Coventry’s Intensive Family Support

Louison Ricketts
Service Manager
Children and Families First Model & CAF Continuum of need

CAF’s initiated by Universal and Early Targeted settings - Children's Centres, Schools, Health Visitors etc.

Support provided through CAF Coordinators

Originating CAF agency call TAF meeting – CAF co-ord invited where appropriate

C&F Worker become Key worker and lead CAF and TAF – originating agency part of intervention plan

Clear Step up Step down with clarity over thresholds

If in doubt, consult If in doubt, consult

Go straight to Level 4 as soon as risk of significant harm suspected

Coventry City Council
What is Intensive Family Support

- Troubled Families – Government Initiative
- Key-workers have small caseloads
- Outcome focussed
- Working with high need complex families
- About working differently with families
- Empowering families to change their behaviour
- About sustainable change
How does Asset Based Work

• Assessment, Planning, Doing, Reviewing – own it
• Helping Families to help themselves
• Build resilience and giving tools
• More cost effective – Communities take responsibility and know what’s going on
• Builds capacity in time of Austerity & reduced budgets
How do we empower families

- Working from strengths based model
- Involve the whole family
- Involve communities
- Use Solution focused approaches
- Families must want to see change in their lives
- Families need to own the changes
A reflection account by Sharon
The flat was dirty, cluttered and smelly; we are all heavy smokers and never opened any windows.
We regularly use the chip pan to cook meals, and there have been some accidents. We agreed to a safety check by West Midlands Fire Service.
We had overfilled ashtrays and empty beer cans and dirty plates with left over food on the floor. There were several littering trays and the cats used to urinate all over the flat. The cats littered, and it became more difficult to keep the flat clean and we couldn’t afford the cat food. Cat’s Protection became involved and found good homes for our beloved cats. We kept Harry. We could only move when all the jobs were completed.
The first quote to clean and decorate the flat was £850 + VAT, this shocked me. At first we refused to do anything, but soon realised that we were at risk of loosing our home. The support and encouragement we had was so helpful and we were able to de clutter, clean and decorate by ourselves. We could see the difference, there were some jobs that I could not do like paint the ceiling, the cost to do this was £190.00.
Family Assistants from the Children and families First Service worked with the family to formulate a plan to clean and decorate the house, and then carry out the plan.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 14 May</td>
<td>3pm</td>
<td>To introduce Family Assistants to plan cleaning &amp; decorating timeframe with family. Also to identify unwanted items.</td>
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<tr>
<td>Tue 16 May</td>
<td>11.15am</td>
<td>Family Assistant to support with de-cluttering living room and dispose of unwanted items. Family Assistant to provide black bin liner. and</td>
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<tr>
<td>Wed 17 May</td>
<td>10am</td>
<td>Family Assistant to provide guidance for de-cluttering and storage. Dispose of unwanted/broken items. Family Assistant to support and offer guidance to wash walls and ceiling with sugar soap in readiness for undercoat.</td>
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<tr>
<td>Thurs 18 May</td>
<td>3.30pm</td>
<td>FID Worker to meet with Ushn to request that she explore alternative accommodation as house is at risk of losing the tenancy if she continues to reside at the property. Family Assistant to continue as previous day (bedroom).</td>
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<tr>
<td>Fri 19 May</td>
<td>Sat 20 May</td>
<td>Family Assistant to continue with above in the bathroom.</td>
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<tr>
<td>Mon 23 May</td>
<td>11am</td>
<td>Family Assistant to support and guide with completing bedroom and general tidy up.</td>
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<tr>
<td>Wed 25 May</td>
<td>3.30pm</td>
<td>Family Assistant to support and guide with de-cluttering bathroom.</td>
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<tr>
<td>Thurs 26 May</td>
<td>3.30pm</td>
<td>Family Assistant to support and guide with washing down walls and ceiling in the bathroom.</td>
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<tr>
<td>Fri 27 May</td>
<td>Home visit 9pm</td>
<td>Family Assistant to confirm times of visit.</td>
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<tr>
<td>Sat 28 May</td>
<td>Sun 29 May</td>
<td>Certified friends and family to start painting walls, ceiling and woodwork.</td>
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<tr>
<td>Mon 30 May</td>
<td>10.30am</td>
<td>FID Worker visiting.</td>
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<tr>
<td>Wed 1 June</td>
<td>8am</td>
<td>FID Worker to visit with Whitehart Housing and Fire Service to complete inspection of property. House should now be in a position to bid on Home Finder.</td>
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</tbody>
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Well Done Everyone.... Ready to Move...
Health & Mental Well-Being

Claire:
“I’m getting help from Compass to reduce my cannabis and binge drinking, this has been very hard, because my boyfriend is a cannabis user and I’m easily influenced. I feel unwell at times, and can’t sleep and my eating pattern is a worry for me. Sometimes I feel low, and I deal this by going horse riding every other weekend. Janet and John pay for this and I really appreciate their kindness.”

Sharon (Mum):
“I never went out before, my life was drinking from morning to evening, I would often fall over and hurt myself and was beginning to get really worried about my health. Few years ago I was hospitalized due to my drinking and Claire had to go and live with my sister and her husband. My life is more positive now and I’m able to go out now and feel much better in myself.”

Holly:
“No hospital admissions since March 2012, self-harm reduced and medication stable. College has helped me to focus in life, still have a long way to go. I know I have to cut down on my cannabis and alcohol, and I’m getting the support to do this. Having my own flat has helped me to have a ‘meaning’ to life I am so proud and keep it really clean.”

Remember that you were given this life because you’re strong enough to live it.
Family (2)

- Before
- After
Where are we now

- Asset based working is now cemented as part of our practice
- The ‘Child’s voice’ is paramount
- Exit Strategies
- Parent Mentors
- Café – everyone’s haven
- ‘Ignite’ project supporting community work with families