

Positive Partners Positively Children

FAMILY SUPPORT SERVICE



for children, women and
men affected by HIV/AIDS

Contents

▼ Introducing Positive Partners / Positively Children	2
▼ What is the Family Support Service?	3
▼ Who is the Family Support Service for?	5
▼ How are families referred?	6
▼ Who provides the Family Support Service?	7
▼ Who pays for the running Family Support Service?	8
▼ What happens after a referral is made?	9
▼ Service users' frequently asked questions	12
▼ Complaints and compliments	14
▼ How to contact us	14

Introducing Positive Partners / Positively Children



Positive Partners / Positively Children is also known as PPC. We are a charitable organisation that exists to support families and children affected by HIV.

PPC offers:

A home-based family support service providing: Stimulation and respite for children, which focus on confidence building and developmental opportunities.

Advice, support and respite for parents. operational crèches for the users of the support groups run by other HIV organisations.

SLYPPS (South London Young People Peer Support Service) in partnership with Karibu, Positively Women and African Family

Support Service advice and information

Our service is completely confidential, except where there are child protection concerns.

What is the Family Support Service?

The Family Support Service is a child-focused support within the home for the benefit of all the family. Our main objectives are:

- to build positive relationships with children
- to work closely with parents/carers to meet the children's needs
- to offer advice and assistance to parents/carers in a way that encourages independence and confidence in parenting

A PPC Family support worker may support the family in the following ways:

- provide practical childcare
- build a relationship with the child
- support the parent/child relationship
- maintain the child's routine
- give parent support and advice
- help with behaviour management
- provide stimulating activities that promote the child's all round development

What is the Family Support Service?



For example, the worker may provide reading and homework, games and quizzes to enhance educational, intellectual and speech development, or outside activities to promote physical development. They may also give one to one attention and work together with the parent / carer to promote the child's confidence and self-esteem.

It is important that the service is not seen as a typical childcare service such as childminding or nannying. Our service model treats the child as part of a wider situation, and focuses on better outcomes for the whole family.

The family support workers are entitled to annual leave, bank holidays, sick leave, training days and time for team meetings once a month. We will try and provide cover when requested if at all possible.

Who is the Family Support Service For?



We offer this service to families who:

live in an area where PPC are funded to provide a service
(see page 7 [click here](#))

and have a child under 16, at home, who is HIV positive
(the main carer need not be a blood relative)

or where the main carer for the child/children is HIV positive

How are families referred?

Social workers or health professionals refer families. They are able to assess and prioritise the family's need for the service. They complete an information and referral form and send to PPC. The form will tell us:

who is in the family, including age and ethnicity
which family members are HIV positive
what support they think the family needs
how long the support might be needed
any other information that might be relevant

The family will then be placed on our waiting list until a family support worker becomes available

Who provides the Family Support Service?

The family support workers at PPC are individually allocated to support a family. All family support workers have a recognised childcare qualification and / or extensive experience of working with children/supporting families.

The family support manager, who is a qualified Social Worker, manages the whole service. This includes managing cases and providing staff with regular supervision and support.

The senior family support worker co-ordinates the referral and assessment process, and the provision of information and resources. This post is also able to provide emergency cover.

All PPC family support workers receive training in HIV awareness, child protection and first aid. They have ongoing access to training.

Who pays for the running Family Support Service?



PPC depends on funding from statutory agencies to run the service. Therefore we only provide a service to families who have been referred by these agencies.

At the moment our funders are:

Lambeth, Southwark and Lewisham Primary Care Trusts
Lambeth, Southwark and Lewisham Social Services

What happens after a referral is made?

There are three stages following a referral
allocation and assessment
service provision
review

Allocation and Assessment

Once we have received a referral it is placed on our waiting list until a suitably matched family support worker becomes available.

An assessment will be arranged by PPC with the parent/carer. We also invite the social worker or health professional who made the referral to attend.

Subjects we cover in the assessment are:

- what the family support service is and how we operate
- relevant policies and procedures
- the children's needs and routines
- aspects of managing confidentiality
- what we all hope to achieve by the service
- service arrangements

A service agreement which outlines the agreed focus of the service is provided.

What happens after a referral is made?

Service Provision

The family support worker provides sessions, which are normally four hours long, for a maximum of one year. The referrer will identify how many sessions should be offered per week. The service is available seven days a week. Sometimes families are encouraged to accept fewer sessions if it means receiving the service sooner.

Typical sessions:

pre-school children: the sessions are more likely to be during the day, e.g. 10.00 a.m. to 2.00 p.m.

school age children: the session may include the school pick up so may be from 3.15 to 7.15p.m.

See pages 3 and 4 how we can support the family. ([click here](#))

PPC uses local community resources that are culturally appropriate and can be used by the parents between sessions or at the end of the service. For example, one o'clock clubs, leisure centres, libraries, parent and toddler provisions, and parks. PPC has a small budget that the family support workers can use for the occasional treat. Otherwise the parent/carer should cover the costs of activities and meals.

What happens after a referral is made?

PPC also has a variety of information and resources that could be accessed by the family via the family support worker. For example, local 'early years' provisions, HIV information and support agencies, aspects of childcare.

Review

PPC will arrange a review with the parent/carer, after three months of a family support worker's involvement. The review is normally held in the family home during a session, so that the family support worker can attend.

The review is an opportunity for the parent, child, family support worker and referrer to say what they think has been achieved by the service, to review the service agreement, and decide if anything needs to change.

Families can receive a service for any length of time up to one year. If the service is still being provided after nine months another review will be organised to plan the end of the service. Occasionally some families will need the service for longer than a year. In these circumstances a new family support worker will be allocated and receive a hand over from the existing family support worker.

Service users' frequently asked questions

Can the family support worker do my ironing it is really getting on top of me?

The family support worker will only do domestic work that would be part of their session with the child, i.e. the occasional bath, or preparing a simple meal. If things are really getting stressful it may be worth approaching social services for an assessment for additional services, such as a home help.

Can I have the family support worker's telephone number for emergencies?

We don't encourage the family support workers to give out their own telephone numbers (to help them keep work lives and personal lives separate). If you need to get hold of them at short notice please call us at the office and we can give them a message, or get them to contact you. If it is an emergency and you are unable to speak to anyone in the office, please call the duty mobile (see page 14 click here).

When the family support worker can't come, I feel let down, as it means I can't get to college. What can be done about this?

Sometimes the service is used for parents to gain respite, and sometimes parents would like to use this time to gain a qualification at college. Unfortunately we do not provide a regular childminding service. It is very important that family support workers have supervision, annual leave, training and attend team meetings in order for them to be supported and be skilled for the job. We will try and provide cover where possible, if requested.

Service users' frequently asked questions

I am so tired in the mornings because I am taking a new treatment, could I have someone to get the children up and ready, and take them to school?

Whilst we understand your need we are currently unable to provide a school escort service. Please contact social services if you are finding it impossible to get your children to school; they may be able to help in the short term.

What happens if I am delayed and can't get back home in time for the end of the session?

Please contact the office or the duty phone so that we can alert the family support worker and the next client if necessary. We will not leave the child/ren alone or with an adult who is not known. Because the funded hours are fixed, the time will have to be taken off from the next session. If there is a pattern of lateness we will look at whether the hours need changing.

I am worried that my family support worker knows so much about what goes on in my home, do they report everything back to the social worker?

Family support workers are supervised by the family support manager and they can talk in confidence. They will only discuss information that is relevant to their work they are doing with you and your children. They also write monthly reports on what they have achieved. Soundex codes are used all on paperwork instead of names. Family files are kept in locked cabinets.

As with anyone who works with children we have to put the child's welfare first. If we have any concerns about your child or their care we will have to respond. We will discuss any concerns with you, before we share our worries with Social Services.

Complaints and compliments

A parent or carer may be unhappy that aspects of the childcare approach practised by a family support worker are different to his or her own. The parent/carer is encouraged to talk to the family support worker about this sooner rather than later. This is often the best way to get a problem solved.

Complaints about any aspect of the service should be discussed with the member of staff involved. However, if this proves too difficult or does not solve the problem, families or their social workers should speak to the manager of the service about it.

PPC welcome any ideas or comments on all aspects of our services. Please feel free to contact us.

How to contact us

Address:

Positive Partners / Positively Children
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Beurolink Business Centre
49 Effra Road, Brixton
London SW2 1BZ

Tel: 020 7738 7333

Duty / Out of Hours Mobile (for service users and staff only)

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