

## Who are we?

Family Friends have been supporting families with complex needs since 1993. Our aim has always been to empower families to help themselves by helping them to discover their own strengths and coping skills.

## What can volunteers offer?

- A listening ear
- Emotional support
- Someone to confide in
- Support on family outings to the park and appointments
- 1:1 support for young people aged 10-18+

## Contact Us

73 St. Charles Square  
London W10 6EJ  
020 8960 9099

[info@familyfriends.uk.com](mailto:info@familyfriends.uk.com)  
[www.familyfriends.uk.com](http://www.familyfriends.uk.com)

## Find Us

### Underground:

Nearest station (15 minute walk) is  
Ladbroke Grove (Circle,  
Hammersmith & City Lines)

### Buses:

52, 7, 295, 228, 23, 70, 316 and 452

### What3Words:

///legal.retail.vocal

# Family Friends

helping families to  
help themselves



## Professionals

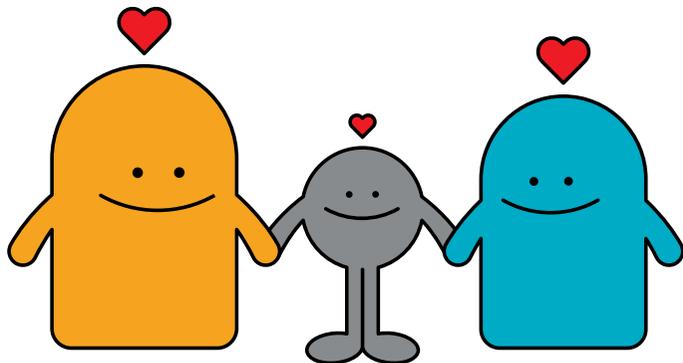
## Family Befriending

Our Befrienders provide whole family support to families facing multiple hardships. They help to identify issues within the family and work with them to achieve their goals. They can also help to strengthen family bonds and foster resilience.

Volunteers meet with their family for a few hours either weekly or fortnightly for a period of 6-12 months.

Support might look like:

- Supporting parents to take their children on days out
- Helping to find local resources
- Providing emotional support
- Helping to develop coping strategies



## Big Buddies

Our Big Buddies support young people aged 10-18+ for a few hours weekly or fortnightly over a period of 3-6 months.

Support might look like:

- Trying fun activities together
- Talking about future aspirations
- Helping a young person to grow in confidence and resilience
- Encouragement to try new things

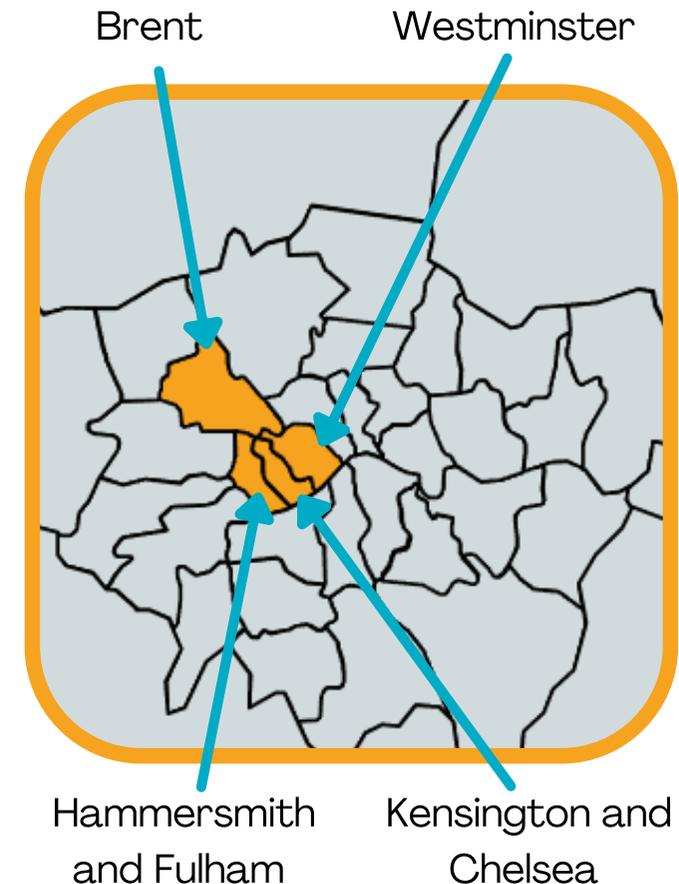
## Our Volunteers

Family Friends volunteers come from a wide variety of backgrounds and are selected for their qualities of **warmth** and **understanding**.

Once **trained** and **DBS** checked, our volunteers are carefully matched with families according to their availability and interests.

## Where do we work?

We currently work in the following London boroughs:



## How to refer

If your family would like support from our volunteers, you can call us on **020 8960 9099** or fill in the **referral form** which can be found on our website under 'Referrals.'