

Value Family Life



Children at our heart

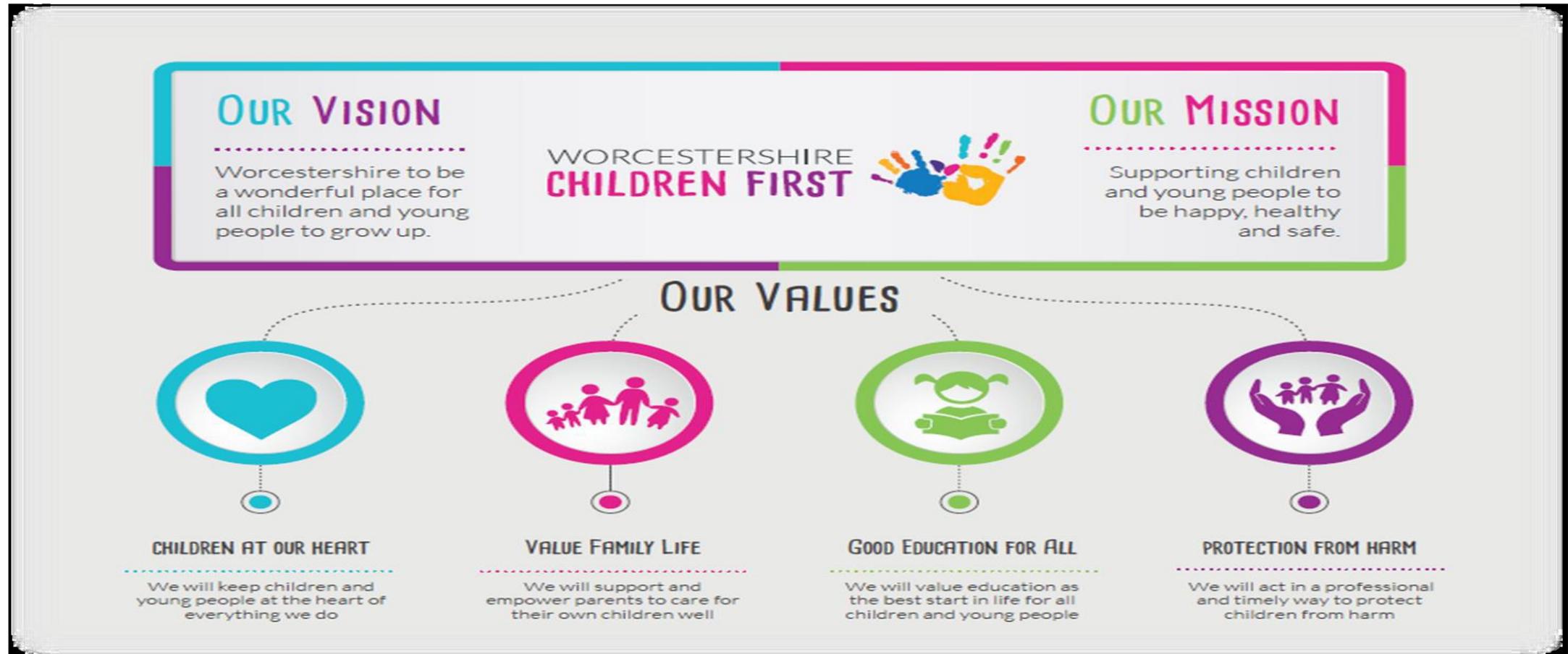
Supporting Families First

Executive Summary

Period 1

Jan – March 2020

The development of the Supporting Families First Team is part of the wider vision of the service to value family life and where possible to support children and young people to remain safely in the care of their parents through nurturing relationships between parents, their children and the families wider network.



Context of the Supporting Families First Team

- The team went Live on the 20th of January 2020
- The Supporting Families service offers multi-disciplinary support to children and their families. Where required the team will also support parents independently.
- The team works with young people aged 10 to 18 years of age.
- Supporting Families First predominantly work with families on a Child in Need basis or where young people are subject to a Child Protection Plan.
- Through our work with children each family member will develop practical skills to manage risk and familial tensions in their households, this in turn will help improve relationships within the family and develops upon existing strengths.
- The key element of the teams work is based around understanding the context of behaviours by linking this to the thoughts and feelings of each person with the family home.

Meet the Team

The service consists of 3 multi-disciplinary Pods , North East , North West & South

Each of these disciplines form part of each Pod.

Advanced Social Work Practitioners are highly skilled, experienced social workers who create and coordinate plans for families and provide supervision for the staff within their Pod.

A Clinical Lead & 3 Emotional Health & Well-Being Practitioners provide cognitive behavioral therapy plans which provide families the skills to link emotions and behaviours.

Outreach Workers provide the most intensive support to our families . They focus on building relationships and provide more regular visits to ensure families remain clear on the direction of the overall plan.

Substance Misuse Workers provide direct one to one support to children or parents that focus on harm reduction. They also provide a link to community resources for substance misuse.

Youth Mentors support children and young people to develop their interests and hobbies, providing practical support to access clubs and activities. Education & Employment is also a focus.

The Money Mentor predominantly works with parents providing debt management advice and practical support. They review household bills with parents and provide families with the skills to understand and manage their finances.

Meet Our Families

- At the time of Go-Live the team were actively involved with 27 families/ 54 children with only two sibling groups.
- 47 of those families are fully allocated to the team
- 7 are co-worked with Locality Safeguarding Teams (these are children open to child protection plans)
- 38 children are aged between 10-15 years old which equates to 71% of children in our team.
- 12 young people are over 16 years of age which is 25% of children in our team.
- 3 children are below 10 years who are part of an older siblings group have also been involved in our work



We developed a
new way of
working with
families.

The
Worcestershire
Web Star

Supporting Families First have created a WebStar which is an assessment tool aimed at capturing the views of children and parents independently with both providing their own views and scores.

The Worcestershire WebStar has been developed using some of Worcestershire Children First's values.

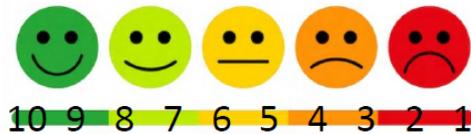
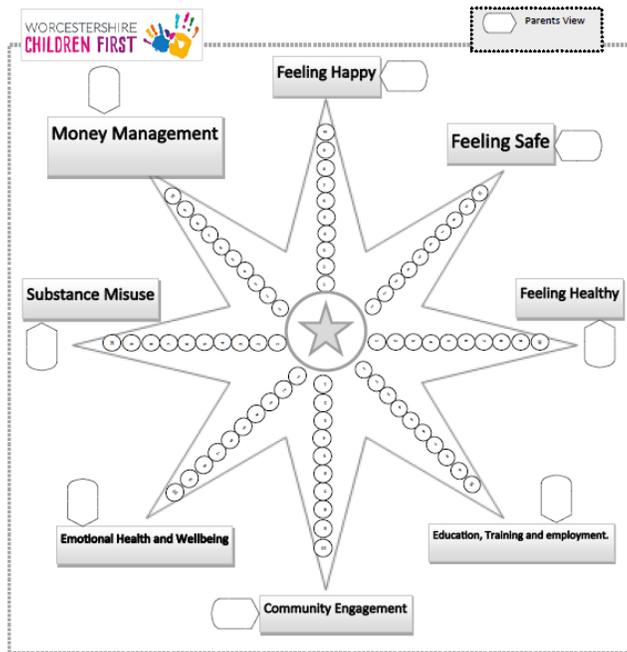
- Happy
- Healthy
- Safe

Other domains have been included within the WebStar to represent the Troubled Families outcomes and the professional disciplines within our teams

- **Education**
- **Community Engagement**
- **Emotional Health & Well-Being**
- **Substance Misuse**
- **Finance**

Families have responded positively to this approach of assessment, its visual, it's meaningful and allows our service to target and prioritize the needs of the family and creates a much more productive way to plan our work.

The Worcestershire WebStar



WORCESTERSHIRE CHILDREN FIRST

Supporting Families First Plan of Support

8] Money Management:
Mum and ... have said you don't need any support in this area.

2] Substance Misuse
To reduce his cannabis use.
Hannah Kettle (Substance misuse worker)
* Contact with ... at YOS and ... Drug Worker, re what/if any work has been completed with ...
* Complete drug misuse screening tool with ... focusing on: amount used / frequency / cost / where used / who with / life implications; impact on Mental health?
* Complete in-depth (drug misuse / criminal involvement) timeline with ... - how/when did these issues become a feature in his life.
* Support ... to establish more positive coping mechanisms - rather than Cannabis
* Complete key work sessions around Criminal exploitation - liaise with Dave (outreach).

To be reviewed in 4 weeks
06/04/2020

6] Emotional Health and Wellbeing
* For Mums anxiety to reduce.
* For ... to have structure to his daily life and more positive coping strategies.
Dave (Outreach Worker)
* Talk through Mums anxiety with her establishing the triggers / any support needed.
Regarding ... target in this outcome - tasks relating to this have been identified within outcomes 5 and 7 of this plan.

To be reviewed within 3 weeks
01/04/2020

1] Feeling Happy
* ... will have a stable home environment where he is not repeatedly moving. This will be achieved through:
* ... will understand criminal exploitation and how this relates to him.
* ... will manage his health needs and reduce his cannabis use.
* ... will have daily structure - be involved in a positive activity and employment.
* Mum and ... will feel confident that ... is making the right choices and less anxious.

2] Feeling Safe
* ... will be safe and understand the impact of exploitation of others and yourself; you have been identified as victim of modern-day slaver. You will not drug deal or associate with ...
Dave (Outreach Worker)
* Ensure mum and ... follow the agreed safety plan (21/02/2020).
* ... to set up Go Henry card to monitor ... spending.
* Complete key work sessions with ... re: criminal exploitation / offending / anti-social behaviour; liaise with Get Safe Team.
* Complete Eco map with ... (support/stresses) in his life
* Complete sessions with ... re: signs of exploitation / signpost to appropriate services (were necessary).

To be reviewed within 3 weeks 01/04/2020

3] Feeling Healthy:
* ... to be able to manage and meet his own health needs.
Dave (Outreach Worker)
* Support ... to register with health services (GP/Dentist/Opticians) and book check-up appointments where needed
Within 1 week: 18/03/2020

4] Education/training/employment
* ... to secure a job as per his wishes.
* ... to know what's on offer re: further education / apprenticeships.
* ... to get his provisional licence and start driving lessons.
Youth Mentor (Helen Steele)
* Support ... to complete an up to date CV / job searches / interview prep.
* Although ... does not wish to pursue further education ensure he is fully aware of what's on offer locally and provide practical support where needed - visit colleges etc.
* Support ... to obtain his provisional licence / make enquiries with local driving instructors and start driving lessons.
To be reviewed within 2 weeks 25/03/2020

Co-production of plans with Families

- **Worcestershire WebStar Results - Children**
- We have completed 39 WebStars with children and young people.
- This is an 82% participation rate for children.
- **Worcestershire WebStar Results – Adults**
- There have been 49 completed WebStars with parents.
- This equates to a 90% participation rate where at least one parent has completed a WebStar in a family.
- Where we do not have a WebStar completed for a child or a parent the context of this includes newly transferred families to the team where this has not yet been completed, or young people or parents have not wished to complete their part of the assessment at the time of writing this report.





The Impact of Covid-19 on service delivery

- In phase 1, few cases have ended therefore the service was not in a position to provide the comparative Outcome WebStar scores and evaluation from the first point to end-point.
- The impact of COVID-19 on service delivery influenced the teams ability to end involvement with families.
- Children and Young people rightfully remained open when ordinarily the children would have been closed to social care or stepped down.

The impact Covid-19

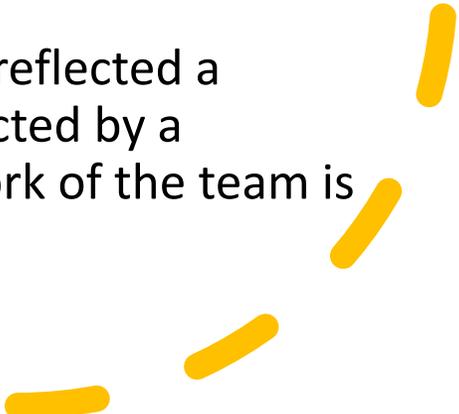
The development of Keep in Touch was introduced by the Director of Social Care & Safeguarding during this period.

- Supporting Families First have completed 832 Keep in Touch Calls to families.
- 156 visits to family homes have taken place.
- This level of intervention has led to families feeling that they have still been supported by our service and had access to our staff as they have needed it.

- During this phase the team has also focused on ensuring each child has a case summary and Chronology on file.

- 93% of our Children have a Case Summary
- 73% of our Children have a Chronology.

How did we Evaluate the service in Period 1

- As an interim measure the service used Child in Need scoring to provide some analytical data within this period.
 - the 0-10 scoring from Child in Need plans has been provided below.
 - We have used scoring from those reviews over a 12-week period.
 - Of the 35 Child in Need Plans reviewed;
 - 17 % (6 families) have reported a deterioration.
 - 11% (4 families) have seen things stabilise.
 - 71% (25 families) have reported an improved change in the family circumstances.
 - Of the 6 families where children whose plans reflected a deterioration of scores, most have been impacted by a significant household change or where the work of the team is in its initial stages.
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Example of a Child in Need Plan.

Child C

Danger Statement

- Professionals are worried because C is physically and verbally abusive to his mum and his brother D. D has said that he is used to C's behaviour and that C's punches are getting harder and harder. We are worried that if this continues C could seriously hurt his mum and D.

Safety Goal

- We, the involved professionals need to see that C is able to manage his behaviours better and has his own coping strategies. We also need to see that C's relationship with his mum and D improves so that they are spending quality time together.

What we ask a parent

Scaling question

- On a scale of 0-10, where 10 means we are confident that C is managing his emotions (mostly his anger), that he is not hurting Mum and D and they feel safe and less worried around him and 0 means we are so worried about C hitting Mum or D that someone will get seriously hurt.
- ***Where would you rate it today?***
- ***Over a 6 week period Mum told us that things had improved so much that she increased the score by 4 which is a significant change in a family. C also scored himself within this review in line with his mother's score but had not scored previously.***

What feedback have we received

Social Worker

- Mum is very thankful of your support with her son , she sees a positive difference and feels C is always happy to see Jack from your team.

Parent

- “We are very thankful and very happy about the support H has received”

Education

- During a Designated Safeguarding Lead meeting, schools advised that they are already seeing a benefit of our service being involved with families and had reported that some children have gone back to school, behaviour had improved and they have been Impressed by our high intensity approach.

Swanswell/Cranstoun

- “We can really see the merit in the work you are doing with Mum. There has been reduction in her alcohol usage by 70% since your involvement”.

Police, Chief Inspector 3425

“I wanted to ring you personally to say a big thank for all the work you did yesterday. You went over and above your duties yesterday and we appreciated this under such difficult circumstances”

Conclusion

- The Supporting Families First Team has a key priority in supporting children to grow up in their families.
- To date the Supporting Families First team has worked with 54 children in 46 families deemed to be on the “Edge of Care “ by our colleagues in Safeguarding
- Of those 54 children only 1 child had become Looked After during this quarter which is a 98% success rate of keeping families together.
- 71% families report improved outcomes against our eight measures
- Moving forward in Quarter 1 of 20/21 the service will track the original cohort of 54 children within the pilot phase to assess longevity of outcomes for those families. This cohort will be referred to in each quarterly report.