

GLASGOW INTENSIVE FAMILY SUPPORT SERVICES (GIFSS)



The GIFSS partnership was committed to co-producing a strengths-based, family-centred intensive family support service practice model. The Team articulated three distinct areas that could be attributed to how they worked with families – VOICE, VALIDATION and HOPE.

Together they designed a strengths-based engagement and assessment model, which continually evolved with families as they move through their intensive family support journey. As a framework of practice, it was a road map to how the service would work alongside families. Voice Validation and Hope places the family at the centre of their story.

Voice – We recognise that families are the experts in their own lives. It is vitally important that we promote families to have a voice and choice at every stage of our engagement. Each family member will have an important part to play and must feel as if their voice can be heard. This is even more important as often families will be at their lowest ebb and may feel excluded from not only services but at times their own families and communities. That is why in the process of developing a relationship with the family that their voice remains at the beginning of our engagement. It is vital that we listen to families.

Validation – It is core to the engagement process that the family/ individuals feel that their feelings are acknowledged. It is important that a family's role and importance whether this be in challenges and/ or successes are recognised explicitly as a foundation for establishing an engagement that is respectful, empathic and built on trust. To validate is to accept an individual as important without judgement or prejudice. The conversation will aim to refrain from shame and blame within the family and move towards more validating language and strength-based communication. By validating and understanding we can nurture and empower families to see their own strengths and assets.

Hope – All families have assets and capabilities that can be used to foster hope and inspire meaningful change. By working alongside families, goals can be developed that are achievable and hope inspiring. These goals will be routed within the values of the family and their community. Each time we meet with families it is important that they feel that our time together has importance and that there is hope for them as a family moving forward.