



G4S ESF FAMILY SUPPORT PROGRAMME



Greater Manchester, Cheshire and Warrington



European Union
European Social Fund
Investing in jobs and skills

In partnership with



Department for
Work and Pensions

Family Support Programme

What is the G4S ESF Family Support Programme?

The G4S ESF Family Support Programme is a £15m initiative in Greater Manchester, Cheshire and Warrington which provides tailored support to families that are affected by worklessness. It is part of a national £200m initiative to support disadvantaged families in England.

Supported by the European Social Fund (ESF), the service aims to help over 3,000 people from families in Greater Manchester, Cheshire & Warrington. It is a voluntary programme, aimed at making a real impact on people's lives through the delivery of a range of "Progress Measures".

Our provision is delivered through a 100% subcontracted network of eleven of the very best local and national providers, drawn from the public, private and voluntary sectors. Our 'Family Support Brokers' work in the heart of local communities, where our families need them to be. They each employ teams of Key Workers – expert advisors and trainers – who work directly with our customers. Each family has their own, dedicated Key Worker who works with them to identify their problems and put together an action plan to help them overcome their issues and move towards, or into, work.

The programme has been running since December 2011 and has already changed the lives of hundreds of families – you can read about some of them in this brochure.



“ It’s now a possibility to think about my future, and the future of my kids. It was difficult when not in work. Now I wake up with purpose, before I didn’t have anything to get out of bed for. I have a positive feeling about the future and a sense that nothing is holding me back. ”

Jack Hancock
who was supported into work by New Charter Housing Trust

We realise there is still a great deal to do and there are many more families that need the type of intensive, tailored support offered by this programme. But this programme is making a real impact in the region, providing hope and a future for hundreds of families.

The story so far...

Individualised, tailored support

Our Family Support Brokers have already assisted hundreds of individuals and their families on the programme. Working across 14 Local Authorities, we have 70 dedicated Key Workers on the ground, providing the individualised, tailored support that these families need.

Key Workers identify relevant Progress Measures for each customer to address the significant barriers faced by that individual and their family. Progress Measures result in measurable outcomes that make a sustainable difference to the family or individual. Examples of Progress Measures include:

- **Improved parenting skills**
- **Help with relationship problems**
- **Better financial management**
- **Improved communication skills**
- **Reduced isolation and anxiety**
- **Work experience placements**
- **Better employability skills**
- **Literacy and numeracy training**
- **Support with housing issues**
- **Better anger management**
- **Tackling domestic violence**
- **Addressing substance misuse**
- **Mental health support**

Key Workers help customers achieve these Progress Measures through mentoring, one-to-one sessions, coordinated support and expert local help. The Family Support Programme works closely with other agencies engaged with the individual or their family, and Key Workers broker additional support from specialist agencies as required, for example drug and alcohol, mental health and debt advice services.

All of the support we provide is specifically tailored to that individual and their family - appointments are made at suitably convenient times and Key Workers can attend at outreach locations or at a customer's home.

“ It doesn't feel like you're my family support worker anymore. You're more of a friend to me and my family. ”

Bev
Cheshire West and Chester Council customer

“ For the first time in my life, something good has happened. I feel good about myself and I'm getting somewhere. ”

Jane
Rochdale Connections Trust customer



How families have benefited

Steve and Charlie Banks*

PPDG

Steve, from Salford, is a devoted father to his son, Charlie. Steve has been out of work and looking after Charlie since Charlie's mother fell seriously ill in August 2011. Steve has been finding unemployed life very tough and has struggled to find any part-time jobs that fit around his caring commitments to Charlie. However, since coming onto the Programme things have really improved for Steve.

PPDG have a friendly office where Steve can go to express his concerns and discuss his plans for the future. They liaise with the local council to ensure he is receiving all the support he is entitled to and provide as much help to look after Charlie as he needs. Steve has been impressed with how the team have treated him and his son Charlie as individuals. Steve used to worry he wouldn't be able to support his son on his own. Now, he is feeling much more confident and stable, as PPDG have given him the confidence to believe that he can do it.



“ If PPDG hadn't got involved, it would've been a different story. I was getting nowhere. As a single parent, the stresses you go under are unbelievable. PPDG have been brilliant and done what's necessary. Charlie is doing well at school – he's had a brilliant last 3 weeks of term. ”

Steve Banks (pictured above, with Charlie)

Robert Kennedy

New Charter Housing Trust

Robert came to the programme unemployed and homeless. He was socially isolated and the relationship with his family had broken down.

New Charter Housing Trust sat down with Robert and helped him to understand why he was struggling. They put together an action plan, identified Progress Measures and quickly helped Robert find housing. They enrolled him on three employability courses, a weekly job club, and organised volunteering with a construction company. The staff also offered offered him support, praise, encouragement and a listening ear whenever he needed it.

Robert now has a sense of belonging and real hope for the future; he has decided that he would like to forge a career in a trade, such as plumbing. He is excited by the prospect of having a steady job, a home, a family and a nice car.

“ Before ESF I was stuck in a rut, sofa surfing and homeless. I didn't know what to do with my life. I got into trouble with the law and my relationships with my family broke down. I just felt like I had no direction in life. I used to just lie in bed for days and weeks. ESF gave me something to get up for in the morning. All the staff are approachable, friendly, they listen, do what they say they will do, they keep it fun. ESF treated me with respect and pretty much sorted all my life out. ”



Robert Kennedy

How families have benefited

Kellie Hancock

PPDG

Kellie, from Moss Side, came onto the ESF programme one year ago. She had been unemployed for 8 years, her children were in care and she was starting to lose hope, suffering from depression and regular panic attacks.

PPDG provided one-to-one therapy sessions for Kellie, identifying her problems and helping her make plans to deal with them. PPDG started to attend Kellie's meetings with Social Services and helped her to improve her communication and employability skills. PPDG gave her access to their office to use the internet and the telephone, and provided a friendly ear in case she had any concerns or difficulties.

Kellie's situation is improving all the time, and her confidence and self-esteem is returning. We are delighted that one of Kellie's children has recently come out of care and has been reunited with Kellie. PPDG are confident that if she keeps progressing at this rate she will be reunited with the rest of her children by the end of the year. Kellie is also hopeful of moving back into work soon.



“ They've changed my life. Just having someone who is professional, believing in me and respecting me, has helped me grow in confidence and opened up my mind to new ideas of having a career, something I wouldn't have considered before. PPDG are all friendly, easy to talk to, caring, understanding, kind and actively get involved to solve problems I've been facing. I don't feel as scared and depressed as I once did with the support from PPDG – thank you for everything! ”

Kellie Hancock (pictured on left, with Elaine Brady)

“ I never thought I would get back into work. I have also recommended my friend to come on this course as I have told her how good it is. ”

Amanda

Pinnacle People customer

“ I am so grateful for everything and would recommend the programme to anyone. When I first started I had little self-esteem. I have been motivated, at a speed that was right for me. I am enjoying life and my son is much more settled and happy. ”

Andrea

Bolton at Home customer

Supported by



“ I am so grateful for everything and would recommend the programme to anyone. ”



To find out more about the ESF Family Support Programme please get in touch with our G4S Greater Manchester, Cheshire and Warrington team on:

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www.g4swelfaretowork.com

Securing Your World



European Union
European Social Fund
Investing in jobs and skills

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Work and Pensions

This programme is part financed by the European Social Fund (ESF). ESF was set up to improve employment opportunities in the European Union and so help raise standards of living. It aims to help people fulfil their potential by giving them better skills and better job prospects.