

# Supporting Families in Hampshire

## A new start

Trying to deal with more than one problem can make it difficult for families to get the right help and support. Many families have issues relating to:

- Children in trouble with the police
- Children not going to school
- Finding it hard to get a job
- Getting the right help and support
- Not coping, or getting depressed
- Physical or mental health problems
- Drugs and alcohol
- Domestic violence or abuse in the home
- Risk of homelessness
- Unhealthy weight or malnutrition

Many families tell us they know help is available, but trying to get the right help from the right organisation at the right time is not always easy.

**Supporting Families in Hampshire** is a new way of doing things – providing extra practical help early on to stop problems getting worse.

We ask families about the things that are important to them, about the things that might help and what we can do differently to support them. This is how we start working together to get things back on track

## What help is available?

It will vary from family to family and will depend on the sort of support you need. For example, some families may need help with getting children to school regularly and help with finding work.

Others may have family members involved in crime or with addiction problems. Some may have all of these and more.

## What's different about this?

Supporting Families is about working with the whole family, not just the children or a single family member.

Each family will have a main point of contact that they get to know, who will help coordinate support services with them and who they can contact when they want to talk about things or need further help. We also work with you to put together a single family plan for help and support.

## What's in it for my family?

When we talk to families, most say they want support and encouragement.

They want to be listened to, have their needs understood, have people do what they say they are going to do and to get back to them, and they want services that work for, not against them.

The aim is not just to fix problems but to help people discover their own abilities and become more independent.

This is what we hope you will get from being involved in Supporting Families.



## How long does the help last for?

We would expect to be working with you for anything from a few months to a year and beyond.

## What happens if I don't want to take part?

You don't have to take part, but we would really like you to join the programme, which can help you deal with a range of difficult issues – from truancy, unemployment and offending to difficult behaviour/relationships, housing, alcohol/drugs and budgeting.

The programme can help, if you are facing: threat of eviction; prosecution because your children are not going to school regularly; court action for anti-social behaviour or offending.

## What happens next?

If you and your family want to know more, we will arrange a meeting with you and start work on building your family plan together.

Once you're happy with the plan, we will all sign it, and regularly look at it together to make sure that you continue to get the help and support you need.

## Data-sharing

In order to identify and support families who need help Hampshire County Council and partner organisations share relevant personal information with each other.

Personal information of individuals is also shared for research purposes and to evaluate the programme.

For further information please see: [www.hants.gov.uk/families/supporting-troubled-families/about-troubled-families](http://www.hants.gov.uk/families/supporting-troubled-families/about-troubled-families) or ask your local coordinator.

## Contacts:

### Central Programme Team

Telephone – 01962 847773

Email [troubled.families@hants.gov.uk](mailto:troubled.families@hants.gov.uk)

### Local area contact:

For more information, visit:

[www.hants.gov.uk/supporting-troubled-families](http://www.hants.gov.uk/supporting-troubled-families)

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