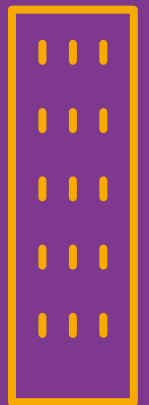




# THINK FAMILY

## Service Standards



# THINK FAMILY

We are a small team of Family Workers, and we support any families living in our properties, whether they hold a secure or intro tenancy or if they are in dispersed temporary accommodation.

We support families with a child under 18, to make impactful changes to their lives and help with any issues they may have.

# OUR COMMITMENT TO YOU...

The Think Family team works with our tenants to support them to maintain their tenancy and to resolve any other ongoing issues in order to make a positive contribution to their neighbourhoods.

We work in partnership with our housing colleagues and outside agencies in order to offer our tenants a bespoke service to suit their needs.

Our service is a voluntary service, and users can opt in or out of our support as they wish.

We strive to offer a comprehensive support package to improve the lives of our tenants and their children.

# ABOUT THESE SERVICE STANDARDS...

The aim of the Think Family team is to offer support at the earliest point possible, to avoid crisis. We want our tenants to be able to maintain their tenancies and to address anything that might put them at risk of eviction. This in turn, will support more positive life experiences for children in Birmingham.

We will monitor our performance against these service standards, and we will review them annually.

## THINK FAMILY SERVICE STANDARDS, WE WILL:

- Listen to your views to improve the services we provide.
- Make an action plan to address any issues that you want support with.
- Work with your whole family to help build resilience and find resolutions.
- Act as a main point of contact for you and any other involved professionals.
- Ensure that regular meetings and updates take place to keep to any agreed deadlines.
- Liaise with any other involved professionals and act as an advocate when necessary.
- Keep you informed of any changes to our service.
- Support without judgement.
- The Think Family Manager will conduct 6-weekly case reviews, to ensure that appropriate support is being delivered and to help unblock any barriers.

### We ask you to....

- Engage and communicate with your Family Worker.
- Keep your contact details updated.
- Not expect us to change anything that is out of our control.
- Be open and honest with your Family Worker.
- Please be respectful to all our staff, and do not engage in any form of harassment, abuse, or insulting behaviour towards them.

### When you no longer need our support, we will...

We will involve you, and any relevant professionals in the decision to close your case. If needed, we will give a comprehensive handover to any agency continuing to work with you.

# HOW TO CONTACT US

- Call Sally Bramble – Think Family Manager on **07860 906212**
- Contact our inbox  
**ThinkFamilyHousing@birmingham.gov.uk**  
Referrals can be made to this address.
- Additional help for families (Think Family)  
**Additional help for families (Think Family) | Birmingham Children's Trust (birminghamchildrenstrust.co.uk)**

