



Cardiff & Vale Integrated Family Support Team

Information for Families

Helping families make changes
and take control of their lives

Cardiff and Vale Integrated Family Support Team (IFST) are a skilled and qualified professional team of experienced staff, specially trained to work with families in crisis, where there are problems with substance misuse, drugs or alcohol.

What we do

Sometimes families experience difficulties which result in their Children being placed into the care system or their names being placed on the Child Protection Register.

Sometimes children are not living at home but the family and Social Worker agree that they could return if necessary changes are made.

This is where we can offer our support. We work with families to enable them to make the changes and take control of their lives, reducing the concerns of professionals and ensuring children can live at home where ever possible.

How we do it?

We work directly with families experiencing problems. We do this in the following ways:

- Together we will look at the strengths and resources that you and your family already have. It is important that we hear about the good things as well as the things that may be causing you difficulty
- We will ask you and your family what changes you each feel you need to make and agree these with your child (ren's) Social Worker.
- We work flexibly to provide a service that fits in with your family's needs and commitments, so that we can be there at times that are useful to you.

- We aim to work with all members of your family for a minimum of three days, up to a maximum of six weeks. We will help you to set and achieve some realistic and achievable goals that will allow you to make real and positive changes in your life.

- We report back to the child's Social Worker regularly, giving them updates on how our work together is progressing and any changes that you have made.

- Throughout our work together you will have an opportunity to tell us what you think on how the service is working. You will also receive all copies of all reports written about you and your family.

What happens afterwards?

After we have finished our work together, we arrange to see you at regular intervals following the intensive phase of our work together. We will contact you at 1, 3, 6 and 12 months to review the goals you have set and discuss how you and your family feel you are doing in sustaining them.

In between these times there may be instances when it may be helpful to have an extra session or two, get in touch with us or speak to your Social Worker to arrange this. We can also put you in touch with other agencies who may also be able to provide help and support once we have finished working together.

Feedback

We are always looking for ways to improve the service. If there are any ways you feel we can make improvements please talk to us about it.

Contact us

- Phone: 029 2087 3450
- e-mail: ifst@cardiff.gov.uk
- web: www.ifstcandv.org