

Family Wise

Who Are We?

Family Wise is an organisation that is funded jointly by the European Social Fund and the Department of Work and Pensions. The three Family Wise Coaches are based in Ashington but operate around the entire county of Northumberland, primarily in Ashington, Alnwick, Berwick, Blyth, Cramlington and Hexham. We meet our customers in a variety of convenient public spaces, like libraries and civic buildings, and can refund customer travel to our appointments.

What Do We Do?

The Family Wise Family Coaches give 1:1 and group-based support to anyone who would benefit from a helping hand with getting back into work. At the start of the customer's journey with us we identify the barriers that stand between them and sustainable employment. These barriers could be in a variety of areas such as; debt & finance, benefits, housing, family or parenting, anti-social behaviour or training and education to name but a few. We identify the issue and then overcome it using quality information, advice, and guidance. The service a customer receives depends entirely on their individual needs, and it is tailored to them exactly.

What is the Customer Journey?

The customer is referred to our service via our office number: **01670 620027** where a Family Coach will take their contact details before arranging an appointment for them to either attend an information session, or a 1:1 meeting where the initial paperwork is signed. The customer and Family Coach then make an Action Plan to identify the barriers that are preventing them from accessing work. The Family Coach will contact the customer every couple of weeks, and meet with them face-to-face for an hour each month to review the Action Plan.

The customer may be referred to other expert agencies who can tackle a barrier with precision. Depending on the individual customer's need, they may be advised of training or

educational opportunities in their local area, or they may be invited to group sessions such as job clubs to help them gain extra skills and knowledge.

The customer can receive up to 52 weeks of support from a Family Coach, even if they find employment during that time, as we strive to ensure that customers attain sustainable, long-term work that suits their needs.

Who is Eligible?

Anyone who is aged 16 or over **AND** is in receipt of a working-age benefit, **OR** has a family member who is.

They must not already be on the DWP's Work Programme.

They have to be willing to work with a Family Coach and prepared to find employment.

What You Can Do.

Please feel free to circulate this information around your staff, and use the promotional material we have sent. You are the best-placed professionals to identify possible customers for our service and we rely on your referrals to give us the opportunity to work with as many people as we can. By working together we can all improve the lives of the people of Northumberland.