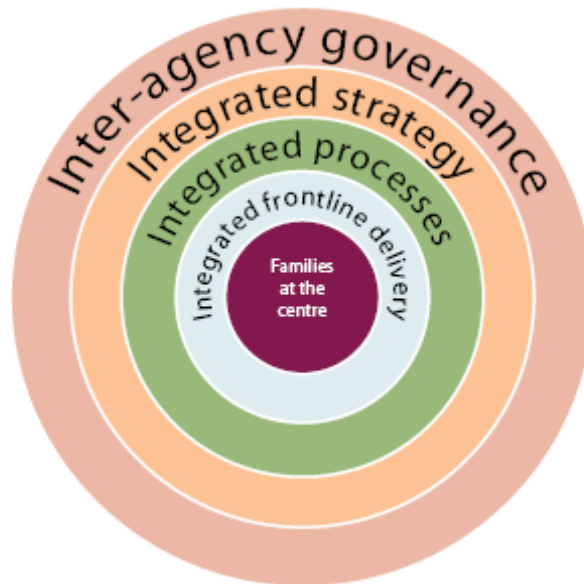


### Description of project / service

We wish to commission an Family Intervention Service to **carry out an outreach programme to families in their own homes**. The aim is to meet the multi-agency agenda set out in the recent Cabinet Office report: Think Family.



Families will be visited by project staff within their own home who provide/refer to structured individual and family sessions to work with the family on a range of issues from mental health problems to benefits to anti-social behaviour. We want the service to carry out a full assessment according to individual and family/household need and to deal with individual and family issues with patience, respect and confidentially.

*We want the service to offer:*

- **a dedicated key worker** with a low caseload and persistent and assertive working style who takes the lead in engaging families and co-ordinating agencies and services;
- **whole family assessment** which ensures the needs of the whole family are met and regularly reviewed;
- a **contract** which sets out the changes in behaviour that are expected and the support that will be provided to facilitate that change;
- **intensive and structured support** which enables key workers to engage, assess and focus intensively on their families for as long as is required.
- 24-hour support and supervision may be required; and
- **a co-ordinated and integrated response** where agencies commit to working together, sharing appropriate and relevant information, agreeing objectives and dedicating resources to resolve a client's difficulties.

*This service is intended for those who:*

- Families resident in our the local authority area in any type of housing and are facing a range of complex problems (including children and young people who are vulnerable or at risk of social exclusion) and which require multi-agency input

*And would be of benefit to:*

- Families facing a range of economic; mental; physical and educational challenges

**Population:**

All families resident in the local authority but with priority on families or households facing complex multi-agency problems

**Funding**

Local Council funding for two years, and for a subsequent 1 year, dependent upon overall service evaluation including the delivery of community benefits

**Value of service for various stakeholders**

We would like to see explicit references in the tender documentation to potential community benefits that your organization/partnership may be able to provide under Council contracts:

- Enabling individuals within families with a range of complex problems to begin to address the challenges they are facing including whether community benefits could be accrued;
- Save legal costs and management costs;
- Avoid the adverse publicity that results family breakdowns with ;
- Solve other problems which are using resources from the budgets of local statutory agencies (e.g. fire and rescue; police; probation; drug and alcohol team; NHS; schools; children's services etc);
- Improve individual and families relationship with neighbours and wider community;
- Paid workers supplemented by volunteers who undertake training;
- Encourage individuals to volunteer to gain confidence, skills and an increase in self-worth to go on to obtain paid employment
- Work in partnership with other organisations to deliver services to their clients.

**Evaluating the value of the service**

Organisations tendering for the service provision should outline how evidence will be gathered to evaluate the proposed benefits to the community