

## Family Worker Case Studies

Please use jargon-free, easy to understand language!

Family Composition (please do not use real names of family members)				
Mum – Debbie, 41 Son - Jack, 15 Daughter – Jamie-Lee, 6 Step Father- Adrian, 41				
Criteria matched for troubled families programme				
<b>National Criteria</b>				
(a) Crime/ASB	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(b) Education	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
(c) Benefits	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
		<input checked="" type="checkbox"/>		
<b>Local Criteria</b>				
<i>youngest child at risk due to older brother's behaviour</i>				
Summary of the problems the family faced				
<ul style="list-style-type: none"> <li>• Both children had been involved with social services due to concerns of harm to youngest child from older child.</li> <li>• Jack was achieving below expectation academically and had attendance problems at alternative education placement.</li> <li>• Jack was excluded permanently from mainstream school.</li> <li>• Step Father was out of work on long term sick.</li> <li>• Mum and Step Dad had large debts and financial issues.</li> <li>• Jack was committing anti-social behaviour in the community and at school.</li> <li>• The family were victim to ASB at their home from the local youths.</li> <li>• Family communication and relationships had completely broke down.</li> <li>• Parents wanted Jack to leave the family home.</li> <li>• Neither children had any respect for parents or boundaries.</li> <li>• Jack smoked.</li> </ul>				
Description of the situation before intervention				
<p>Before the Family Intervention Project became involved Jack was not attending his educational placement regularly and when he was, he was being sent home/excluded for the day due to foul language and verbal abuse towards staff and for fighting with fellow pupils. Jacks parents had been fined several times for damage to the school building such as fire alarms etc. Social Services had carried out an assessment on the family due to Jack convincing his younger sister to jump out of the second floor window of their home and she sustained superficial injuries. SS had however decided to take no further action by the time I started supporting the family.</p> <p>Jack had been causing ASB in the village, hanging around with a group of boys a lot older than him. He was regularly committing acts of vandalism and anti-social behaviour and agencies were commencing enforcement action against him. This negative peer group involvement was also bringing trouble and acts of vandalism to his own home and his parent's vehicles etc. The family suffered harassment from local village youths.</p> <p>Adrian was unemployed and receiving incapacity benefit following major surgery on both his wrists. The school had reported that Jack was being violent towards his classmates.</p> <p>The family were owner occupiers of the house but had large arrears on their mortgage and other debts. Other agencies had approached me with concerns around Jacks strange behaviour i.e. being banned from local youth club for smearing excrement on the walls.</p> <p>Parents wanted Jack to leave the family home.</p>				

## Description of the intervention

Date intervention began...27/09/2012.....

Date results achieved.....25/08/2013.....

### Type of/ intensity of intervention

Intensive family intervention - eventually, gradually reducing

I met with the family and explained clearly from the start what support I could offer and asked them what support they felt they needed. I spent a couple of weeks getting to know the family and building trust by being honest, punctual and keeping to my appointments. While I helped with the practical things. This included attending school meetings with parents which they always dreaded as they felt that everyone was ganging up on them and they were terrible parents. I helped them to see that this was not the case and helped them to realise that all agencies are here to help and all resources can be tapped into to their own benefit. The parents began to trust me and seek me out when they needed help with Jack. Jack also began to see me as a figure to be respected and would listen to me when he would not entertain his parents. Together with both parents and children we set up proper morning and bed time routines for the kids and a family kindness chart which involved doing one nice thing each day for another family member even down to something as simple as making a cup of tea for Mum and Dad. The family used this to accumulate a weekly reward and do a family activity together at the weekends such as dvd and takeaway night, things that do not cost a lot. I also helped to set up family meetings every fortnight which I attended at first and had to act as a mediator due to the family's inability to communicate with each other without tempers flaring and people storming off. This helped with the children's behaviour at home improved as the whole family were less stressed. I then worked with the parents on their parenting and encouraged them to set boundaries with the children which further improved their behaviour.

I then supported Jack with enjoying positive activities and engaging with positive peers away from the negative behaviour in his village, one way in which I did this was to support him with transport to Eaglescliffe once a week when on my late shift where his positive peers lived.

I monitored Jack's behaviour with both his parents and by keeping in regular contact with his local ASB officer and regularly checking and accessing the FLARE system. I made sure that Jack was always aware that I had done this and that I did communicate with the ASB Team. I also praised Jack when he had no new incidents or records against his name.

I supported both Parents to Citizens Advice Bureau, where they were supported to apply for and supported through Voluntary Insolvency and reduced their debts to zero. This had a huge impact on parents as this was one of the main sources of their stress.

Jack and his Step Father Adrian attended the TF/Fire Service Family Life Course for 1 week along with TF staff. Jack had the odd slip up with his behaviour whilst on the course but after a brief chat from myself and the Fire Service Training Officers, he focused and completed the week and gained a certificate.

I referred the family to the Barnardos weekend away with 'B-Venture' in Summer 2013 but they were unable to attend due to other commitments.

Whilst working with the family parents confronted Jack in front of me about them suspecting he was abusing solvents in his bedroom based on paraphernalia they had found under his bed. Jack admitted to this and agreed to accept help around this behaviour. Because they acted quickly, I referred Jason to the STASH program and he worked closely with Phil from STASH around his solvent abuse.

Upon leaving school in June 2014, I supported Jack to apply to join the army and supported him to subsequent interviews and medicals for the Army.

Whilst going through the lengthy process of applying for the army, Jack's parents and myself were concerned that he would spend the summer around the village and get into trouble. So I referred him to the NuTraxx program with Wayne Malon. Jack was supported to all appointments as they took place in either Middlesbrough/Thornaby.

The family were supported in calling the Police whenever there were incidents of vandalism to their home and vehicles and harassment from local village teenagers at their property.

**Result of intervention**

- Jack has left school and Jamie Lee's attendance was above 85% at the time of withdrawal of support.
- Jack engaged well during the summer 2013 with NuTraxx and attended a pre-army course which gave him the skills and confidence needed for attending the assessments as part of the registration process for joining the army.
- The vandalism and harassment to the family and their property ceased as Jack was not so present in the local village
- Jack has not abused solvents since the referral made to STASH.
- Both parents fed back that they had noticed a big difference in both children's attitude towards each other and their general behaviour in the home and adherence to family rules and boundaries.
- Jack has had no further contact with the police/ASB team.
- The family are continuing to use the kindness chart.
- Following the referral made to the Barnardos weekend away and being unable to attend, the family have now set plans for their own family holiday later in the year (2013). Which was a great success and they came back with lots of family photos and fun memories.
- Adrian volunteers weekly at CRI as a counsellor and is building up confidence to apply for some upcoming paid roles there in the near future.
- The family have been through Voluntary Insolvency and thus can keep their home and have no debts.

I had contact with Jack's parents in January 2014 they were delighted to ring and inform me that Jack has been successful in applying for the army and will join this year (2014) at a higher post than the one he originally applied for.

In light of being successful at joining the army Jack has quit smoking.

Jamie Lee is still doing very well in school. And the family are planning their next family holiday for this summer 2014.

**Statement of Outcomes.**

**Which *Payment by Results* indicator was met?**

(a) Crime/ASB reduction	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
(b) School attendance	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
(c) Employment	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	but volunteering weekly at CRI

**Have you continued to work with the family?**

No

**Have any progress been made against wider outcomes (including local criteria)?**

See results of intervention

**Additional info/ service user feedback**

Case closed.

**Estimated cost savings due to intervention (per annum)**

*\*Please provide this information if available\**

**Media**

Would the family or key worker be willing to talk about their experiences (anonymously if necessary)?

Yes

No

Area and contact number for case study author

Via Mike Batty 07970 271528