



Whole Family Support Service

Information for professionals

West Lothian
Health & Social Care Partnership
www.westlothianhscp.org.uk



What is the Whole Family Support Service?

The Whole Family Support Service is a new and innovative development within West Lothian which aims to work with families who have multiple and complex needs, on an intensive and holistic basis.

The service will be based on a family intervention model, which is evidence based and has been proven to successfully assist families to effect positive and sustainable change.

What does the team look like?

The Whole Family Support Service consists of a multi-agency team from a variety of backgrounds made up of a Team Manager, up to five key workers and an administrative assistant.

The service is based in Strathbrock Family Unit but workers will work across West Lothian, both within families' homes and from community venues.

What does the service do?

The service approach will consist of the following key features:

- A whole family approach including strengths based family assessments.
- A multi-agency team around the family to minimise duplication and maximise impact.
- An assertive and persistent key worker role.
- Low case load.
- Robust family agreements and support plans.

Key workers will work with families on their own terms, addressing issues that are live and important for the family by building strong and persistent relationships between professionals and families, supporting them to work

with services and realise the strengths already present within the family.

Workers within the team will work intensively and creatively with a small caseload of families by offering interventions and strategies to build resilience, change negative behaviours, live successfully within the community and achieve sustained positive outcomes.

The team will work in partnership and collaboratively with a range of key partners including Children's Services, Education, Health, Housing, Police, Criminal Justice/Youth Justice, Addictions Services, Domestic Abuse Sexual Abuse Team (DASAT) and Voluntary Organisations.



What does the Whole Family Support Service aim to achieve?

Some of the outcomes the service aims to achieve include:

- Reduction in offending/anti-social behaviour.
- Reduction in substance misuse.
- Increase in school attendance and improvement in behaviour.
- Reduction in housing related issues.
- Improvement in parenting skills.
- Reduction in children being subject to child protection measures.
- Reduction in children becoming accommodated.

What is our referral criteria?

Families must have either or both of the following:

- There is evidence of anti social behaviour by one or more members of the family provided by Police, Housing or other relevant agencies
- Children in the family are subject to/at risk of statutory measures of intervention
- Problematic school attendance/school exclusion/poor school behaviour
- Alcohol and or drug misuse
- Domestic Violence
- Mental/physical health issues
- Poverty/unemployment/benefit dependant

Plus at least three of the following:

- Persistent youth and/or adult offending

Referrals should be made to the Team Manager and will be considered by a multi agency screening group, which will prioritise according to the level of need.

Contact details:

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Team Manager

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