

Allison Lodge

family outreach services



allisonlodge  
CARE AND SUPPORT

## Our commitment to safeguarding

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Allison Lodge believes that every child, young person or vulnerable adult has the right to live in a manner that is free from abuse.

This document is built on that belief. Allison Lodge will work together with other agencies to uphold the rights of all those who access our services. To uphold this, we ensure that our staff are trained in recognising and dealing with incidents of abuse, which they will do with respect for confidentiality, dignity, independence and individuality of each and every person. If you are concerned about yourself or others, please speak to your Key Worker or any other member of staff. Alternatively, you can contact our office on 020 8920 7850 or [keyworkers@allisonlodge.co.uk](mailto:keyworkers@allisonlodge.co.uk).

We will treat any concerns in a fair, professional and confidential manner.

Please also visit our website at [www.allisonlodge.co.uk](http://www.allisonlodge.co.uk)

## Background

Allison Lodge has been providing accommodation, training, care and support for over 10 years. We hold contracts with various local authorities to provide a range of services. Therefore we are monitored and audited at regular quarterly intervals. We work with people aged 16+. Over the past three years there has been a significant increase in the demand for specialist support services to families with multiple needs. In response to this demand, we have employed the services of key workers with a range of skills, knowledge and experience in providing an outreach support service to families with multiple needs. We also provide a range of other services which include: Family outreach programmes, supervised contact, peer mentoring, women fleeing domestic violence, semi-independent parenting projects, and 24hr supervised placements. We are an approved training provider for a range of recognised Health and Social Care qualifications including personal development training. We use a flexible learning approach delivered in a supportive environment at our premises. We offer first aid training including paediatric first aid. We have a long history of collaborative work with the local authorities and have been providing extensive services for some of the most challenging and complex cases for individuals and at risk families.







## Introduction

Our family outreach service has developed a holistic approach to intervention. We work with families with chaotic lifestyles and multiple needs through the use of a dedicated key worker. Many families have a history of non-engagement with services. For this purpose we use key workers who are skilled at engaging families experiencing difficulties and aim to resettle parents back in the community and give them access to a wider range of other specialist support services. Further, we aim to give advice to parents with aspects of parenting. Our outreach programme is usually customised. We provide services within the community and within the family home.

## The Service

Our work involves the following groups: Families with chaotic lifestyles, families involved in high risk (dangerous, abusive, and reckless) anti-social behaviour, compromised parenting e.g. substance misuse, domestic violence, prolonged absence, neglect, parental offending, families where outcomes have failed to improve through existing support mechanisms, families with a history of non-engagement, combinations of worklessness, domestic violence, poor adult mental health, substance misuse etc. We work with families at risk of statutory intervention and this also includes children at the edge of care, and children who are already in the care system. Our outreach programme is flexible to meet the needs of the families.









We recognise that each family is different and comes with a unique set of circumstances. Generally our service works with groups or individuals to provide:

- Support to families to develop relationships and management of their children,
- Enable parents to be more effective in their parenting,
- Support to develop close attunement between parents and infants,
- Support to equip parents to set firm boundaries for children and manage behaviour more effectively,
- Develop family self-sufficiency,
- Build confidence and self-esteem,
- Manage families to become independent,
- Sign post to specialist agencies,
- Support with practical tasks,
- Encourage participation in the community,
- Access local services,
- Engage with professionals,
- Support to attend regular health appointments,
- Access to job and training opportunities.

The above standards are taken from the CWDC set of outcomes for our outreach programmes.

We provide a specialist service that is personalised to each individual family. We achieve this by working with the families and local authority to draw up a plan of needs/contract. This plan or contract defines expectations and lists intended outcomes. We offer support in the families' homes to ensure that support is there when it is needed; we have found that working in this flexible way has enabled us to meet the needs and expectations of those who access our services.



We accept referrals from social services, and other statutory organisations. Once contact is made a meeting is usually held to discuss the family needs. Following discussions we make a visit to the family, and we are normally accompanied by the family social worker for the first initial visit.

The purpose of the visit is to introduce ourselves and explain who we are and what our role is going to be. A plan is then drawn up between ourselves, the family and the social worker. The plan can include things like practical help i.e. making sure children are ready and appropriately dressed for school, time management, social risk taking, emotional well being, health, money and finance, healthy eating, setting boundaries, parenting capacity, education, and integration into the community i.e. access to services. We also help with completing job and college application forms. We assist with benefit applications and can support families with some elements of their housing needs. Staff will escort parents to appointments, and if necessary make appointments on their behalf.

We work closely with the placing authority to achieve the best outcomes. Individualised packages are discussed with the placing authority i.e. contact hours, historical family functioning, and intended outcome.

## Qualifications

Our staff have a unique blend of skills, qualifications and experience. We employ local people to reflect the communities we serve. We use a thorough screening process including enhanced CRB disclosures. Key workers hold appropriate qualifications or are working towards Diploma level 3 Health and Social Care, (Children and Young People). Staff work within the CWDC parents and families framework for outreach key workers. All staff also attend mandatory safeguarding courses, equality and diversity, health and safety, paediatric first aid, first aid, basic food hygiene courses.









Below is a list of qualifications of staff:

- NVQ Level 3 Health and Social Care,
- BSc (Hons) Social Work,
- BA (Hons) Social Studies,
- Btec Level 3 Health and Social Care,
- Diploma Level 3 Health and Social Care (CYP),
- Further Education Teaching Certificates,
- Graduate Diploma in Post Qualifying Social Work – Practice Educator,
- NVQ Level 3 Advice and Guidance,
- NVQ Level 2 Child care,
- Certificate in community interpreting,
- BA English Language and Literature,
- Diploma Psychosynthesis Counselling,
- Work with Parents Level 3/4.

All staff receive regular supervision.

All staff sign up to the GSCC codes of conduct for social care staff and are aware of ethical practices.

### Key Worker Support

Key workers play a crucial role in the development of the family. Key workers attend all meetings in relation to the family. The key worker works intensively with the whole family to identify, assess and address individual needs with the aim of helping the family function more effectively as a unit and within the community. A positive, whole family approach is adopted, and the approach is intensive, persistent and solution focused.

Families receive one to one support where the key worker can help with a range of activities from providing practical help for families and their child/ren with tasks such as filling in forms, help with shopping, menu planning, eating healthily, joining a gym, education or looking for work. Key workers also give emotional support to families and give practical advice and will signpost to other specialist agencies for additional help if needed. Key workers will provide regular progress reports for the local authority. All families receive a copy of this report.







We have adopted the Children's Workforce Development Council set of standards for outreach key workers. Key Workers effectively will work with parents to:

- Be more responsive to the needs of their children,
- Have an improved (strong but warm) relationship with their children,
- Use behavioural management techniques appropriately and effectively,
- Use a range of tools to help manage their children's behaviour (learning and practicing ways of parenting that are not harsh or inconsistent),
- Be more self-aware so they can improve family relationships,
- Improve their own emotional health as well as their children's,
- Develop a better understanding of child development and how to use positive discipline techniques and strategies to promote children's social skills, self-esteem and self-discipline.

The role of the key worker:

- Understand and use persistent and pro-active intervention methods when working with families with complex and multiple needs,
- Work with families with complex and multiple needs to reduce and prevent anti-social behaviour and increase positive behaviour,
- Build and maintain relationships in work with parents,
- Act as first point of contact for the family, planning that contact flexibly to meet the family needs,
- Build a relationship with each family member based on trust and respect, modelling effective communication and persistent support,
- Galvanise the multi-agency team around the family to participate in putting together a plan with the family, clearly outlining the sanctions and rewards that are associated with each goal,
- Work with the family to support and challenge them towards reaching the planned goals,



- Advocate for the family with other agencies,
- Regularly review progress and address barriers to progress in partnership with the multi-agency team,
- Support the family to use universal services effectively, gradually reducing the intensity of involvement as the family function strengthens,
- Plan the exit with the family, ensuring ongoing support from relevant services (as necessary) building in post intervention contact.

### Our Commitment

Our Family Outreach Project aims to provide a unique, personalised service. We aim to:

- Provide a warm and welcoming environment,
- Treat all those accessing our services with dignity and respect,
- Provide fully trained and qualified staff,
- Embrace the equality and diversity of all those using our services,
- Give appropriate advice, information and guidance,
- Work in a flexible way to meet individual needs,
- Develop good working practices and relationships with placing authority,
- Maintain confidentiality,
- Be aware of child protection/safeguarding procedures,
- Help parents and families to make informed choices,
- Listen to parents and families,
- Provide good learning experiences to encourage growth and personal development for parents and families,
- Respond to complaints,
- Provide individualised support packages to meet the family needs,
- Work in a multi-disciplinary way to inform professionals about changes to lifestyles and circumstances,
- Provide timely reports.

### COSTS

Our costs for the outreach service are divided into sessions. Sessions are 6 hrs each. Please note that these hours can be daily requirements or spread across the week. We do not normally work with families who require fewer than 6 hours a week support. If the family requires more than 6 hours support, the sessions must be a multiple of six.

We understand that, in extreme circumstances, there may be situations, where the local authorities require services out of the agreed framework of sessions to conduct specific pieces of work. However, this must be approved by Senior Management and Directors of Allison Lodge.

For further information about our services and costs, please contact us on 020 8920 7850 or [keyworkers@allisonlodge.co.uk](mailto:keyworkers@allisonlodge.co.uk)



## Equality, Inclusion & Diversity

Equality, Inclusion and Diversity are core values within Allison Lodge.

Allison Lodge service users come from a wide range of cultural backgrounds and our staff reflect this diversity.

Service user's identity and culture will be valued and respected.

We will make every effort to help all our service users reach their full potential.

Staff and service users can expect environment that is free from discrimination, victimisation, harassment, and bullying.

Allison Lodge is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and as such, we expect all those who access our services to share this commitment. We engage with all our service users and staff in the development of our policies, practices and we seek to encourage their feedback.

### Head Office

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