Next steps

To find out more about our services in South London and East Surrey, or to make a referral, please visit our website www.welcare.org. There you will find links and information about our current group work programmes, and information about how to make a referral.

If you have any questions please contact info@welcare.org or call 020 7820 7910.

If you would like to make a donation, please visit our donations page www.welcare.org/donate

If you would like to host a fundraising event or take part in a sponsored activity please contact fundraising@welcare.org and we would be delighted to supply T-shirts, sponsor forms or help you set up a Just Giving page.

What do families say?

From Children

"I have learnt to speak. Before this I wasn't very good at speaking to other people, but now I feel confident."

"I have learnt how to control and express my emotions much better."

From Parents

"I can attend groups by myself and not just wait outside the door. I speak up for how I feel and do not keep as much inside as I used to. I am beginning to trust people and believe in myself."

"Being taught parenting skills for both of us has been a blessing, and just letting our son have a voice makes him feel involved and valued as a person "

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Find us

Our services are co-ordinated from four centres.

Welcare Central Office
(serving inner London boroughs)

48 Union Street
London, SE1 1TD

020 7820 7910 info@welcare.org

Welcare East Surrey

Welcare House
24 Warwick Road
Redhill, RH1 1BU

01737 780884 redhill@welcare.org

Welcare Bromley Office
(serving south east London boroughs)

Community House
South Street
Bromley, BR1 1RH

020 8466 0399 info@welcare.org

Welcare Richmond Office
(serving south west London boroughs)

Castelnau Community Centre,
7 Stillingfleet Road,
Barnes, SW13 9AQ

020 8893 9123 info@welcare.org

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How we help families with children up to the age of 13

Working alongside parents in South London and East Surrey to give children secure and confident futures

Who we are

Welcare is a charity working with parents and children up to the age of 13 in South London and East Surrey. Our services are driven by our Christian values, and we strive to empower families and change lives for the better, offering practical and emotional support to overcome challenges.

The children and families we support face difficult situations due to domestic abuse and parental conflict, mental health, emotional and well-being issues, social isolation or the challenges caused by low income and the cost-of-living crisis.

What is special about Welcare?

- We are the family support charity for the Anglican Diocese of Southwark, serving our local community since 1894.
- Our services are supervised by experienced social workers. With their expertise we support families in complex and challenging circumstances, while managing all aspects of safeguarding.
- We are a professional, confident and creative service. We believe in the importance of support networks, and our strong community links enable us to work collaboratively to access local services. This includes sources of grant and emergency funding to help families at times of crisis.
- We deliver interventions and group work programmes that have been evaluated and proven to be successful in making a long-lasting difference to the lives of parents, children, and young people.
- We are a holistic service – we support the whole family.

Services we provide

- Individual one-to-one family support and co-ordination of targeted help for families needing a multi-agency response
- Group work programmes for parents including Strengthening Families Strengthening Communities, and Parenting Puzzle
- Caring Dads – a group intervention programme to help fathers improve their relationship with their children
- Domestic Abuse Treatment and Recovery Group for children and their non-abusing parent – MySpace
- Group Work Programmes for babies and children from our East Surrey Centre, and summer holiday programmes and activities
- Helping families access emergency and grant funding to provide immediate support
- Families & Schools Together (FAST) – a partnership with schools to build confidence and emotional well-being through group work programmes and support for the whole family

People we've helped: Sam

Sam (aged 8) struggled to control his emotions both at home and school and his grandmother found it hard to parent positively. She felt overwhelmed and her physical and mental health were suffering. Sam needed someone in his life he could turn to and talk about his feelings.

Welcare's family support worker gradually built a good relationship with Sam through playing games and carrying out fun activities including cooking, exploring outdoors and playing games.

As his confidence and trust developed Sam was able to use these sessions to explore his feelings and behaviour. Using the volcano experiment they talked about the triggers for his anger and how he could manage his behaviour - this had a dramatic effect on his behaviour at home and school.

Welcare didn't just work with Sam. Our family support worker helped Sam's grandmother to develop positive parenting and maintain consistent boundaries and routines. She was also encouraged to spend more one to one time with Sam.

When Sam was suspended from school for aggressive behaviour the school and Welcare worked together to put in place a Personal Development Plan and supported the family to use it as a tool for giving praise, understanding when the low points were in Sam's day and to put in place strategies to support those low points.

Sam's self esteem and confidence have grown and he has begun to respond differently to difficult situations. He learnt how to regulate his emotions and rather than use aggression to solve a problem will ask for support if he needs it. His grandmother now uses positive parenting and has learnt how to respond appropriately to challenging situations. She feels better about her ability to parent in a more positive way and is considerably happier than at the start of the process.