

Making It Work for Families



How-to Guide

This guide offers more detailed information and advice for those who may be interested in adopting or adapting the initiative in their local area.

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Title	Making It Work for Families
Organisation	Clued Up.
Category	Fully Validated.
Poverty Impact	Prevention. Mitigation. Awareness.
Introduction to the Project	
Making it Work for Families is a multi-agency partnership project that brings together staff from Fife Gingerbread, Clued Up, Citizens Advice & Rights Fife and Fife Intensive Rehabilitation & Substance Use Team. The project aims to support lone parent, low income or unemployed families affected by current, historic, or at risk of substance use where there is a young person living at home who is in Primary 7 or in S1/S2 at High School. The team works collaboratively to offer whole family support that includes parental support, youth work, family learning, money advice, employment support and community rehabilitation for substance misuse.	

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Initial Idea

Who had the initial idea?		
Fife Gingerbread Manager, Rhona Cunningham and Fife Gingerbread staff had the initial idea. Rhona is now the CEO of Fife Gingerbread.		
How did the idea for the project come about?		
The idea came amount because there was a need to provide early intervention and targeted support to young people to help them deal with the impact of substance misuse (their own or their parents/family). It was believed that a holistic whole family approach would provide tailored support to enable families to overcome barriers to employment and education.		
Were plans informed by any published reports / papers / research evidence or practice from elsewhere?		
No		
Yes		xxx
The preceding project, Making It Work for Lone Families, project had been evaluated and validated.		
Was anyone else involved in developing the initial idea of the project?		
No		
Yes		xxx
Fife Gingerbread staff in association with Citizens Advice and Rights Fife, Clued Up and Fife Intensive Rehabilitation & Substance Misuse Team.		
Were those with lived experience of poverty involved in developing the initial idea of the project?		
No		
Yes		
Unknown.		

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Were specific resources – other than funding - needed when developing the initial idea of the project?			
No		Yes	xxx
Please provide details of the resources that were required when developing the initial idea of the project.			
Staff/Volunteer Time	N/A		
Facilities / Workspace	N/A		
Equipment	N/A		
Local Knowledge	Fife Gingerbread staff in association with Citizens Advice and Rights Fife, Clued Up and Fife Intensive Rehabilitation & Substance Misuse Team.		
Food and Drink	N/A		
How long did it take between having the initial idea and starting the project?			
The project was piloted in 2017 and implemented in 2020.			

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Early Development – Pilot Project or Feasibility Study

Was there a pilot project or feasibility study?			
No			
Yes, a pilot project			xxx
Yes, a feasibility study			
What did the pilot study or feasibility study involve?			
The project was piloted in Kirkcaldy and Cowdenbeath. The project aimed to work with 60 families with young people who were experiencing complex long-term barriers to employment and/or education.			
Who was responsible for the design and/or delivery of the pilot or feasibility study?			
The pilot involved Citizens Advice and Rights Fife, Clued Up, Fife Gingerbread and the Supported Employment Service.			
Were those with lived experience of poverty among those involved in the design or delivery of the pilot project or feasibility study			
No			
Yes			xxx
Those with lived experience were involved in the evaluation of the pilot project.			
Was funding required to support the pilot project or feasibility study?			
No			Yes
			xxx
Please provide details of the funding that was used to support the pilot project or feasibility study.			
Which organisation provided funding?		Opportunities Fife, Fife Council, Big Lottery Fund, Gannochry Trust, Corra Foundation.	

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Was the pilot project or feasibility study evaluated?	
No	
Yes	xxx
The pilot was evaluated by The Poverty Alliance. Qualitative data was gathered from service users and practitioners.	
Was there evidence from the pilot project or feasibility study that confirmed that it was working / it would work?	
No	
Yes	xxx
The evaluation cited persistence, pace, and trust as key aspects to the success of the pilot.	
Was the design of the project modified following the pilot project or feasibility study?	
No	
Yes	xxx
The pilot recommended a co-production approach to ensure that the service meets the needs of service users. Follow up support for families exiting the service was also highlighted as an area for development to ensure that stability is maintained in the longer-term. It also stressed that caseloads should not be too big to ensure that trustful relationships can be built and that emerging issues which were not previously identified can be addressed.	

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Accessing the Service and Engaging with Service Users

Is there a referral process?		
No		
Yes		xxx
Young people and families are referred by schools, social work, and community workers. Young people can also self-refer.		
Is referral the only way that potential clients are made aware of the project?		
Yes		
No		xxx
Other than referral, how do potential clients come to know about the project?		
<p>Clued Up staff work in areas and schools across Fife. Staff engage with young people in their own spaces, for example, in school and they are a visible presence in communities on a Friday night. They identify young people who are repeatedly misusing drugs and alcohol. Staff are also known to guidance staff in schools.</p> <p>They also offer drop-in sessions and there is a community van that is known to young people from which staff offer free water and condoms.</p>		
Do you take steps to keep in touch / reach out to service users?		
No		
Yes		xxx
<p>Most of the support is face-to-face in school or via social media/texting on work phones. Meetings are sometimes held in public places e.g., McDonalds and cafes or in parks depending on how sensitive the conversation is.</p>		

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Working with People with Lived Experience of Poverty

Are those with lived experience of poverty involved in <u>delivering</u> the project?		
	No	xxx
	Yes	
N/A		

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Leadership, Governance and Partnership Working

Who is responsible for managing the project?	
Stevan Sutherland, Team Leader is responsible for the day to day running of the Making It Work for Families project. His work is overseen by a service manager.	
Is this the only responsibility of the person managing the project?	
Yes	
No	xxx
Stevan's primary role is in the Making It Work for Families Team but Clued Up staff have a wider remit as support workers for people aged 12-25 with addiction issues/complex support needs Fife wide.	
Is there a Project Steering or Advisory Group?	
No	xxx
Yes	
Are any other governance arrangements in place to review strategy and performance?	
No	
Yes	
Stevan's primary role is in the Making It Work for Families Team but Clued Up staff have a wider remit as support workers for people aged 12-25 with addiction issues/complex support needs Fife wide.	

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Links to Wider Policies, Strategies and Statutory Requirements

Is the project part of any other strategy?	
Don't know	
No	
Yes	xxx
The project supports social work in Kirkcaldy and Levenmouth. Money from the Whole Family Wellbeing Social Work Fund was made available to Making It Work for Families to provide support for families who were at the end of engagement with social services or who wouldn't engage with social services, for a range of reasons e.g., fear of being stigmatised or having their children removed.	

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Funding

Has external funding been secured to support the work?	
No	
Yes	xxx
Please provide details of the external funding that was used secured to support this work?	
Which organisation provided funding?	Corra Foundation. Capital City Partnership. Gannochry Trust. Fife Council.
What was the specific funding stream/source/scheme?	Some funding is from Fife Council (Social Work) and the rest is from funding grants.
How much funding was secured?	N/A
For how long has funding been secured?	N/A
Is future funding from the same external source a possibility?	
Don't know	
No	
Yes	xxx
Is future funding from the same external source based on pre-agreed outcomes or outputs being delivered from this work?	
No	xxx
Yes	

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Is future funding from the host organisation a possibility?	
Don't know	
No	
Yes	
Is future funding from the host organisation based on pre-agreed outcomes or outputs being delivered?	
No	xxx
Yes	

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Staffing and Resources

Do existing staff from the host organisation contribute toward the work of this project as part of their broader work for the organisation?			
No			
Yes			xxx
Clued Up staff have a wider remit as support workers for people aged 12-25 with addiction issues/complex support needs Fife wide.			
Are existing staff from the host organisation paid extra (for example, taking on extra hours) to contribute toward the work of this project?			
No			xxx
Yes			
Are volunteers involved in delivering the project?			
No			
Yes			xxx
Volunteers, including those who have previously been supported by the project provide mentoring and support to families.			
Are specific resources – other than staff/volunteer time and money - needed to support the delivery of the project?			
No		Yes	xxx

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Please provide details of the resources that are required to deliver the project?	
Facilities / Workspace	Spaces in school.
Equipment	Phones, IT
Local Knowledge	The knowledge of community workers and professionals.
Food and Drink	Small amounts of money are available to take children for a juice or McDonalds.
Were new IT systems, additional software, or upgrades existing software (databases, Apps) required to deliver this project?	
No	xxx
Yes	
Was additional training – for staff or volunteers - required to deliver this project?	
No	xxx
Yes	
All staff undertake trauma-informed approach training and child protection training.	

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Monitoring and Evaluation

Is there baseline data to describe what things were like before the start of the project?				
No				
Yes				
N/A				
Is the difference that the project is making measured or monitored by the host organisation?				
Yes				xxx
No				
Who within the host organisation is responsible for monitoring the impact of the project?				
Clued Up keep spreadsheets that monitor the number of families engaged with the service and their outcomes.				
How often is the impact of the project monitored or measured by the host organisation?				
Ongoing.				
What methods, techniques or strategies are used by the host organisation to impact of the project?				
N/A				
What information is collected by the host organisation about the project?				
Number of users	Yes	xxx	No	
Outcomes for users	Yes	xxx	No	

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Has the data that has been collected by the host organisation been used to adapt the way the project works?

No

Yes

Has an external organisation been employed to formally evaluate the project?

No

Yes

xxx

The pilot project was evaluated by the Poverty Alliance.

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Impact

To what extent have the aims of the project been achieved?		
Fully met		
Making progress toward meeting Aims		xxx
Not making progress		
<p>The project reported that they were confident that they were engaging with the most in need families. The service has extended support to primary school children and to social work services in the Kirkcaldy and Levenmouth area.</p>		
What difference has the project made?		
<p>The project provides whole family support (at home and in the community) to vulnerable young people who are at risk of leaving school without qualifications or a positive destination. Successes of the project include supporting school refusers to return to school, income maximisation for families and helping people to overcome addiction issues.</p>		
Have conditions or demand changed since the project was introduced?		
No		
Yes		xxx
<p>Yes, there was demand from schools to provide support for transitions between primary and secondary school.</p> <p>Social work has also utilised the project to reach families with the most complex needs.</p>		
Has the project changed through time?		
No		
Yes		xxx
What changed	The population served and the offer of service provision.	
Why has it changed	It was agreed that early intervention would improve transitions between P7 and secondary schools. Teachers welcomed support with transitions.	

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Has the project had any unexpected or unintended outcomes?		
	No	
	Yes	xxx
The project has been extended to include primary school children (the pilot study was aimed at 14-19 year olds)		
In your opinion, is the project having an impact on tackling poverty?		
	No	
	Yes	
It is difficult to estimate the impact on poverty, but the project aims to remove barriers to employment and education, which will reduce poverty in the longer term.		

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Learning from Experience

What is working well?	
The partnership between agencies is authentic and works well. This is facilitated by staff from the agencies sharing an office space. Stevan reported that staff feel part of a team and have benefited from meeting in person, as this has reduced the number of emails and written referrals.	
What, if anything, is working less well?	
Staff are overstretched, for example, one member of staff is working across eight schools. More funding would allow more support workers to be employed.	
What are the key learning points that you'd like to share with other practitioners?	
Early intervention and enhanced transitions from P7 to S1 are having a positive outcome for young people	
Staff are keen to stress that a person-centred, tailored support is crucial to success i.e., that success looks different for everyone.	
The project highlights the importance of supporting the whole family when dealing with complex issues such as substance misuse and employability issues. The 'whole family' approach for is particularly valuable for reducing isolation with adolescent groups.	
Are there plans to develop or expand the project in the future?	
No	
Yes	
The reach of the project has been expanded to include P7 students. The project would like to strengthen links with social services in Kirkcaldy to ensure that more vulnerable children are reached.	
How easily do you think this project could be replicated in another setting?	
The project could be replicated in other settings in contexts where agencies have the funding, resources, and have the capacity to work together to impact positively on the lives of families affected by substance misuse.	