

Appendix Two

Starting Point	Family Support Worker Intervention	Outcome
<p><b>Family 1</b></p> <ul style="list-style-type: none"> <li>• High rent arrears which resulted in family being served Notice to begin possession proceedings.</li> <li>• Chaotic family routine and lack of home maintenance/hygiene</li> <li>• Poor physical health</li> <li>• Mental health issues</li> <li>• Out of work</li> <li>• Non attendance at school</li> <li>• Suspected undiagnosed developmental delays with children</li> </ul>	<ul style="list-style-type: none"> <li>• Money management – new bank account set up and rent payments on standing order</li> <li>• Facilitated family meetings to discuss and resolve their concerns</li> <li>• Helped family to get a referral to education psychology</li> <li>• Access Job Centre Plus services</li> <li>• Liaised with school</li> <li>• Garden Tidy Scheme arranged</li> <li>• Encouraged to access summer activities in the community</li> <li>• Signed up to volunteering</li> <li>• Home visit from school nurse</li> <li>• Team Around Family meeting held with all service providers and parents</li> </ul>	<ul style="list-style-type: none"> <li>• Threat of homelessness removed</li> <li>• Debts being paid off</li> <li>• Household managed better</li> <li>• Tasks now being managed independently</li> <li>• Registered for ‘Get healthy get in to sport’ and dietetic clinic</li> <li>• Attends Job Centre Plus regularly with employment advisor</li> <li>• Now enrolled onto Adult education course and Prince’s Trust</li> <li>• Appointment mental health teams who have agreed to re-assess</li> <li>• Work experience attended over the summer</li> <li>• Due to begin ‘Living with Teenagers’ course in October</li> </ul>
<p><b>Family 2</b></p> <ul style="list-style-type: none"> <li>• History of services intervening and family reluctant to engage</li> <li>• Alcohol dependency</li> <li>• Low school attendance</li> <li>• Poor mental health</li> <li>• Acute anxiety and low self esteem</li> <li>• Family break down</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing listening and time offered to family</li> <li>• Supported to attend Job Centre Plus and Acorn training</li> <li>• Work program decision appealed and benefits re-instated</li> <li>• Liaised with schools</li> <li>• drug and alcohol workers involved</li> </ul>	<ul style="list-style-type: none"> <li>• Mum feels more supported than previously</li> <li>• Coordinated support</li> <li>• Engagement with mental health services and other professionals</li> <li>• Attendance to trips over the summer in the local community</li> <li>• Attendance to school events</li> <li>• Improvement in school attendance</li> </ul>
<p><b>Family 3</b></p> <ul style="list-style-type: none"> <li>• Unemployment</li> <li>• Previous disengagement with</li> </ul>	<ul style="list-style-type: none"> <li>• Male and female worker supporting the family</li> <li>• Liaised with other professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Father secured employment</li> <li>• Family to begin ‘Fun and Families’ parenting group in October</li> </ul>

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<p>service providers</p> <ul style="list-style-type: none"> <li>• Lack of routine in the family</li> <li>• Concerns raised by professionals regarding issues of control/domestic abuse</li> <li>• Children’s Developmental delays</li> <li>• Boundaries and behaviour concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Observed children in different environments</li> <li>• Coordinated and chased up other input from professionals such as Senco and Health Visitor</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting with pediatrician</li> <li>• Visit from Health Visitor to provide support with toileting</li> <li>• Volunteering process began</li> <li>• Summer outings, accessing local facilities and meeting other families</li> </ul>
<p><b>Family 4</b></p> <ul style="list-style-type: none"> <li>• Issues with late arrivals and low attendance at school</li> <li>• Mum misusing alcohol and struggling with day to day demands</li> <li>• Diagnosed mental health disorder</li> <li>• Historical and reoccurring domestic abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Support over the summer – accessing local facilities</li> <li>• Accessed foodbank</li> <li>• Sourced pushchair</li> <li>• Pest control</li> <li>• Observed family routines</li> <li>• Money management –CAB and Credit Union support</li> <li>• Liaised with schools seeking funding for after school club for 12 weeks whilst Mum attends mental health group</li> <li>• Obtained support from Women’s Aid</li> </ul>	<ul style="list-style-type: none"> <li>• No problems with school attendance</li> <li>• Registered for council housing</li> <li>• Youngest son successfully registered for school</li> <li>• No longer on medication for depression</li> <li>• Successfully attended 6 week pattern changing course</li> <li>• School very pleased with changes made by family</li> <li>• Household and routines manageable and well kept</li> </ul>