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# COMMUNITY FAMILY SUPPORT PROGRAMME

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## Introduction Booklet

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### *What is CFSP?*

Help to tackle health and social concerns which are causing problems getting into education, training or employment.

### *Who is CFSP for?*

- Aged 16 – 65 years, not in school or college, unemployed or working under 16 hours per week
- 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 CFSP available?*

- Mid Ulster
- Omagh & Fermanagh
- Causeway Coast & Glens
- Derry & Strabane

### *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.

If the time is not right for you to move into training or employment, we can provide you with the skills for the future.

### *How will CFSP help me?*

Whether you have been referred by someone who is working with your family, like a support service, a careers advisor, or GP, or if you have decided to join yourself, your journey always begins with your designated **Family Liaison Officer** (FLO). The FLO will:

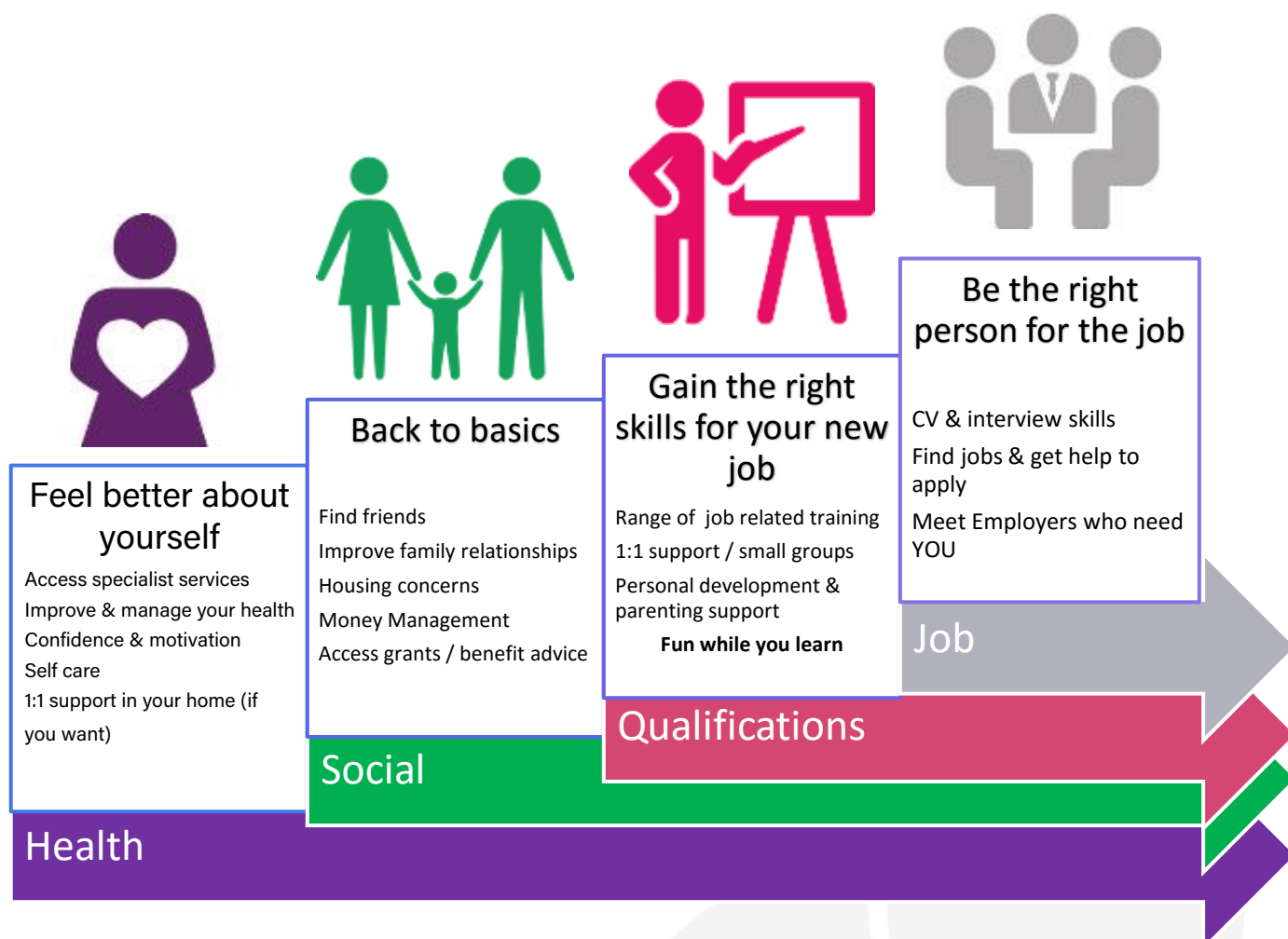
- \* Phone to introduce themselves and arrange a time to meet
- \* Visit at a time and place that suits you, this initially takes place at the family home, or if you prefer a library, coffee shop, CFSP office or somewhere you feel more comfortable
- \* At the first meeting, the FLO will ask some questions about your family circumstances — this to assess what kind of support you would like, and what we can offer.

The Family Liaison officer will ask the **Employment Engagement Officer** (EEO) to help when someone in the family is ready to start looking for work or education/training opportunities.

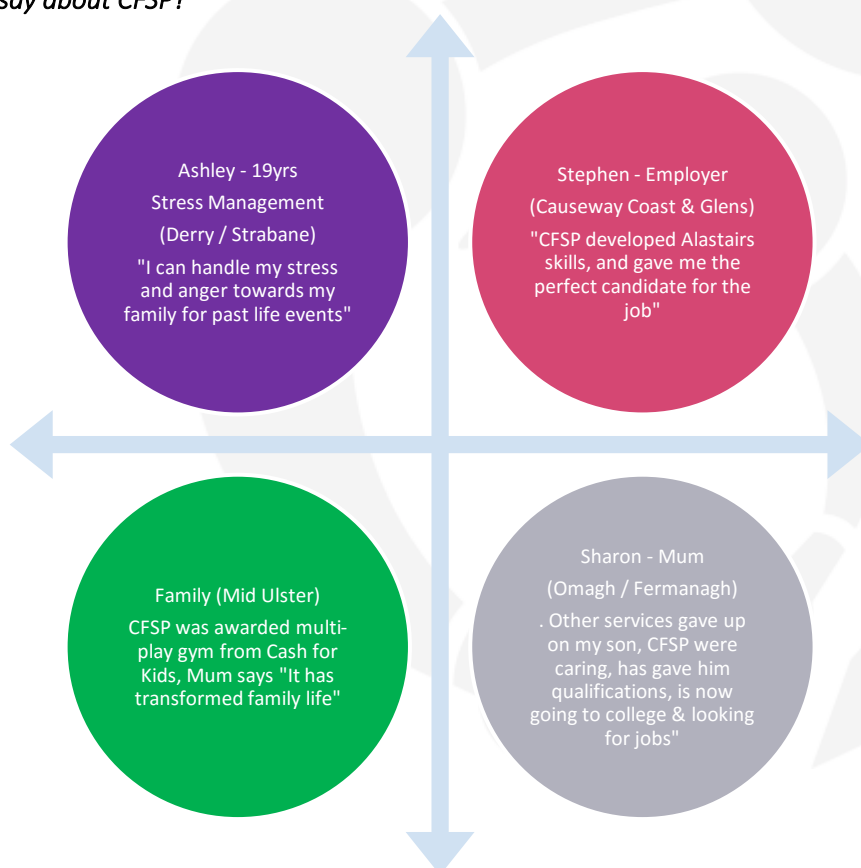
They will discuss previous work history or qualifications, what kind of job or course you are looking for and how we can work together to achieve your goals.

The EEO can help arrange training through our **Facilitators** or source courses and training within your local area.

## What can CFSP offer me?



## What do participants say about CFSP?



## Frequently Asked Questions

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

Yes, we will either contact your Jobs and Benefits Office or ask you to get a form signed, so your benefits won't be affected.

### How long will I be on the programme for?

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 Liaison Officer.

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

You may be contacted by a senior member of staff to discuss your experience of the 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 CFSP Manager Daniel Quinn on 028 71382260 or CFSP Strategic Manager Janice McMullan on 07715200255

### 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 anyone on CFSP, you should contact CFSP Manager Daniel Quinn on 028 71382260 or CFSP Strategic Manager Janice McMullan on 07715200255

Anything you disclose to us may be passed to statutory bodies for advice and to ensure appropriate interventions.

### Will you keep my information confidential?

We will keep all your personal information securely and shall only share with other professionals on a need to know basis to help you.

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

### *Get in touch with us:*

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

Omagh – 07921833832 / 07739651536

Enniskillen – 07739651585 / 07525128026

Cookstown – 028 8676608

Derry / L'Derry – 028 71345533

Strabane – 028 71382260

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



Department for the  
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