

Volunteers Supporting Families in Edinburgh



**Information for
Families**

Overview

What do we do?

We offer practical and emotional support to families across the South East and South West localities of Edinburgh, empowering them to face a range of life challenges. We recruit, train and match dedicated, local volunteers to help families every step of the way, spending 1-1 time together on a personalised set of goals chosen by the family, for the family.

We can help in many ways, such as improved living standards, budgeting, healthier eating, better school life and behaviour, access to health and wellbeing aid, as well as introducing parents to community resources, to name a few. So far, thousands of families across the UK have benefitted from our service and we are now delighted to extend the programmes reach to families in Edinburgh in 2020/2021.



She has been absolutely wonderful with me and the girls, really understanding and never judges me when I am struggling with things. She listens and takes time to help - without her I would be lost.

- Karen, 28, mum of 2



Who are our volunteers?

Our volunteers are local people with an understanding of the challenges that families are facing. Aged 18+, each volunteer brings different life experiences and skills that they can use to help the family they are matched to, offering support on a weekly basis, usually for 6-9 months at a time that suits everyone. They build a strong relationship based on trust and mutual respect, acting as a friendly face who listens and cares about the family. All volunteers are interviewed, trained to the highest standards and undergo disclosure checks before being matched with a family.

Who can access our service?

Any family who lives in the South East or South West of Edinburgh and feels they would benefit from our help around everyday life challenges. (Please note volunteers cannot undertake personal care duties or specialist support that they haven't received training for.)



Frequently Asked Questions

Is there a cost to families?

No, thanks to funding from City of Edinburgh Council (Communities and Families) we can offer this service for free to families across South East & South West localities of Edinburgh.



What can I expect from the service?

If you decide to access our service, the friendly staff team will reach out to you to tell you lots more about what we can offer. They will spend time to help you choose some goals you would like to achieve with the help of your volunteer - these can be big or small or somewhere inbetween! We'll get to know you a little bit before choosing a volunteer that we think is perfect for you, based on what you tell us. We'll make sure we match you with someone that you'll feel comfortable with and supported by.

What about Covid-19 restrictions?

We know that this is a scary and lonely time for lots of families, which is why we're committed to reaching out to those who need us more than ever right now. All support sessions will take place in line with government and local authority guidance in place across the South East and South West of Edinburgh. This may mean support looks a little different for a while - from video chats to wellbeing telephone calls to meetups in the park (when the weather allows it!), we will update you regularly on any changes and offer support that works best for you whilst putting the safety of you, your family and the volunteer first.

Is there a long waiting list?

No, we are always recruiting fantastic new volunteers to be matched with families, and we aim to introduce you to each other within a short space of time (usually within weeks).

Interested?

Discuss with your referring professional or contact our team directly at -



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