

Transcript

# Conversations with the Dundee Early Intervention Team, short

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Iriss

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# Introduction

This transcript was taken from the recording **Conversations with the Dundee Early Intervention Team, short** which is part of the [Conversations with the Dundee Early Intervention Team](#)

## Transcript

### Introduction

The Dundee Early Intervention Team (DEIT) provides early intervention support to families.

The team is a partnership of the four leading children's charities in Dundee – Aberlour, Children 1st, Action for Children and Barnardo's Scotland – the team works together with Dundee City Council, NHS Tayside and Dundee Voluntary Action.

Practicing a social pedagogy model, the team work alongside families to build their capacity to tackle challenges and make sustainable change.

Families supported by the team report feeling hopeful, empowered, listened to and cared for. Relationships are at the heart of the work.

In this conversation, DEIT practitioners Natalie, Harriet, Jade, Bianca and Brian share their experiences of working with families using a social pedagogy model, of building authentic relationships and the difference DEIT support makes to parents and children.

### DEIT Practitioners

**Int**            When is it challenging to build that trust and that relationship, when is it difficult?

**Jade** I think sometimes families have a ... maybe a misunderstanding or a judgement of what you're there to do, like you say some families feel like you're going to come in and say "Do this, do that and this is what we're going to do", and that's not what it's about. So, I think sometimes it's trying to, to put that across to parents. We're not coming to tell you what to do, but we want to work with you to try and ... to try and improve things.

**Natalie** And that choice can be powerful as well that idea that ...even if it is a last resort for a family or they feel that that's the position they've been put in to give back the choice to give back the control and not say "Well I'm coming in and you're going to ..." Is very empowering for a family and so you know it's the same idea as when we're not saying "well I know that this is the way that you should do it." We're saying ... what's going to work for you family? You know what your family looks like, you're the expert in your children and yourselves ..... cos it's not just about the children, it's about the family as a whole.

**Bianca** I think from a purely practical point of view as well, we've got the resources to be able to do things intensively and then reduce it so you can go in and ... and work at the family's pace, depends on what they need or what they ask for and you can build up that support to make sure that you can kind of taper it off so there's less need for you as you go along and we're not ... we're one of the few services I think that can actually invest that amount of time at critical points of the day. Maybe you'll see a family, three or four nights a week for a bedtime routine, maybe then it'll go down to one or two and then it's just phone support after that and that's actually what you want, so we've got the practical resources behind us and time ... and times that we're available.

**Harriet** I think it's important, I don't think we ... that's not our selling point is that we're available whenever because they think it's important families don't become dependant but what I think is good is that it means that if there is working families we can see them after 5 o'clock at night or at the weekend to do family sessions then everyone in the family feel

involved whereas other services would have to maybe just see mum and the kids whereas we, we have the ability to like say “Okay, we won’t do anything through the week we’ll wait until the whole family is there.”

**Natalie**                    You can be there when they actually have the problem so it’s not a case of you know “Phone this number, get some advice.”

**Harriet**                    A lot of families before they start working with us don’t have very much hope... and I think we are able to offer them that support and believe that what they’re telling us is ... is happening ... and the fact that we can then go to Team Around the Child meetings and almost advocate for them and say that like this is what I’m seeing. If we weren’t there for that support like that Velcro working alongside them then I think ...

**Brian**                    Who is?

**Harriet**                    ... who ... yeah, who is?

**Natalie**                    And it’s an empowerment thing again ...

**Bianca**                    Absolutely.

**Natalie**                    ... you know hope goes along with feeling empowered and a lot of people, they think about ... I think everyone can probably think about very specific case examples but how disempowered a family was to start with, what their initial statement were, whether it was “I just don’t know what else I’m going to do.” Or whether it was “I just feel so ... like I can’t do anything right and ...”

**Bianca**                    “I’ve had enough.”

**Natalie**                    “... it’s all awful ...”

**Brian**                    Uh huh.

**Natalie**                    “... this is the end of it...”

**Brian**                    “I don’t know what to do anymore.”

**Brian**                    Yeah.

**Natalie** ... and then where generally speaking the journey, and it doesn't have to be because huge things change, but generally speaking by then end of that journey they're saying something different than that. They're usually saying, you know "I feel better about things, I feel listened to" whether it's sometimes it's that things have completely changed and life feels completely different, sometimes it's just those small ...

**Harriet** The fact that someone's believed.

**Brian** Yeah... And somebody has been there with them to be like "You've got this, you can handle this."

**Bianca** I think two of the words that come most common, when I meet families towards the end of their support or I'm hearing from them afterwards, are caring ... they felt cared for and listened to. Those are the two, probably most prominent bits of feedback that have been consistent in the whole time that I've been here no matter what the time, you know if they've had a short intervention or the full twenty weeks and maybe a little bit extra and that I think is what makes the difference for them. "You did care, it ... it was genuine." Cos that the other part about the relationship, it's not just about being a professional and "I'm from DEIT, I'm here to do this ..." it's more than that, it's a genuine connection, it's what Harriet talked about that Haltung, it's about you as a person, it's an authentic relationship. Showing and celebrating the differences between different organisations but also building on the shared values and that kind of then extends to families you know it would ... they're all very different but there are common themes and for me it's been about seeing how it all really is so linked because it's all about relationships.

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