

Coventry's Intensive Family Support

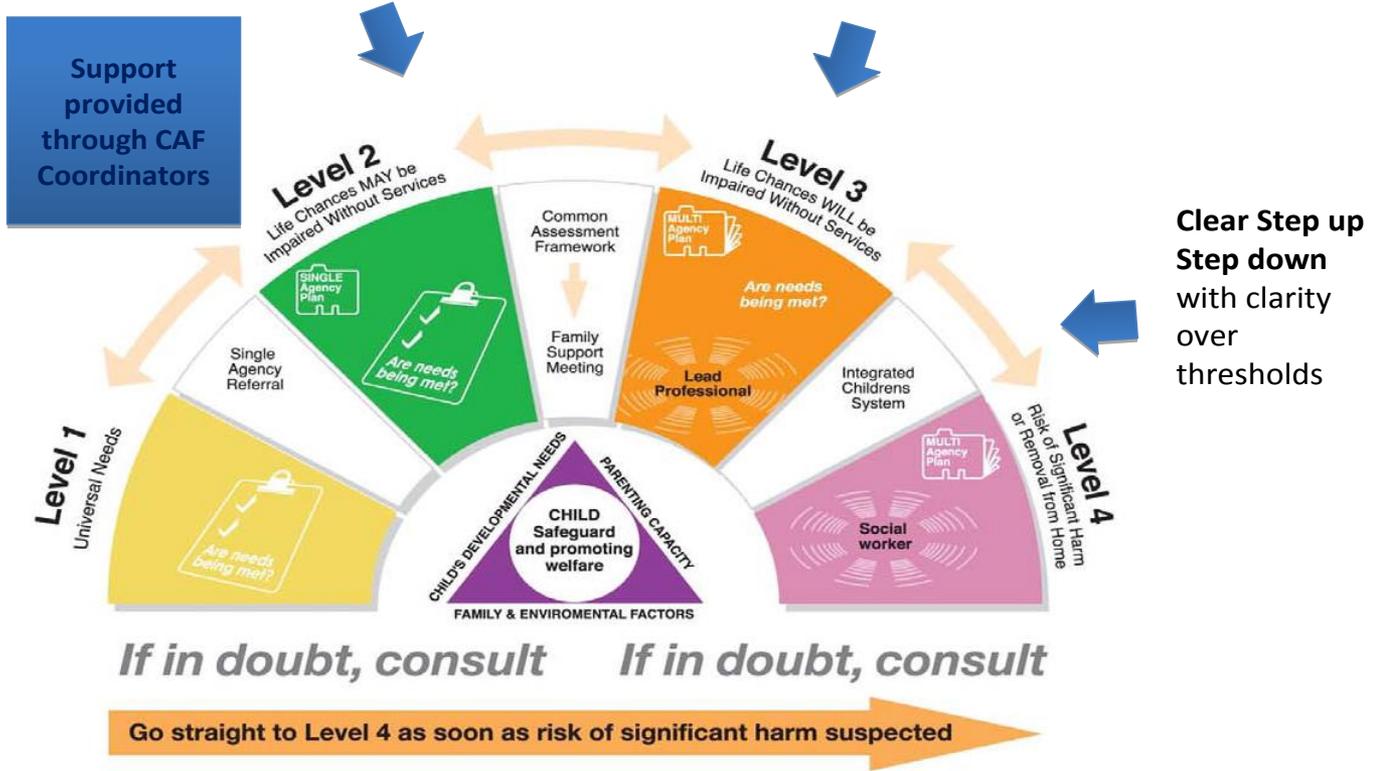
Louison Ricketts
Service Manager

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.

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



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

Housing and Home Conditions

BEFORE



NOW



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 losing 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 the house, and they carry out



Mon 14 th May Home visit 3pm	To introduce Family Assistants to plan cleaning & decorating timeframe with family. Also to identify unwanted items.
Tue 15 th May Home visit 1.30	Family Assistant to support with de-cluttering living room and dispose of unwanted items. Family Assistant to provide black bin liners. [redacted] and [redacted] to decide on layout of furniture to create more living space.
Wed 16 th May Home visit 11.15 3.30pm	[redacted] and [redacted] to make a start on the bedroom, 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.
Thurs 17 th May Home visit 10am 3.30pm	FIP Worker to meet with Glyn to request that he explores alternative accommodation as [redacted] is at risk of losing the tenancy if he continues to reside at the property. Family Assistant to continue as previous day (bedroom)
Fri 18 th May Sat 19 th May Sun 20 th May	[redacted], friends and family to finish painting walls, ceiling and woodwork.
Mon 21 st May Home visit 2pm	Family Assistant to support and guide with completing bedroom and general tidy up.
Wed 23 rd May Home visit 1.15	Family Assistant to support and guide with de-cluttering bathroom
Thurs 24 th May Home visit 3.30	Family Assistant to support and guide with washing down walls and ceiling in the bathroom
Fri 25 th May Home visit 1pm	Family Assistant to continue with above in the bathroom
Sat 26 th May Sun 27 th May	[redacted], friends and family to start painting walls, ceiling and woodwork.
Mon 28 th May T/C	To RSPCA to make arrangements to collect cats and kittens.
Tues 29 th May Home visit 10.30	FIP Worker visiting
Wed 30 th May Thurs 31 st May Fri 1 st June Home visit	Kitchen - walls, floor and ceiling to be cleaned with hot water and sugar soap to remove smoke discoloration and walls and ceiling to be painted with emulsion paint. All woodwork and internal doors to be cleaned and gloss painted. Family Assistant to confirm times of visit with [redacted] for Wed, Thurs, and Friday. The family to complete decorating the kitchen by 5 th June 2012.
Wed 6 th June Home visit 12.30pm	FIP Worker to visit with Whitefens Housing and Fire Service to complete inspection of property. [redacted] should now be in a position to bid on Home Finder.



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."

Remember that you were
given this life because you're
strong enough to live it.

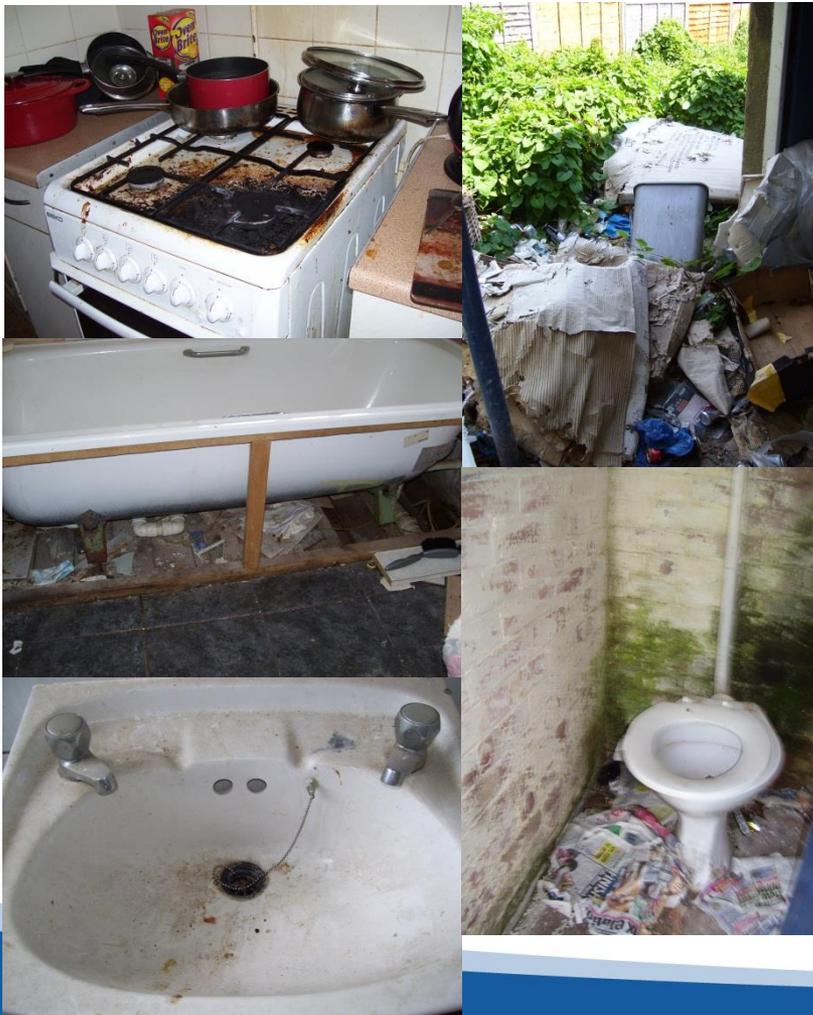


Holly:

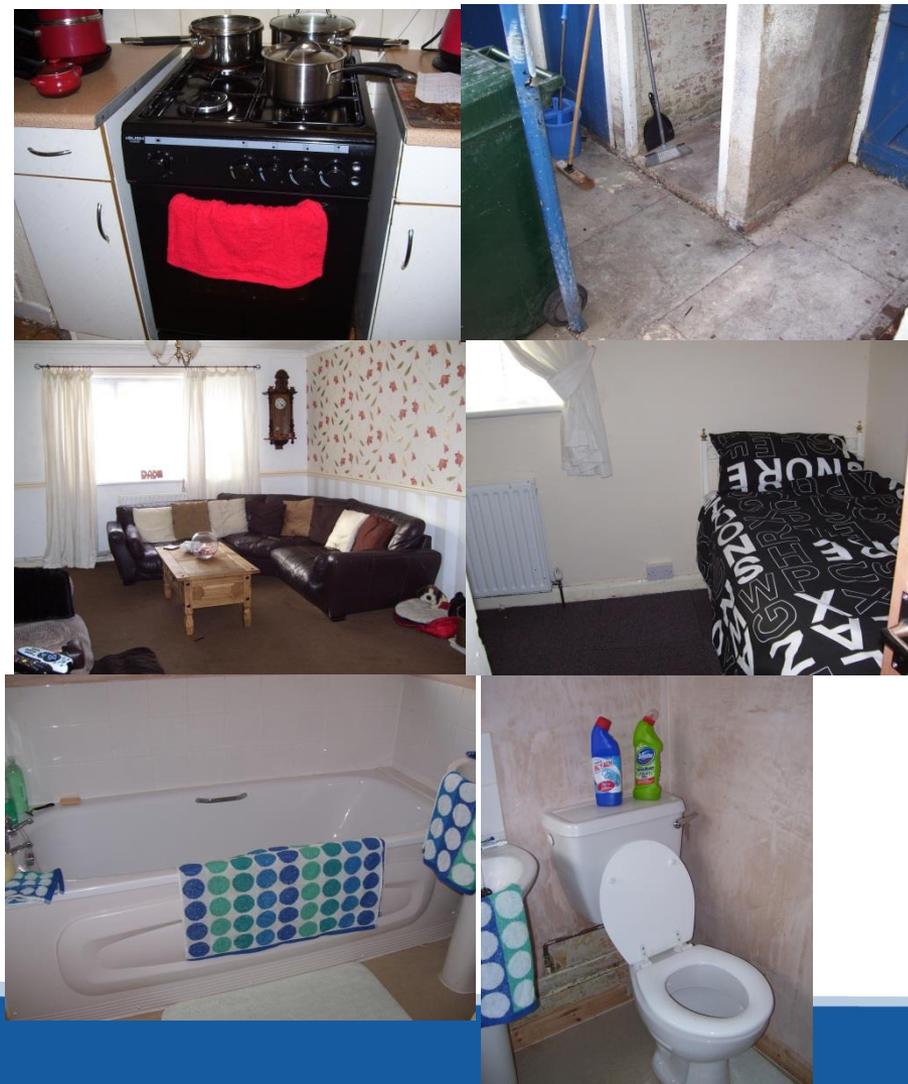
"No hospital admissions since March 2012, self-harm reduced and medication stable. College has helped me to focus in life, still have a long way to go. I know I have to cut down on my cannabis and alcohol, and I'm getting the support to do this. Having my own flat has helped me to have a 'meaning' to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

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