

# Muirhead Outreach Project

Values, Aims &  
Objectives



Keeping Families  
Together Through  
Challenging Times

---

OUR MISSION

For All Families To  
Overcome Difficulties  
Then Go On To Have  
Healthy Relationships  
And Positive Experiences

---

OUR VISION

## **Brief Summary and Description**

The Muirhead Outreach Project is an early intervention, (non profit charity) support service that works with families and children, to keep them together through difficult and challenging times. We are a consent based service that aims to minimise the impact that ACES's and trauma has on families and help them break the cycle. We will work with families to identify the individual family need and how best to support them, to give them a

foundation on which they can build, either on their own or with the help of specialist support. We help families to have an increased sense of achievement and sense of belonging.

All newly referred families work through an 8-week foundation period where they learn about family routines, emotions, how to communicate in a positive way and how to effectively de-escalate. During this period, we work with the family as a whole – both parents and child (and anyone else that may stay in the home). We are unique locally, as we work with the entire family. We realise that sustainability means making changes for everyone in the home and, as a result of our inclusiveness, quality of life improves for all members of the family.

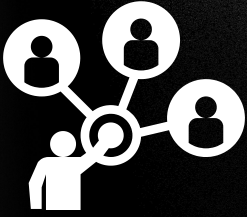
Our families can often feel isolated, helpless, hopeless, have low self-esteem and their children may be struggling in other areas such as education. By building positive relationships with people and teaching them how to do the same, we are helping families achieve a sense of belonging within their communities. The children we work with can often be targets for bullying or can be caught up in anti-social behaviour themselves. By building up their self-esteem and acting as positive role models we can show them that there are other possibilities. We work with some families from the most deprived areas in Fife, where waiting lists are high and resilience is low. Some of our families tend to suffer in silence and so when they finally do ask for help but are turned away, it can break their trust and leave them feeling further demoralised. Often in families, history has a way of repeating itself. Many of our parents experienced early trauma and that has had an impact on their relationship with their children. Our foundation work and additional services can help to break old habits and educate parents on other options.

**Our Values are important in ensuring our community is getting the support they deserve. They show how we treat our families and colleagues and expect to be treated in return. They help us to align with other organisations who have similar values and ensure we can create sustainable change for the families**

# OUR VALUES



Our Values, Reasons  
HOW, WHY, and WHAT  
we will do to achieve our  
objectives...



# CONNECTION

We aim to help improve family relationships that then have a wider positive impact on developing relationships out-with the family unit. We build these connections through partnership working and our Foundation Work



- We will deliver programmes that enable parents and children to strengthen and develop their relationship and connections.
- To help by giving families the tools to build or create a happy family home-life.
- Staff will endeavour to build positive trusting relationships with families.

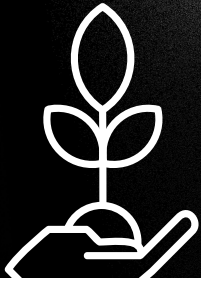


As humans, we are naturally social creatures. We need relationships in order to survive and thrive. Healthy attachments are vital for child development and help to build social and emotional growth and impact on future relationships in adult-hood.



Our specific programmes of supports and interventions to meet the needs in this area are;

- Foundation Work
- Group Foundation Work
- Continued Family Support
- Workshops for Parents
- Workshops for Professionals
- Parents Group
- Muirhead HUBS
- Family Fun Days
- Fundraising Events
- Parent & Child Play sessions
- Caravan Breaks
- Dog Therapy



# NURTURE

We aim to give families the tools to repair, maintain and nurture themselves and relationships. We nurture our staff by having a caring work environment where their health and well-being are paramount.



- We will deliver programmes that specifically encourage nurturing opportunities to help improve family relationships and dynamics.
- We will deliver programmes and services that provide opportunities that are challenging but rewarding. These will help parents and children to build self esteem and promote positive well-being.



The concept of nurturing highlights the importance of development especially in growing children. Creating nurturing environments helps children to also build important relationships and develop a sense of self-esteem and self-worth, enabling children to thrive. The concept of nurture is embedded in attachment theory and neuroscience. It focuses attention on the importance of social environments and their important influence on social and emotional skills, as well as well-being and behaviour.



Our specific programmes of supports and interventions to meet the needs in this area are;

- Foundation work
- Group Foundation work
- Workshops
- Continued family support
- Muirhead HUBS
- Fundraising events
- Parent & Child play sessions
- Art wellbeing group
- Collaborative partnership working
- Family Fun day's
- Caravan
- Food bank referral

- Big Hoose referral

# INCLUSION



We aim for Families to be at the centre of our support.



- Families that look to us for support will have a voice in their support package.
- Families will be encouraged to identify individual goals specific to them based on why they have come to us, to work on through the foundation work.
- We work in partnership with families and other organisations to create an ethos of inclusion and ensure people feel valued and heard.
- Families receiving support from us will be encouraged to contribute to evaluations of our work helping us measure the impact and be accountable for the role we have been invited to play in their lives.



Inclusion is vital for people's dignity and self-esteem. By working with a view that those looking for support have a voice in their support package we feel will provide opportunities to thrive and lead better lives. Research has proven that inclusion can have a positive impact on human behaviour and well-being.

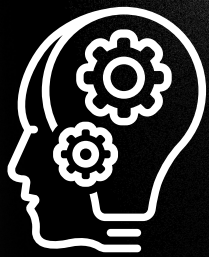
It is important that Muirhead Outreach Project is shaped by what is needed by the families who are needing and wanting support.



Our specific programmes and interventions of supports to meet the needs in this area are;

- Referral Process
- Foundation work
- Group Foundation work
- Continued family support

- Workshops for families
- Family Fun days
- Muirhead HUBS
- Fundraising events
- Parent & Child play sessions
- Art well-being group
- Evaluations and feedback
- Case Reviews
- Disengagement and discharge
- Food bank referral
- Big Hoose referral



# UNDERSTANDING

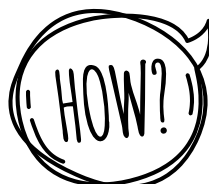
We aim to use empathy and compassion we show understanding by never judging, listening and appreciating different perspectives and giving families the tools to achieve this



- We will be curious to best understand what your needs are.
- We will aim to help families by giving them the tools to help create a happier home life,.
- We will help families to understand behaviours that will benefit from changes in approaches.
- We also strive to ensure that we are knowledgeable about social issues and endeavour to always keep our staff team knowledgeable through training and CPD qualifications.
- Staff will aim to be informed and knowledgeable about areas and topics that have an impact on the families.
- Staff will work with an approach of empathy and compassion.



Human beings are one of the only species that are capable of making an effort to understand other individuals. By creating an environment of curiosity and understanding will help with the process of socialisation. The skill of understanding others and behaviours helps us to predict situations and feelings in others. As a result , meaningful understanding can help build a foundation of successful collaboration.





Our specific programmes of supports to meet the needs in this area are;

- Referral Process
- Foundation work
- Continued family support
- Workshops for Parents
- Workshops for professionals
- Muirhead HUBS
- Staff Training & development
- Staff qualifications



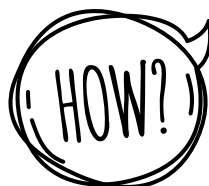
We aim to create an ethos of care where everyone has the right to be in a secure and safe environment. We ensure families are safe from harm, neglect and exploitation and aim to reduce the impact of trauma



- To help reduce the impact of Trauma, ACES and ensure families and individuals are safe from harm, neglect, abuse and exploitation
- Staff will have robust training and ongoing training to be able to identify and respond appropriately to any child or adult safeguarding / protection concerns.
- Muirhead will ensure that they have Risk assessments and risk management measures in place to minimise putting others at risk or harm.
- Staff will work in partnership with other agencies that have placed risk management measures in place to minimise risk of harm or abuse.



It is a basic human right to be safe and free from harm, abuse, neglect or exploitation. Abuse, trauma and ACES can be detrimental to a person's well-being, development and impact negatively on relationships, mental health and general health.



Our specific programmes of supports to meet the needs in this area are;

- Referral process
- Foundation work
- Continued family support
- Workshops for parents
- Workshops for professionals
- Muirhead HUBS
- Child & Adult safeguarding and Protection Policies & Procedures
- Staff Training & development
- Collaborative partnership working
- Food bank referral
- Big Hoose referral
- Referrals to other services



We aim to create a sense of community As social beings, understanding other people opens up the possibility of seeing and understanding situations from different perspectives. In this sense, we favour the processes involved in building a community that creates empathy and has strong values.



- We will work to help families feel less isolated in their challenges
- We will provide opportunities for families and individuals to come together and have a sense of belonging
- We will work in partnership with other professionals to achieve the best outcome for each family, promoting a collaborative culture.

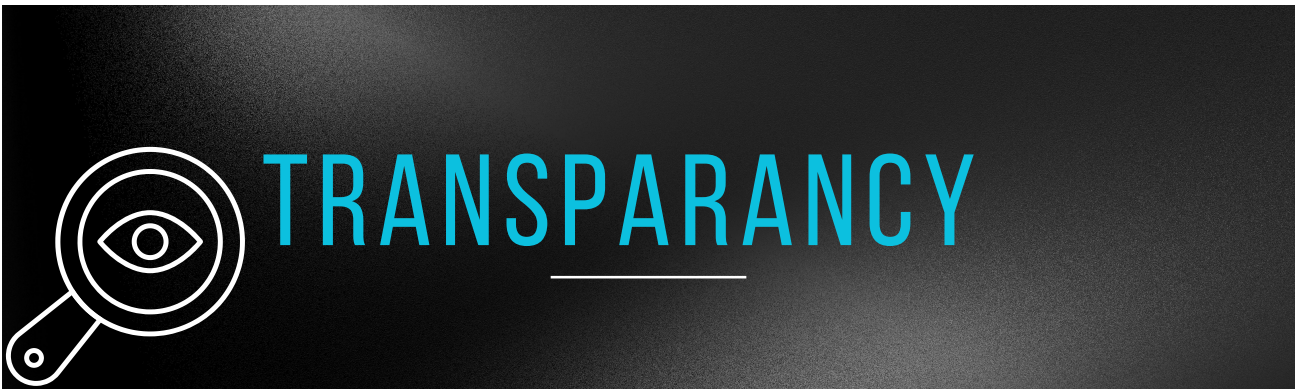


Having a sense of community is fundamental in uniting us. Being a part of a community can make us feel that we are a part of something greater than ourselves. A sense of community can give us opportunities to connect with other people, to help reach for our goals, and contributes to helping us feel safe and secure. It's important for every person to have a sense of community. Muirhead sees the benefits of creating a community and encouraging a wider sense of community in our own areas.



Our specific programmes of supports to meet the needs in this area are;

- Foundation Work
- Group foundation work
- Continued family support
- Parent Workshops
- Professional workshops
- Parents Group
- Muirhead HUBS
- Family Fun days
- Fundraising events
- Parent & Child Play sessions
- Art wellbeing group
- Caravan Breaks
- Dog Therapy



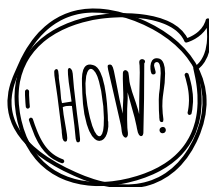
We aim to work with an open, honest and respectful approach. Transparent communication fosters a collaborative culture, where everyone has a voice and secrets are abolished in favour of honesty and openness.



- To work with an open, honest and respectful approach.
- We will always endeavour to answer questions and queries with honesty and integrity.
- If we have concerns we will share these with you if appropriate and if it is not going to put others at risk or harm.
- We will be accountable for our work.
- We will welcome honest feedback from the families we work with and from other professionals we work with.



We believe that Transparency fosters trust and open communication. It helps to strengthen relationships between families looking for support , as well as between employees and employers and helps nurture an environment of collaboration. Transparency also implies openness, honesty, communication and accountability.



Our specific programmes of supports to meet the needs in this area are;

- Referral Process
- Foundation work
- Group Foundation work
- Continued family support
- Workshops for families
- Muirhead HUBS
- Family Fun days
- Parent & Child play sessions
- Art well-being group
- Evaluations and feedback
- Case Reviews
- Disengagement and discharge
- Child & Adult safeguarding and Protection Policies & Procedures
- Staff Training & development
- Collaborative partnership working



We aim for our support to makes long-term changes for families which allow them to go on to to conduct a full, rich life; finding meaning, and flourishing.

Our charity must be equally sustainable and we must be able to continue to be here. We accomplish this through creating change and building a fundraising strategy.



- We will help families by giving them tools that are sustainable and have long term impact.
- We hope that when families feel the time is right they will identify that they are ready and equipped to go on with little or no further support from ourself and or other agencies and supports.
- Muirhead aims to provide services and programmes that are sustainable with a sense of purpose.

- We will work within an agreed business plan where strategies and targets have been identified to have sustainable impact on the service.



We believe that Sustainability is the key to a better future. Sustainable change will have a knock on effect at a community level, improving health, well-being, communities and economies.



Our specific programmes of supports to meet the needs in this area are;

- Referral Process
- Foundation work
- Group Foundation work
- Continued family support
- Workshops for families
- Muirhead HUBS
- Family Fun days
- Fundraising events
- Parent & Child play sessions
- Art wellbeing group
- Evaluations and feedback
- Case Reviews
- Disengagement and discharge
- Child & Adult safeguarding and Protection Policies & Procedures
- Staff Training & development
- Collaborative partnership working

# Influences that Underpin Our Work



- Children (Scotland) Act 1995, 2020
- Children and Young People (Scotland) Act 2014
- The United Nations Convention of the Rights of the Child
- Health & safety at Work Act 1974
- Adult Support and Protection (Scotland) Act 2007
- Human Rights Act 1998
- Social Care (self Directed Support) (Scotland) Act 2013
- Public Bodies (Joint Working) (Scotland) 1994
- Equality Act
- Health & Social Care Scotland
- Data Protection Act
- National Guidance for Child Protection in Scotland 2021
- NSPCC
- GDPR
- Freedom of Information Act
- Attachment theory
- Maslow's hierarchy of needs
- Social Learning Theory
- GIRFEC
- Children Rights
- Trauma Informed Practice
- The Promise
- Dr Gabor Mate
- Dr Suzanne Zedyke
- Brene Brown