

What is the Family Wellbeing Service?



What is the Midlothian Family wellbeing Service?

The Family wellbeing Service (FWS) enables families to find solutions to the parenting and relationships challenges they face and to grow in confidence to manage future difficulties. The aim of the family wellbeing service is to help families build their own resilience and self-reliance. The FWS is a Midlothian service that supports families within their local communities, homes or Education establishments. There are twelve family support workers who coordinate help for families when they are experiencing a range of interwoven problems that are impacting on their family wellbeing and attainment or attendance/ engagement in Education. The service is based in Midlothian. FWS provide one-to-one family support where family circumstances are having an impact on the health, development or wellbeing of the child/ children. Families and practitioners working with families, for example, GPs, health visitors, schools, early years settings can request support for families who need targeted help VIA Team Around The Child (TATC) meetings and wellbeing meetings.

How can the service help?

The service supports families in areas that they have identified for themselves as being in need of support. Each family reflects on what might help them overcome their concerns and difficulties. A tailor-made package is created to support them in the best and most helpful way possible. A Family Action Plan is drawn up and agreed in partnership with the families and reviewed within a three month period.

Areas in which the service plans to help families include:

- **Cost of living and Housing** - budgeting, benefits, managing debts, hygiene and cleanliness and community relationships.
- **Keeping families safe** - looking after health and wellbeing, overcoming stress and depression, managing disability, eating and exercise and drink and drug use.
- **Couple relationships** - co-parenting and managing conflict.
- **Parenting** - building good relationships, communicating, developing routines and helping families struggling with behaviour issues.

- **School** - helping children to get into school regularly and do well.
- **Difficult life events** - managing relationship breakdown, supporting bereavement, trauma, loss and building a more positive future.
- **Moving towards employment** - providing training, CV and interview preparation, voluntary work experience and preparation for work.
- **Creating new opportunities** - helping families take up community activities and make friends.

How can I get FWS involved?

To find out if a family would meet the criteria for support from the Family wellbeing service, please see attached referral criteria form.

If a GP, School, Health visitor, Midwife, other third sector agency feels you (a family) would benefit from the Family wellbeing service, they will discuss this with you and gain your consent to make a referral to Team around the Child (TATC) meetings. If you, the family feel you would benefit from support, please discuss this with your School, nursery, health professional and they can make a referral on your behalf.

Your consent is required for the family wellbeing service, this is a voluntary support service.

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The team around the child (TATC) meeting will make a decision if the family referred meets the criteria for support and what support could be offered. Parents will have agreed that they would welcome the extra help and given consent to share their information.

What can families expect from one-to-one family support?

Family support workers will offer support in the family home as well as at local community venues and/or within Schools, whichever best suits the needs of the family at that time. The family wellbeing workers will not be operating on their own, they will work closely with other services that support families, for example, health, housing, schools, local charities and other local services to make sure that families get the support they need when they need it.

Meeting your family wellbeing worker?

A family support worker will meet you in your home or another venue convenient to you. They will listen and hear how you would like things to change from the way they are now. They will help you to identify your strengths and help you to think about how you might build on these to make your family stronger and your life better. They will listen to your concerns and worries and help you think about when they started and how they

might be overcome in the future. This information will inform an agreed Family Action Plan.

Meeting your team around the family?

If the support you need requires a number of agencies to work together, your family wellbeing worker may set up a meeting between you and staff from other agencies. You may have been working with some of these services in the past, and new ones may also be invited. These people will form a team around the family (TAF) providing different expertise and resources, so we can work together to meet your goals.

Regular meetings?

You can work with your family wellbeing worker to agree the frequency of meetings and the amount of time you will put aside to meet, your worker will help you set goals for you and your family and create a unique action plan to help you along the way.

What commitment will the team give me and my family?

Our commitment is to work with your whole family, actively involving you all in the decisions that will affect your life.

What's expected from me and my family?

We need to understand what's important for you and your family, we would like you to agree to make a family action plan. It will set out where you are now, what you are aiming for and the support you will be offered to help you and your family.

Referral Criteria

Family Support Service

- Child or family is **not** involved with children services
- Concerns do not meet child protection concerns or require statutory measures
- Families where there are - Children pre-birth to age 18
- Concerns in regard to a change in attendance/ engagement in Education
- Concerns in regard to family well-being which is impacting on a child's Education attendance or attainment.
- All supports within Education have been exhausted (this must be evidenced in the referral)