of the individual.

The FIND Centre is also a community space where we work in partnership with local health and well-being services to facilitate counselling services, support groups and training programmes.

FIND staff are experienced in working with young people and have on-going updated training to equip them for their role. They work with staff from other projects to produce a holistic interface of services for young people.

You are welcome to visit the Centre at anytime and you will be warmly welcomed by all the staff.

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**Contact Details**

The FIND Centre  
2 Quay Lane  
Enniskillen  
Co Fermanagh  
BT74 6AG

Telephone: 028 6632 5559  
Mobile: 07980 535353  
Website: www.thefindcentre.com  
Email: info@thefindcentre.com
How we help families in our community
For the past 15 years Home-Start Lakeland has been offering one-to-one personalised home-visiting support for parents with children under five. Our volunteers provide non-judgemental practical and emotional support to help build family’s confidence and ability to cope at a time when they are dealing with issues such as isolation, bereavement, depression, post-natal depression, illness, disability, multiple births or just finding life particularly tough. In many cases we manage to reach families that won’t engage with other services.

Home-Start Lakeland believes that children need a happy and secure childhood and that parents have the key role in giving their children a good start and helping them achieve their full potential. Home-Start wants to see a society in which every parent has the support they need to give their children the best start in life and focuses its support on the early years, the most crucial time in a child’s development.

What Home-Start brings to the community
• Outreach to families through home-visiting support.
• Partnership working and local expertise to enhance family support.
• Trustees: local people selected, trained and guided to run a local service.
• Volunteers: local parents selected, trained and supervised to provide support to other local parents.
• Added value: local and other funding and resources brought into the Fermanagh community.
Home-Start Lakeland places trained volunteers alongside parents and support is provided on a weekly basis for as long as a family needs it.

Volunteers are managed and supervised by the local scheme which in turn is given support and guidance by Home-Start UK. Home-Start is a community resource with all the benefits of a strong national organisation.

**What we do**

- Provide tailored, personalised support to families, in their own home.
- Offer practical help with budgeting, cooking and shopping, getting to hospitals, clinics and other appointments.
- Provide opportunities for children to play, read, and get out to local parks and local groups. Encourage wider social and support networks and opportunities for increased engagement in community life.
- Offer choices for parents/children so that their voices can be heard.
- Offer consistent adult role models for parents and their children.
- Signpost families to information and services available in their area.
- Promote active citizenship and help families make a positive contribution to their environment.
- Run a monthly Multiple Birth Support Group called ‘Amazing Multiples’ for parents and children of multiple births.

**Email:**
info@homestartlakeland.com

**Website:**
www.home-start.org.uk
Men’s Action Network

Supporting & Promoting Male Health & Wellbeing

Who are Man?
MAN is a charity who from 1996 have supported and promoted male health and wellbeing. MAN creates ‘safe spaces’ to hear and support the life experiences of men and boys age 14 years and older.

MAN offer spaces which are:
- Safe
- Understanding
- Person centred
- Private
- Open
- Respectful
- Trusting

We use the safe spaces we create within our services and programs to enable men and boys to find support and a way forward with life issues and experiences associate with:-

- Crisis abuse and Isolation
- Addictions
- Depression
- Self esteem
- Anger problems
- Fathering issues
- Domestic violence
- Emotional wellbeing
- Family breakdown
- Lifestyle difficulties.

Contact Details
Safe Hands Centre,
Belmore House,
19 Darling Street,
Enniskillen,
BT74 7DP

Anne Hamilton
028 6632 8898

Head Office
Second Floor
Old City Factory
100 Patrick Street
L/Derry
BT48 7EL

Telephone:
028 7137 7777

Email:
man_in_derry@yahoo.co.uk

Open:
Wednesday
9.00am - 7.00pm
Thursday
9.00am - 5.00pm
Please contact our office if you feel you could in anyway support the work of MAN.

**Our Services**

1 to 1 Support

You can ring and arrange to talk with one of our support staff by phone or in person to gain information or to talk over and decide what level of support you feel you need.

**Counselling**

This more formal support allows the opportunity for self-understanding, personal development and positive life change within a structured, agreed process.

**Our Programs**

MAN offer a range of self awareness and development programs including Anger Awareness Program.
REACH ME – Independence through Inclusion

Who is it for?
Reach Me is a new Mencap project for young people with a learning disability aged 12-18 years old living in Fermanagh.

What does it do?
The Reach Me project is designed to increase independence, confidence/self esteem, life skills and relationship skills in the young people by offering support and opportunities through:

- skills workshops
- personal development plans
- social and leisure activities
- community engagement activities

Reach Me also aims to promote understanding of learning disability within local communities and schools.

For more details on the Reach Me Project please contact:

Maggie Hamilton
Tel: 07717 310234

Email: maggie.hamilton@mencap.org.uk

Website: https://www.mencap.org.uk/northern-ireland

Follow on twitter: https://twitter.com/ReachMeFermanagh

Like on Facebook: https://www.facebook.com/Mencap-NI-Youth-Team

Contact Details
Mencap
Community House
2 Drumragh Ave
Omagh
BT78 1DP

Telephone: 028 8225 9249
AMH New Horizons aims for “a society which actively values and promotes good mental health”. The mission is “to make a difference in people’s mental health”. In AMH Fermanagh we provide clients with many opportunities to adopt healthier lifestyles and to widen their social networks. We provide them with skills to build a better future, set personal goals, develop coping strategies, re-engage with society and become more employable.

**New Horizons**
We run a vast array of accredited and non-accredited training courses. These courses range from courses in personal development such as confidence building, assertiveness and stress management right through to woodwork, IT, crafts, horticulture and catering. We also run a range of fun, confidence building activities such as photography, basket weaving, relaxation, crafts, archery, orienteering, canoeing, sailing, waterparks, pool competitions, art and day trips. We also provide a range of keep fit activities including AMH gym with a personal trainer, swim and steam, tai chi, yoga, walking, golf and walking football. Clients can also get a cooked lunch here five days per week. Throughout your time on a New Horizons programme you will learn a vast array of real world skills that will improve your employability, mental health and your life, as well as building quality friendships and building confidence.

**Contact Details**
Cherryville, Drumcoo, Enniskillen
County Fermanagh
BT74 4FY

Telephone:
028 6632 3630
**Boost Programme**
We run the BOOST Programme which is for young people aged 16-25 with mental health difficulties or addictions. BOOST combines training, personal development and fun activities, to help build resilience and promote positive coping strategies. It is delivered in a local youth setting with the opportunity to meet other young people. The service will support young people to take positive steps for the future and will provide opportunities so that they can achieve their goals. Their confidence and skills will improve throughout their time on the programme, as well as having the opportunity to have fun and make new friends.

**Timeout Programme**
We also run The Timeout Programme which provides support and raises alcohol awareness and gives individuals with addictions the opportunity to get involved in practical and fun activities which they can build on in their own spare time, to give them a healthier alternative to current drinking. Group and one to one support is offered, as well as a new Women’s Group.

**Men’s Shed**
Men’s Shed brings together men to share their skills, have a laugh and a cup of tea while working on practical activities of their choice. A place for members to be themselves, a place to work at your own pace, a place to exchange ideas and learn, a place for members to support each other and build friendships. Men over sixty years old can join and it is free.
Oak Healthy Living Centre

Family Programmes

• **Health Promoting Homes** – personal development, diet and nutrition, physical fitness.

• **Healthy Families Programme** – childhood ailments, behaviours, diet and nutrition, food labelling

• **Internet Awareness** – understanding & preventing problems associated with Facebook, FaceTime

Mental Health

• **Drop-in centre** – every Tuesday for people dealing with alcohol issues. Open nights and soup run. Open mic nights.

• **Safetalk** - identify persons with suicidal thoughts & connect them to services

• **Stress Management** – practical advice & tested methods on coping with life experiences

• **Living Life to the full** – for people with mild to moderate depression or low mood

• **Befriending** – weekly visits & telephone support for vulnerable people

• **Referrals** – signposting & referrals, ie. Aisling Centre, Cruise, Relate, Nexus, Action for Children

• **A2B Benefit Check** – ensure people access benefits they are entitled to, help with form filling

• **Managing the challenge** of long-term health conditions such as Arthritis, High Blood Pressure, Parkinson Disease, Diabetes, Depression, share experiences & techniques to improve quality of life

• **Social car scheme** – volunteer drivers transporting people to GP, hospital & services appointments

Contact Details
LITE House,
Cross Street,
Lisnaskea
BT92 0JE

Telephone:
028 6772 3843
- **First Responders** – early access for CPR and defibrillation.
- **Physical activities** – promoting exercise
- **Smoking cessation** – evening smoking cessation meetings, starting in New Year
- **ASIST Programme** – 2 Day training to help caregivers become willing, ready and able to provide emergency first aid to persons at risk of suicidal behaviour. Contact 028 67723843 for more info or to register
- **SOLOS** – Survivors of Loved ones to Suicide support group – meet on the second Monday of every month in the Oak Healthy Living Centre at 8pm. The support group is an opportunity to listen, share, to ask questions and to connect with others.
- **Mens Shed** – Meet every Wednesday and Thursday evening 6-8pm. The Mens shed is a self help group where men come together to socialise with other men and take part in a variety of activities. Open to everyone.

There is currently a temporary crèche available for parents attending courses and we are undertaking a feasibility study for a permanent community crèche childcare facility.

**Email:**

oakproject1@btconnect.com
The Northern Ireland Commissioner for Children and Young People (NICCY)

NICCY’s role is to safeguard and promote the rights and best interests of all children and young people in Northern Ireland. NICCY uses the United Nations Convention on the Rights of the Child (UNCRC) to guide their work. The UNCRC is a list of 42 basic rights which every child and young person in Northern Ireland should have. All of NICCY’s work is focused on making sure children and young people have access to these rights in their day-to-day lives, so they have the best opportunity to reach their full potential.

The Government and ‘relevant authorities’ (including health, education and justice agencies) provide services for children and young people. NICCY’s job is to check they do this in a way that is in the best interests of young people. NICCY does this by:

- Advising government – Advising government on the policies, legislation (laws) and services it provides, for children and young people.
- Monitoring – Monitoring what government does for children and young people, to encourage them to make the best provision.
- Holding government to account – When NICCY believes not enough is being done for children and young people, they challenge government to do better.

NICCY’s Legal and Investigations team deals with queries and complaints from children, young people, their parents or carers, about the service they receive from public bodies - public bodies include schools, hospitals, councils, social services and many more.

Contact Details
NICCY
7-9 Shaftesbury Square, Belfast BT2 7DP
Telephone: 028 9031 1616
Email: info@niccy.org
Website: www.niccy.org
The Legal and Investigations team can provide assistance on a range of issues including education, bullying, suspensions and expulsions, special educational needs, health provision and access to services as well as many more.

The Legal and Investigations team can also fund or intervene in legal cases in certain defined circumstances. NICCY can offer assistance to children and young people up to 18 years of age or 21 years of age in certain circumstances.

NICCY can be contacted on any of the details listed below:

**Email:**
info@niccy.org

**Telephone:**
028 9031 1616

**Write:**
NICCY, 7-9 Shaftesbury Square, Belfast, BT2 7DP

**Website:**
www.niccy.org

**Twitter:**
@nichildcom
NSPCC

Foyle NSPCC provides a range of therapeutic individual and group work programmes within the Western Trust Area aimed at supporting Families and young people through difficult and challenging times. Foyle NSPCC currently have 5 programmes of work covering the themes of sexual abuse, domestic abuse and children in care or at risk of entering the care system.

**Domestic Abuse Recovery Together (DART):**
NSPCC’s DART Programme is a 10 week Group work Programme for a Mother and Child aged 7-11 who have experienced domestic abuse. This programme provides a safe and supportive environment for the Child to communicate to their Mothers how they have been impacted by their exposure to domestic abuse. This enables the Mother’s to support their child through their recovery and helps strengthen the Mother/Child relationship. Through the group setting Mother’s and Children receive peer support which helps them along their journey to recovery.

**Contact Details**
NSPCC
1 Waterside Centre, Glensdermott Road, LONDONDERY BT47 6BG

Telephone: 028 7131 2187
**PSNI Youth Diversion Scheme**

The PSNI Youth Diversion Scheme (YDS) is devised to identify children and young people at risk in terms of safety or well being or at risk of becoming involved in offending or anti-social behaviour and providing an effective, equitable response to their needs. Dedicated Youth Diversion officers are available to provide assistance regarding potential intervention/support programmes appropriate to the young persons and family needs. They also assist navigating the child through the Criminal Justice System and the options available to them.

**Station Opening Hours:**
Office hours are Monday - Friday 9-5
(24 hour response service by uniform officers)

**Email:**
cathy.gregson@psni.pnn.police.uk
The SATCHEL Project  
(Schools And The Community Helping Education and Learning)

The SATCHEL project works with parents and their children aged 4-6 years as they move from pre-school/nursery to Primary school and into P.2 and is a service being delivered by Barnardo’s, Sure Start, The Western Trust, Save the Children and Early Years. The project aims to ensure that the move from pre-school to primary school is a happy, healthy and supportive one.

Everyone wants the best for their children, whether it’s the best start in life or in their education and with the help of the SATCHEL project we aim to enable this by providing opportunities for:-

- Parents to learn how to help their child do well in school.
- Parents to learn practical skills that they can use with their child.
- Parents and schools to strengthen their relationship.
- Children to improve their speech and language.

The project will offer a variety of Sure Start style programmes and activities to parents with children 4-6 years. These include Incredible Years, Nurturing Programme, Cook It, Smart Yoga, FAST, The Media Initiative for Children and speech and language support in schools. In addition project workers can also provide support to parents through Home Visits.

SATCHEL works in the Fermanagh area.

Contact Details
Bernard O’Shea
Telephone: 028 82 259458
Email: Bernard.oshea@barnardos.org.uk

SATCHEL is funded by The Executive Office until 31st August 2017.
Schools Counselling

Schools Service
Within the Fermanagh/Tyrone area independent counselling provide independent schools counselling in all post primary schools across the area. This work is funded by the Department of Education.

Each Post Primary school has an allocated counsellor who is available on a day each week to support young people experiencing a range of issues such as stress, anxiety, bereavement, bullying and family difficulties to name but a few. Schools counselling is an accessible service supporting young people to have access to emotional and well being support which may be difficult for them to access independently to school for reasons such as transport.

How to make a referral:
There are three ways to make a referral for schools counselling - the young person can self refer, a member of school staff or by a parent or carer.
Support 2gether

Support 2gether is a charity who supports families who live with Antenatal and Postnatal Depression. This is an illness that can affect 1 in 10 Mothers at the Antenatal stage (during pregnancy) and Postnatal stage (after birth). Current research suggests that 1 in 25 Fathers can also have Postnatal Depression.

Support 2gether is a grass root charity and has hands on experience living with this illness. One of our aims is to reduce the stigma that surrounds this illness and raise awareness within the public about the signs and symptoms. This is a treatable illness and with help and guidance mothers and fathers can get better. Please do not suffer in silence your Mental wellbeing is important.

You are not alone, Support 2gether meetings take place in a safe relaxed, non judgemental environment. It is an opportunity for mums to share experiences which can help to normalise the illness.

Support 2gether has plans to develop more Support groups within Enniskillen please watch for further details on our Facebook page. We are aware that coming to a group can be a scary experience and is not for everyone so we also offer 1 to 1 support, this can be done via telephone/messager or in person.

To find out our location for the Support groups or if you have any queries please contact Una and Brenda by email at www.Support 2gether.co.uk

Postnatal Depression is a common experience and with support and time you will recover.

You are not alone.
Tiny Life

Tiny Life is Northern Ireland’s only premature and vulnerable baby charity, dedicated to reducing illness, disability and death in babies here and providing support for families who have been affected by such circumstances. Tiny Life has three core activities:

- Providing practical and emotional support for parents and families with prematurely born babies and those requiring special or intensive care at birth
- Funding research into Maternal and Child Health and Family Support Services
- Providing information to health professionals and parents-to-be to ensure that every pregnancy has the best chance of a healthy outcome and a healthy baby

At local level there are a number of Family Support Services available:

**Hospital Based Support Service** – the Tiny Life Family Support Officer visits the neo-natal unit in the South West Acute Hospital Enniskillen to offer parents support and information whilst their baby is still in hospital.

**Breast Pump Loan Service:** Tiny Life provides electric breast pumps for mums who wish to express their own milk to be fed to baby while they are in neonatal care.

**Parent Support Groups:** These informal get-togethers provide an opportunity for parents who have been through similar experiences to meet, learn and receive support from one another. These happen once a month in both the Enniskillen area.

Contact Details
Family Support Officer: Catherine McManus
Mobile: 07954301472
Email: catherine@tinylife.org.uk
Baby Massage courses

Throughout the Year Tiny Life will be running a number of Baby Massage classes. The classes normally run for five weeks and are held in a variety of locations in the Fermanagh area.

Home Based Volunteer Support

Tiny Life is currently building on its local bank of Family Support Volunteers. Volunteers are carefully selected and trained. They are matched with a family and they provide practical, social and emotional support on a weekly basis.
Educational Psychology Service

The Educational Psychology Service is a specialist support service involved in the identification and assessment of special educational needs and aims “to provide an effective, efficient, equitable, high quality service to children and young people in the age range 0 - 19 in the context of learning, emotional and behavioural difficulties and where possible to prevent these difficulties arising”.

The role of the Educational Psychologist is to:

- Provide advice and support to children in the age range from birth to nineteen years, to parents, schools, the Education Authority and to other professionals.
- Be involved mainly with children who have developmental, learning, medical, sensory, communication, physical, emotional and/or behavioural difficulties
- Promote opportunities for the inclusion of children and young people with special educational needs in mainstream schools.

The work of the Educational Psychology Service is wide and varied and includes:

- Consultation
- Problem solving
- Observation
- Assessment
- Provision of written reports
- Provision of statutory advice
- Therapeutic intervention
- Training
• Early Years work
• Projects/developments
• Research
• Promotion of inclusive education
• Multi-agency approaches

Each school has an identified Educational Psychologist. Referrals to the Educational Psychology Service are accepted from the Community Paediatricians for pre-school children. Nursery and school aged children are referred by their Principal in consultation with the Educational Psychology Service.

Email:
info@eani.org

Website:
www.eani.org
The Education Welfare Service (EWS) is a specialist education support service which seeks to work in partnership with parents and schools to maximise every pupil's educational opportunities.

The Law

There are two pieces of legislation which underpin EWS practice.

Education and Libraries (NI) Order 1986

Article 45 of the Education and Libraries (Northern Ireland) Order 1986 states that it is the duty of parents who have a child of compulsory school age to ensure their child receives efficient full time education suitable to their age, aptitude, ability and to any special education needs they may have.

The Children (NI) Order 1995

Article 55 of the Children (NI) Order enables the court to make an Education Supervision Order if it is satisfied that a child of compulsory school age is not being properly educated. The effect of the Order is to place a child under the supervision of the ELB.

The role of the Education Welfare Officer is to:

- Work closely with parents/guardians and schools
- Home visits
- Work in partnership with relevant professionals/services
- Individual and group work
- Convene Education Planning Meetings
- When deemed necessary initiate Court Proceedings on behalf of the ELB

Each school has an identified EWO. Locally, in Fermanagh, there is a team of three Education Welfare Officers and a Senior Education Welfare Officer, based in Enniskillen.

Contact Details

Arlene Wright
(SEWO)
WELB Child Guidance Centre,
24 Dublin Road,
Enniskillen
BT74 6HN

Telephone: 028 6634 3900

WELB HQ
Telephone: 028 8241 1289

Email: info@eani.org

Website: www.eani.org
The Youth Service

The Education Authority provides a range of youth services directly to young people in a variety of settings such as full-time and part-time youth centres, as well as through outreach work and specialist programmes, which particularly focus on enhancing the inclusion and participation of young people.

Youth Work can, through these various methodologies and in various settings, provide additional opportunities to support young people’s learning and development and improve employability by re-engaging disadvantaged young people with education.

Targeted provision seeks to address the direct impact of exclusion and marginalisation, addressing key themes of work, such as risk-taking health behaviour, sectarianism and racism, disaffection and low levels of attainment in school, while also focusing resources on specific groups of young people that are most marginalised, such as those young people in Section 75 groupings.

Accredited & Non-Accredited Personal & Social Development programmes are delivered in Enniskillen, Irvinestown, Dromore, Lisnaskea, Newtownbutler and Roslea areas to young people aged between 14 and 19.

The Youth Service also facilitates Youth Clubs in:

Lakeland Youth Centre Enniskillen (028 6632 6932)
Tuesday 7.00-9.30pm & Thursday 7.00-9.30pm and a Drop-In Friday 3.30-5.30pm (Post Primary Students).

Lisnaskea Youth Office (028 6772 3378)
Wednesday 6.30-9.00pm and Friday 7.00-9.30pm (Post Primary Students).

The EA Youth Service is committed to promoting equality of opportunity and removing the barriers faced by some young people today.
West Team

The Western Education Support Team (WEST) is a multidisciplinary team, working in partnership with the Western Education and Library Board, focusing on early intervention and a holistic approach incorporating education, health improvement, social and health care.

How the Service Works
Our service aims to build capacity within schools and nurseries by providing advice and information, training and support to educational staff.

WEST provides a consultation service to referrers so if there are concerns regarding a child, a group of children or training needs for educational staff or a group of parents/carers then please telephone the office in the first instance.

WEST also provides support to children aged 3 to Year 4 (aged 8) who are eligible for a pre-school place or who attend pre–school / school and who have concerns relating to their development, health or social circumstances. The majority of referrals are made by teachers but other professionals such as the health visitor, school nurse, community paediatrician etc. can identify children who are in possible need of additional support. WEST will accept referrals for any of the following concerns which are impacting on the child’s ability to access the curriculum: Gross and fine motor skills, sensory difficulties, self-care and organisational skills, play, speech, language and communication, emotional issues including behaviour, social interaction/social skills, specific nursing needs and poor school attendance.

What we will do
Following an assessment by the team, support may be provided to the child, family, teachers and classroom assistants geared specifically around their needs.
This support may include

- Advice and information
- Training and support to educational staff
- Support to the child in a group programme or whole class support
- Short term intervention programmes
- Referral to other services
- Family support and guidance

If your child would benefit from a home intervention programme, we will ask for your help in following this and supporting your child with the programme.

WEST operates throughout the whole Trust and is divided into two sectors (Northern and Southern). Each sector consists of two main groups of staff - healthcare professionals (speech and language therapists, occupational therapists and physiotherapist) and a group of professionals dealing with social, emotional and behavioural difficulties, plus nursing concerns.

There are also support workers who assist with the delivery of the intervention and there is a part-time clerical officer in each sector.

If you have any queries about the information contained here please contact: The Western Education Support Team co-ordinator or any member of staff.

Team Lead - Sarah Dillon
Telephone: 028-82835844
The ASD Service is a multi-disciplinary service that has been developed to offer assessment, diagnosis, support and early intervention for children and young people who are presenting with characteristics commonly associated with the autistic spectrum.

Team members may include:
Consultant Lead Clinical Psychologist, Community Paediatricians, Clinical Psychologists, Autism Practitioners, Social Workers, Occupational Therapist, Health Visitors, Speech & Language Therapist, Team Administrator, Team Secretaries.

Assessment Process
Assessment is the first step in your journey within our Team. This process is tailored to the individual needs of each child and their family and involves multi-professional specialist assessment. This is a process that may occur over a period of weeks/months and may include:

- A comprehensive history of your child’s development is completed with parent(s). This appointment will last 1½ - 2 hours.
- Assessments with your child to observe their social interaction, communication and behaviour.
- Liaison with/referral to other professionals or agencies involved with your child.
- Home and/or school observations.
- Initial assessment/advice/intervention from team members.
- You will be appointed a key-worker.
Following a confirmed diagnosis a post diagnostic appointment is arranged with a member of the Autism Team. A Carers Assessment of Need is offered with the social worker and if required appropriate onward referrals are made. This could be for parent training, Autism Practitioner, Clinical Psychologist, social skills groups. Alongside this if there are complex needs a comprehensive assessment of need can be carried out.

Review clinics are held on a monthly basis in each sector of the Trust and any child with a confirmed diagnosis can have access to this by contacting their local office and requesting a review.

**Bringing it all Together**
Following assessment the members of the Team involved will take some time to discuss their observations and all other available information on your child.

This may involve convening a multi-disciplinary meeting which may be attended by Members of the WHSCT ASD Team, Senior Educational Psychologist for Autism (WELB), a representative from your child’s school, any other professionals involved in your child’s care.

The aim of this meeting is to ensure a co-ordinated approach to your child’s assessment and care.

We aim to ensure that parents are involved and informed throughout the assessment process. Your key-worker will keep you informed at all times.

We can be contacted at the addresses below:

**Website**
www.westerntrust.hscni.net/services/servicesA-Z.htm
Children’s Disability Team/Children’s Services

Who is the service for?
Children who have a Learning Disability, Physical Disability and/or complex & enduring physical health needs. We work with children and young people up to the age of 18 years.

How does it help?
The Social Work staff provides a holistic needs-led assessment of the child and their family. The Children’s Disability Team respond flexibly and sensitively in order to provide a range of services that will enable children with a disability to reach their full potential in order to live as full a life as possible within their capabilities. Within our work we aim to respect the choice, rights, fulfilment, independence, dignity, and privacy of each individual.

Services Provided
The services offered are variable and person-centred, depending on the outcome of the needs-led assessment. Resources may include:

- Support for children & families
- A listening ear
- Information
- Advice
- Liaison with school, youth groups, voluntary agencies, public and private sector
- Liaison with other professionals within health & Social Services
- Individual assessment of need (UNOCINI)
- Community services to meet assessed personal care needs

Contact Details
The Children’s Disability Team/Children’s Services, South West Acute Hospital, 124 Irvinestown Road, Enniskillen Co Fermanagh BT74 6DN

Telephone: 028 6638 2000

Opening Hours: 9am-5pm Mon-Fri.
• Respite/short break and social outreach opportunities
• The transition officers’ role is to coordinate and facilitate the smooth transition of young people through their final years of school
• The Paediatric Hospital Social Worker will coordinate discharge planning from the hospital to the community for children with complex needs.

How can I access these services?
Presently the team operates an open referral system whereby any member of the public can request an assessment of need via contacting the duty social worker, either in writing or by telephone. Professional referrals should be completed on the first four pages of the UNOCINI

Who provides this service / team information?
The team comprises of five full-time Social Workers and one Senior Social Work Team Leader.

How do I find out more about this service?
Information can be provided by contacting the duty Social Worker on 02882835050. Alternately you can discuss this service with any other professional who may be involved with your child.

Where else can I get help / support
You may access help/support from any health professional who is involved with your child.

You can also access further information regarding trust services via the Western Health & Social Care Trust website

Duty Social Work Contact Number:
07879866231

Website:
www.westerntrust.hscni.net
Erne Family Centre

Statement of Purpose
The Family Centre works in partnership with parents, carers and professionals, to provide intensive therapeutic support and family support services to families and children in the Fermanagh area. Referrals are only accepted for families known to WHSCT statutory childcare social work teams including- Gateway, Family intervention Services and Looked After Children’s teams.

Aim
Our aim is to provide an intensive and therapeutic family support response, with an emphasis on maintaining children in their families and communities, through strengthening parenting capacity, encouraging and assisting positive parenting and promoting the well-being and safety of children with assessed needs.

The delivery of these services takes place at the Family Centre, family home or in local community facilities, wherever is appropriate to the family need. Sessions are usually offered weekly for a period of time to suit case complexity and need with regular reviews to ensure work is focused.

Services Provided - Work With Families:
• Family Work.
• Relationship support (parent/carer-children).
• Play Work with parents and children.
• Practical and emotional support at times of crisis.
• Assessment (brief / specific purpose only).
• Consultative support to social work staff on specific case issues.
Work with Parents:
• Individually tailored Parenting Education Programmes.
• Relationship and Attachment Work.
• Behaviour Management Support.
• Help and support with homecare, childcare and budgeting.

Work with Children and Young People:
• Focused individual work on specific issues.
• Life Story.
• Grief, Loss and Change/Transition.
• Specific issues can include exposure to parental alcohol misuse; family conflict or domestic violence; abuse, neglect, trauma or other childhood adversity; keep safe and self-protection advice.

Basic Principles
• To value and recognise diversity of individual need.
• Everyone to be treated with respect.
• Choice, privacy, confidentiality and protection will be promoted.
• Children’s welfare and development are paramount.
• To work in partnership to safeguard and maintain children in their families and communities.

Referrals
Referrals to the Family Centre are received from WHSCT Childcare Social Work Teams through the WHSCT Family Support Panel (Southern Sector). The Family Support Panel Information Booklet and Access Form are available to referring staff on WHSCT Trustnet.

Process
A referral will be acknowledged in writing by the Family Support Panel Administrator, then either placed on the Waiting list or allocated. Upon allocation a meeting involving the family and relevant professionals will be held to identify need and agree the content and purpose of work.

Email:
terrie.mcsorley@westerntrust.hscni.net
Gateway

What is Gateway?
• Gateway Team is a social work service for children and families
• It is the first point of contact for people who are concerned about a child or young person not already known to Social Services.
• Gateway will respond quickly to the needs of children and families who are referred for Social Work Service
• We provide a Social Work Service Monday – Friday 9:00am – 5:00pm

Gateway deals with 3 types of contact:
1. Information exchange
2. Request for advice and guidance
3. Referrals – Requests for assessment and assistance

What is the purpose of Gateway?
• To make sure that all new referrals are responded to promptly
• To link in with children and families to assess their needs and identify appropriate support services
• To ensure an immediate response to safeguard children in need of protection
• To ensure that everyone involved with a child can contribute to the assessment of the child and his or her family
• To make sure children and young people receive ongoing social work support whenever they need it
• To work closely with other agencies when additional support is needed
What do we do if an assessment and assistance is required?

- A social worker is allocated the case and will visit with children, young people and families in their homes to understand what the problem is and how they can help or support the family.

- The social worker undertakes an initial assessment using a UNOCINI document – Understanding the Needs Of Children In Northern Ireland, and aims to complete this within 10 working days.

- In their assessment the social worker will look at strengths, needs, risks and resilience or protective factors.

- The social worker works in partnership with other professionals already involved with the family such as the GP, School, Health Visitor in order to get a better understanding of the family’s situation.

- The social worker will take steps to protect children and young people when this is necessary.

- Working together with the family and other professionals, the social worker makes a decision as to how best to support the family, or if there are risks, how best to minimise those risks to the child or young person.

- Following assessment, the social worker and the family may agree there is no further role for Social Services. Or, they may decide that family support is needed and this support can come from locally based services in the community, such as the HUB.

- If however, it is felt that further social work intervention is needed, the case will transfer to the Family Intervention Service.

- The social worker will give the family (and professionals when appropriate) a copy of the completed UNOCINI.

**ONE NUMBER – ONE CALL**

**028 7131 4090**
Sensory Support Team

Who is the service for?
The sensory support service is for children who have a sensory disability be that deafness, hearing loss or visual impairment.

Purpose:
The purpose of the sensory support service is to maximise opportunities for each child with a sensory disability to ensure they reach their full potential.

Team members:
The sensory support team comprises of a senior social worker, social workers, rehabilitation workers for visually impaired and an equipment and technical officer.

What we do:
- The sensory support team will meet with individuals, families and carers to provide information and advice regarding deafness, hearing loss and/or visual impairment.
- Individual assessment of need is completed to clearly identify the needs of the individual with a sensory disability as well as the needs of the family and carers in that person’s life.
- Rehabilitation services will provide support to visually impaired children/young people specifically through mobility training, daily living skills and communication skills.
- Emotional support
• Liaison with/referral to professional’s organisations that can provide specialist support to the child with a sensory disability. This can include schools, audiology, ophthalmology and voluntary organisations including National Deaf Children’s Society and Royal National Institute for Blind

• Specialist sensory equipment

How can I access these services?
Referrals are accepted from all sources including referrals from parents/carers. Children will be seen in their own homes with their parents/carers.

Website:
www/westerntrust.hscni.net/services/servicesA-Z.htm

Email:
martina.dempster@westerntrust.hscni.net
Westville Family Resource Centre

Westville Family Resource Centre is a registered charity which delivers a range of home and group based services to Promote Positive Family Values to parents or carers who have young children.

The centre works alone and in partnership with a number of agencies to deliver a wrap around family service that supports parents in their role as the key educators in their children’s lives and gives children every opportunity to reach their full potential.

The Lifestart Growing Child

The programme is a child-centred, month-by-month guide for parents on how their child develops and grows from birth up to five years. It is uniquely designed to support parents and create the best possible conditions for their child’s development and is delivered to parents on a one-to-one basis in the child’s home.

The focus of the programme is on empowering parents, strengthening parent-child relationships through building emotional attachment, and helping to provide a high quality home learning environment. It is outcomes focused and offers parents a unique opportunity to review their own parenting practice in light of their child’s individual developmental needs.

Lifestart Let’s Talk Success

Let’s Talk Success is a short four session programme focused on the communication needs of young children. The programme is delivered in the home and is designed to support parents to develop speech, language and communication skills in children. Parents learn how to:

- Talk to and communicate with their children
- Actively listen and respond to their children
• Provide age appropriate activities that promote language development
• Make the most of everyday activities to develop speech and understanding
• Develop a good home learning environment
• The programme is supported by practitioner manuals, learning resources and programme materials.

Lifestart Keep Safe
The aim of the programme is to reduce and prevent ‘unintentional injury’ to children within the home. It does this by empowering and supporting parents and carers to make the necessary changes to promote child safety. The home based programme targets parents and carers of children in the 0–5 year age group focusing on communication, education, participation and empowerment.

Families Together Group
A family based group programme providing structured play for young children and their parents/carers. Provides opportunities to learn, socialise and have fun in a safe environment.

Let’s Creat & Explore
Group sessions focusing on creativity and imagination in a toy free environment for parents with children 0-6 years.

Let’s Get Art Basics
A 6 session group programme for parent and child to be creative together, focusing on the basics of art with a hands on approach.

Other family art based programmes are being developed.

Taking the Fun Outdoors
An outdoors summer programme for parents and children up to the age of 12 years, utilising the great outdoors with a focus on working with nature through education and play.

Programmes are partly funded by local fundraising and parent donations and available throughout Fermanagh if funding is available.
Contact
Hub Co-ordinator
Seána Connor

Action for Children
14 Darling Street,
Enniskillen,
County Fermangh
BT74 7EW
T: 028 6632 4181
E: seana.connor@actionforchildren.org.uk

3rd Edition - Published June 2016