

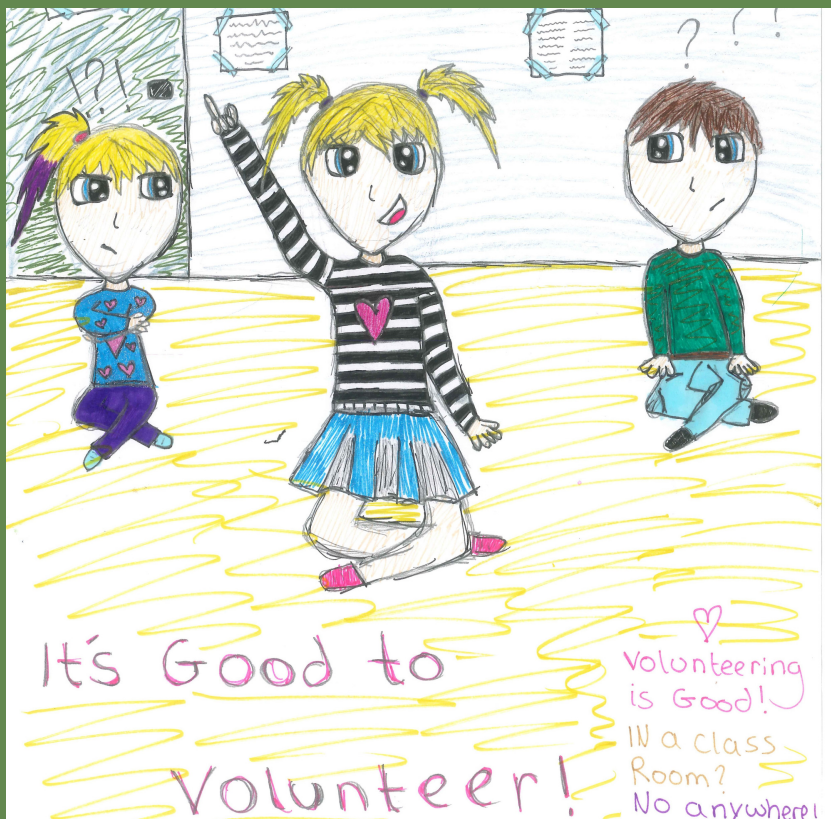
Partnership  
Prospectus  
2019



Inspiring  
Families  
CHELTENHAM



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Families  
CHELTENHAM



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# Who we are

Inspiring Families is a partnership made up of Cheltenham Borough Council, Cheltenham Borough Homes, Gloucestershire Constabulary and Gardeners Lane and Oakwood Federation schools.

Eight years ago we recognised that we needed to work differently with some families in Cheltenham who found engaging with the system and services as they were structured was difficult for them. We therefore came together to develop a new way of working alongside families that felt 'stuck' in a more traditional approach to support.

Since that time there has been local and national restructuring of services to meet demand at the more acute end and changes in policy that have made the need for a different approach to working with some families even more essential. The families who achieve the best outcomes through the IF project tend to be those with low level needs which could escalate if left unaddressed or those who have been in and out of any level of service but have not managed to make long term changes to their family life.

# Our vision

We want Cheltenham families to be resilient, inspired and fulfilling their potential

In order to achieve this we support Cheltenham families to unlock and fulfil their potential by working with them to:

- Make their own choices and understand the impact of doing so
- Get support when they need it
- Act as part of their community
- Show them there is always hope for the future

Struggling families need support for the whole family at the time, the place and in a way that works for their family. The families we support have often had control taken away from them and it is important that they have genuine choice to ensure that we do not continue to take control from them.

We believe that whatever adversities families face there is hope for the future. All families need the same foundations of strong relationships, hope and fulfilment to be successful.

Fundamentally it is thriving and connected communities that are the best support for any family.

# Our approach

There is a growing evidence base that highlights the long term impact of early adverse experience and trauma on children. Adverse childhood experiences (ACEs) fundamentally change the structure of a child’s brain causing significantly increased risks of both health and social problems in adult life. We aim to support families to build resilience and relationship that both reduce children’s exposure to ACEs in the first place but also support children and adults who have been exposed to ACEs to achieve their potential in life.

We do this through taking the principles of psychologically informed environments that have traditionally been used in the homelessness sector and combining them with community development tools to form a different way of working with families

## Kindness

- Self care
- Community kindness
- Welcoming spaces

## Strengths based

- Restorative Practice
- Resilience
- Intensive Engagement

## Understanding

- Adverse childhood experiences
- Trauma-informed
- Empathy

We always work in a way that encourages partnership and equal collaboration at all levels and we take time to listen, understand and respond to families and each other to ensure our support is appropriate and empowering. At all times the effective safeguarding of children is our priority

# Strategic objectives

1

To support those families facing the most challenges to become resilient, enabling them to thrive.

2

Foster positive engagement between families facing the most challenges and the wider community including support services

3

Provide engagement opportunities to agencies to allow them to better meet the needs of families who face the most challenges.

# Our offer

Inspiring Families connects with and works alongside families in Cheltenham to create strong and meaningful relationships, make informed choices and to take action on the things that matter to them. This leads to more resilient families making independent positive life choices and communities that are able to support each other.

We act as and seek trusted individuals to provide and facilitate the most appropriate support when families need it. Acting as a critical friend and working in a way that recognises and uses the strengths of a family and their own ambitions.

We understand that all families have stories that make them who they are. We work to create safe kind spaces to allow them to process the past working together with them to build resilience and connect with their community to enjoy a better future.

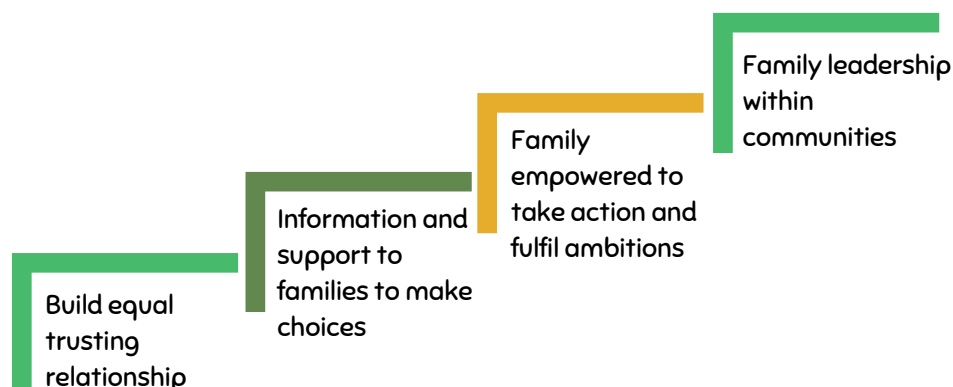
This means that our offer works in a flexible and complementary way to statutory and commissioned provision such as social services, Family First and Early Help.

## Our services include:

- Engagement activities to start a different relationship with families
  - Holiday veg boxes and a book bank
- Peer support training and self-help groups
  - Our Place peer support and accredited parent/community training
- 1:1 family support to establish the family's ambitions for the future
  - Joint plans that agencies and families are responsible for
  - Family asset maps
- Partnership work to support families to become part of their community
  - Linking families with existing community projects
  - Support to attend community events
- Training for agencies and community partner on strengths-based approaches to working with families



# Why we're different



We start from the basis that all families we are working with have strengths and by building on those the family will change their own outcomes.

We start a different conversation with families by asking what their stories are rather than focusing on what their unmet needs are. We also make it a point to discuss and understand the ambitions of the family— in their own words and in their unique context.

We work with families who want to work with us and their community regardless of their 'level of need'.

When we do work with a family there's no set number of sessions they can access or time limit to support as we understand that families who need our support may have the most difficulties forming relationships and find it hardest to trust. They therefore need time and kindness to allow them to build the resilience needed to enable them to form community relationships to give and receive support in the future.

We always encourage people to take control and see their potential to self-help which often leads them to supporting others through an 'experts by experience' model.

Our partnership model based on equal understanding relationships gets things done – the commitment across the partnership means that we often get issues sorted on the same day.

Our joint language and strong relationships give families a level of confidence that we are talking to each other and working together to ensure the best outcomes for their family. It also limits the number of times a family has to share their story if they don't want to.

# Our impact

## Short Term Outcomes

Families:

Have a sense of belonging to their neighbourhood.

Feel less depressed or anxious so are more in control of their lives.

Are able to rely on each other and become members of social groups

Take hobbies including regular exercise.

## Long Term Outcomes

Reduction in children experiencing ACEs.

Families and communities are empowered.

Creation of positive role models within communities.

Increased local community infrastructure.

Communities are trauma-informed.

Communities are safe, kind spaces that enable mutual support.

## Impacts

Reduction in household debt.

Reduction in A.S.B.

Increased attendance at school.

Reduction in school exclusions.

Reduction in use of crisis services.

Increase in tenancy maintenance.

The project is committed to using evidence based practise and continual evaluation. This will be done through a variety of the methods including the families' journey, self-evaluation tools, partner data and family stories. This will most importantly show if the project is making a difference to families but also evidence the social value and cost benefit of the project.





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