



Our story so far...

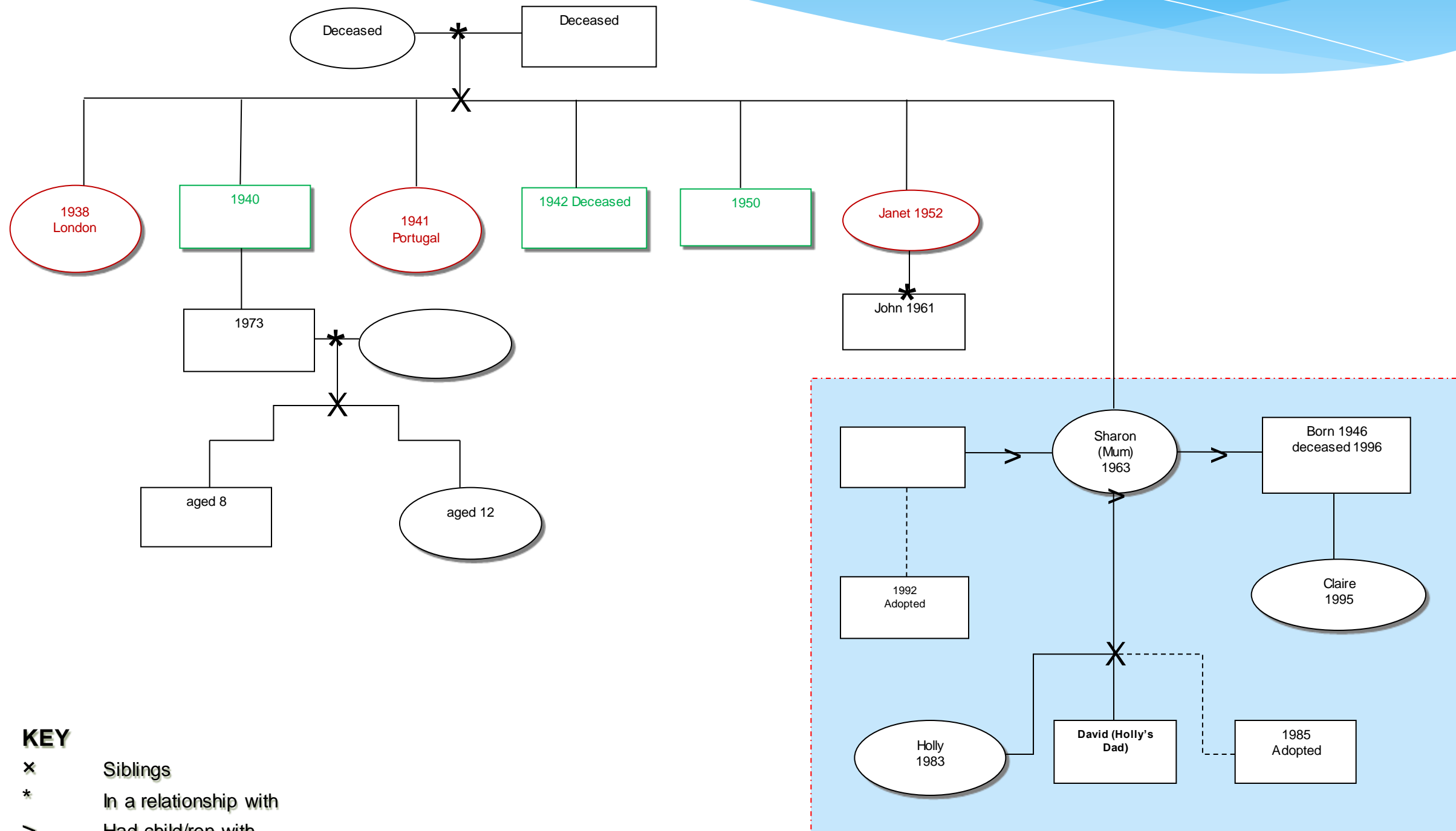
Why we needed help

At the beginning of the assessment, it was explained to us that the Government and Local Authorities needed to work better with families in need, to provide the right help at the right time.

As a family we were 'tasked' with various challenges that were often difficult at times but we knew we had to make changes as we were getting into deeper trouble and couldn't find a way out. Please note that the names used in this document are fictitious.



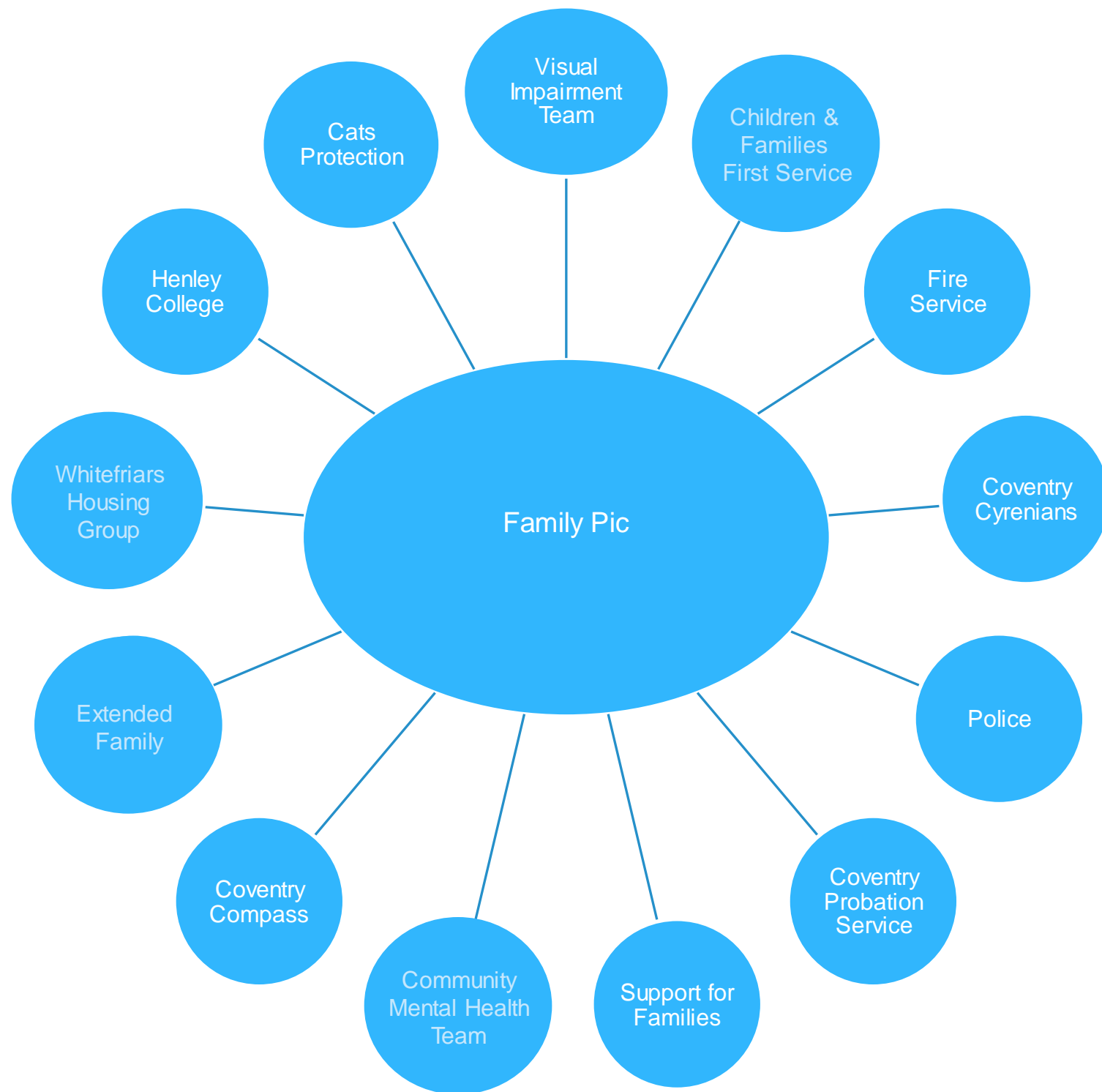
Genogram



KEY

- × Siblings
- * In a relationship with
- > Had child/ren with
- Female
- Male
- Adopted

Team around the Family



Service User Feedback

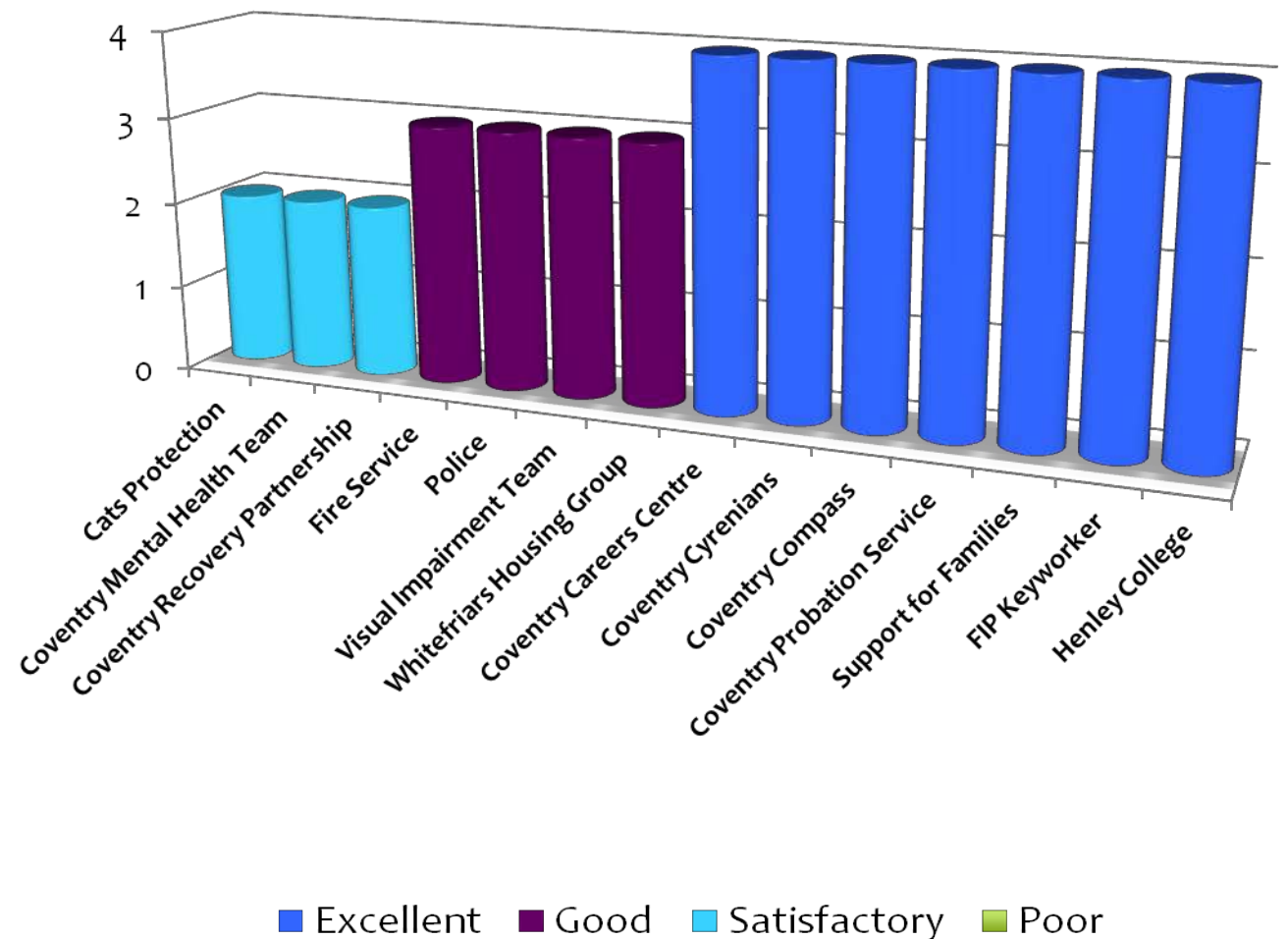
It was important for us to understand the family's journey through Family Intervention Programme from their perspective.

We asked Sharon, Holly and Claire to complete individual service user feedback forms and asked them to rate the services that have been part of the team around the family to identify how well they feel the support has been.

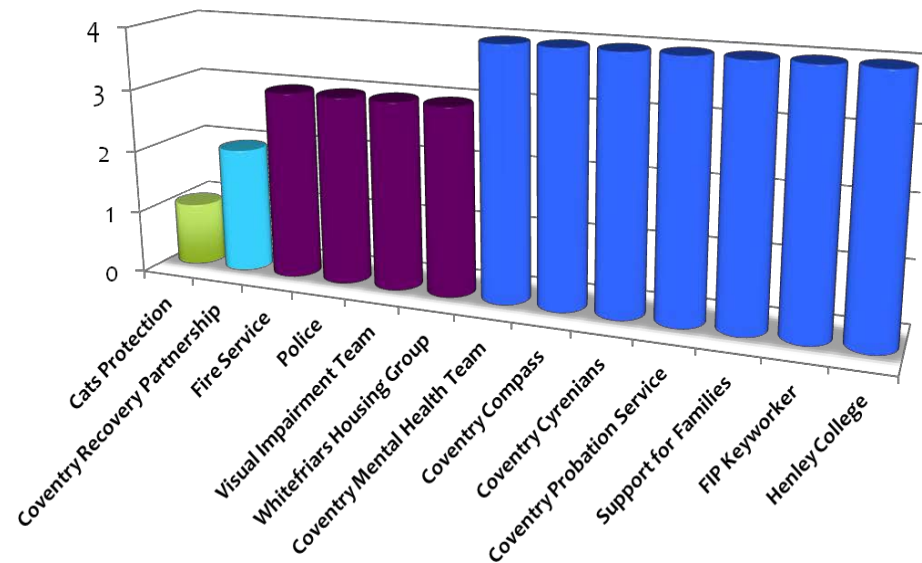
The following graphs show their collective feedback



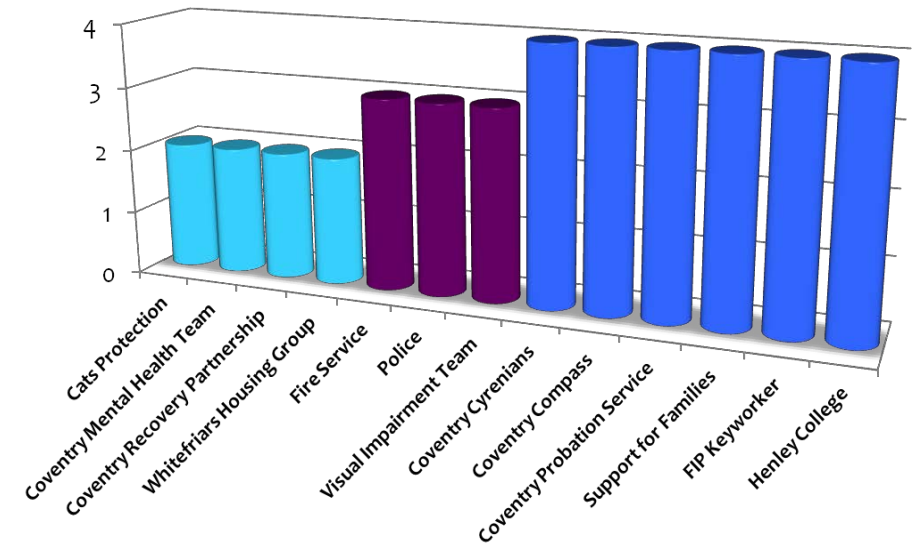
My Worker listened to me effectively and understood things from my perspective



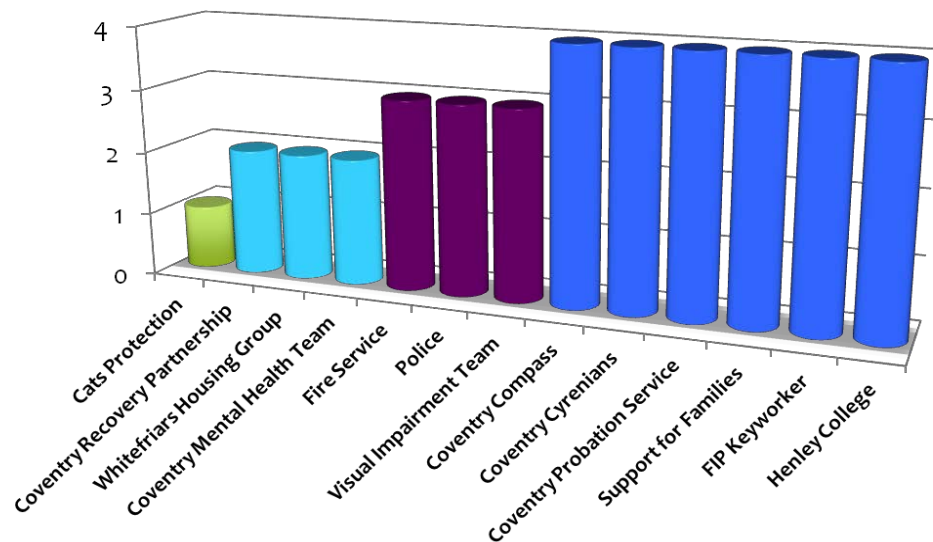
My Worker focused on what was important to me and accepted what I said without judging me



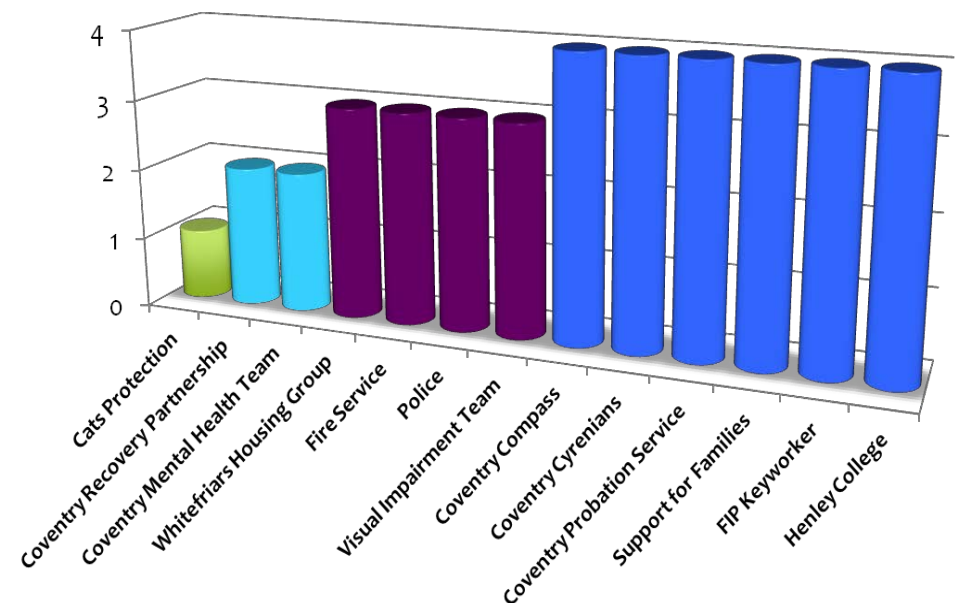
My Worker kept me updated with appointments and arrived on time



My Worker challenged me if /when appropriate



The work with my Worker helped me change my life style positively



■ Excellent ■ Good ■ Satisfactory ■ Poor

Service User Feedback

The below table shows the summary of the family's feedback as displayed in the previous graphs.

Question	Cats Protection	Coventry Compass	Coventry Cyrenians	Coventry Mental health	Probation Service	Coventry Recovery Partnership	Support for Families	FIP Keyworker	Fire Service	Henley College	Police	Visual Impairment Team	Whitefriars Housing Group
My Worker listened to me effectively and understood things from my perspective	3	1	1	3	1	3	1	1	2	1	2	2	2
My Worker focused on what was important to me and accepted what I said without judging me	4	1	1	3	1	3	1	1	2	1	2	2	2
My Worker kept me updated with appointments and arrived on time	3	1	1	3	1	3	1	1	2	1	2	2	3
My Worker challenged me if /when appropriate	4	1	1	3	1	3	1	1	2	1	2	2	2
The work with my Worker helped me change my life style positively	4	1	1	3	1	3	1	1	2	1	2	2	2

1= ExcClaiRET , 2=Good, 3=Satisfactory, 4= Poor

Sharon (Mum)

I became frustrated when Whitefriars Housing kept sending different people to the meetings who don't really know me, I would have preferred my worker to attend them all. Originally I was very upset with Cat's Protection because they took our cats, but looking back this was the right thing to do. The Fire Service was very helpful, they were able to talk to Whitefriars about the jobs that needed to be done by them. It has taken years to sort some of these things out as the Housing Officers kept telling me it was my responsibility and things never got done. Reading my assessment really made me think and things needed to change. At first I was stubborn, my worker from Children and Families First service was encouraging and was honest about what could happen if we didn't make the changes.

Claire

College has really helped me a lot and I have decided to start a Childcare course in September 2012. I am most worried about my cannabis use, going to Compass helps me to learn techniques to have a better lifestyle. I'm really trying hard to have less cannabis, but is hard when everyone around me is smoking. The meetings were stressful at first, but are better now and it is nice that the actions are getting less so this means we are doing something right. This is the first time that people have listened to us and we are getting the help that is so much needed. It's now up to me to change my lifestyle because I really want to do well at college and get a job.

Holly

This has been the longest time that I have been out of prison, this is down to Henley College, enrolling was the best thing I ever did. The full time education gave me structure that I have never had before and the biggest achievement is getting my qualifications. I'm pleased the college talked to other services and knew we were in trouble so we were able to get the right help. At first I didn't like the idea of change, but eventually I knew there was a problem and started to make some positive choices about my lifestyle.

My drinking is slightly under control, cannabis has been reduced and I'm spending more money on the flat and doing nice things like going to the cinema. I'm now in a stable relationship and have a focus in life.

Challenge

Journey

Progress

Sharon

January 2011 –Drinking up to 5 litres of cider everyday, from 11am until the early hours of the morning with friends.
Average Cost per week – £30.00

6th June 2012- 1st appointment with Coventry Recovery Partnership. The assessments showed there was serious problem and agree to a liver function test. Appointments with Key Worker identified 5 alcohol free weekdays and the weekend would ideally focus on 2-litre max, but 1 litre was advisable.

Alcohol reduced to 2 litres per week.
Average cost per week £8.00.
Continues to attend 1:1 support sessions with Key Worker and attending a group “Alcohol and Me”.

Holly

January 2011
Using £20.00 per day on cannabis purchased on “Tick”
Average Cost – £140 per week.
Drinking up to 24 bottles of Alcopops at 4% and a bottle of Sambucca at 37.5%.
Average cost – £50.00 per week.
Feeling very unwell; this included self-harming and hearing voices and several A& E visits and admissions.

Attendance at Coventry Recovery Project erratic however reduced cannabis use since starting Henley College in September 2011.
Still binge drinking at weekends.

Last visit to A&E in March 2012
Self harming reduced to almost zero
Cannabis reduced to £40.00 per week, often purchased on ‘Tick’
Quote from Holly “ I want to give up drinking and slow down on cannabis even more, but it is so hard at times. The Coventry Recovery Project is helpful, but I know I’m the only one who can change things”,

Claire

January 2012
Using £10.00 per day on cannabis and purchasing on tick.
Average cost – £70.00 per week.
Binge drinking with Holly’s acquaintances on a daily basis. No cost available.

3rd May 2012
Attended initial assessment with Coventry Compass.
Open and honest about situation and really wants to reduce cannabis use. Working towards healthy lifestyles with Key Worker. Sessions have been very positive.

Cannabis reduced to occasional use only usually purchased on ‘tick’.
Binge drinking reduced to weekends; alcohol is readily available via Holly’s connections.
Continues to attend Coventry Compass.

Challenge

- Not receiving Child Tax Credit for Claire
- Housing Benefit arrears of £300
- Non-payment of water rates for six years
- Perfect Home loan for cooker and washing machine with high APR, paying £80.00 every fortnight for three-years
- £40.00 per week on electric + £1785.89 electric arrears
- Holly spending £70 - £100 per week on cannabis
- Family spending £30 – £50 on alcohol per week
- Family reliant on Cash Converter Shop and trade in X Box each week for £50.00 and pays £65.00 the following week to get the X box back.
- No TV Licence

Journey

Financial assessment completed by Money Advisor on 13th April 2012 (Job Shop, Support for Families). Family in deficit every week due to high interest loan repayments and substance misuse.



Progress

- Now in receipt of Child Tax Credit
- Bus Pass received for partially sighted (Tracy)
- Npower have agreed to clear the outstanding electricity debts
- Application to Coventry Charity - fridge freezer awarded and Glasspool Charity awarded electric cooker reducing payment to Perfect Homes from £80.00 to £64.00
- Application to Severn Trent to clear water rate debt was successful on the understanding that Tracy would pay £5.00 per week to clear arrears
- Water meter installed
- Payment plan Whitefriars Housing for rent arrears in place now paying £5.00 per week.
- Still waiting for a response from Energy Trust for washing machine application
- Family in a better position with finances and their income and expenditure is manageable.

Agency Feedback

The Team Around the Family were asked to provide feedback on Sharon, Holly and Claire's progress and engagement through the Family Intervention Programme, as part of the exit strategy.

The follow slides contain graphs showing the results of the feedback and also comments from those who supported the family.

Question	Cats Protection	Coventry Compass	Coventry Cyrenians	Coventry Mental Health Team	Probation Service	Coventry Recovery Partnership	Support for Families	FIP Keyworker	Fire Service	Henley College	Police	Visual Impairment Team	Whitefriars Housing Group
Commitment for change: This will reflect the family/ individual ability to accept there is a problem in the first instance	2	2	2	3	2	4	3	2	2	3	3	1	2
Making things happen: The family/individual see the first steps to making the change and are able to work with others	3	2	2	2	3	3	3	2	2	2	2	2	2
Engagement: This includes attendance of appointments and the ability to be part of the solution to their problem	2	3	1	3	2	3	3	2	1	3	2	1	2
Taking Steps: the family/ individual taking specific actions to change and continue their journey.	3	2	1	2	3	3	3	3	2	4	2	2	2

1= ExcClaiRET , 2=Good, 3=Satisfactory, 4= Cause for concern

CMHT

We have had quite a bit of contact with Holly over the last few weeks and she seems to be doing much better, she is very keen to get back to College and recognises that she is doing very well there and gets lots of support. Holly wants to continue to receive this help and with her studies. She has attended every appointment that we have made and answers her mobile.

Coventry Cyrenians

I am very pleased with the progress that Holly has made, she seems at last to be gaining awareness of the link between her actions and consequences. Holly has engaged well and benefited greatly from the multi-agency partnerships.

Coventry Recovery Partnership Sharon

has a good understanding of what needs to happen and wants to reach those goals. Now attending a group to regulate lifestyle and self esteem has grown.

Cats Protection

The cats and kittens all doing well and will soon have homes to go to. The family did the right thing by letting us be involved.

Probation

Holly has completed her Court Order with Probation Service, and her attendance has been good, she understands the consequences of re offending. Holly is more aware of the greater financial responsibility she has and therefore has shown an increased motivation to try and reduce her cannabis use.

Compass Claire

is engaging well and understands the impact her substance use is having on other areas of her life, social, education, physical and mental health. Claire listens well and applies strategies to meet her care plan.



Supporting Families (ESF)

The family have engaged with me and attend every appointment that is requested. Sharon is now in receipt of child tax credit and has extra income available, several trust applications have been made involving addressing her debt and these have been granted to cover the utility arrears.

FIP Key Worker

When I became involved with the family, their entrenched lifestyle was having a severe impact on them as individuals, and they were at risk of losing their tenancy. The FIP process allowed the family to come up with their own solutions to make some positive choices, and achieve some stability.

West Midlands Fire Service

All recommendations from the Home safety check were listened to and most of them completed. The work needed to be carried out by Whitefriars after the visited was fast tracked and benefited the family as they could see progress and partner agencies linking in to improve their daily life.

Visual and Hearing Impairment Team

Sharon completed the 'Safe Route' training, and is aware of the safest crossing points and times of the day. Sharon has always engaged with our service and this was certainly the case during my short intervention.



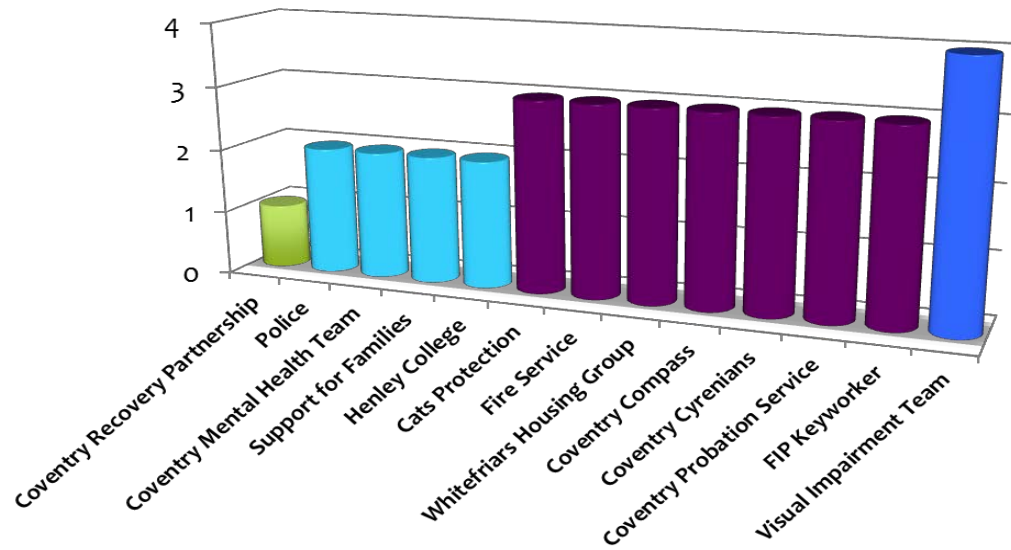
Henley College

Holly and Claire have had a highly successful year with excClairet and positive outcomes.

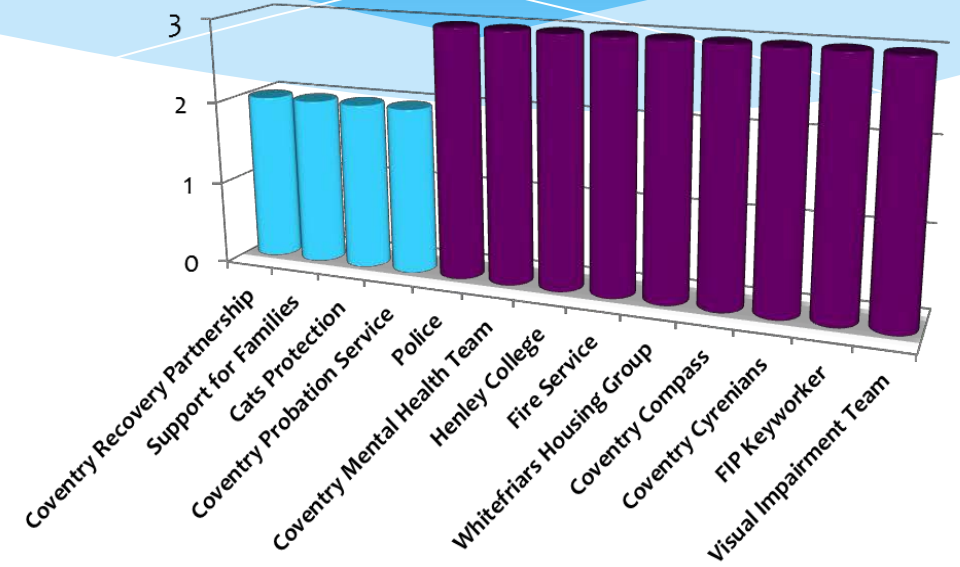
West Midlands Police

Once they accepted help and began to tell the truth and engaged more with the process results improved drastically. The family have come along way since the start of my involvement and their progress should be congratulated

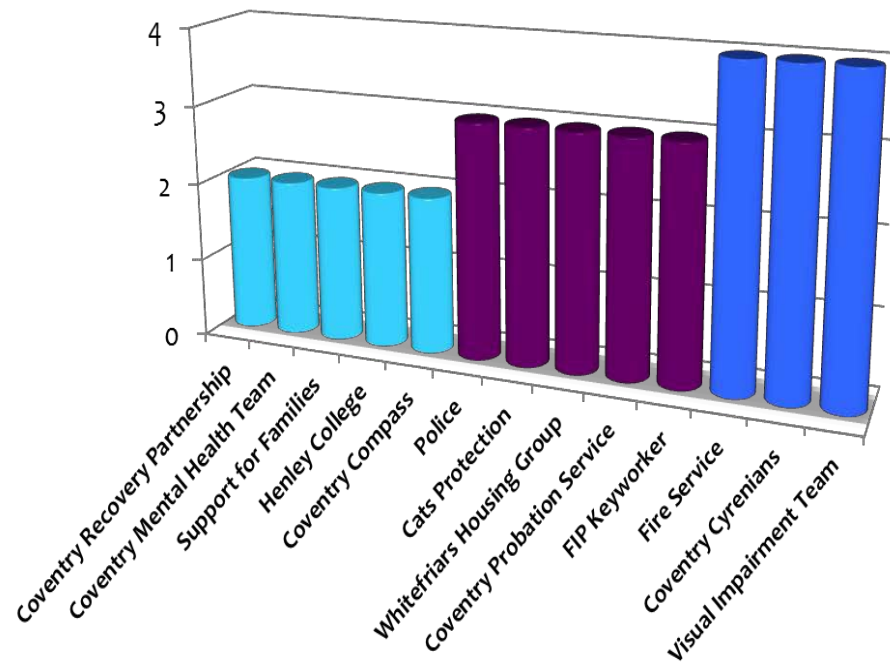
Commitment for change



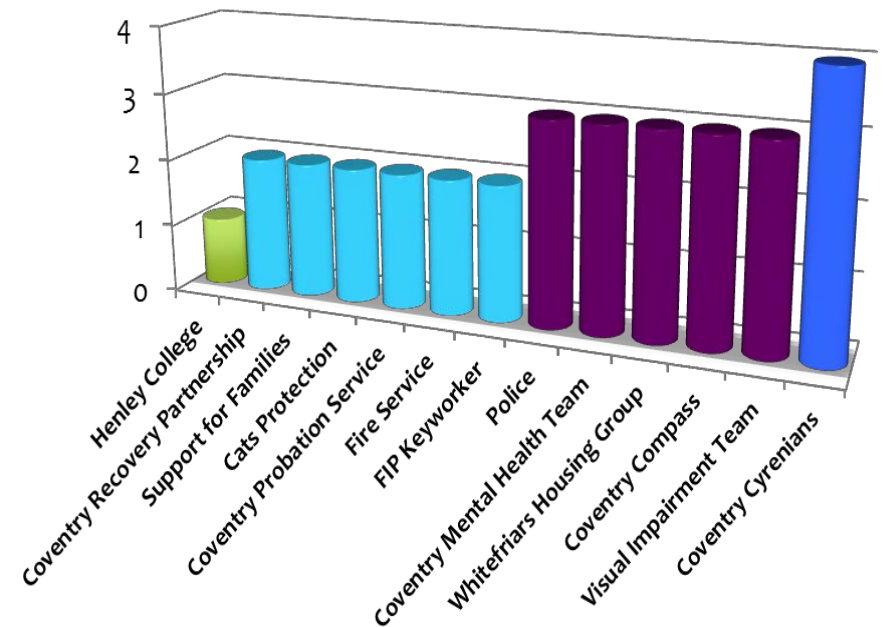
Making things happen



Engagement



Taking Steps



■ Excellent
 ■ Good
 ■ Satisfactory
 ■ Cause for Concern

Housing and Home Conditions

BEFORE



A reflection account by Sharon

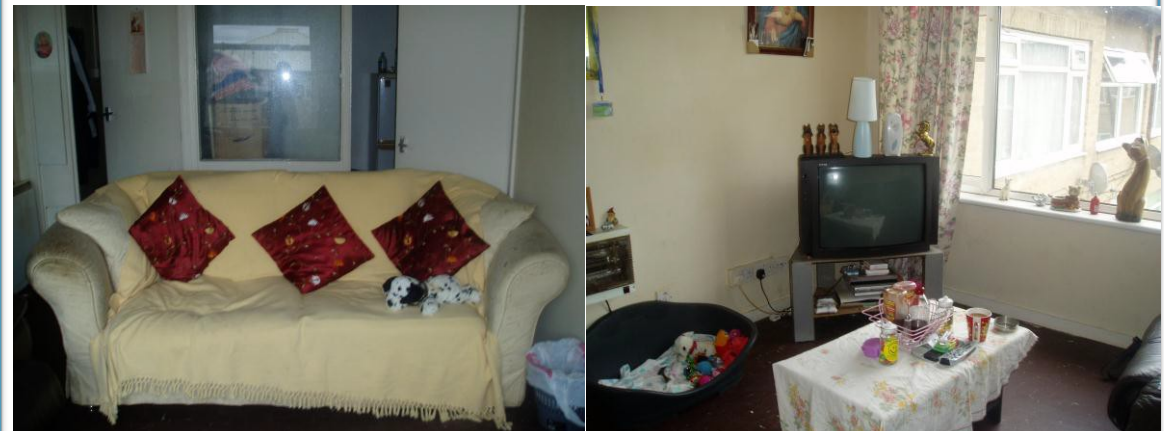
The flat was dirty, cluttered and smelly; we are all heavy smokers and never opened any windows.

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.

NOW



Family Assistants from the Children and families First Service worked with the family to formulate a plan to clean and decorate the house, and helped the family carry out that plan.



Mon 14 th May 12 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 Whiteknars 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."

Sharon – The journey so far.....

How it started:

“When this whole thing first started I didn’t think I had a problem, I thought you were all poking your noses in, I was happy or so I thought, I blamed Holly for telling people at college my business. Then the support started, I realised my life wasn’t my own, David was at the house all the time, I was cooking for him and receiving no help from anyone, my house smelled of cats, I had people coming in and out all the time and couldn’t control it, I rarely went out just sat drinking.

What changes have been made:

The biggest help was getting the support for Holly to move out and for me to see how well she was doing and I realised that I could do the same.

Then I started to de-clutter, with the help of Alison (CFF), I did keep a lot of rubbish and I was embarrassed how I had been living, I started the painting something I had never really done and although I did find it hard, but with Bharti’s (CFF) encouragement, I kept trying. We started painting the bedroom and it was real fun, although I got more paint on me, we had a laugh. Bharti helped to re-house the cats, I loved my cats all of them, but on the day they went I could smell the house and it made me feel sick, there was cat pee everywhere, they had to go, I know that now. Friends and family started to give me things to help make the house look nice, curtains, chairs, ornaments and quilt covers. Bharti then arranged for the bathroom and kitchen to be done, all that needs doing now is the hallway and I will try and do that at half term. It is now easier to keep clean and it doesn’t smell.

Stephanie started to help and she was playing by the rules and our relationship is much better, she is cooking, she enjoys that although we still have our fallouts sometimes.

I was referred to see Audrey to help sort my finances, she helped me get Child Tax Credit for Claire, I had never paid water rates in all the time I had been living in the flat, but I am now, as well as my TV Licence, she also got me a fridge freezer and cooker.

Annette (ESF) applied for a registration card for visually impaired and a bus pass, so I can go out any time and it’s free. I have reduced the amount I pay to Perfect Homes and we never go to Cash Convertors now, we did sometimes put Claire’s Laptop in to get cash.

Bharti and Annette made me realise that I was drinking too much, I was wetting the bed at least twice a week, but I would say the smell was the cats but I couldn’t blame them now they were gone. When the team first got involved I was drinking three litres a night every night if I had the money. Holly bought 4 cans the other night I had two, gave David the other one and one is still in the fridge. I do feel better, I try to drink hot OXO now, I still have a drink but it is probably once every ten days when I get paid. I have even took Holly and Claire for lunch in town on different times because I had the money, where before I would have used the money on drink.

I am taking more pride in my appearance and have even changed the colour of my hair.

What more could I do in the future:

David (Holly’s father) has come back and he has been staying at the flat, I have asked him to move out but he won’t listen, I would like help to get him out, he didn’t want me to come today but I need to put my daughters before anyone else.

I would like to learn computers and promise to stick to it

Keep bidding for a new property

Get my health back on track, I think my ulcer has been playing up due to the stress but I have made an appointment with the doctor.

My dreams:

I want my own bedroom

I want my independence back

I want to keep building a relationship with the girls

To be more positive

More help for Holly, I think she is slipping into her old ways

I am glad we got the help when we did and have never looked back. I know I’ve got to try harder.

Holly – The journey so far

Before I attended Henley College I was involved in a lot of anti social behaviour. I thought that it was more fun to drink and smoke than have an education. Why would I want to learn I was told I would amount to nothing in fact I was nothing! I enjoyed messing around and getting into trouble. I never realised that I was wasting my time and that not everyone acted the way I did!

We all use to live with mum, in a one bedroom flat. We had too many cats, and though I love Marshall more then anything I knew if I loved her I had to let her go to a new home. The house smells fresh now (no cat urine smells) the whole of mothers flat has been painted and it looks really nice.

I started working with Frances, she asked how she could really help me. No-one made me make this decision, but I told her I wanted to live on my own. Frances and I together filled in an application form for housing through Coventry Cyrenians. Can you believe we ticked every box (besides one) on the form? I was allocated accommodation at 7 Chester Street. I had a new keyworker Lauren. The house was really nice but things didn't go as planned. Not long after Lauren went on Coventry Homefinder with me and I was offered my flat. I love my new flat its amazing. Its mine and it belongs to me. I'm working with housing and Claire so I don't mess up and I can keep my flat.

Before all the agencies got involved our life was pretty much all about alcohol and drugs! I started to attend appointments at recovery, yet my weed intake is still on the high side, my alcohol intake has reduced to once a month and then I'm only drinking socially. Also mum attended recovery for about 2 weeks but gave it up, though most of the time she is only drinking once a week, mum drinks more when the wrong people are about or if she is stressed. Claire attends Compass and has cut her weed intake down. She has no problems at all with alcohol. We all need to do more work on this subject, but we are all getting better.

I came to the college with mum and Claire for the first time in the summer of 2011. Claire was taking forever so I walked off and met someone called Louise that later became my maths tutor. I said I had no grades at all, an hour later after assessment and with the help of Louise I enrolled on to the Step Forward course and I didn't look back. Last year I passed all the exams I was entered for. I was also class rep for my tutor group. At the end of the year there were rewards and I got 3- tutors student of the year, over coming barriers and over 95% attendance. I met a lot of really good friends and things just got better and better. This year I'm doing Step Forward level 1 GCSE D-C. This year I'm class rep for my group and my tutor Kay is finding out how I can apply to be a member of the student union council. I've also made even more mates again this year. I'm not turning back now I'm going to keep going until I have my dream job!! I want to be involved with animal care.

Through the people who supported me I began to realise that I could learn and that I was a valued part of my class. I made new friends who were not interested in my past, only being with me and helping me when I couldn't cope in lessons.

Claire – The journey so far.....

When I lived with my aunt, I never touched drugs or alcohol and went horse riding, had lots of friends and lots to do.

When I went home to live with my mum and sister, I was happy that we were all back together, but this is when I started to use drugs and alcohol. I met my boyfriend who uses cannabis and I started to use this everyday. This effected my education and home life and Frances from Henley College supported me to keep me on my course and work towards a qualification.

I sought help from Bharti, who has always been there for me and she referred me to Compass. I was worried about meeting Compass and then I met Lynne my worker, I learnt lots about cannabis, the short term and long term effects, the laws around using cannabis and how it may affect my future as an Early Years Worker.

I have now cut right down and only have an occasional puff on a cannabis, I am attending college everyday, have new friends and I am able to sleep better since receiving sleep hygiene techniques from my worker at Compass (Lynne).

Compass has been very helpful, Lynne has been very good and understanding, she has helped me a lot, she has been very easy to talk to and has help support me to quit.



Police and Probation Service



March 2006 – May 2012: There have been approximately 169 calls made to Police from Sharon’s address, majority being substance misuse related and breach of the peace. The number of calls to Police has reduced considerably during the intensive intervention by agencies. Sharon confirms “I think this is because I’m more careful who I let in the flat and there is less drinking going on”

Holly served her first prison sentence (14 months) when she was 17 years old for arson. This followed by a further six prison sentences; the last sentence was reduced for good behaviour and was released on a ‘tag’.

At the age of 24 years, Holly was involved with arson again, this time to a derelict building. Holly received a 2-year supervision order. This has now ended and Holly is taking everyone's advice and states “I want to make a go of my life and this is the first time that I have ever had something of importance to call my own and there is no way that I’m going to lose my flat”



Holly moved into her own tenancy in May 2012.

There have been 8 calls made to Police between May and September 2012 from Holly’s address, mostly substance misuse related and disorder on Police arrival. Holly is starting to make positive choices and is open and honest with PC Claire Edwards. Holly shared that her relationship with police and housing is positive and understands the importance of the ABC Contract. Clare said she was 'ecstatic' that there had been no bogus 999 calls that were often made after Holly’s substance misuse.

Education

Holly

Attended several primary schools due to frequent house moves. There was some stability with attendance at Alice Steven's School, however Holly found school life difficult and left school with no qualifications. Holly is now attending Henley College and has already started the 'Step Forward' course.

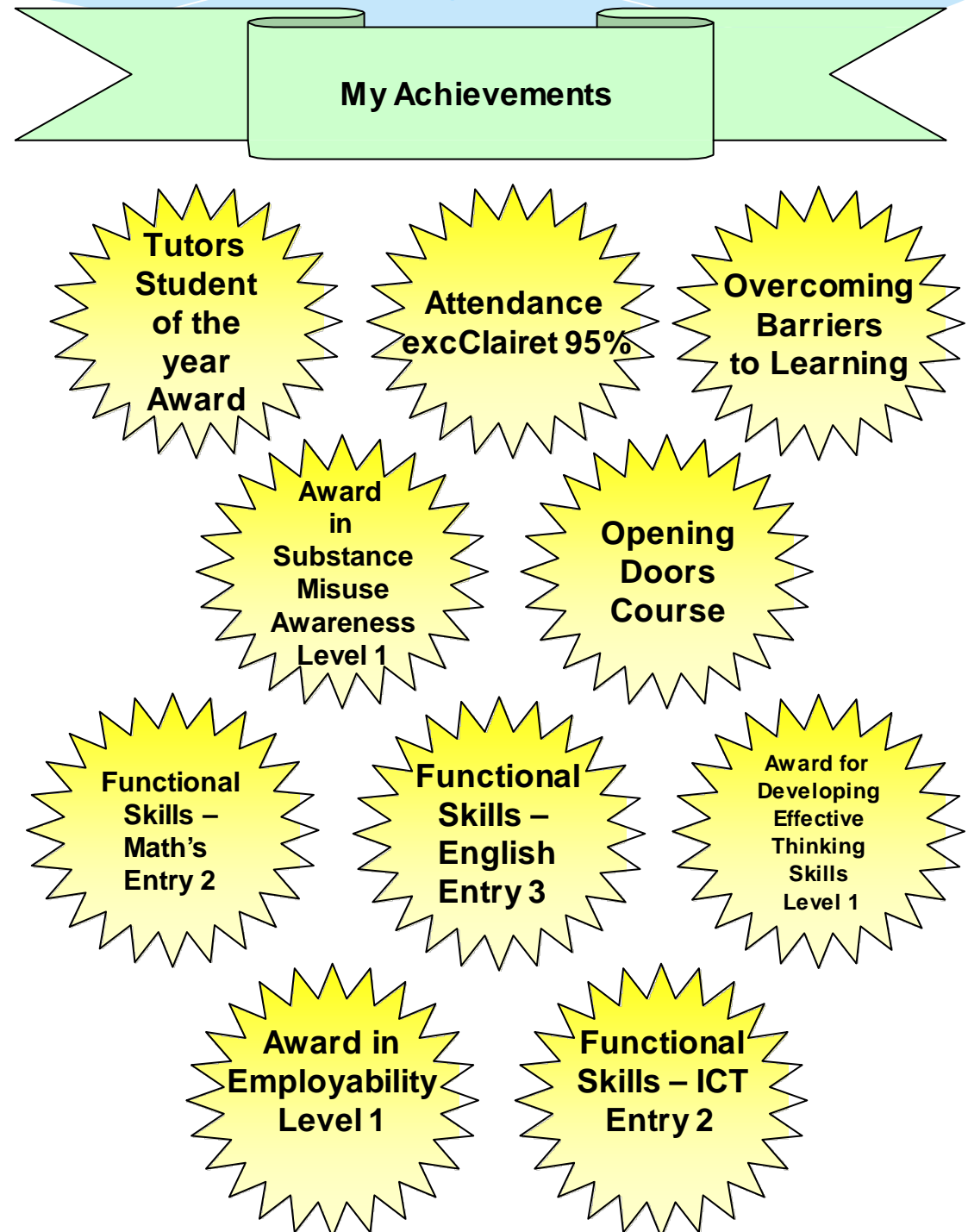
This course is designed for adults who want to return to study or improve their skills in English, Math's and ICT at level 1. In addition, there will be the opportunity to develop personal life skills, study skills and have an introduction to aspects of employability.

The course includes:

- English and communication skills
- Math's and numeracy skills
- Information Technology
- Employability skills.

Aspirations

Holly would like to do some voluntary work with animals in the future and is hoping to complete the Aspect to Youth Programme NVQ Level 2, and is exploring the possibility of a placement at the Princes Trust.



Education

Claire

Claire has attended several primary schools due to frequent house moves. Claire went to live with her maternal aunt and uncle on a Residency Order from 2006 – 2011, and finally settled to school life at Finham Secondary School.

Claire now attending Henley College, last year completed “Fresh Start Course” with excClairet feedback and attendance. Claire is now focusing on completing a Childcare Course and will soon be experiencing a nursery setting as a placement.

Aspirations:

Claire hopes to complete Childcare Course and get a job in a nursery or school.



My Achievements

ExcClairet
Attendance
93%
at Finham

IT
GCSE

GCSE
English

BTEC in
Science

Horse Care
Course
Level 1

ExcClairet
Attendance
at
Henley
College

ICT
Level
Entry 3

Fresh
Start
Course

With thanks to the following services:

Cats Protection

Children and Families First Service

Community Mental Health Team

Coventry Compass

Coventry Cyrenians Coventry

Probation Service Coventry

**Recovery Partnership Henley
College**

Support For Families Project

Visual Impairment Team West

Midlands Fire Service West

Midlands Police Service

Whitefriars Housing Group

