

Family Coaching

<u>Organisation(s):</u>	City of Leuven	
<u>Country:</u>	Belgium	
<u>Contact:</u>	policy@esn-eu.org	
<u>Theme:</u> Choose at least one option	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input checked="" type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input checked="" type="checkbox"/> Integrated Care & Support <input checked="" type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input type="checkbox"/> Social Inclusion <input type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> Check the 20 principles here .	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input checked="" type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to the homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<u>Context/ Social issues addressed</u>	The target audience for our project is families living in Leuven, Belgium, with children up to 13 years old who experience long-term vulnerability across multiple life domains simultaneously (e.g., severe housing problems, low employment rates, large families, etc.) and voluntarily opt for integrated, long-term support. In some families, there is a need for	

<p><i>Please explain the problem you attempt to solve.</i></p>	<p>network building (in the case of families with limited access to an informal network). In other families, there is a need for coordination among network partners (families where various partners work alongside each other), giving an explicit mandate to the family coach – a kind of case manager to facilitate that coordination. A specific subgroup that we want to pay additional attention to is newcomer families. These families are often extra vulnerable due to language barriers, socio-economic situations (including income and housing), and limited social networks.</p>
<p><u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i></p>	<ul style="list-style-type: none"> • The objective is to establish firmly rooted, accessible, long-term, and comprehensive support programs by case managers in the fight against child poverty.
<p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 300 words).</i></p>	<p>Referrals are managed through the Huis van het Kind Leuven network to ensure that families receive integrated, intensive support and timely detection of their needs. This network is a central hub, connecting various organisations in childcare, education, healthcare, and leisure. It is well-known among parents seeking help.</p> <p>Referrals are initiated by partners such as family guides, social workers, home visiting buddies, and others familiar with the families. They identify long-term support needs, provide information about the support process, and assess if it fits the family's requirements. The case manager's approach is based on the theory of 'presence,' involving regular visits, close monitoring of children's development, and collaboration with parents to determine necessary support in specific life domains. The focus is on building a relationship based on equality and reciprocity rather than merely solving problems or providing assistance. This is crucial for families with negative experiences with mainstream services. The case manager's accessible presence and in-depth knowledge enable them to offer tailored information and guidance, proactively exploring informal rights and addressing under protection.</p> <p>Case managers also support families in interactions with external parties like schools, debt mediators, social housing companies, and service providers. They may accompany families to services, help gather necessary documents, provide context to the family situation, negotiate rights, coordinate services, and highlight obstacles.</p> <p>Each case manager is affiliated with a Leuven-based family support organisation, offering activities such as guiding volunteers who visit families, organising group activities for families with young children, and providing daycare for babies and toddlers. Case managers enhance both formal and informal networks around families, guide them towards leisure and cultural organisations, support educational and employment opportunities, and inform them about childcare options. They also direct families to nutrition, welfare, and financial support initiatives.</p> <p>These case managers are embedded in various 'family coach' organisations (community centres, daycare initiatives, CAW, Huis van het Kind, and family support organisations), all part of the Huis van het Kind Leuven network. Around these organisations are various network partners involved in the project, including referral organisations and social services in sectors like childcare, education, housing, integration, work, health, and social support.</p>

<p><u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this.</i></p>	<p>The research conducted by Odisee and KU Leuven included our participation. Results are not yet available.</p>
<p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p>	<p>Gezinscoaching Huis Van Het Kind (huisvanhetkindleuven.be)</p>
<p><u>Comments and tips i.e. for people willing to use your Practice</u></p>	<ul style="list-style-type: none"> • Sharing expertise and support from the professional network is crucial for family coaches. • Family coaches should be recognised for their role and receive mandates from family and partner organisations. • Each professional partner must take on their responsibilities. • We need to continue empowering families and avoid taking over from them. • Comprehensive funding is critical to ensure high-quality support services. • It is important that families choose this support voluntarily. Otherwise, it becomes very difficult for a family coach to make progress with the family.