



# COMMUNITY FAMILY SUPPORT PROGRAMME

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## Information Booklet

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This project is part funded through the Northern Ireland European Social Fund 2014-2020, and the Department for the Economy

## What is CFSP?

Community Family Support Programme (CFSP) help individuals/families address the employment, educational, training, **health, social and economic** issues which are causing problems getting into **education, training or employment**.

## Who is CFSP for?

- Aged 16-74 years old, not in education or training, unemployed or working under 48 hours/week, to breakdown personal barriers to re-skill, find a new job or increase hours
- Have concerns with health, social problems, housing issues, financial difficulties, or other issues stopping you find suitable education, training or employment
- CFSP is **free and voluntary**, we ask that you are committed to improving YOUR life, with our help
- Activities are tailored to your specific needs, strengthening support from family members, friends and / or other services.

## Which Council areas is CTS CFSP available?

- Causeway Coast & Glens
- Derry City & Strabane
- Fermanagh & Omagh

*CFSP is available throughout N. Ireland, contact details for other providers can be found at.*

<https://www.nidirect.gov.uk/articles/community-family-support-programme>

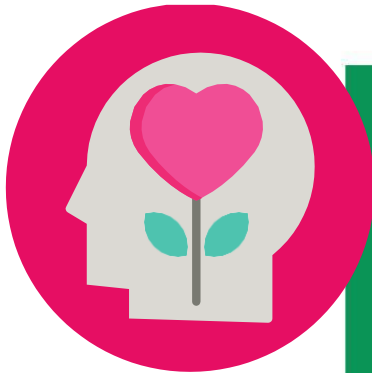
## When is CFSP?

- Start and finish CFSP anytime, we aim for 4 - 6 months - it's up to you.
- Meet in the family home, public place, library, café, groups or in our office, wherever you feel more comfortable
- Start with the difficulties and work together towards **your** end goal.

**How will CFSP help me?** Whether you have been referred by someone who is working with you or your family, like a support service, a careers advisor, or GP, or if you have contacted us yourself, your journey begins with your designated **Family Mentor (FM)** who will:

- Phone / text to introduce themselves and arrange a time to meet
- Visit at a time and place that suits you, this initially takes place at the family home, or if you prefer CFSP office or someplace you feel more comfortable
- At the first meeting, the FM will ask some questions about your circumstances, to establish if there are concerns with money, benefits, housing, relationships, health and well-being— this to assess what support you would like, and what we can offer.
- The Family Mentor will ask the **Career Mentor (CM)** to help when you are ready to start looking for work or education/training opportunities.
- The Career Mentor will discuss previous work history & qualifications, what kind of job or course you are looking for, help with job-searching, contacting employers and finding you work, and plan how we can work together to achieve your goals.
- Both the Family and Career Mentors can also help arrange training through our **Facilitators**, who offer online training or source courses and training within your local area.

## Journey of Change



### HEALTH

#### Feel better about yourself!

Access specialist services / Improve and manage your health / Confidence and motivation / Self care / 1 to 1 support in your home (if you want)

### SOCIAL

#### Back to basics!

Find friends / Improve family relationships / Housing concerns / Money management / access grants / benefits advice



### QUALIFICATIONS

#### Gain the right skills for your new job!

Range of job related training / 1 to 1 support / small groups / Personal development & parenting support / Fun while you learn



### EMPLOYMENT

#### Be the right person for the job!

CV and interview skills / Find jobs and get help to apply / Meet employers who need YOU



## What do participants say about CFSP?

"Community Family Support Programme has been a great help, they have helped with life in general, household items. My family mentor has been very helpful with all of this. She has made a great difference and I am very thankful. I would recommend this programme to others who need some help. The career advice has been great and my mentor has been very helpful too.  
Thanks."

"This group is amazing! So much professional and friendly advice. Great courses and super tutors. So delighted to be part of the study team. Really helpful and definitely boosted my self confidence. They are so kind and respectful to everyone.  
Highly recommend!"

"The support I was given helped me find a safe place to live and learn. It has helped me gain confidence and knowledge. My mental health is a lot better since joining CFSP."

## Frequently Asked Questions

### Can I join CFSP if I receive benefits?

Yes, we can offer benefit advice and money management skills

### How long will I receive support?

You can have support for as long as you need us, we aim for 4-6 months, but occasionally up to one year. If you no longer want our help, just contact your Family, Career Mentor or local office.

### What if I want to make a complaint?

You may be contacted by an Area Coordinator or Strategic Manager to discuss your experience of CFSP, and if there is anything we can improve. However, if you are unhappy with CFSP, let us know so we resolve the issue as soon as possible. You can do this by contacting the Area Coordinator or CFSP Strategic Manager Mia Coyle on 07712829166.

### I am worried about a member of my family and I don't know what to do. Can you help?

If you have a concern for the well-being or safety of someone, you should contact Safeguarding Team in your local area Denise Goodwin 07736159137 or Gemma McClure, the CTS Adult Safeguarding Champion on 07926697835.

*Anything you disclose to us may be passed to statutory bodies for advice and to ensure appropriate support is given.*

### Will you keep my information confidential?

Our funders require us to record your personal details and document the support we provide; we will keep all your personal information securely both electronic and paper based, and shall only share with other professionals on a need to know basis in order to help you. We are required under the ESF regulations to hold this information until 31/12/2030. You will be asked to sign a data consent form, without agreement you will be unable to avail of CFSP.

The only time we will share information without your permission, is where someone's well-being or safety is at risk.

### **Section 75, Equality Monitoring**

CFSP is required by our funders - The Department for the Economy & European Social Fund to monitor and review equality under Section 75 of the NI Act 1998; in doing such an anonymous online survey should be completed by all CFSP participants-

<https://consultations.nidirect.gov.uk/dfe-eu/cd7e8bd2>

No personal identification information will be requested or collected and the survey should take no more than 5 minutes to complete.

**CTS Policies available on request.**

***Get in touch with us:***

***Your local CFSP offices are:***

Derry / L'Derry – 028 71225431 & Strabane – 028 71225413

Coleraine - 028 703 26016

Omagh – 028 82440200 & Enniskillen – 028 66330515

CFSP Strategic Manager - 07712829166

Email: [cfsp@customizedtraining.co.uk](mailto:cfsp@customizedtraining.co.uk)

**Your designated CFSP team contact details:**

**Strategic Manager:** Mia Coyle 07712829166.

**Family Mentor:** [ciamacconnell@customizedtraining.co.uk](mailto:ciamacconnell@customizedtraining.co.uk) or [shannonstanfield@customizedtraining.co.uk](mailto:shannonstanfield@customizedtraining.co.uk) **Career**

**Mentor:** [roisinstewart@customizedtraining.co.uk](mailto:roisinstewart@customizedtraining.co.uk) or [jenniferkane@customizedtraining.co.uk](mailto:jenniferkane@customizedtraining.co.uk) **Facilitator:**

[rebeccablack@customizedtraining.co.uk](mailto:rebeccablack@customizedtraining.co.uk)