

Criteria for Requesting IFSS:

Household with at least one adult and one or more children under 18 years who:

***Are known to several statutory agencies and have had substantial involvement with two or more of these agencies.**

***AND are experiencing two or more of the following:**

- 1. Have children not in school due to truancy or exclusion.**
- 2. Children involved in crime / antisocial behaviour / causing problems in the community.**
- 3. Affected by drug, alcohol or substance abuse.**
- 4. Family member with a chronic limiting illness / disability.**
- 5. Poor / inadequate living arrangements.**
- 6. Low income / financial difficulties.**
- 7. Parents out of work and on benefits.**
- 8. Children on the edge of care or who are looked after or have been looked after.**

To make a request for service, please contact the gatekeeper in your own agency in the first instance to agree that the request is appropriate.

Please then forward a completed 'Request for Service' form to: gemma.donnelly@extern.org

Each 'Request for Service' will then be presented at a monthly Multi-Agency Panel (MAP) for consideration.

A member of the Extern's IFSS team will contact you within 7 days of the Multi-Agency Panel meetings.

'Request for Service' forms for completion can be obtained from:

Gemma Donnelly

Programme Manager IFSS

Extern Northern Ireland

Tel: **028 9074 6243**

Email: gemma.donnelly@extern.org

Extern Group Head Office

Hydepark House, 3 McKinney Road,
Newtownabbey, BT36 4PE

T: **(0044) (0)28 9084 0555**

F: **(0044) (0)28 9084 7333**

E: info@extern.org www.extern.org

Company Registration No: NI16083

Charity No: XN48714



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IFSS

Intensive Family Support Service

IFSS offers a planned, multi-agency, co-ordinated approach, working with the whole family towards common goals.

IFSS offers flexibility and a range of supports, tailored to needs of each particular child and family to enable effective outcomes.

Dedicated, experienced and assertive IFSS staff offers support and assistance to families to make and 'own' positive changes.

Multi Agency Collaboration

- Funded by five (5) government departments (DHSSPS, DENI, DED, DEL and DoJ).
- Multi Agency Panel ensuring non duplication of services. (BHSC, BELB, NIHE, PBNI, PSNI, YJA)
- Extern, Relate and Citizens Advice Bureau working together in a unique partnership.
- Networking and collaborative working with local community and voluntary providers.
- Joint stakeholder 'Outcomes' planning and on-going review.

Intensive Support for Families

- Service is jointly planned and agreed with the families and the statutory agencies.
- Whole Family approach.
- Clear outcomes, goals and targets with milestone reviews.
- Incorporating and integrating existing statutory provision.
- Tailored to the needs of each family and utilises local resources in the community.
- Services delivered at times best suited to the families.
- Dedicated keyworkers with long term input.
- MST component.
- Specialist input from Relate Counselling services and Citizens Advice Bureau.

Capacity

- Covering the whole of the BHSC area.
- Up to 326 families per year.
- Long-term (12 – 18 month) support to both children and adults as required.
- Short term (3-5 month) MST service to those families for whom MST is deemed most appropriate.
- Experience and expertise in providing support on a range of issues including: adult mental health, homelessness, drug and alcohol abuse, child and vulnerable adult protection, adult and youth training and employment, serious offending and refugee / leave to stay families.