

We are a leading provider of services to disadvantaged and socially isolated families. We support over 45,000 children and families with over 100 services in communities across the country.

### Where to find us

Family Action Building Bridges  
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Howard Street is off the Stoney Stanton Road opposite City College, five minutes' walk from Pool Meadow bus station.

### Family Action Central Office

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Registered charity n°264713.



Family Action

Coventry

Building Bridges Project

**Intensive Family Support Service**

supporting families since 1869

## Key Characteristics of Family Action's Building Bridges Model

- The service offered is, as far as possible, tailored to meet families' needs and circumstances. It is flexible and holistic.
- The starting point is the families' perception of their needs and the issues they want to address.
- The service is available at times when other services often are not. For example, weekends, bank holidays, evening, supporting morning routines, bath time, bedtime, getting children to school.
- Family Support Workers go into families' homes to help with practical issues as well as providing emotional support.
- The service manages risk and assesses safeguarding issues – regular contact means we are aware of changing circumstances and able to alert and liaise with other services when necessary.
- The model helps parents to access and coordinate with other agencies and professionals, improving communication and relationships.
- The model uses internationally validated clinical tools with families to measure the effects of intervention.
- The model promotes partnership with other agencies to ensure effective multi-agency collaboration.

## Coventry Building Bridges Project What we Offer

**The Coventry service** will work with families where children and young people are experiencing neglect and/or emotional abuse, who are at CAF level 3 or 4, where social care is the lead professional. We offer short-term targeted intensive family support work for up to 16 weeks on a planned basis.

**Referrals** will come through the Intensive Support Panel (ICaSP) and should be accompanied by a Core Assessment, current risk assessment and signed consent to share information.

A referral meeting will be attended by the social worker, Family Action family support worker and the family. A working agreement will be set up with the family, with built-in review dates.

**A specialist Substance Misuse Practitioner** provides screening, assessment, interventions and reports on progress around substance misuse and its impact on parenting.

Screening can be provided for substance misuse if there are concerns raised by Social Workers as can training and consultancy on substance misuse for Social Workers and other professionals.

**Equality:** We will aim wherever possible to provide culturally sensitive services and equality of access to the service.

**Safeguarding:** We will work closely with Social Care to ensure the ongoing safety and welfare of the children we work with is paramount.