

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

## 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**

**Information for professionals**

**supporting families since 1869**

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

- We aim to tailor the service to meet the needs and circumstances of families. 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 at weekends, bank holidays and evenings. We are able to offer support during morning routines, at bath times, bedtimes and getting children to school.
- Our family support workers will visit families in the comfort of their homes to help with practical issues as well as providing emotional support.
- The service manages risk and assesses safeguarding issues on an ongoing basis – regular contact with our clients means we are aware of changing circumstances and are able to alert and liaise with other services when necessary.
- The model helps parents to access and coordinate with other agencies and professionals, thus streamlining 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** works 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 will offer short-term targeted intensive family support work for up to 16 weeks on a planned basis.

**Referrals** should come through the Intensive Support Panel (ICaSP), and should be accompanied by a Local Authority Core Assessment, a current risk assessment and an agreed multi-agency plan of work.

A referral meeting will be arranged and 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.

**Equality:** We will aim wherever possible to provide culturally sensitive services – our staff team aims to reflect the community they serve and interpreting and translation will be an important part of ensuring equality of access to service.