Ballymun Strengthening Families Programme

Policy and Procedures Handbook for Ballymun

2013/2014

Acknowledgements

Ballymun Strengthening Families Programme is supported and delivered by a range of community, statutory and voluntary agencies. As of January 2013, we are now in our 6th year, and heading towards our 13th and 14th programme thanks to the success of this interagency working. **A big thank you to all the agencies who have contributed over the years and who continue to support Ballymun families through the programme and their own work.**

A sincere thank you to the Ballymun Strengthening Families Management Committee and Ballymun Network for Assisting Children and Young People; to the HSE for the venue and their ongoing support of the programme; to Tom O'Donnell, of Geraldstown House; to Marie Lawless, SFP Evaluation Manager, Ballymun Local Drugs Task Force; to Ballymun Local Drugs Task Force and team for funding and managing the programme; to Mary Fitzpatrick, Parent Advocate Worker; Deirdre McDonagh, of Geraldstown House and to the families both past and future, for their enthusiasm and hard work over the course of SFP and beyond; to the facilitators who dedicate themselves to the programme each term; and to referral agents who work with the families.

For further information, please contact:

Clíodhna Mahony
SFP Manager, Ballymun Local Drugs Task Force
01 8832142

Review Dates

This manual is operational from January 2013 and will be reviewed again one year from now, in January 2014. Should certain matters need urgent attention, or National Policy or good practice guidelines change before this time, the Management Committee will review at such time deemed necessary.

Table of Contents

Introduction.....4

Part A: SFP Team Description & Roles

Overview Team Description & Roles.....6

Management Committee.....7

Programme Manager 8

Site Coordinator.....10

Facilitator/Assistant Facilitator/Floater 14

Referral Agent.....17

Ancillary Staff.....19

Caterers
Childcare Worker (0-12)
Porter
Transport providers

Part B: SFP Policy Statements

Referrals Policy.....21
Confidentiality.....24
Data Protection 25
Child Protection.....29
Mental Health.....32
Garda Vetting.....33
Physical Restraint.....34
Health & Safety.....35
Code of Conduct.....37
SFP Review and Feedback.....38
Drugs and Alcohol 39

Appendices

1: SFP Management Committee..... 40
2: SFP Team Members Forms.....41
3: Family's Consent & Emergency Details form.....43

Introduction to the Ballymun Strengthening Families Programme

Ballymun SFP was first rolled out in 2008 with funding from Ballymun Local Drugs Task Force and the support of the Ballymun Network for Assisting Children & Young People. Since then, Ballymun SFP has successfully rolled out 13 programmes as of December 2012, including a pilot Junior SFP for 6-12 years implemented by Aisling Project staff. All programmes are managed and funded by Ballymun Local Drugs Task Force.

The interagency element of SFP has been fundamental to its success. Agencies coming together to support local families, through facilitation, referrals, and development of the programme demonstrates a profound motivation to ensure families have opportunities to improve the quality of their relationships. Essentially, SFP aims to strengthen both parents, teens and family relationships, but also relationships within the community – community members, community agencies, and workers. In turn, those agency representatives who have been involved in SFP have stated that it has helped to get to know other agencies and workers in the area, and this has increased awareness and accessibility of services.

Ballymun SFP is a 15 week family skills programme and aims to improve parenting and family functioning and prevent substance abuse and juvenile delinquency. Parent(s) and teen(s)/child(ren) come together one evening per week (usually Tuesdays) for dinner and group sessions from 6-8:30pm. Any adult who plays a parenting role with a teen is considered a “parent”. Childcare and transport can be provided where either/both may affect attendance on the course. SFP is delivered by a range of community, statutory and voluntary local services in Ballymun and continues to be managed and funded by Ballymun Local Drugs Task Force. The HSE Family Resource Centre (Geraldstown House) has provided the location since 2008 and typically two terms of SFP (12-16) are rolled out per year, provided funding and resources continues to allow this:

- February – May
- September – December

Referrals must be received by the closing dates for each term. See section on Referrals for more details and the process for referring. Small incentives are provided to teens and parents for attending over the course of the programme. Once a family graduates from SFP, they take part in an evaluation session with their referral agent to review the programme and 6 months later, a Booster Session is held to bring the families and SFP Team back together again, to review the skills learned.

This Policy Handbook provides agencies with the necessary elements to understand the various roles involved in the delivery of SFP, Policies and Procedures for the implementation of the programme.

PART A

SFP TEAM DESCRIPTION AND ROLES

Overview Roles and Descriptions

SFP Team Description and Roles

Ballymun SFP is facilitated and supported by a number of local agencies who work together on an interagency basis to deliver and implement the programme. The Programme Manager (BLDTF) and SFP Management Committee oversee the implementation and delivery through ongoing review, monitoring and evaluation. Agency representatives engage in SFP through the roles of:

1. **Management Committee**
2. **Programme Manager**
3. **Site Coordinator**
4. **Facilitator / Assistant Facilitator / Floater**
5. **Referral Agent**

Contracted & Ancillary Roles:

1. **Caterers**
2. **Childcare Workers**
3. **Transport providers**
4. **Porter**

1. Management Committee

The primary role of the Management Committee is to support the implementation and development of SFP in Ballymun and in line with good practice and aims and objectives.

Management Committee Members:

The SFP Management Committee is made up of agencies from the Ballymun Network for Assisting Children and Young People who support Ballymun SFP through the following:

- Refer families to the programme
- Facilitate/Site Coordinate
- Provide the venue
- Guide its development.
- Review family applications to SFP through the Family Referral Committee.
- Supervise/support staff who facilitate on SFP.

A current list of SFP Management Committee members can be found in Appendix 1.

Roles and Responsibilities

- To guide and oversee the management, development and strategic direction of the Strengthening Families Programme.
- To provide members for the SFP Referral Committee each term, and support the engagement of facilitators onto the programme.
- To positively promote, encourage and raise awareness of Ballymun SFP within their organisation, among other local organisations and the general community.
- To provide guidance and policy support on issues relating to the Programme.
- To participate in three management committee meetings per SFP term, with the possibility of extraordinary meetings should the need arise.

2. Programme Manager (Ballymun Local Drugs Task Force)

The Programme Manager coordinates the overall implementation of the Strengthening Families in Ballymun and oversees its development and funding, on behalf of Ballymun Local Drugs Task Force and SFP Management Committee. The Programme Manager reports to the Management Committee on programme operation, development, and overall progress.

Programme Development:

- Monitor fidelity to the programme.
- Coordinate feedback reviews with Management Committee, facilitators and referral agents, where necessary.
- Review and revise programme implementation and evaluation.
- Deliver/organise SFP trainings as requested and needed for Ballymun.
- Ensure policies and procedures are implemented and reviewed.
- Coordinate the National SFP Council of Ireland.
- Liaise with programme developers (LutraGroup) and Evaluation Manager (BLDTF).

Referral Process:

- Process applications for SFP referrals.
- Meet with families and referral agents pre – selection (and/or Site Coordinator).
- Feedback to Referral Committee on applicants.
- Notify families of “approval” (post selection panel).

Logistics:

- Oversee and administer the SFP budget.
- Liaise with Site Coordinator & Parent Advocate Worker weekly for updates.
- Ensure the programme is staffed and resourced sufficiently to meet the needs of its delivery including recruitment of personnel (facilitators, site coordinator, etc) and contracted staff including caterers, transport providers, childcare workers, porter and others where necessary.
- Secure suitable venue for delivery of the programme.
- Coordinate trainings/workshops for the Ballymun community; referral agents; facilitators; etc.
- Coordinate graduation activities such as photos, certificates, framing, etc.
- Coordinate booster sessions at 3 / 6 month intervals, depending on need.

Meetings:

- Attend and assist in coordination of SFP evenings and briefs/debriefs.
- Coordinate Management Committee meetings.
- Meet weekly with Site Coordinator/Parent Advocate for progress report.
- Coordinate induction meetings/trainings with facilitators, referrals agents & families.
- Liaise regularly with Evaluation Manager to update on programme and collaborate with evaluation needs.

Community Promotion/Engagement:

- Promote SFP through presentations, engaging with agencies & community residents. Receive and process requests for such information.
- Design and disseminate promotional information.
- Organize community events to promote the programme and encourage further participation.
- Engage in community events to promote SFP.
- Promote Ballymun SFP at external events, conferences, and share learning with other communities.
- Coordinate and chair the National SFP Council (Ireland), to promote national cohesion and shared learning nationwide.

Evaluation:

- Liaise with Programme Developer (LutraGroup) and Policy & Research Officer (BLDTF) regarding outcome evaluations for families.
- Provide information regarding evaluation processes.
- Arrange evaluation meetings for families and referral agents to complete the SFP Evaluation Questionnaire.
- Organise facilitator's reviews to contribute to the learning of SFP.

3. Site Coordinator

The Site Coordinator is the main weekly link throughout the duration of the programme - between families attending the programme, facilitators delivering the programme, and referral agents who support the families. The Site Coordinator is present at all sessions of SFP and plays a central role in the delivery and implementation of SFP. The role demands the ability to ultimately lead and support a team of facilitators with confidence, energy and enthusiasm and also support families before, during and after the programme.

A Site Coordinator is an agency representative who should:

- Have attended and completed the 2 day SFP Group Leader Training.
- Be able to relate well to and communicate well with a wide range of people, including young people, adults, facilitators, referrers, committee members, funders, etc.
- Be supported by their agency to take on this role.
- Demonstrated understanding of SFP, preferably experience on at least one programme.
- Be positive, enthusiastic and willing to lead a team of facilitators confidently; promote reflective practice; and support families throughout the process of SFP.
- Experienced and comfortable in multi-disciplinary and interagency working and processes.
- Be flexible enough with time to respond and adapt to new/unexpected situations quickly and also flexible with time allocation to SF Families, Referral Agents, and Programme Manager.
- Self motivated and organised.
- Trained in Children First and brief intervention and comfortable applying same.
- Familiar with and comfortable applying relevant SFP policies and procedures such as Children First and other relevant national good practice guidelines.
- Have support from their relevant agency, where applicable, to undertake these duties and have supervision allocated.

SFP Planning:

- Meet with Programme Manager regarding general preparations for upcoming programme.
- On receipt of family applications from Programme Manager, Site Coordinator follows up with all families and referral agents to assess suitability of programme to the family's needs.
- Attend and update Family Referral Committee regarding meetings held with families and referral agents.
- For those accepted, assign families into appropriate groups for facilitation

of programme modules and assign relevant facilitators.
- Conduct up to two half day induction/team meetings with facilitators in collaboration with Programme Manager.

During SFP:

- Contact families and Referral Agents to confirm attendance and follow up on any issues/concerns that may arise on the programme.
- Apply all SFP policies and procedures as detailed in this handbook.
- Contact transportation provider to inform of any changes/trips that do not need to be made.
- Act as the designated contact person for SFP for child protection concerns that arise on the programme.
- Prepare course materials in advance (e.g. handouts) for use by the facilitators.
- Supervise the delivery of the programme (e.g. start and end on time)
- Coordinate the venue to meet the needs of the night (e.g. kitchen set up; rooms for parents and teens; family room; etc)
- Brief facilitators before the beginning of each evening to update on relevant information regarding families' attendance and issues that may necessitate attention.
- Debrief facilitators after the programme and provide informal support where necessary. Supervision should be provided by the facilitator's agency, where appropriate.
- Ensure childcare workers have materials & rooms needed to mind children of families attending the programme.
- Support childcare workers in their role as/if the need arises.
- Ensure incentives are purchased in advance to disseminate on the night as appropriate.
- Maintain regular contact with the Programme Manager throughout the duration of SFP and update regarding any matters that may arise, particularly child protection concerns.

Family Support:

- Family support may extend to responding to child protection concerns, referral to appropriate services, dealing with family issues that may come up on an SFP evening or during the week, and providing appropriate brief interventions where needed and appropriate.
- Liaise with SFP Parent Advocate Worker on relevant matters for further support needed by parents particularly in relation to catch-up sessions, home visits, and other necessary and appropriate follow up, in agreement with the parent.
- Ongoing support should be referred back to the Referral Agent, where available and appropriate.
- Liaise with Programme Manager on issues that require follow up, and as

issues may arise.

Graduation Evening:

- For the graduation evening (15th evening), ensure venue is coordinated adequately; seating is allocated etc. *Planning is carried out with Programme Manager.*
- Brief SFP Team and families on arrangements for the evening.
- Incentives and tokens (e.g. photos) should be purchased in advance in preparation for the evening (Programme Manager)

Booster Sessions (3/6 months post programme):

- For each family who graduates, a booster session is carried out 6 months after their graduation.
- Notify and invite relevant families to participate in this booster.
- Aid in the coordination and delivery of this session (contact relevant facilitators, brief and debrief facilitators, contact families, etc).

Meetings:

- Regular meetings with Programme Manager to update on progress; attendance of families; attendance of childcare workers; and general updates.
- Attend Management Committee meetings (3 per programme, usually Mondays; 12 hours in total per year). Other extraordinary meetings may be scheduled where the need arises.
- Meet with families and referral agents (before acceptance) to assess compatibility of needs with SFP.
- Attend and update Family Referral Committee on families' applications.
- Liaise weekly with referral agents to ensure insofar as possible, support for family is ongoing and to update on progress. *Families can choose not to engage in this SFP support, if they so wish. However, where statutory organisations are involved in the support of the family and/or have referred the family to SFP (such as the Social Work Department), SFP must have access to and ongoing communication with the relevant agency as disengaging from a statutory organisation may not be a choice for the family. SFP is not a replacement for any pre-existing support or ongoing work/support needed by a family and should not be treated as such. Please see Policies and Procedures regarding referrals and referral agents role.*
- Evaluation meetings after the programme which may include management committee; facilitators; referral agents.
- Planning meetings for Graduation (approx 2) with Programme Manager.

- Booster Session for each term of SFP completed (6 months later)

Budget Management:

- Manage funds (petty cash) allocated by Ballymun Local Drugs Task Force to SFP (i.e. to purchase incentives; materials for parent / teen sessions; graduation materials)
- Provide detailed accounts of income and expenditure on a monthly/programme basis to the Ballymun Local Drugs Task Force and/or as requested and in advanced agreement with BLDTF.

Evaluation:

- Liaise with Evaluation Manager and Programme Manager (Ballymun Local Drugs Task Force) regarding SFP evaluation matters regarding outcome evaluations for families, and SFP Site Report Survey.
- Attend and aid in the coordination of a review with facilitators, usually scheduled for the last evening of the programme.

Facilitator Support:

All facilitators should be supervised by their own agency, where available:

- Provide informal support for facilitators through group or individual debriefs, as appropriate and necessary.
- Where a greater need arises, contact the Programme Manager.

4. Facilitator / Assistant Facilitator / Floater

The Facilitators primary role is to deliver the Strengthening Families Programme in class-based sessions over 15 weeks, in line with the manual and fidelity guidelines, to parents and/or teens. An Assistant Facilitator is a support facilitator to the two Co-Facilitators and the SFP process in each of the Teens group. The Assistant Facilitator may also be asked to fill in for a Facilitator, in any of the group sessions, where a Facilitator may be unable to attend. A Floater is available every SFP evening for other supports that may be necessary, including general set up for the evening, welcoming families, facilitation needs as they arise, and is available to family members who may need to opt out of sessions throughout the evening.

The Facilitator or Assistant Facilitator or Floater will be trained in SFP, and comfortable and experienced working with groups (both adults and/or teens). Training in SFP can be accessed through attendance at courses organized in a number of different communities. Training can be made available locally when and as the need arises and depending on availability of SFP Trainers. The Programme Manager can be contacted regarding further information on training opportunities.

Volunteers: A volunteer who is associated with an agency/school/institution may apply to support SFP in one of the above roles. Volunteers should fulfill the same criteria as those listed below (as for Agency Representatives) and in particular should be Garda Vetted. Where an individual is not connected with an agency but wishes to volunteer, the Programme Manager will discuss possibilities for engaging with a volunteer structure. Please contact the Programme Manager if there are specific questions about volunteering.

Criteria:

A Facilitator/Assistant Facilitator/Floater is an agency representative or volunteer who commits a number of hours each week to the families to facilitate, engage, and contribute towards the development of the SFP.

- Has attended and completed the 2 day SFP Group Leader training.
- Has experience working with and facilitating groups of young people/parents/families.
- Has experience and/or knowledge of Children First Guidelines.
- Comfortable working with different family dynamics and groups.
- Comfortable working in a multi-agency setting and understand the dynamics of such methods of working.
- Available to facilitate on at least two programmes (each programme is one evening per week for 15 weeks, in Ballymun). (February – May &/or September – December)
- Has been Garda Vetted for the purpose of their current role, if an agency representative. Otherwise, volunteers must be linked with a volunteering body and Garda Vetted for the purposes of SFP.

- Has support from their (Line) Manager to engage with the Programme.
- Receives supervision or staff / volunteer support from their agency to include SFP.
- Can participate and commit fully to the programme including:
    - Facilitate a parent or teens group over the 15 weeks, and facilitate family sessions where agreed.
    - Attend induction meeting(s) (pre-programme) and evaluation meeting (post-programme).
    - Where possible, facilitators will be asked to attend the evaluation meeting for families to facilitate the administration of the questionnaire.

Facilitators will work with one or various groups depending on their role. Typically, Parent and Teen Groups are assigned two co-facilitators per group, plus an Assistant Facilitator for each Teen Group. Family groups are co-facilitated by one Parent and one Teen Facilitator, with an additional Assistant Facilitator where necessary and resource permitting.

Typical Weekly Sessions*

3:00 – 4:00pm	Briefing for Facilitators
4:00 – 6:00pm	Co-Facilitators Preparation
6.00pm	Arrival of Families
6.00-6.40pm	Dinner - families and facilitators
6.40-7.30pm	Parents & Teens Group meet separately with respective Facilitators
7.30-7.40pm	Break
7.40-8.30pm	Family Skills - Parents and Teens rejoin for Family Group with respective Facilitators
8:30-9:00pm	Debrief with Facilitators

*** This is an example of a typical SFP evening, which may change depending on need.**

Roles and Responsibilities:

Meetings:

- Attend Team Building meeting(s) prior to programme start.
- Attend briefing meeting with Site Coordinator and other facilitators before the programme starts each evening (3pm/4pm).
- Attend debriefing session to review the evening's events (8:30pm – 9pm).
- Attend review/feedback meeting post programme.
- Reconvene for Booster Session 6 months after families graduate.

Supervision/Support:

- The facilitator's/volunteers agency is asked to provide supervision to include SFP.
- Where supervision is unavailable for SFP, the Site Coordinator / Programme Manager may provide informal support, where requested.
- If a further need arises directly from SFP, the facilitator should inform the Site Coordinator who will in turn notify the Programme Manager.
- The SFP MC encourages agencies to recognise and credit agency representatives with acknowledgement of the time given to the programme to support Ballymun families.
- *To support Facilitators in their role, the SFP Management Committee requests that facilitators do not take on any additional or extra work related to the programme. Any queries, concerns or follow ups should always be brought to the attention of the Site Coordinator or Programme Manager.*

Planning and Preparation:

- Facilitators are given time before the programme on the night to prepare for the night and are asked to be present at the site of SFP from 3pm. Facilitators finish at 9pm.
- The SFP Team should familiarise themselves with SFP policies and procedures and other relevant national legislation or guidelines.

5. Referral Agent

The primary function of the referral agent is to support the family they have referred throughout the process of Strengthening Families. This includes weekly support, and engaging with the SFP evaluation process towards completion of the programme. ***Referral Agents/Agencies do not necessarily have to be trained in SFP in order to refer, although it is important for Referral Agents to attend a pre-selection meeting with the SFP Site Coordinator/Programme Manager and read and agree to the following roles and expectations.***

Referring a family

- ***Please be advised that it is not the policy, nor role of SFP to replace support services to families, young people and /or parents rather to complement services already engaged, over a brief period of time.***
- Ensure familiarisation around the context and content of the Strengthening Families Programme and its policies and procedures.
- Ensure insofar as possible that the programme and needs/context of family is compatible before referring and provide as much information as possible to SFP regarding these needs.
- Attend pre-selection meeting with the family & SFP Site Coordinator / Programme Manager.

Support for Family:

- Support both parent(s) and teen(s) weekly throughout Strengthening Families.
- Using the Manual provided, revise and review skills and support with **home practice.**
- Notify Site Coordinator where a family chooses not to engage in this support.
- Notify Site Coordinator in the event of a family disengaging from your service and of a **nominated Secondary Agent*** who may be able to provide support to the family and has been informed of the referral/engagement with SFP, in agreement with the family.
    - *Where a statutory service is involved with a family, such as Social Work, families may be usable to "disengage" from the service. In these cases, SFP requests the service to make ongoing contact with the family and Site Coordinator, throughout the SFP process.*
- Ensure an agency representative or secondary referral source is available to liaise with Site Coordinator in the event of "named agent" being absent for any reason.
- Provide follow up support for the family after completion of the programme.

Contact with Site Coordinator:

- Maintain weekly contact with Site Coordinator to update on family progress; attendance; home practice and other issues pertinent to the family and SFP.
- Notify Site Coordinator of any changes in relationship with the family (e.g. disengagement from your service) or other issues that may affect family's attendance or engagement on the programme.

Meetings:

- Attend Induction Training prior to programme beginning, where necessary.
- Accompany family to the first night of SFP.
- Attend SFP graduation evening in support of the referred family. Dates are available in advance of the programme to enable planning.
- Meet family (teen and parent where possible) for SFP reviews.

Evaluation:

- Contact family and confirm suitable date and time for family evaluation in collaboration with Evaluation Manager (BLDTF).
- Attend, where necessary, a training workshop on evaluation with Evaluation Manager.
- Attend evaluation meeting, usually scheduled towards the final week of the SFP and administer evaluation questionnaire to referred parent(s) and/or teen(s) who have engaged and completed the programme.
- Facilitate Evaluation Manager to meet with families on a separate occasion if necessary.
- Communicate, where necessary, progress of evaluation activities to Evaluation Manager.

Booster Session:

- A booster programme is provided at 6 months, post-programme for all families who completed SFP (which may coincide with 6 month follow up evaluation).
- If contact still remains with the family, referral agent should pass this notification to the family that has been involved. The Site Coordinator may also make direct contact with the family.

- *A ***Secondary Agent*** is one who may already be working with either/both parent and teen and who is in a position to provide back up support to the family, particularly where the Primary Referrer may be unavailable or where a family has disengaged from one service.

6. Ancillary Staff

Ancillary staff includes caterers, childcare workers, porter and transport. Each of these will be hired for services for the SFP under the regulations that apply for each. The Programme Manager is responsible for ensuring these staff members are in place and prepared for each programme. The subsequent section on Policies and Procedures applies to all staff members.

The Caterers are hired to provide dinner on the evenings of SFP to all family members and SFP Personnel, usually from 5:15pm – 6:40pm. These caterers will be Garda Vetted, and the company will provide all necessary documents to ensure they conform to all regulations (HACCP, food hygiene, etc)

Childcare Workers are hired to provide childcare services to the children of families who attend the programme up to the age of 12. Childcare can be provided to suitable families attending the SFP, where **childcare may be a barrier to attendance.** To safeguard the safety, health and welfare of children attending the programme, all Childcare workers must be qualified in childcare, especially for 0-5 year olds, familiar with childcare regulations and Garda Vetted. For children who are older, these may be childcare qualified staff or qualified youth workers who are also Garda Vetted. The number of children requiring childcare may be limited to ensure the resources can meet the needs of the total number. Childcare may be provided for 0-12 year olds on any SFP evening, for those families participating in the programme. However, this must be agreed in advance of the programme starting and will depend on the availability of adequate services, such as a crèche for those aged 5 and under, and a multipurpose room for those up to 12. The Site Coordinator should be made aware of all special needs or requirements for children as resources may not be available to fulfill all needs. Childcare Workers will feedback to the Site Coordinator/Programme Manager activities and any issues that may arise each evening on the SFP.

The Porter is assigned by the HSE and is a HSE requirement for using the premises in Geraldstown House. The Porter is present each SFP evening from 5:30pm until all have left the complex (usually 9pm). This role includes providing a security presence on the premises at all times to aid in ensuring the safety and welfare of all participants and personnel present; to aid in the SFP set up and to remove tables and chairs after dinner to the appropriate locations.

Transport is available to those families who may otherwise not be able to attend the programme. The transport is normally provided by a local taxi service, which delivers families to and from the programme. All necessary documentation, fulfillment of regulations etc are confirmed prior to programme start.

PART B

POLICY & PROCEDURES

Please note: These Policies and Procedures are applicable to all SFP supported events, meetings, or other SFP supported activity.

SFP Family Referral & Attendance Policy

Family Referrals

- Referrals to SFP are voluntary and families should agree and consent to a referral being made on their behalf.
- All families with teens between 12 and 16 years old are welcome to apply. “Families” come in all different shapes and sizes. An adult who plays a parenting role with a teen is considered a “parent”.
- SFP is aimed at teens in **secondary school (12-16 years old)** or who have completed their primary school education at the time of referral.
- Participation on the programme is voluntary. A family may disengage from the programme at any time.
- Referral agencies/agents should link in with families (parent and teen) as a support throughout SFP and to meet family needs outside of the programme, unless a family “opts out” of this support. However, where a statutory agency (such as the HSE / Social Work) are the referrers/engaged with the family, SFP will continue to liaise with those agencies.
- Referral Agent should notify schools/education centres involved with the teen(s) of the referral to SFP.
- Families can choose to self-refer if, for example, no agency is currently linked in with them, and the level of need does not exceed the capability of SFP.
- A family who has participated or been referred to SFP before is welcome to apply again. Every term is treated as a new term and a new application form must be completed.
- Referrals must be received by the closing date each term.
- It may not be possible to accept all families.
- A waiting list of suitable families may be drawn up. They may be invited to join in the first 3 weeks of the programme, should there be a drop off, or the referral will be reviewed again in the following programme.
- Transportation and/or childcare (for under 12’s) is available on request for families where either/both may affect attendance.

Family Selection Process

A Selection Process is implemented for each term of SFP, involving a Referral Committee who review all applications for suitability of the programme to meet the needs of the family. SFP tries to accommodate as many referred families as possible. There are times, however, when other services or interventions may be needed prior to involvement on SFP or where involvement on SFP would counteract/make it difficult to continue attending another important service. Where the needs of the family is greater or more specialized than can be provided by SFP, families may be asked to apply in a later term if suitable, or other more appropriate programmes/services may be recommended.

- **Each family is considered on the basis of the following to determine the suitability of SFP to the family:**
    1. A fully completed application form delivered to Programme Manager by the closing date, **with all sections completed** and
    2. A meeting between Site Coordinator/Programme Manager, Referral Agent and family applying.
    3. Meeting of the Family Referral Committee.
    4. Numbers and make-up of families who have applied.
    5. Nature and extent of emerging or existing issues within the family.

Family Attendance

- SFP participation is voluntary for all families.
- SFP takes place one evening per week, usually from 6-8:30pm for families (usually on Tuesday evenings in Geraldstown House).
- Families commit to attend the full 15 weeks (including Introductory Evening) of the course. SFP is officially a 14 week programme, with an introductory night (one week before programme start) to help families get to know each other and the personnel of SFP.
- **To benefit completely from the programme, it is recommended that all 14 weeks are attended. A minimum of 8 weeks of the 14 week programme must be attended to graduate and take part in the evaluation.**
- As detailed in Referral Agents section, families should be able to avail of ongoing SFP support through their Referral Agent. However, families may also “opt-out” of this support, and they have the right to do so. However, where child protection issues may arise or exist, or serious concerns arise for the SFP Team, further support and/or intervention may be required by the referral agent and/or other appropriate service.
- Teens/children must attend in the presence of their care giver/parent.
- SFP can try to accommodate a parent/care giver wishing to continue on SFP without the teen(s) (where the teen is unable to or does not wish to attend), dependent on the circumstances and should be discussed with the Site Coordinator(s) and Programme Manager.

6 Steps to Referring a Family

Step 1: Agency identifies family who may benefit from the programme.

Step 2: Referral agent meets with the family to discuss the Programme and the potential involvement of the family. This is to ensure families are familiar with the programme and agree to be referred in.

Step 3: Referral form is then completed by agency, **signed by both Referral Agent and parent/care giver** and then given to SFP Programme Manager (Ballymun Local Drugs Task Force). *This must name:*

- *The Primary Referral Agent who will work directly with the family and a nominated Secondary Agent who can work with the family if Primary Referral Agent is unavailable (where applicable); any other agencies/schools/education centres involved with the family (or parent or teen individually) (with consent from the family).*

Please note families may self-refer if there is no agency or support engaged with parent or teen. However, a suitable agency may be sought where further follow up or support may be deemed necessary.

Step 4: Following receipt of referral form a meeting is scheduled between the Site Coordinator/Programme Manager, the Family and Referral Agent to review the application, needs of the family and SFP process.

Step 5: A Referral Sub-Committee, made up of SFP Management Committee, Programme Manager, and Site Coordinator review applications. If the programme is deemed suitable for the family's needs, a place may be offered. The Site Coordinator/Programme Manager contacts the agency/family to inform of decision.

Step 6: Once accepted, an induction meeting may be held for Referral Agents and an Introductory Evening is set up one week before programme start for families and referral agents to attend with the SFP Team.

Please read the section on Roles and Responsibilities for further details on Referrals Agents role throughout SFP and after.

Confidentiality & Sharing of Information

All information and data regarding families who apply to or partake in Ballymun SFP is kept strictly confidential within the SFP Team. (Please also see "Data Protection")

- Ballymun SFP is governed under the Protocol of the Ballymun Network for Assisting Children and Young People. This protocol is an agreement between agencies in Ballymun for the welfare and protection of young people and children agencies work with. Ballymun SFP is an initiative supported by the Network and as such the confidentiality aspect of this protocol also extends to the processes involved in BSFP.
- Under the National Guidelines for the Protection and Welfare of Children: "giving information to others for the protection of a child is not a breach of confidentiality". Therefore, part of this protocol permits the sharing of information between those agencies involved in Ballymun SFP on a need to know basis:
    - "Agency representatives / hired staff of SFP can share information about children/young people/care givers in order to ensure their welfare and protection. Sharing information in this context is not a breach of confidentiality".
    - Therefore, the SFP Team (including the Management Committee; Facilitators; Assistant Facilitators; Floaters; Family Referral Committee; Site Coordinator; Referral Agent; Childcare Workers; Contract/Ancillary Staff and Programme Manager) may on certain occasions (including briefing and debriefing with facilitators, selection of families; updates on families; throughout the course of SFP) share information about parents or young people where the information:
        - May inform attendance or participation on the programme.
        - Relates to a young person who may be at risk or to family concerns.
        - Relates to progress while on the programme.
        - May inform the appropriateness of the programme to meet the family's needs.
        - Relates to illegal or criminal activity.
        - Relates to harm to themselves or others.
    - Information shared amongst the SFP Team will not be shared outside this system and all members of the SFP Team are bound by and agree to the Confidentiality Agreement. See Appendix 2.

Data Protection

Ballymun SFP is governed under the Data Protection Act (1998), and subsequent amendment (2003). Under Section 16 (1b) of this act, Ballymun Local Drugs Task Force as a non-profit organisation, and Manager/Funder of Ballymun SFP, is not required to register as a Data Controller or Data Processor with the Data Protection Commission.

However, certain rights and obligations exist for any organisation when any personal information is held. **Ballymun Strengthening Families Programme undertakes to adhere to Data Protection Policy to protect all individuals and ensure good practice rules are in place regarding the obtaining, processing and retention of all data.**

Ballymun SFP adheres to the 8 principles of Data Protection, as described by the Data Protection Commission:

1. Obtain and Process Information Fairly
2. Keep it only for one or more specified, explicit and lawful purpose
3. Use and disclose it only in ways compatible with these purposes
4. Keep it safe and secure
5. Keep it accurate, complete and up-to-date
6. Ensure that it is adequate, relevant and not excessive.
7. Retain it for no longer than is necessary for the purpose of purposes
8. Give a copy of his/her personal data to an individual, on request.

Principle 1: Obtain and Process Information Fairly

1. At the time of obtaining information about the family or individual, the SFP shall make the individual(s) aware of how this information will be used, and the organisations and persons it may be shared with, within or outside the SFP Team, where deemed appropriate by BLDTF. **The SFP Team in this case includes the Referral Agent (where applicable); Facilitators; Programme Manager, Site Coordinator and Management Committee**.

2. The Manager, Ballymun Local Drugs Task Force, shall process initial information via the SFP Application Form, which shall then be further processed by the Site Coordinator (currently HSE Family Resource Centre, Geraldstown House).

3. Families/individual(s) will also be made aware that certain necessary information may be obtained from their respective Referral Agent, following initial referral.

4. Should there be any secondary or further use of the information gathered, the Manager or Site Coordinator of Ballymun SFP shall bring this to the care givers attention at the time of obtaining the information. The individual(s) concerned have the right to refuse the use of this information for those purposes except in the case of child protection; to prevent injury to the individual or others; to prevent damage to the property of individual(s); for the administration of justice; or for the purposes of matters related to the public interest.

5. Where this information may be used for new or unforeseen purposes, SFP will request the permission of the individual(s) concerned to use information in this way. Individual(s) have the right to refuse the information being used for this purpose.

Principle 2: Keep it only for one or more specified, explicit and lawful purpose

1. Ballymun Local Drugs Task Force obtains information for SFP only for the purposes of the Ballymun Strengthening Families Programme. As an interagency initiative, individuals will be made aware that certain necessary information may be shared with the Referral Agent; Site Coordinator and Facilitator(s).

2. Certain information will be used for evaluation and statistical purposes, where this information will not identify any individual families or individuals. Families and Referral Agents will be made aware of this.

    - Specific Purpose Statement:
        - Ballymun Local Drugs Task Force obtains and holds information about its participants on the Ballymun Strengthening Families Programme in order to provide the most appropriate service for the families involved; to understand individual/family circumstances and background and to provide the best service for the family to prevent possible injury and to protect the health and safety of the families and Facilitators/Site Coordinator/Programme Manager and for statistical purposes.

Principle 3. Use and further processing of Personal Information

1. Where Strengthening Families and BLDTF obtains personal information it will not use the data or information for any other purpose than that stated above and will not divulge personal information to a third party, except in ways that are “compatible” with the specified purpose.
2. Transference of data to agents of SFP, such as Referral Agents or Facilitators, does not constitute a “disclosure” and is “compatible” with the specific purpose stated above.
3. A participant’s right to privacy will be “balanced against other needs of civil society, or where the processing is in the interests of the individual” (Data

Protection Commissioners, 2010, Data Protection Rules. Accessed: 20/8/2010 (http://www.dataprotection.ie/viewdoc.asp?m=y&fn=/documents/responsibilities/3e.htm)

4. Exceptions apply in the cases of:
   - Child protection; to prevent injury to the individual or others; to prevent damage to the property of individual(s); for the administration of justice; or for the purposes of matters related to the public interest.
   - Or where the individual(s) or family consents to the use of data in this way.
   .

Principle 4. Security of Personal Data and Information

Ballymun Local Drugs Task Force and Site Coordinator will take all appropriate security measures to ensure that data is protected against any unauthorized access:

- Computers will be password protected, accessed only by authorized personnel.
- Manual files containing personal information or data will be kept in locked filing facilities.
- All waste documents containing personal information or data will be shredded.
- Access to any information will be on a need to know basis, closely monitored and safe guarded.
- No information will be visible to callers to either the Site Agency or Ballymun Local Drugs Task Force.
- Data on the server has a back up procedure.
- All relevant SFP agencies will be notified of these measures and security measures for data protection.

Principle 5. Accurate and Up-to-Date Information

1. SFP will handle personal data and information with due care to ensure that information retained will be reviewed, and kept up to date where new information is received.
2. Data on file can be rectified should new information and evidence be provided that the information should be altered.

Principle 6. Data is relevant, adequate and not excessive

SFP endeavors to collect and keep only information necessary for the programmes purposes.

Criteria is adequate, relevant and not excessive – What information is recorded/kept – e.g. name, address, children's names, DOB's.
Personal/ Sensitive information will not be recorded by any member of the SFP team unless in extreme circumstances such as child protection referral and/or where the Site Coordinator/Programme Manager/Management Committee has deemed it necessary to record the information.

Principle 7. Retention of Information/Data

- Personal Data and information will only be kept for an agreed period of time (5 years) in hardcopy. After this time, hard copies will be destroyed.
    - The Programme Manager, Ballymun Local Drugs Task Force who holds all hardcopies will be responsible for this.
- Information stored on computer will remain for a period of 10 years, under the Security measures outlined above.
- Where individuals/families may wish to engage in further SFP related programmes/events, records will be maintained.

Principle 8. Right to Access Personal Data

- All individuals involved with SFP whose personal information is stored in hard copy or on computer has the right to request access to the data stored.
- A written request can be submitted to the Programme Manager outlining the information requested and personal details (such as name, address and date of graduation) which will aid in sourcing the information.
- Where a request is approved by the SFP Management Committee, the individual will be responded to within 40 days of receiving the request.
- The right to access does not apply in certain circumstances:
    - Where there is a child protection issue; or where the administration of justice or the greater public interest must be protected.

Child Protection

Policy Statement

"Ballymun Strengthening Families is fully committed to safeguarding the well-being of all its participants. In particular, the welfare of all children / teens on SFP is the paramount consideration. Agency representatives should, at all times, show respect and understanding for the participants rights, safety and welfare, and conduct themselves in a manner that reflects the principles of Ballymun Strengthening Families".

Ballymun Strengthening Families Programme adheres to the ***HSE's Children First: National Guidance for the Protection and Welfare of Children (2011)***. Under Children First Guidelines, Ballymun Strengthening Families has a duty of care to all its participants. At all times, agency representatives, contract/ancillary staff on SFP should hold the interest of the child at the centre of all actions. Therefore, in the interest of the child it is important to share relevant information within the structures that exist, where **reasonable grounds exist for concern**.

- **Reasonable Grounds (Children First)**
  - Specific indication from the child that (s)he was abused
  - An account by a person who saw the child being abused
  - Evidence, such as injury or behaviour which is consistent with abuse and unlikely to be caused in any other way.
  - An injury or behaviour which is consistent both with abuse and with an innocent explanation but where there are corroborative indicators supporting the concern that it may be a case of abuse.
  - Consistent indication, over a period of time that a child is suffering from emotional or physical neglect.
  - Admission or indication by someone of an alleged abuse.

- **Indicators (Children First)**
  - Disclosures of abuse by a young person
  - Age-inappropriate or abnormal sexual play or knowledge
  - Specific injuries or patterns of injuries
  - Signs of injury for which there is no explanation or which is consistent with abuse and unlikely to be caused in some other way.
  - Absconding from home
  - Attempted suicide
  - Under-age pregnancy or sexually transmitted infection
  - Someone else (a parent, friend, co-worker) may disclose that a young person has told them they are being abused, or may have witnessed the abuse themselves
  - A young persons behaviour may raise concerns
  - A volunteer/employee may personally witness abuse taking place.
  - There may be consistent indication, over a period of time that a young person is suffering from emotional or physical neglect.

- Signs in one or more of the above categories at any one time.

All parent and teen facilitators should remind participants that **SFP has a duty of care and policies that it must follow for the protection of all participants**. It should be emphasized that follow up action may have to be taken on information which suggests a young person or adult is at risk. **Parents/care givers will be informed of the policy and procedure and asked to sign a Family Consent Form describing our Duty of Care and follow up procedures. An Emergency Contact Page will be completed by all families.**

Under these guidelines, should a concern or a disclosure be made from a parent/child/teen which questions the safety or treatment of a young person, the following steps should be taken:

Note: The Designated Person for all disclosures is the Site Coordinator. Where the Site Coordinator is unavailable, concerns should be passed onto the Programme Manager.

1. Where a disclosure or concern arises, the SFP Team Member(s) should inform the child/adult that information will be brought to the attention of the Site Coordinator and Programme Manager and it may have to be forwarded to the relevant authorities (Gardaí, Social Work department) where this is appropriate and safe to do so.

2. SFP Team Member will inform Site Coordinator (or Programme Manager) and will record in writing, the facts of what happened, and what was disclosed or witnessed. The Site Coordinator/Programme Manager will assess if the risk is immediate and the appropriate follow up required.

3. Site Coordinator will notify Programme Manager and Referral Agency that a report may need to be made.

4. Duty Social Work may be contacted to confirm if a report is necessary in the given scenario, if applicable. Where a case is already known to and engaged with the Social Work Department, clarification should be sought as to whether a further report needs to be produced.

If a report is deemed necessary:

5. The parent(s)/guardian(s) will be contacted by the Site Coordinator to inform them that a child protection issue has arisen, unless to do so would place the child(ren) at significant/further risk. In the event that a parent/guardian is not reachable, a letter will be sent to the recorded address to notify them.

6. The Site Coordinator is responsible for the coordination and submission of a report to Social Work. *All conversations, actions and updates will be recorded in writing by the Site Coordinator.*

7. Referral Agency will support the family through the process. Where a Referral Agency is not available, or the family is self-referred, the Site Coordinator will coordinate a referral to a relevant agency should this support be requested.

8. A child protection issue may not be discussed within the general Facilitators debriefing, unless to share this information safeguards the young person concerned or other person(s).

9. Continuation on the programme may be assessed in collaboration with the family, by the Site Coordinator/Programme Manager, referral agent and/or Management Committee, where necessary.

Mental Health Concerns / Self Harm / Suicide

Positive mental health is an important contributor to ones confidence, belief in abilities, coping skills and hope for the future. SFP facilitates the learning of skills to effectively deal with daily family life. However, there may be times when mental health concerns arise for participants. This information can come through the referral agent, secondary agent or from the family/individual concerned. Where there is information available on these matters, it is important that this is shared with the Site Coordinator and Programme Manager upon referral either by the family or referral agent, to ensure the safety and welfare of all potential participants can be protected and managed to the best ability of the team. There are times, nonetheless, when there is no forewarning, and SFP may need to respond in a timely manner.

Where a young person or adult expresses or makes reference to wishing or planning to harm themselves or others:

- Those trained in ASIST (Applied Suicide Intervention Skills Training) will be identified before the programme start to apply this intervention.
- Inform the individual that the Site Coordinator/Programme Manager must be informed, so that follow up can be made.
- The Site Coordinator & Programme Manager should be notified as soon as possible and will consider appropriate action.
- A risk assessment may be carried out to assess the need of interventions.
- A family meeting may need to be called for a young person or participant in question to understand the risk involved and what supports may be necessary.
- Where an immediate response is needed, a member of the SFP Team should contact emergency services.

Garda Vetting of Agency Representatives to Work with Young People and Families

The welfare of all children, families, and agency representatives on the Programme is a paramount priority for the Management Committee. To this end, the **agency of the representative is responsible for ensuring that the agency representative is Garda vetted, trained and qualified** to work with families and children. Under the National Vetting Bureau (Children and Vulnerable Persons) Act 2013:

- A Facilitator/Assistant Facilitator/Floater/Site Coordinator/Programme Manager must be an agency representative who is Garda Vetted (for the current position held in their agency).

- In the case of a suitably qualified/interested volunteer, consideration can be given to their participation. Roles can be allocated on the basis of suitability and qualifications. A "volunteer" should have completed the 2 day Group Leader Training and could be:

    - An agency representative, partaking in SFP in their own time.
    - An individual or parent graduate who has an interest in SFP and is
        - Connected to a volunteer agency
        - Garda Vetted
        - Willing to contribute to SFP in the areas needed.
        - Open to further training.

- Where a potential Facilitator/Site Coordinator is not Garda Vetted, it will be the responsibility of the named agency and worker to ensure the Garda Vetting process is undertaken and completed. The SFP Manager can support in this if necessary.

Physical Restraint

Ballymun Strengthening Families Programme does not tolerate aggressive or violent behaviour and all participants and team members will be clearly informed of this.

Ballymun Strengthening Families does not advocate the use of physical restraint of participants. **If there is an immediate threat of harm to any person or property, a *minimum appropriate amount* of physical restraint may be required, and should only be used as a last resort.** SFP team members should try to alleviate a volatile situation verbally.

Where a participant may become violent or aggressive:

- Another member of the SFP Team should be sought for support.
- The Site Coordinator or Programme Manager should be notified of any incidents that occur during SFP, who will notify either/both the relevant authorities and parents, as appropriate.
- All incidents will be followed up with the person(s) in question by the Programme Manager and Site Coordinator. Incidents will be reported to the Management Committee, where necessary.
- An Incident Report/written account of the events and witnesses should be recorded as soon as possible.

Health and Safety

Strengthening Families, through the agencies and agency representatives involved, aim to provide a safe and healthy environment for both families and individuals involved. The Management Committee is committed to complying with local and national safety laws and regulations and the provision and maintenance of a work environment which is safe and healthy. SFP encourages the acknowledgment of individual's responsibility for safety and health and assurance that safety and health matters will be handled in strict conformity with professional, ethical and legal standards. The Management Committee and all agencies involved will seek to ensure that all precautions are taken to ensure that everyone involved in this programme is protected from accident or ill health.

- A First Aid kit will be available onsite during each programme. A trained First Aider will be identified to apply First Aid care where appropriate and necessary.

- Strengthening Families will adopt the Health & Safety policy of the venue for SFP - HSE Family Resource Centre, Geraldstown House. *A copy of this policy is available from the HSE.*

- Every individual who partakes in SFP has a responsibility to take due care in their activities and conduct during the SFP process, while the Site Agency is responsible for preventing, where possible, and minimizing such incidents.

Critical Incident Procedure

In the event of any slips, trips, falls, or accidents on the premises or in the vicinity of the venue for SFP, the following procedure should be followed:

1. Identification of an incident may be identified by any member of the SFP Team when an incident occurs /unexpected outcome is detected. Family participants may also express concerns or complaints about a service, at the time of the incident or at a later time. The person(s) involved in the incident should not leave the premises.
2. The incident should be managed immediately to ensure that the health, safety and welfare of the person(s) affected are protected.
3. The Programme Manager or Site Coordinator should be informed as soon as possible.
4. A trained First Aider should attend to the individual(s) should First Aid be required and/or appropriate care should be provided.

5. Where a child is injured on the premises, the above procedure should be followed and the parent/care giver should be notified as soon as possible.
6. Where a parent/care giver is injured, the Emergency Details Form should be used to notify next of kin for care of the child(ren) onsite.
7. If further follow-up is required, the Programme Manager or Site Coordinator will call for an ambulance or arrange transport to a hospital.
8. An Incident Report Form should be completed by the individual representatives who witnessed/responded to the incident and by the Site Coordinator. *Incident Report Forms are available from the HSE, Geraldstown House.*
9. All incident reports will be filed on the SFP site, and where necessary, the site agency/Management Committee should ensure that all necessary investigation has taken place.

Conduct & Behaviour

Strengthening Families is committed to ensuring that a family's and agency's involvement with the programme is a positive, pleasant and rewarding experience.

- All team members of SFP are expected to behave in a professional manner, with due regard for the safety and welfare of all participants and other team members.

  .

- Where a behaviour of SFP Personnel is considered inappropriate, violent or aggressive:
  - A report should be made to the Site Coordinator and Programme Manager.
  - Site Coordinator/ Programme Manager will follow up with the person(s) involved to clarify the situation and to resolve internally if possible.
  - Where further follow up may be necessary, particularly where a matter cannot be resolved internally, the Named Agency and SFP Management will be notified.
  - The person(s) involved may be asked to disengage from SFP.
  - Appropriate follow up will be decided by the Management Committee and Named Agency.
- Likewise, SFP participants should treat personnel and other participants in a respectful manner. Where an SFP participant behaves in an inappropriate, violent, or aggressive manner towards SFP personnel or to any other SFP participant:
  - The Site Coordinator/Programme Manager should be notified of the behaviour.
  - The SC will notify the participant, parent(s) (where it relates to a young person) and the referral agent, where necessary, about the behaviour/incident. Every effort will be made to resolve any issues internally.
  - Where the behaviour continues, and/or cannot be resolved internally, further follow up may be necessary, where:
    - The participant/family may be asked to withdraw from the programme.
    - The matter will be brought to the SFP Management Committee and referral agent, where possible, will be contacted.

SFP Reviews and Feedback

Ballymun SFP gathers formal and informal information on the programme implementation and process each term. Informal information may come through referral agents or families own feedback throughout the programme or after; and formally through a retrospective pre and post evaluation questionnaire administered in the final week of the programme or shortly after.

Where a family or parent(s) would like to provide feedback regarding certain aspects, or experiences on the programme:

- The Site Coordinator/Programme Manager should be informed and will arrange to meet with the participant to discuss the experiences.
- Where the matter can be resolved internally, every effort will be made by the SC and PM to do so.
- Where the matter **cannot** be resolved internally:
  - The participant may write a letter to or meet formally with the PM.
  - A representative of the SFP Management Committee may attend such a meeting.
  - A record of the notes from the meeting will be held confidentially by the PM. These notes can be viewed by the family or parent in question.
  - Insofar as possible, the feedback will be considered for the review of any upcoming programmes and will be reviewed at the following Management Committee meeting.
  - Any matters that relate to personal or formal complaints about individual personnel, may be brought to the attention of the respective or sponsoring agency.
  - Where there is any incident/behaviour/matter involving a complaint of a very serious nature or criminal activity (such as criminal activity, abuse, or harm to oneself or others), the SC or PM will have a duty of care to notify the appropriate authorities. Likewise, the participant will be advised to do so, should this not already have taken place.

Drugs and Alcohol

One of the main aims of the Strengthening Families Programme is to prevent substance use through increasing understanding and skills between parents and teens to communicate around drug and alcohol issues. It is therefore important to the values of SFP, that healthy behaviours and lifestyles are promoted as much as possible.

Although drugs and alcohol may be viewed as a "normal" part of daily life for some families, it is important insofar as is possible, to ensure the safety and welfare of both participants and team members. Therefore:

- It is not acceptable for a SFP Team Member or Participant to come to the programme under the influence of drugs and/or alcohol. Prescribed medication which may affect concentration or participation should be notified to the Site Coordinator in advance.
- It is not acceptable for a SFP Team Member or Participant to supply, sell or consume drugs or alcohol on site.
- Team Members should not supply cigarettes to young people under the age of 18 (legal age is 18 and over)and should discourage same of other adults on the programme. Team Members should not smoke with Participants unless they are over 18 and smokers. Smoking is only allowed in outdoor designated areas, which will be marked.

If an incident related to drugs/alcohol happens during SFP:

1. The Site Coordinator should be notified as soon as possible.
2. The Site Coordinator will follow up with the person(s) involved. Where the incident involves a young person, the parent will be notified by the Site Coordinator.
3. The Site Coordinator will decide whether it is appropriate for the person(s) concerned to return to the programme the following week or to remain on site.
4. Further follow up may be needed by the Programme Manager and Site Coordinator should an incident happen again, and the family will be made aware of this.
5. This will be made clear to both team members and participants before beginning the programme.
6. If illegal substances are consumed, held, supplied, or sold within the vicinity of SFP, relevant authorities will be notified, such as the Gardaí and Social Work.

Appendix 1

SFP Management Committee Membership
January 2013

1. Mick Creedon (Interim Chair)	**Ballymun Job Centre**
2. Patricia Kavanagh	Ballymun Job Centre
3. Clíodhna Mahony (PM)	Ballymun Local Drugs Task Force
4. Hugh Greaves	Ballymun Local Drugs Task Force
5. Marie Lawless	Ballymun Local Drugs Task Force
6. Cathy Duncan	Ballymun Regional Youth Resource Centre
7. Thomas O'Donnell	HSE Family Resource Centre – Geraldstown House
8. Deirdre McDonagh	Geraldstown House
9. Mary McGagh	Probation (Young Person's Probation)
10. Fiona Gallagher	Trinity Comprehensive School
11. Peter Doherty	Aisling Project
12. Mary Fitzpatrick	SFP Parent Advocate
13. Mairéad Kavanagh	Ballymun Youth Action Project (BYAP)
14. Jacqui Caulfield	Ballymun Youthreach

Appendix 2
Declaration and Agreement from SFP Team Members Form
Ballymun Strengthening Families Programme

Declaration and Agreement from SFP Team Members

Name: _____

Agency/Organisation: _____

- I agree to partake in Ballymun SFP for the duration of the entire 15 week programme (including briefings and debriefings), plus Booster session(s) (post programme) , and agree to commit to the role assigned to me. If for any reason I cannot fulfill my commitment, I will contact the Site Coordinator /Programme Manager as soon as possible so a replacement can be found.

- I know of no reason(s) why I should not be involved in the Ballymun Strengthening Families Programme, including past or current offenses which would bring my suitability into question regarding working on the SFP in the capacity of Site Coordinator, Facilitator (or Assistant or Floater), Childcare Worker or any other role on the SFP Team.

- I agree that should any issue arise or should I be charged with any offense, which prevents me from taking part in SFP, I will inform the Programme Manager immediately.

- I understand that the SFP Team Debriefs will be held at the end of every evening. Formal Supervision and support is to be provided by my own agency. (Volunteers may arrange support from the Site Coordinator or Programme Manager should it not be available through their volunteer structures).

- I agree to attend and participate in a Facilitators Review upon completion of the programme.

- I will familiarize myself, as a member of the SFP Team, with the policies and procedures outlined in the SFP Handbook, and will adhere to these throughout the SFP Process.

SFP Team Confidentiality Agreement Form

Ballymun Strengthening Families Programme

SFP Team Confidentiality Agreement

- I may not disclose any information of a confidential/personal nature relating to the Strengthening Families Programme/related agencies/participants outside of the SFP Team either during or after my involvement with SFP.

- Under the Protocol of the Ballymun Network for Assisting Children and Young People, information can be shared within the SFP Team regarding SFP families where it is in the interest or the welfare of the child or family and/or where it pertains to engagement or participation on the programme. **This is not** considered a "breach of confidentiality" and is applicable to briefings and debriefings for facilitators. Where a child protection concern arises, the Site Coordinator should be contacted immediately.

- I may not remove any document or item belonging to the SFP which contains confidential information from the sites premises at any time without proper advanced authorization. Any confidential documents or information must be returned to the SFP Manager (Ballymun Local Drugs Task Force).

- I may not disclose information to, or participate in interviews for media, academic or any other purposes relating to SFP without prior approval from the SFP Manager (BLDTF).

- This confidentiality statement does not prevent the use of information regarding SFP for the purpose of research or evaluation, provided that proper authorization is sought; that the use of this information is in accordance with Strengthening Families Policies; and that ethical guidelines in relation to research are strictly adhered to.

I, the undersigned, agree to the conditions and agreements outlined in the SFP Team Declaration and Confidentiality Forms, which determine my being a member of the SFP Team.

Print name: _____ Signature: _____

Date: _____

Appendix 3

Ballymun Strengthening Families Programme
Family Consent and Emergency Details

Please read the statements and sign at the bottom to confirm your understanding and agreement:

- My family agrees to take part in the Ballymun Strengthening Families Programme and in the activities that this programme involves.
- Strengthening Families is designed for both the parent(s) and teen(s) to attend together. **My teen(s) or child(ren) may not attend without me/us**.
- I am responsible for my teen(s) and child(ren) at all times throughout SFP, including break times and once the programme is finished on each night.
- I will attend the programme on Tuesday evenings from 6-8:30pm, over 15 weeks, beginning _____. If we cannot attend, I will contact _____ SFP Site Coordinator.
- Strengthening Families holds all information confidentially, within the Strengthening Families Team, unless a member of the SFP Team believes or has concerns that my family, teen, child or children, or (other) adult are at risk and/or it is disclosed that a crime has been or will be committed. Under Children First Guidelines, and SFP's duty of care, this information may be shared with me, my referral agent, the relevant authorities, where necessary.
- For the safety and welfare of everyone participating in the programme, drugs and alcohol may not be consumed, held, supplied, or sold on site during the evening of the programme. Please information the Site Coordinator if medication has been prescribed by a medical professional.
- The SFP Site Coordinator, _____, will keep in contact with my referral agent about our attendance and participation on the programme.
- Should my child(ren)/teen(s) leave the SFP premises without informing anyone, I am responsible for their well-being as parent/guardian. Should I need to leave the premises before the evening is over, I will ensure my teen(s)/child(ren) accompany me/us before leaving the premises.

Signed (parent/guardians):

_____ **Date:** _____

_____ **Date:** _____

Ballymun Strengthening Families Programme
Family and Emergency Contact Details

Your surname(s): _____
First Name(s): _____
_____

Address: _____
_____
_____

Home Phone Number: _____

Mobile Number: _____

In the event of an emergency, SFP may need to contact another adult that you trust. Please give the name and phone number of **another adult who could be contacted in this case:**

Adults Name: _____
Phone: _____

Your Relationship to the adult: _____

Glossary

Personal Data - means data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information that is in, or is likely to come into, the possession of the data controller.
(Data Protection Commission, 2010, Definitions, http://www.dataprotection.ie/docs/Key_Definitions_/_Territorial_Effect/63.htm accessed: 20/8/2010)

Personal Information - as used in the Freedom of Information Act, which is restricted to the sort of private, confidential or sensitive information that might only be known to the individual and his or her family.