

## **Priority Family Intervention at the Derby Youth Offending Service**

I am a Case Manager at the Derby Youth Offending Service (YOS). I have worked for the service for 6 years. I am responsible for supervising young people on Statutory Court Orders in the community and in custody many of the families I work with have risk and vulnerability needs.

I currently have two cases that have an Intensive Family Support Worker (IFSW) from the Priority Family Team. My experience of their contribution into the intervention and support each family receive has been excellent. The two young males GR and MC have been known to the YOS for over 4 years however in the last 4 months each family have achieved more positive progress due to the 'hands on' and intensive interaction and support by the IFSWs than they have ever previously achieved.

For example GR's family have moved out of a community which has been a huge contributory risk factor related to his offending and lifestyle choices. His mother is now in employment and his sister is now on a training course. These changes were enabled due to the IFSW visiting the family almost daily or having daily telephone contact where they have now developed trusting relationships. In my role as Case Manager I would not have the capacity to work this frequently with a family.

The other family have also made significant improvements to their home and the allocated IFSW has worked very intensely in helping clean and tidy the house and build good working relationships with many professionals involved with the family. This has enabled the mother to feel supported, cared for and most importantly listened to. As a direct result of this positive relationship the mother has an excellent working relationship with me as the YOS Case Manager and the IFSW. She is highly motivated to improve the home environment, improve her parenting and have a more positive and realistic view about the future.

The IFSW are friendly, approachable, eager and very enthusiastic. Without their passion and high level of motivation these families may not feel confident that change can take place. The IFSWs set realistic and achievable goal for the families. As a Case Manager I am most impressed with the level of commitment and communication and I am fully furnished with all information relating to each of my families. We complete joint visits and the changes in the last 4 months have boosted each mother's level of confidence, self esteem and desire for change.





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Without the support for the IFSW my two high risk and complex cases may still have little aspiration for the future, whereas the partnership approach between us has enabled both family to be positive and have desired goals.



INVESTOR IN PEOPLE



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