

Annual Impact Report 2018/19



Isle of Wight Integrated Early Help Services incorporating:

**Family Centres
Targeted Early Help
Intensive Family Support
Strengthening Families**

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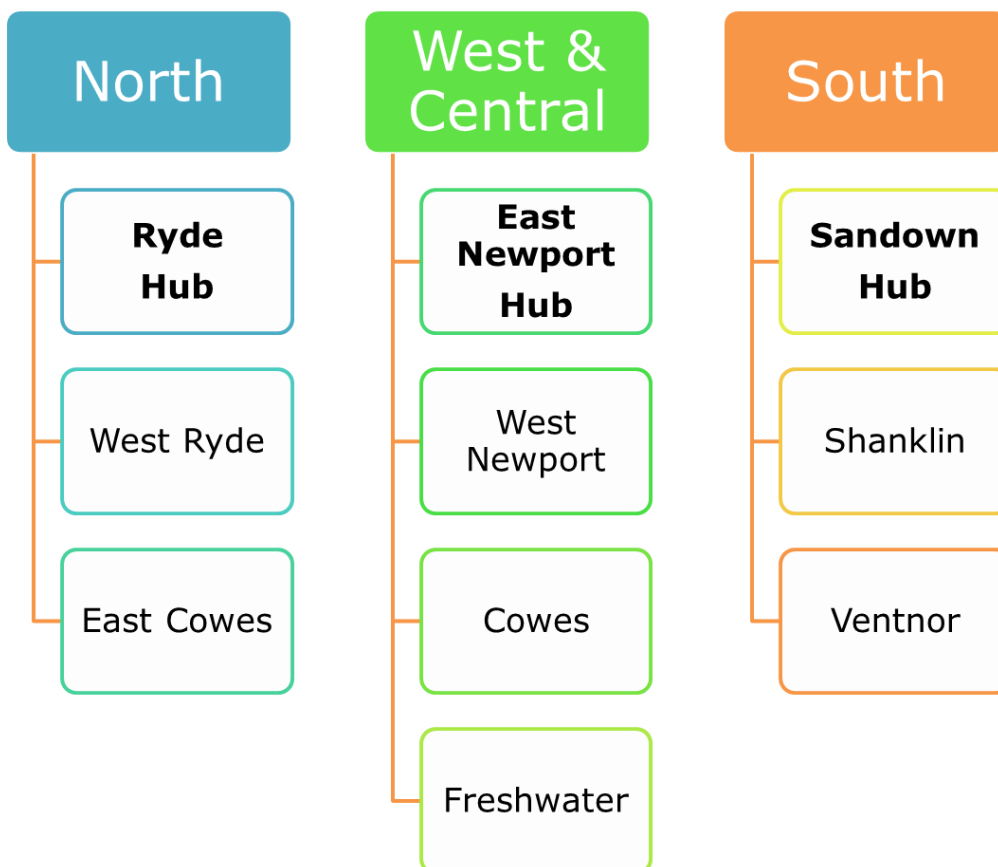
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1. The Services Included in this Report

This is the annual impact report for IOW Integrated Early Help Services, incorporating Family Centres and Intensive Family Support (including Strengthening Families; the Isle of Wight's response to the national Troubled Families agenda).

Barnardo's delivers Integrated Early Help Services on behalf of IOW Council. In 2018-19 the service was delivered through Family Centres clustered into three Localities: **North East Wight**, **South Wight** and **West and Central Wight**

Each Locality has a hub centre open Monday-Friday 9am to 4.30 pm. These are based in **Ryde**, **Sandown** and **East Newport**. There are a further eight spoke delivery sites where services are delivered.



The Integrated Early Help Service brings together a range of universal and targeted support to families with children aged from pre-birth to 19 years of age. In addition it offers intensive family support, delivering the Strengthening Families Programme and Targeted Early Help family support.

1.1 Family Centre Core offer:

The Family Centre offer comprises a range of interventions designed to improve the health, education and wellbeing of families with children aged 0-19. The core offer is delivered by Barnardo's Staff, our talented Volunteers and a range of partners with services delivered from the Family Centre Hub and Spoke sites

The following were delivered from Family Centre sites as part of the offer in 2018-19:



Barnardo's Early Help

Barnardo's Parenting Programmes

Volunteer led Universal offer

Partner led Universal and Targeted

1.2 The elements of the Integrated Early Help Service:



1.3 Universal Offer:

IOW council terms "Universal services" as those that are open to all families irrespective of any inclusion criteria. Examples include stay and play sessions, baby massage courses and Health Visitor Clinics

1.4 Targeted Early Help Offer:

The Targeted Early Help offer is defined as specific interventions delivered to families who have an identified need, or who are specifically invited to attend. Examples include; evidence based parenting programmes, breastfeeding support, Five to Thrive mother and new baby courses, antenatal classes, adult education, counselling, Special Educational Needs (SEN) support, Speech and Language support.

1.5 Targeted Early Help Support:

Targeted Early Help support is available to any family with a range of support issues who require additional support to meet those needs via Universal and Early Help services. A Barnardo's Targeted Early Help Worker will communicate with the family and partner agencies to identify the most appropriate service offer and if required provide a one to one session to assess the whole family's needs. The service offer could include; attending parenting programmes, support to address health issues or support in accessing and choosing childcare or early education or signposting onto appropriate housing, benefits and budgeting services.



1.6 Intensive Family Support:

IOW IEHS provides dedicated family support for families experiencing multiple difficulties. This support can last for up to a year to enable families

to sustain positive changes. Intensive family support is provided either as part of the Strengthening Families Programme or as Targeted Early Help Family support:

Strengthening Families:

The Strengthening Families Programme works with families to support them to make sustained positive changes. To access the programme families will be experiencing two or more of the following:

- An Early Help Assessment and plan or a managed step down form Child in Need or Child Protection Plans;
- School attendance concerns;
- Receipt of out of work benefits;
- A family member is experiencing domestic abuse;
- Long-term health conditions including mental health problems;
- Recent police involvement with the family.

Outcomes are monitored against these criteria to demonstrate progress.



Targeted Early Help Family Support:

Families may have multiple needs but not meet the criteria of the Strengthening Families Programme. Family support is still available for these families. The Family Support Worker will work with the wider “Team around the Family” (TAF) to provide a range of support designed to enable the family to meet their goals as highlighted in the IOW Council’s Distance Travelled Toolkit.

All families, whether Strengthening Families or Targeted Early Help, receive a dedicated family support worker (FSW) who supports them to develop a family plan reflecting the individual family’s needs.

FSWs work with the whole family, engaging with parents/carers, young people and children and sometimes wider extended family. The support available is holistic, outcome focused and strengths based.







1.7 Public Health Offer:

A key priority of the Integrated Early Help Service, permeating throughout Universal, Targeted and Intensive Family Support, is the promotion of public health linked to the 6 High Impact areas of the 0-5 and 0-19 National Healthy Child Programme and relevant indicators in the Public Health Outcome Framework

This is delivered at Universal and Targeted levels by the Family centre Targeted Early Help Team and volunteers. In addition health needs are one of the core criteria for accessing our Intensive Family Support offer. 30% of new families supported in 2018-19 were nominated for support with their health needs, predominantly mental health but also other long-term conditions and acute episodes. We work holistically with the family adopting a “think family” approach to health and development and work with adults and children. Our Family Support Workers develop outcome focused plans with the family to improve their health across all domains and with all family members.

Early Years High Impact Areas

6
 HIGH IMPACT AREAS

-  **Parenthood and early weeks**
-  **Maternal mental health**
-  **Breastfeeding**
-  **Healthy weight**
-  **Minor illness and accidents**
-  **Healthy 2 year olds and getting ready for school**

Parenthood and the early weeks:

Barnardo’s Family Centres have embedded the Kate Cairns “Five to Thrive” approach to attachment and early brain development in all our services and it informs all of our work supporting parents and carers.

The Targeted Early Help Team has developed a four week programme for new parents based on the Five to Thrive principles. Offered to all first time parents and delivered over 5 weeks. Sessions cover; Relax, Respond, Cuddle, Play and Talk and weaning and healthy lifestyles. Programmes provide an opportunity for new parents to form peer relationships and support. Most go on to attend family centre or community based baby groups and continue to support each other after the course has finished.

186 new parents attended a programme in 2018-19 with 97% demonstrating an improvement in at least one measured outcome.



Maternal Mental Health:

Improving parental and child mental health is a key priority for Intensive Family Support. Targeted Early Help workers provide assessment and support to enable parents with common mental health problems to develop networks of support and access community resources. The Five to Thrive programme is particularly beneficial for new parents adjusting to parenthood and promotes positive bonding, attachment and emotional health and wellbeing.

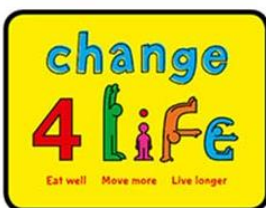
Breastfeeding:

Whilst we are no longer commissioned to deliver one-to-one breast feeding support we promote this at every opportunity. We deliver Association of Breast Feeding Mothers (ABM) workshops to both antenatal and post-natal parents and use Change4Life and locally produced NHS resources. We achieved Baby Friendly Initiative level 1 accreditation in 2016 and provide a supportive and encouraging environment for breastfeeding mothers in all centres. We have a small group of volunteer peer supporters who attend our baby play sessions to provide advice and guidance and we have a specialist breastfeeding advisor within the early help team who can respond to any specific concerns or signpost back to health visiting colleagues if appropriate. 74 breastfeeding mothers received enhanced information, advice or guidance (IAG) from the service in 2018-19 in addition to those receiving generic promotion messages.



Healthy Weight:

Our Targeted Early Help Team are trained to deliver HENRY (Health, Exercise and Nutrition in the Really Young). This is an evidence based obesity prevention programme for parents of children up to 8 years of age. HENRY can be delivered as an 8 week course or as topic specific workshops. Uptake of the 8 week course has been low with only 4 parents attending in 2018-19. However 11 parents benefited from a workshop delivered at the end of the year and this is our preferred forward delivery model. The HENRY weaning session has been incorporated into the final session of our Five to Thrive programme which was accessed by 186 new parents.



Targeted early help workers also drop in to health visiting clinics and play sessions with healthy weight promotion messages using Change4Life resources. They provided meaningful IAG on healthy eating to 75 parents/carers, on physical activity to 27 parents/carers, and oral health to 42 parents/carers in addition to generic health promotion messaging.

Minor Illnesses and accidents:

Advice and guidance on accident prevention is provided via themed drop-ins to play sessions. This has included sun safety, safety in the home, car safety and we use CAPT resources to support this activity. In addition to this promotion work meaningful IAG was provided to 90 families regarding safety this year. Safe sleep messages are included in our Baby Incredible Years programme for more vulnerable parents. We also provide IAG using materials from the FSID and lullaby Trust and refer or signpost to Health visitors for more input if appropriate.



Healthy 2 year olds and getting ready for school:

We offer several initiatives which support development of Early Communication skills. These include our "Language Builders" evidence based programme, Five to Thrive Programme, Building Blocks for Toddlers and Baby Incredible Years. We also ensure play sessions are planned to cover elements of the Early Years Foundation Stage (EYFS) Curriculum and encourage language development. Our embedded Five to Thrive approach supports early communication skills across all our service delivery.

The family centre also contacts every family who is eligible for the two year funded childcare offer and promotes uptake of this offer. See section 3.10 for details.

Our volunteer-led family play sessions are planned to meet key components of the EYFS curriculum.

School aged high impact areas:

Resilience and wellbeing:

We deliver the Family Links Nurture and Talking Teens Programmes for parents/carers of children aged 3-18. These provide support and strategies for parents/carers to nurture their child's development of positive emotional health, wellbeing and resilience. Resilience and wellbeing are also covered in all of your EBPP which were delivered to 525 parents/carers in 2018-19. The 5-19 HCP recommends delivery of a range of evidence-based parenting support programmes (Chapter 4, Annex B)

Keeping safe:

Our school-aged EBPPs cover online safety and Teen PPP/Talking Teens cover understanding and promotion of healthy relationships. In the last year we have delivered Real Love Rocks Training to school staff to enable them to utilize the resources readily available to deliver sessions in school settings promoting health relationships. This resource can also be used one to one with children and young people.



The CYGNET EBPP has a specific additional programme for the parents/carers of pre-teen and adolescents with autistic spectrum conditions. This covers puberty, sexuality and relationships (PSR) which can

be particularly challenging for young people on the autistic spectrum to negotiate.

Healthy Lifestyles:

Adopting the "Every contact Counts" approach our practitioners promote healthy lifestyles at every opportunity using Change for Life and other locally produced resources. HENRY is available for parents of children aged up to 8 years of age. We have also used the seven step approach to promoting "smoke free homes" with 27 families this year.



Maximising learning and achievement:

School attendance is a primary focus for Intensive Family Support and 10% of cases opened this year (30) were primarily due to this issue. 16 families improved their school attendance enough to attract a Payment by Result which requires significant and sustained improvement in school attendance. We have also provided advice and guidance to schools about supporting children with neurodevelopmental disorders and invite SEN staff to attend CYGNET and New Forest EBPP alongside parents/carers.

Family centres have hosted individual tuition sessions for children currently unable to access mainstream schooling.

Supporting complex and additional health and wellbeing needs:

This is primarily the focus of the Intensive Family Support Service. Our suite of support for parents of children with neurodevelopmental disorders is highly valued by those accessing it and is demonstrating positive improvement in outcomes.

1.8 Barnardo's Added Value

Investment in IOW Integrated Early Help and wider Children's Services system 2018/19:

Barnardo's believes in children on the Isle of Wight. In addition to the income from commissioned services on the IOW we also invest our own voluntary funds to supplement commissioned services or to deliver services which are not currently commissioned. Below are details of investment in 2018-19:

Service	Commissioner	Contract income	Barnardo's contribution	Comments
Frankie Service	IOW council, IOW CCG, OPCC	£60,000	£20,000	Contract income does not cover full cost of service delivery so subsidised by Barnardo's
Community Support for Offender's Families	n/a	Nil	£116,461	Solely funded by Barnardo's VF
Talk2 Counselling	CCG	£96,546	£62,123	Barnardo's has invested in the delivery of this service since it was commissioned in 2013..
U Turn CSE and CCE support	N/a	nil	£50,000	Funds a full time CSE/CCE worker
Total		£156,546	£248,584	

Continued integration with value for money:

Having developed a truly integrated service delivery model it has been possible for Barnardo's to attract additional funding to integrate additional services and offer significant value for money in doing so. This has included CCG funded Specialist Parenting Support offering New Forest and CYGNET EBPPs to parents following referral from pediatricians post-diagnosis. This has ensured timely access to support for parents and brought them into the early help family centres where support can be accessed on an on-going basis. This was delivered for £49,150 in 2018-19. As demand in the system has increased we have been able to expand the service delivery in 2019-20 offering a significantly increased support offer with income increased to £169,150. We have been able to mobilise this additional support instantly due to the integrated service offer and flexible use of omni-competent practitioners

In addition we have been able to add value for money by embedding the Frankie service within the IEHS, using existing management and governance infrastructure and investing our own voluntary funds to provide an exemplar service for the financial envelope available to commissioners.

Benefit in Kind:

We work in partnership with midwifery, Public Health Nursing, Speech and Language support, Children's Services, Tier 2 Mental Health and a range of other service providers to increase accessibility to cost effective services by hosting sessions within Family centres at no cost. Based on the sessions

delivered in 2018-19 the benefit in kind (based on market rates for room hire) amount to:

- Midwifery services: £38,136
- Health Visiting: £11,016
- Speech and Language: £4,644
- Children's Social care: £4,092
- Child and Young Person's Mental Health: £18,270
- Other providers: £5,832

This has provided a total benefit in kind to wider children's services system of £81,900.

2. Service Developments and Key Achievements in 2017-18:

2.1 Family Centres:

Priority 1:

Improving support for families with children affected by neurodevelopmental disorders

During 2018-19 we have worked closely with colleagues from the CCG, Paediatrics, and Psicon to support the provision of support for families impacted by neurodevelopmental disorders. During this time the CCG commissioned ADRC (Autism Diagnostic Referral Centre) ceased providing services and there was a very long waiting list of children waiting to be assessed for Autistic Spectrum Conditions (ASC). We set the following priorities to support families during this transition:

Increase capacity for Family Links and CYGNET parenting courses to respond to demand:

In order to respond to the demand for ASC parenting support additional CYGNET programmes were delivered in 2018-19 reaching an additional 64 parents and increasing reach by 136%. Entry criteria were relaxed so that parents whose children were on the waiting list, and were likely to receive a diagnosis, could also attend. This allowed parents to access timely support without having to wait for the diagnosis.

Additional Family Links Nurture Programme courses were offered, increasing capacity by 35%. These courses were offered to parents awaiting diagnosis where the outcome was not predictable. Evening courses were introduced to support working parents to engage.

Provide support for families awaiting assessment for Autistic Spectrum Conditions

The CCG and NHS directed families awaiting assessment to the Family Centres for support. Their needs were assessed and support, either in terms of evidence based parenting programmes or tailored advice and guidance was provided

Since the Spring of 2019 Family Centres have hosted ASC assessments being undertaken by Psicon. This has increased the number of requests for support as professionals and parents are made aware of the service offer available. On the back of this increase in demand the CCG have awarded Barnardo's Family Centres section 256 grant funding to continue and significantly expand delivery of CYGNET and offer further pre-diagnosis support in 2019-20

To increase school staff understanding of the CYGNET programme and strategies provided for parents to manage and support their child with ASC

We have invited Staff from the central education SEN team and the Autism Outreach team to observe the CYGNET course and share their service information. The techniques and strategies parents learn on the course can then be reinforced within school settings.

Priority 2:

Improve engagement and partnership working with GPs, health colleagues and early years:

Partnership working with our partners and stakeholders is vital to ensure that families can access the right support at the right time. This year we have focused on:

Providing a direct route for GPs to refer families for Early Help support

We worked with NHS colleagues and have provided an adjusted Targeted Early Help request form for GPs, and a secure email for direct contact. We have received 19 requests for support from GPs (an increase of 170%) compared 2017-18 so a noticeable improvement. We believe this will continue to increase as awareness improves.

Identify joint working opportunities with partners in health and early years to ensure families are identified for additional support and there is a clear pathway for first 1000 days

There has been an open channel of communication between the Family Centres and Health partners to explore the shared agendas and how families can be supported to access the appropriate level of support.

Health partners continue to refer families for Targeted Early Help services and Targeted Early Help workers are a presence and available when clinics are happening in order to be able to connect with families in a timely way

Support has been offered to midwives to understand the systems for referring and accessing services. The Family Centre Manager has met with midwifery safeguarding team to confirm how Early Help commissioned services sit within the threshold levels and agreeing the simplest system for passing families through for support. Targeted Early Help workers have provided personal briefings to midwives in centres.

Priority 3: Transition the East Cowes Centre to become a Family Centre and Preschool

All service users were made aware of the impending changes in the summer term and the building works commenced in autumn. The original plan was for works to start in July/August so some services were relocated earlier than necessary. The renovations and extension were completed on schedule in March and HomeStart and adult learning came back on site mid-March 2019

We have developed a partnership agreement with the preschool to define joint and individual responsibilities relating to the shared building use and also identifying opportunities to build positive relationships

Midwifery and Health visiting services return in May 2019 and the centre will be used for ASC assessments from April 2019.

Priority 4: Increase engagement of families facing multiple-disadvantage

Target engagements with families open to EH or Children's Social care that are not currently registered or using Family Centre Services

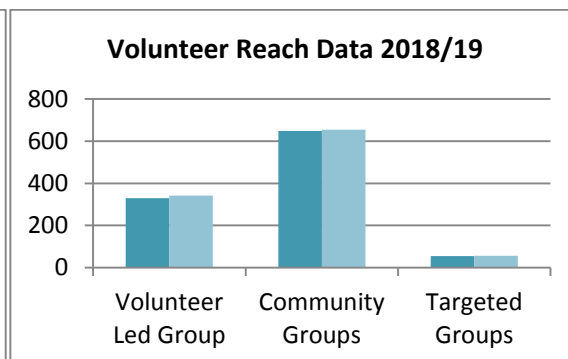
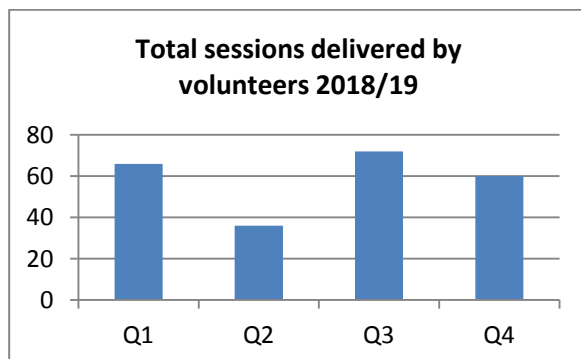
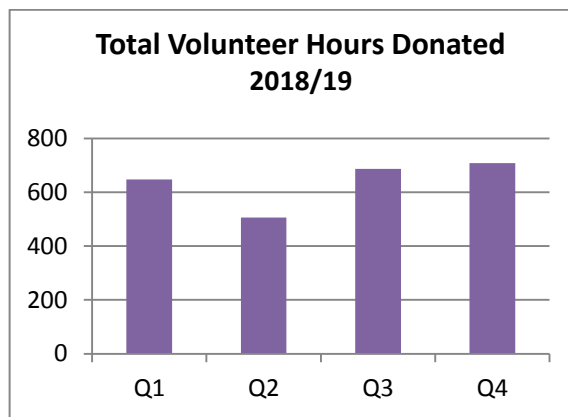
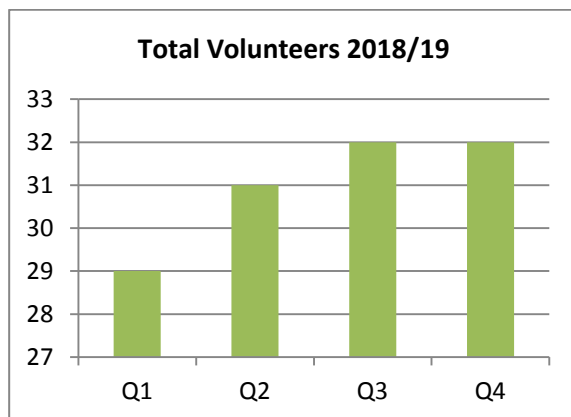
Data is provided by the local authority and is matched with our EStart records to enable us to be aware of the families that are currently not known to our services. Our intention was to contact those families not registered however a review of the new General Data protection Regulations (GDPR) which came in in May 2018 meant we could not do this as we had no permission to contact.

Instead we have worked with colleagues in Social Care to increase requests for targeted early help including evidence based parenting programmes as part of the Child in Need or Child Protection Plan. These requests **increased by 58%** this year. We also worked with partners across the early help spectrum to increase requests for support which **increased by 43% in total**

Priority 5: Consolidate and continuously improve volunteer led Universal service provision

In 2017-18 we moved to delivering volunteer-led Universal stay and play sessions. Please see appendix 4 for the full volunteer report.

Volunteers now lead weekly sessions in Family Centre Hubs, offering Baby Play groups and Family Play groups. They also support community play groups, health visiting clinics and the Time Bank swap and drop in Freshwater. In addition they support paid colleagues in delivering targeted support groups at the Lodge and for young parents.



Volunteers are recruited, inducted and supervised by Barnardo's staff. Our volunteers are considered our colleagues and are highly valued. They have been provided with these opportunities to access training

- General Data Protection Regulations Training (mandatory)
- Safer Food Handling Level 2; (optional)
- Paediatric First Aid (optional)
- ABM Mother supporter Training (subject to qualifying criteria)
- Building Blocks for Toddler
- Five to Thrive
- Advocacy Training
- Safeguarding Day

In addition, some volunteers have gained further training in Breastfeeding and act as peer supporters to breast feeding mothers, either in specific breastfeeding support groups, or as part of the universal play sessions. During 2018-19 18 volunteers moved on to new opportunities, after gifting an average of 21 months before moving on.

We started working in collaboration with the Isle of Wight College to offer placements for their Health and Social Care students as volunteers. The students undergo the standard volunteer induction processes and have already made a valuable contribution to our teams in East Newport and Ryde. The college remains jointly responsible for their welfare and ensures that they attend every week unless they are unwell. The students are all hoping to gain places at university to study either Nursing or Midwifery and these placements offer them relevant sector experience to support their applications.

Priority 5: Roll out “Real Loves Rocks” healthy relationship programme to schools and families

Real Love Rocks training sessions were delivered in the summer term to 39 professionals. This means they can either use in one to one support or deliver the sessions young people within their organisation

Attendees were from

- Secondary (Carisbrooke College) - 11
- School Nursing - 3
- Children’s services - 5
- IRIS - 1
- YOT - 2
- Young Carers - 2
- Barnardo’s - 3

2.2 Strengthening Families

Priority 1: Action the Remedial Action Plan/Sustainability plan in partnership with IOW Council

WE worked closely with the Strengthening Families (SF) Strategic Group to action the Remedial SF action and sustainability plan. Key actions included:

- Rebranding the support provide by Barnardo’s as Intensive Family Support (IFS)to challenge perception that only we deliver SF support.
- Joint working with IOW Council to revise the IFS model to ensure that it was focusing on offering support for families at Early Help level. This included reviewing step-up and step-down processes and ensuring continuity of support for families. Families that escalate to CIN or CP plans will receive continuation of IFS support for 6 weeks with close liaison with the CAST social worker throughout the assessment process. If the assessment indicates social care intervention is required then the family will be closed to Intensive Family Support with agreement that service will resume when family are stepped down.

- We moved to a whole Island case allocation system, adding additional flexibility to the locality working model and enabling timely support for families based on need not on geography.

Priority 2: Support implementation of the updated TFOP across all partners supporting Strengthening Families

In 2018-19 we worked closely with commissioners and the Strengthening Families (SF) Steering group to support implementation of the updated Troubled Families Outcome Plan (TFOP) across all partners supporting SF. We attended EHA Training, Early Help Hubs and partner agencies team meetings to explain the TFOP and how to develop and deliver family plans which evidence these. Our Virtual Lead Professionals supported EH LPs to develop family plans reflecting SF TFOP. They also attended pre-schools to share knowledge and skills and encourage and if necessary support pre-school staff to undertake EHAs.

Priority 3: Devise and embed a Strengthening Families outcome focused action plan in all agencies supporting families

We devised a Strengthening Families outcome focused family plan for use by partner agencies that were supporting families as part of the SF programme. This was intended initially to support the wider system, especially Early Help Lead Professionals (LPs) by replacing the current Early Help Action Plan template. This in turn would enable effective recording the interventions provided and the outcomes achieved to facilitate successful evidencing for Payment by Results (PBR) claims for significant and sustained progress. By nature these plans are highly detailed and require specific TFOP terminology so a decision was taken by early help Coordinators not to roll these out to LPs as they did not sit synonymously with the early help principles of strengths based, family centered support. This has been an ongoing tension at the heart of SF delivery throughout the troubled Families Programme. Alternatively these have been shared with those who are supporting families as part of SF and our teams have shared these at EH Hubs, team meetings and via the SF Task and Finish Group.

Priority 4: Increase PBR rate by checking all closed cases and reviewing against updated TFOP

Following the launch of the revised TFOP we undertook a systematic review of all closed cases and reviewed these against the updated outcomes framework. This yielded a significant number of claims. The introduction of smarter, streamlined PBR processes with the IOW Council SF team, alongside quarterly "review" weeks for our IFS Workers and the updated outcome focused SF action plans has seen an increase in successful PBR claims throughout the year. **Rates of successful claims this year saw a 355% increase on the previous year.**

3. Service Delivery Outputs and Outcomes

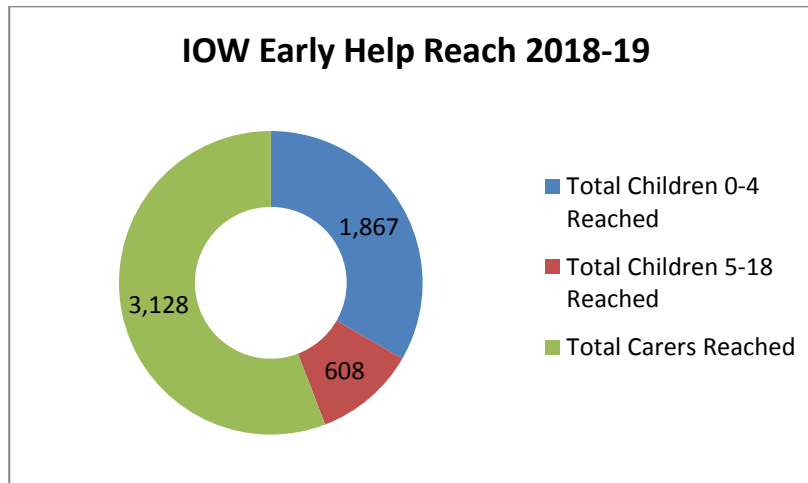
3.1 Family Centres:

In 2018-19 we delivered and/or hosted **7,943** sessions of activity from our Family Centres – an average of 51 per week per locality. This is an increase from 2017-18 of 34%. It is also higher than the number of sessions delivered in 2016-17, prior to the significant funding cut and service restructure, demonstrating the continued service development of Family Centres.

Activity	Sessions Delivered	Carers Reached
		Children/CYP
Delivered by Partners		
Delivered by Volunteers		
Delivered by Barnardo's		
		Does NOT include those not registered with Family Centre
Adult training	66	16
Employment - work readiness (TFEA)	10	11
Talk 2 Counselling	813	632
Frankie Counselling	202	21
Therapeutic Story Writing	35	27
Course - External provider	32	35
Groups - SEN	89	87
Health Visitor clinics	245	850
Speech and Language clinics	129	265
Antenatal clinics	454	1,154
Parent Craft	19	119
LGBTQ – Breakout Youth	6	2
MH Group (Feel Good Friday)	44	43
ASD Assessments	8	23
Home Start Group	215	95
Supervised contact	52	23
Universal Stay & Play	32	18
Health Visitor – Twins	8	12
Baby massage	25	24
Drop and Swap - community project (West Wight)	26	23
Language and communication	14	20
Breastfeeding support	13	51
Parenting - evidence based	258	283
Parenting – NON evidence based	88	214
Information and Guidance (IAG)		980

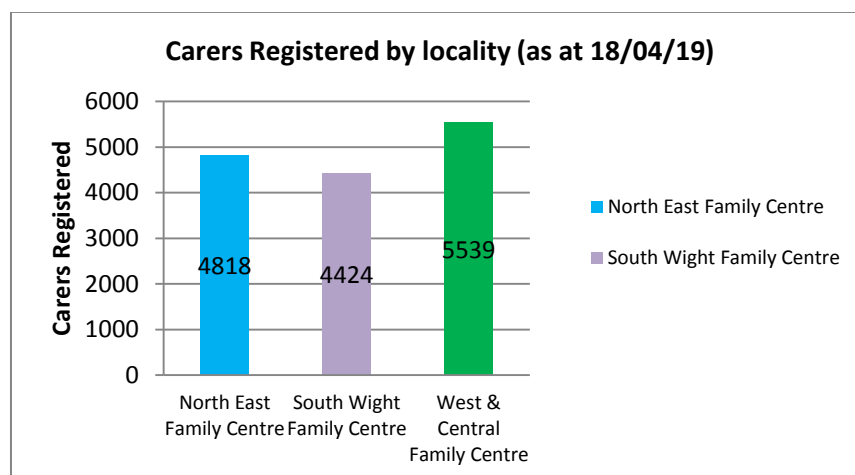
IAG - Parenting		396
Universal stay and plays	234	312
Targeted Stay & Play	99	69
In Reach Family Support/Visits	197	186
Targeted family Contacts	4,530	301

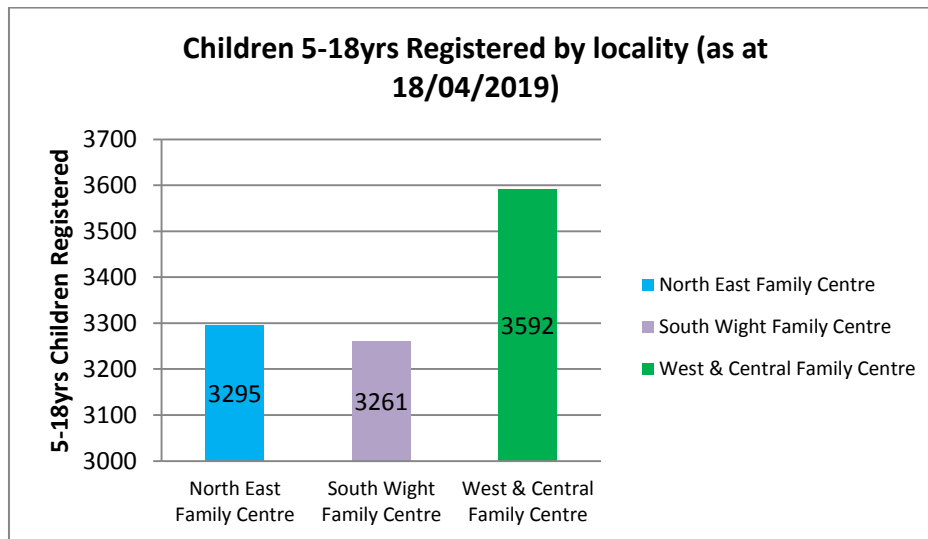
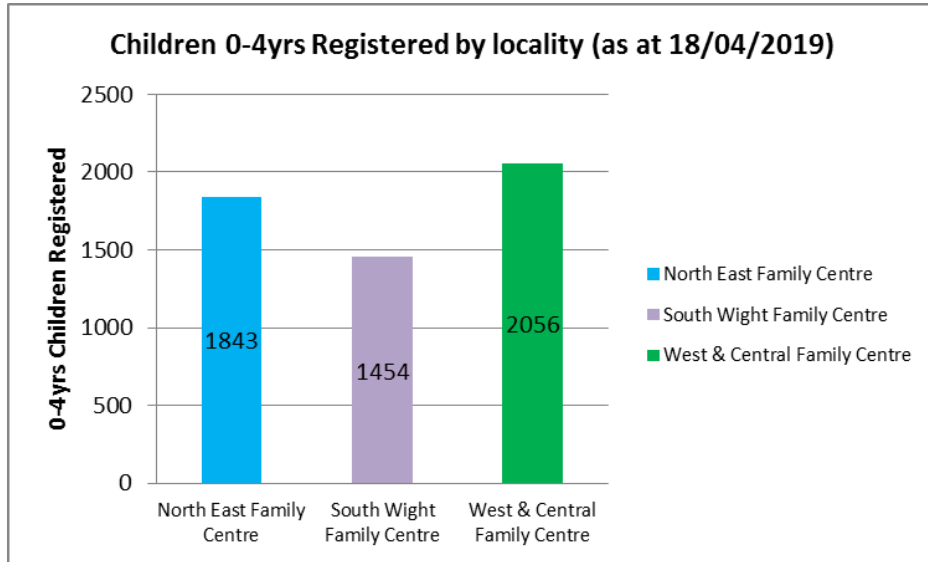
Please note: Families do not need to register with the Family Centre to access universal services so the actual reach figures will be higher than those shown.



The total reach of the service was **5,603** parents/carers and children

- Total number of service users receiving only universal support during 2018/19= **1,981**
- **35%** of all service users accessed only universal service
- **30%** of parents/carers accessed only universal services





86% of children aged 0-4 were registered with family centres compared to population estimate 2017. This is a slight increase from 84% in 2017-18

53% of children aged 5-18 registered with family centres compared to population estimate 2017 (increase from 43% in 2017-18)

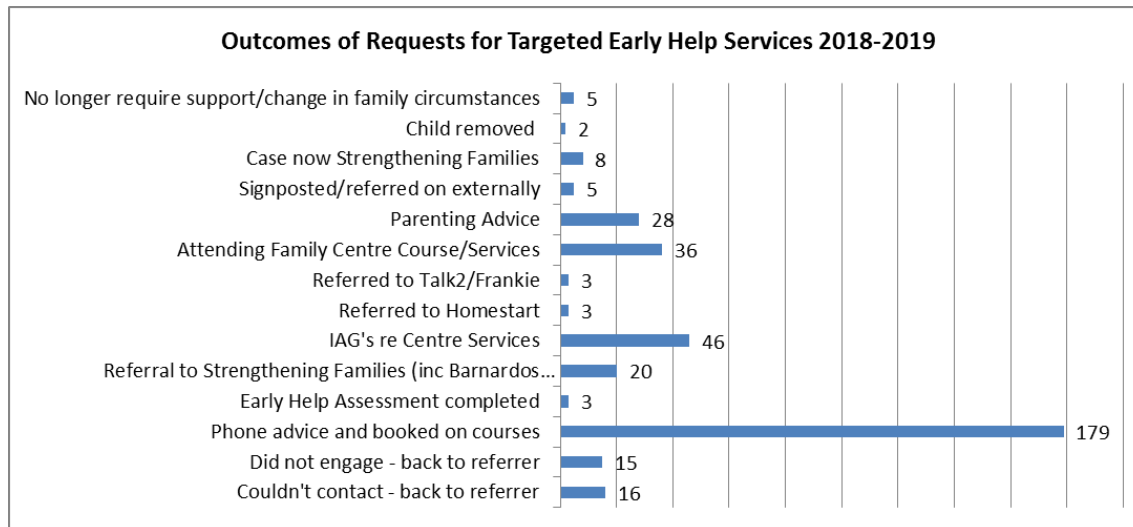
3.2 Targeted Early Help Support:

A total of **378 requests for Targeted Early Help** were received (an increase of 114 on the previous year) for targeted in-reach support during 2018-19.

Analysis of Targeted Early Help Requests 2018-19:

Requested by....	No. work completed	No. in Progress	Totals	%
Adult Mental Health	2	0	2	0.53%
Barnardo's	107	0	107	28.31%
Primary schools	37	3	40	10.58%
CAMHS	1	0	1	0.26%
Community Action	1	0	1	0.26%
Preschool	6	0	6	1.59%
GP	19	2	21	5.56%
Health Visiting Team	59	0	59	15.61%
Midwifery	8	1	9	2.38%
Police	3	0	3	0.79%
Primary Mental Health	1	0	1	0.26%
School Nurse	2	0	2	0.53%
Self-Referral	27	0	27	7.14%
Social Workers	39	1	40	10.58%
Early Years SEN	6	0	6	1.59%
Education Welfare Officer/Family Liaison Officer	6	0	6	1.59%
Community Nurse	7	1	8	2.12%
NHS (Hospital/Paediatrician)	11	0	11	2.92%
Education & Inclusion Assistant	4	0	4	1.06%
Frankie	1	0	1	0.26%
Public Health/Psychological Well being	3	0	3	0.79%
Southern Housing	2	0	2	0.53%
Temporary Housing	1	0	1	0.26%
Ways Forward	1	0	1	0.26%
Youth Offending Team	4	0	4	1.06%
Home Start	10	1	11	2.92%
Talk 2	1	0	1	0.26%
Grand Total	369	9	378	

The engagement rate for Targeted Early Help Requests for support was **91.6%**, an increase of **3.35%** from 2017-18



3.3 Evidence Based Parenting Programmes:

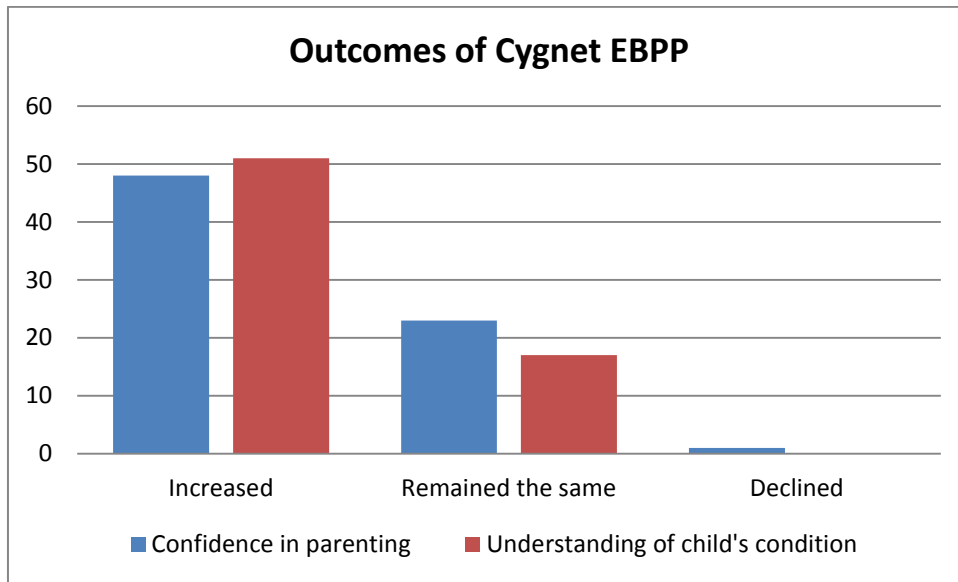
Targeted Early help deliver a suite of evidence based parenting programmes (EBPP) and workshops:

Parenting Programmes (data obtained from estart and does not include those carers not registered with family centre)	Sessions delivered	Carers REACHED	Improvement in at least one outcome
Five to Thrive (0-6 months) developed into 4 workshops for first time parents	63	186	98%
Building Blocks for Toddlers (1-3 years) a 4 week course plus a play session – includes Five to Thrive approach and Incredible Years principles	25	28	100%
HENRY (Health, Exercise, Nutrition for the Really Young) EBPP	8	15	100%
The Nurture Programme (Family Links) (for parents/carers of children aged 3 – 12 years) EBPP	77	73	97%
CYGNET (for parents/carers of child diagnosed with autistic spectrum condition) EBPP	66	111	94%
New Forest ADHD Parenting Programme EBPP	21*	49	100%
1:1 New Forest Parenting Programme within the home EBPP	55 *	20	
Talking Teens (the Nurture Programme) for parents/carers of teenagers EBPP	5	1	100%
TEEN PPP (Positive Parenting Programme) for parents/carers of teenagers with complex needs	13	20	100%
Incredible Years (Baby, Toddler & 3 plus) targeted course for more vulnerable parents EBPP	13	17	80%
1:1 EBPP within the home (ALL parenting programmes excluding ADHD) EBPP	3	4	
TOTALS	346	524	Av 97%

*Delivered jointly with ADHD Parenting Support funded by CCG

CYGNET

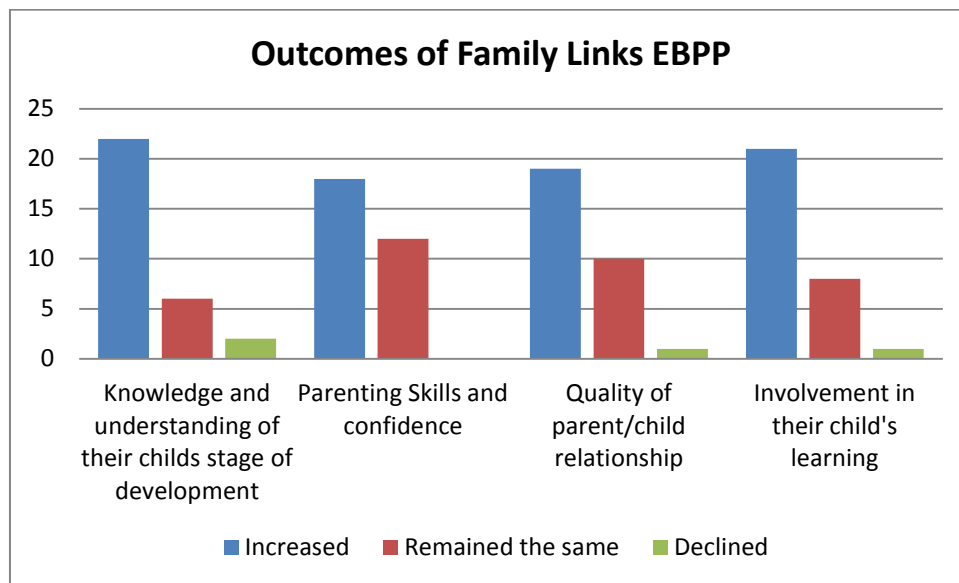
This year the service has seen an increase in families seeking support for Autistic Spectrum Conditions and the ADRC ceased offering assessments and CCG commissioning was procuring a replacement assessment service



Feedback from Parents/Carers:



Family Links:



Difference course made to parents and for children:



"It's made me a much happier less stressed fun mum and calmer with my kids"

"Course has helped me understand methods and know what I'm using is going to have a positive effect"

"It has made me more positive and confident in parenting strategies I choose to use and has clarified things to do and not do. It has made me more aware of the bigger family picture, where I think I was very reactive previously"

"I realise I am not perfect. All I can do is my hardest to be fair and listen"

"I am now empowered with the skills and knowledge to reflect on my parenting approach & adjust my approach to meet the needs of individual children"

"I feel more relaxed when parenting and having tools to use does make things easier for me"

"My whole parenting look on things has changed and opened my mind to their feelings more than mine"

"My family is more calm, fun and my children are happier and more responsive"

"We interact more and respect each other"

"Happier in general, less tension. More quality time together"

"More relaxed and easier to communicate/ understand each other"

"More active listening and involving the children in choices and family decisions"

"The children listen more and we as a family understand each other better"

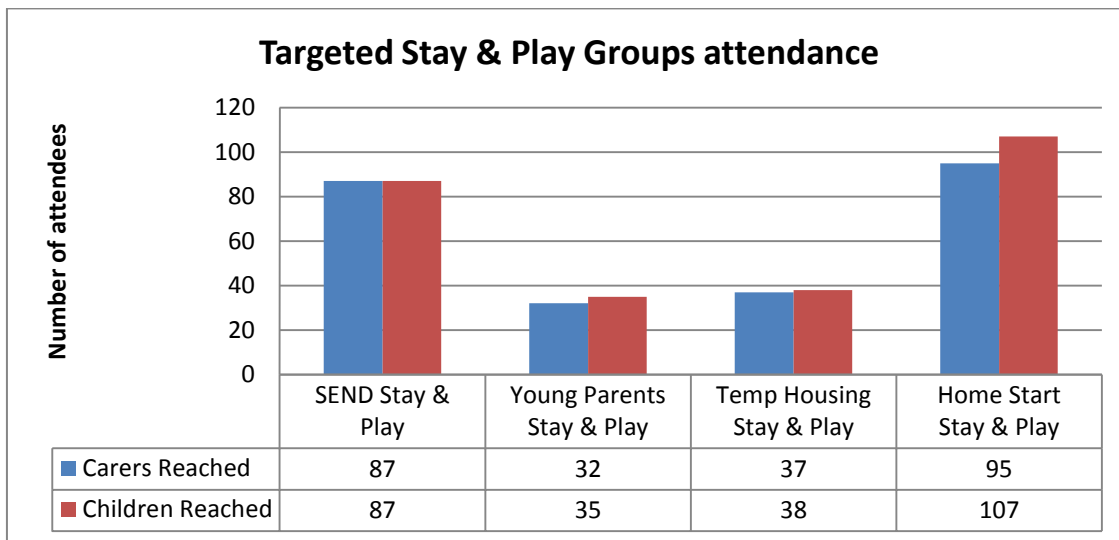
"My children know where they stand and know they can tell me anything. A lot less shouting and more listening, the rules are stuck to using perseverance"

"We communicate better, we understand each other more and therefore we are happier as a whole"

"My children are more expressive and talk about their feelings more"

"Calmer, nurturing self without guilt. Time to calm down not just steps but truly meaning it"

3.4 Targeted Stay and Play Groups:



3.5. Family Centre Performance Measures:

Barnardo's is required to report against performance measures set by IOW Council for Early Help Services.

In 2018-19 the following performance measures were achieved:

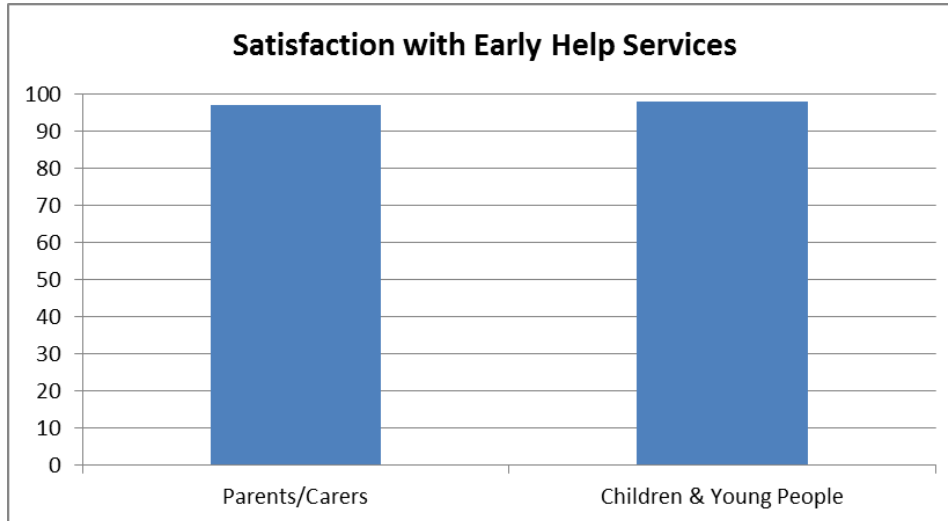
Performance Measure (Does not include IAG provided by Intensive Family support team)	Carers Reached	Volume
Parental Employment, education and training IAG		
Number of parents who have received information and guidance	175	311
Number of parents taking up activities associated with developing work related skills such as literacy/numeracy and ICT	16	159
Health Information advice and guidance		
Number of Parents accessing Smoke Free Support	25	28
Number of parents increasing their knowledge and skills in healthy eating	75	119
Number of parents increasing their knowledge and awareness in relation to oral and dental health	42	48
Number of parents increasing their knowledge and awareness in relation to physical activity	27	59
Family and parenting support		
IAG to find out about universal family and child focused services and activities – EHS	506	669
IAG on transition into childcare and primary school and secondary school	30	41

IAG on childcare	29	35
Number of parents attending evidence based parenting programme support	286	1,314

IAG provided to service users within 2018/19

IAG (Does not include IAG provided by Intensive Family support team)	Carers Reached	Carers Volume
2,3 & 4 Year Funding	33	41
ADHD	19	44
Alcohol/Drug Misuse	17	26
ASC (only added Mar 19)	2	2
Benefits	92	149
Breastfeeding	74	104
Child Learning & Development	303	608
Childcare	29	35
Debt/Money	120	221
Early Communication	150	196
Early Help Services	506	669
Education/Training	108	167
Employment	94	131
EYFS	89	617
Health & Well being	266	714
Healthy Eating	64	82
Housing	127	301
Immunisations	4	4
Mental Health	251	673
Oral Health	42	48
Parenting Support	396	1,209
Physical Activity	27	59
Relationship/Domestic Violence	56	93
Safety	90	119
SEND	91	135
Sexual Health	14	15
Sleep	52	73
Smoke Free Homes	25	28
Smoking Cessation	0	0
Transition into Formal Education	16	22
Transition into Childcare Provision	16	19
Weaning	39	51

3.6 Service User satisfaction

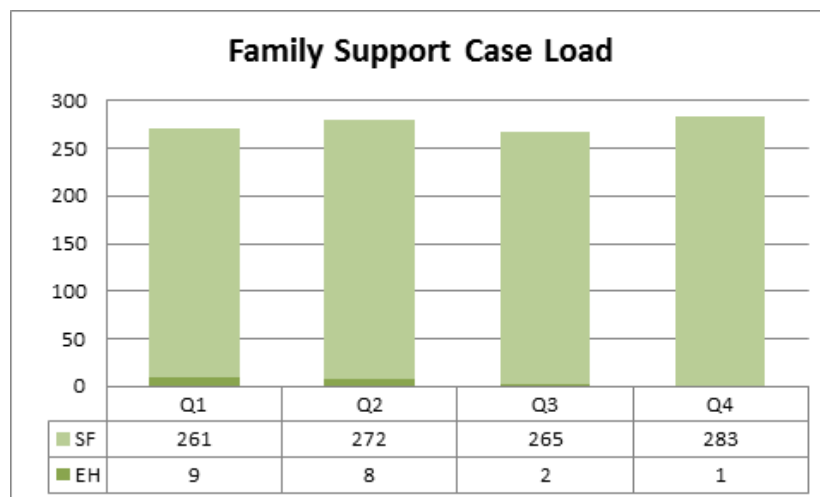


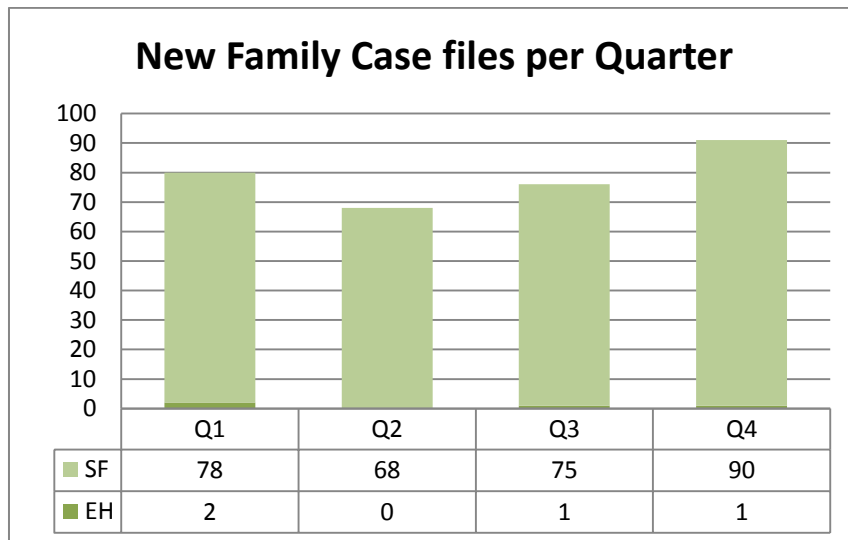
3.7 Intensive Family Support:

Family Support teams are locality based with a team leader in each locality to ensure robust case file management, supervision and safeguarding practice. Family support workers will work across the Island to ensure that there is equality of access irrelevant of where demand is highest.

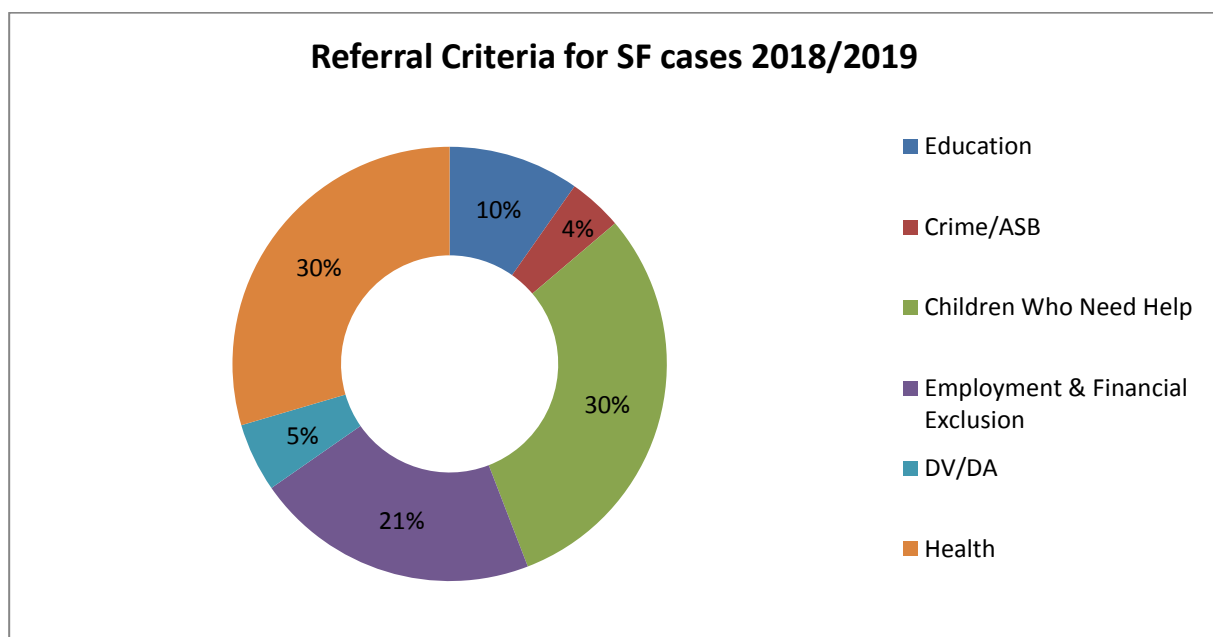
A full time Family Support worker works with a maximum case load of 16 families. With an average of 15 FTE family support workers during the year the service has a maximum caseload capacity of 240 families for intensive family support

In 2017-18 we supported a total of **517** families as part of the Strengthening Families Programme and **9** families as part of the Early Help service (**increase of 16%** from previous year)

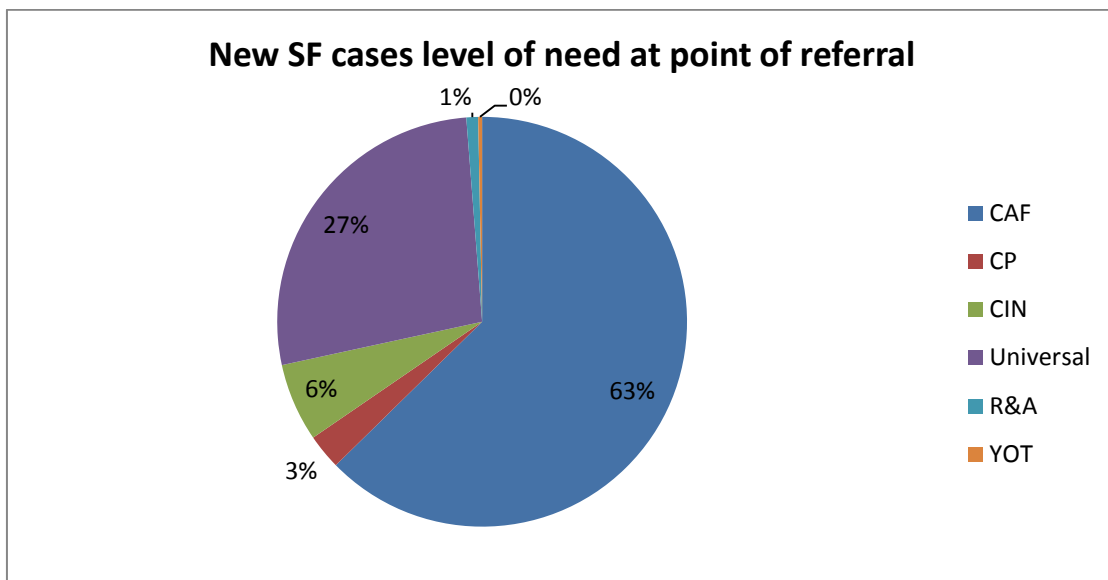
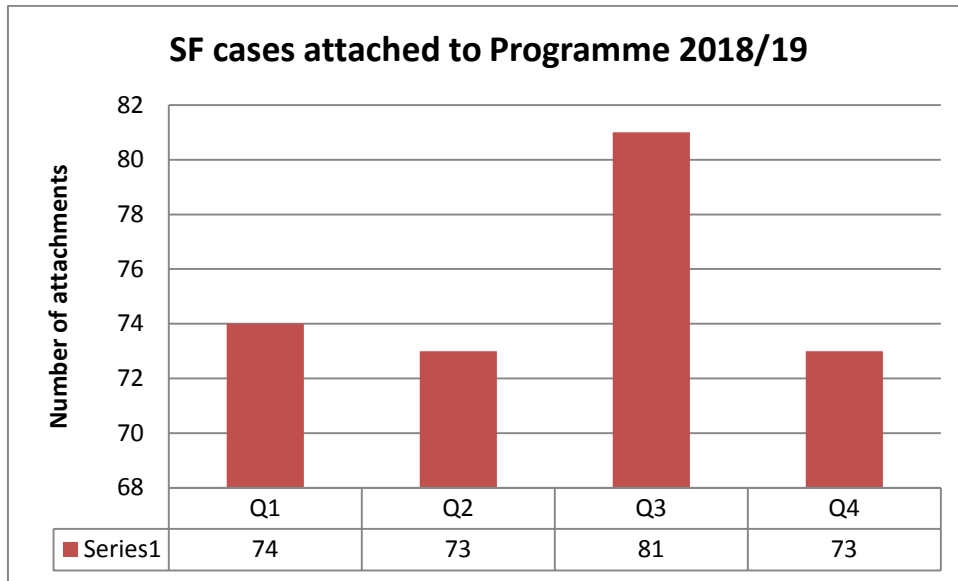




311 new families were opened to Strengthening Families this year by the Intensive Family Support Team. The reasons for nomination are detailed below:



301 new families were attached to the SF programme 2018-2019 by the end of the year (10 will be formally attached in 2019-20)



9% of families opened to Strengthening Families in 2018-19 were at tier 3 or above on the IOW Children’s Social Care Threshold document which is a decrease of **19%** on the previous year. A further **1%** were undergoing statutory assessment of need at point of referral..

Of the **512** families supported by the Strengthening Families programme (an increase of 96 families from last year), 39 families refused to engage with the service (7.6%) and 11 cases disengaged before work was completed (2.15% a reduction from 3.8% from last year)

The **Strengthening Families** delivery had an overall **engagement rate of 90.2%**.

This engagement rate has been achieved by ensuring that parental consent is obtained by the referral prior to the request for support being made. In previous years families were automatically referred following an Early Help Assessment. The new process of ensuring families gave informed consent took time to roll out with referrers and led to a lower rate of nominations in quarter 1. Quarter 3 was also low due to cases being held back and allocated after Christmas break as experience shows families have other priorities in December and a break in the early stages of engagement can disrupt the establishment of trusted relationships.

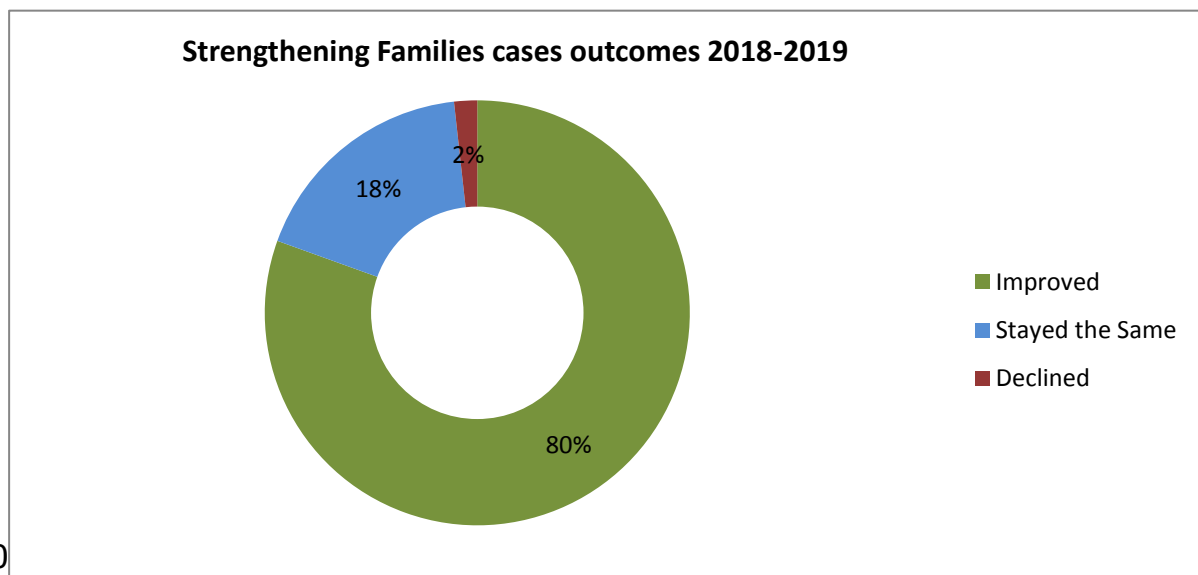
9 new families were opened and overseen by the new Virtual Lead Professionals. The VLPs either took on the role of lead professional or supported the existing lead professional to develop an outcome focused family plan. The **engagement rate** of these cases **was 77.8%**

VLPs also completed 47 assessments within 2018/19 (an increase of 25 assessments from last year), **100%** of these cases were allocated an outreach worker as a result of the assessment. Therefore **56 cases** were identified and attached to the programme by VLPs in 2018-19.

Of the 9 families supported with Targeted Early Help Intensive Family Support, 2 families did not engage with support. The engagement rate for Early Help Intensive Family Support is **77.8%**.

3.8 Strengthening Families Outcomes:

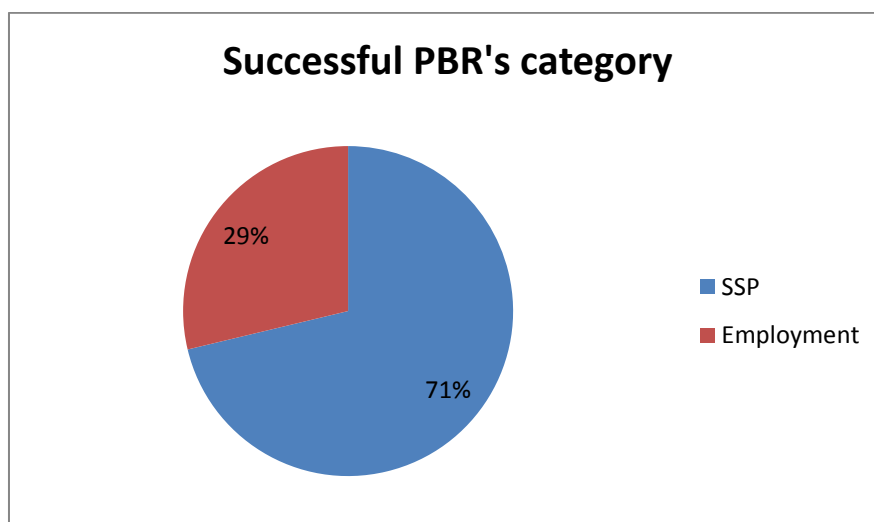
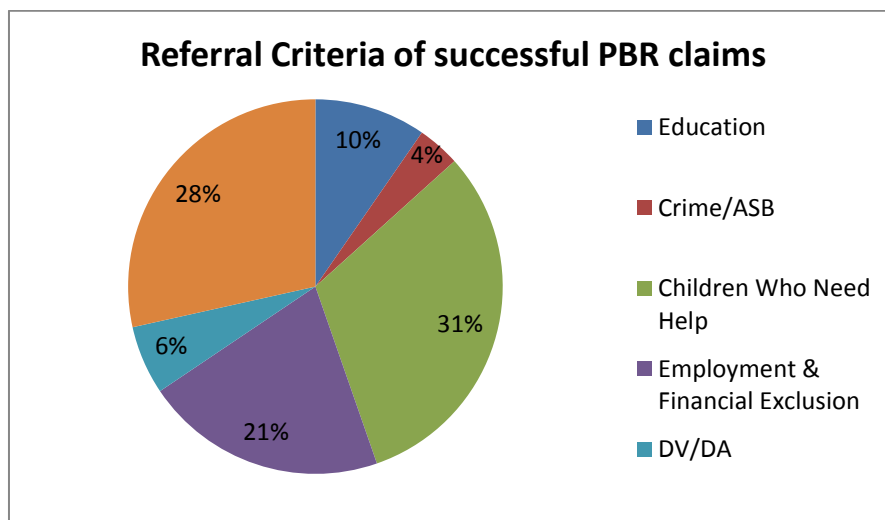
Outcomes for families are measured against the 6 qualifying criteria for the Strengthening Families Programme (please see appendix 1 for full details). Progress towards outcomes is recorded via a distance travelled tool (appendix 2) linked to IOW Council's Troubled Families Outcome Framework (TFOP) (appendix 1). During 2018/19 families' demonstrated progress against outcomes as indicated below:



In order to claim a Payment by Result (PBR), for “turning around” families, specific criteria need to be met as outlined in the Troubled Families Outcome Plan. These have been very strictly applied by IOW Council.

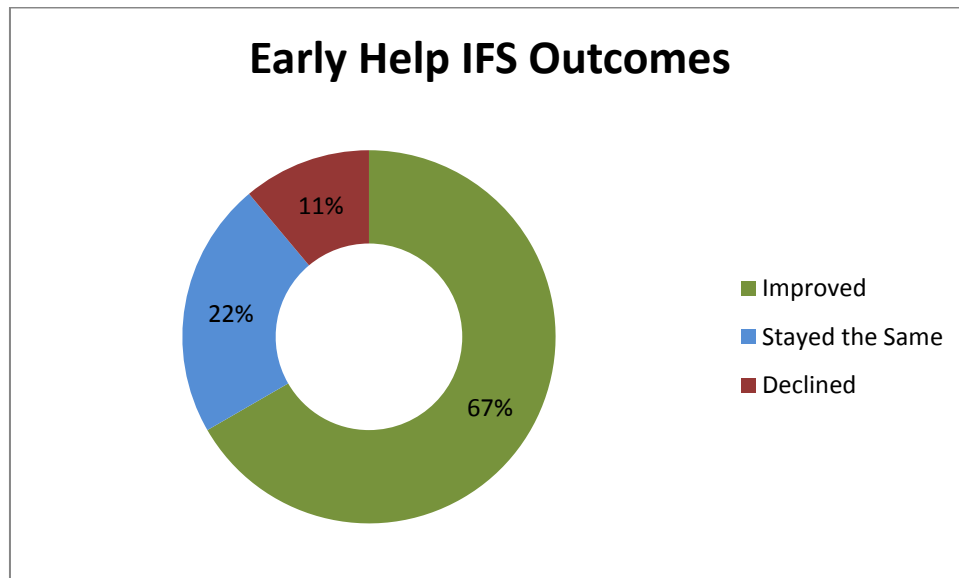
A total of **167 successful PBR** claims were achieved within 2018/19, an increase of 120 claims from last year

Barnardo’s delivered Strengthening Families is demonstrating an 80% improvement in outcomes. However this will not automatically translate in a successful PBR claim. A family needs to have met all outcomes they were nominated against to TFOP specifications. So they have made significant and sustained progress against several outcomes but, for example, not returned to work so fail to meet PBR criteria.



3.9 Targeted Early Help Family Support Outcomes:

Outcomes for Early Help Intensive Family support are measured against the IOW Council Distance Travelled Toolkit (see appendix 3):



Feedback from parents accessing Family support



“I have come such a long way since having support from Barnardo’s, they have given me so much support”

“I have been really helped to see everything differently and how to give choices to our son and situations with the ‘I’ statements”

“My relationship with my daughter is a lot better, I feel just having somebody from the services to help with her to communicate with and help us both get along as a family. I can’t fault the help I received”

“I was given strategies and techniques to trial with my children’s challenging behaviour. I am more confident in my parenting”

“I am managing my mental health in a more positive way and the house is calmer. I am much more aware now of the next steps I need to make to support my child through a possible diagnosis of ADHD”

"I have been supported through a very tough time by Barnardo's. I feel we have benefitted as a family from having Barnardo's involvement, being able to sound out worries and check ideas of approaches for a balanced impartial view"

"I am much calmer in handling stressful situations and the strategy that works best around giving children 'choices' related to their behaviours. We communicate better as a family and my confidence in parenting has increased"

"I have found Barnardo's support helpful. My debt is now cleared, my mental health has improved and I now have good routines in place. I also find it easier to express my emotions and help my children address their emotions too"

Feedback from Children and Young People accessing Family Support

"Dad doesn't shout anymore"

"I like it when we go out on our bikes together as a family and I am happy that my sister and mum do not argue any more"

"I don't have any worries. I enjoy school and love spending time with my sister and am looking forward to spending some time with mum just me and her"

"I like spending time together as a family. Talking together. One on one time with mum and dad. Going out together. I am not saying mean and rude words when angry"

"I am glad that mummy is happy and my brother has stopped annoying me"

"I know what to do when I am sad or angry. I feel more calm and happy"

"I am able to use the skills I have learnt about staying calm and not reacting to all situations"

"My mood and general happiness have improved, I feel a lot more supported and stable in life"

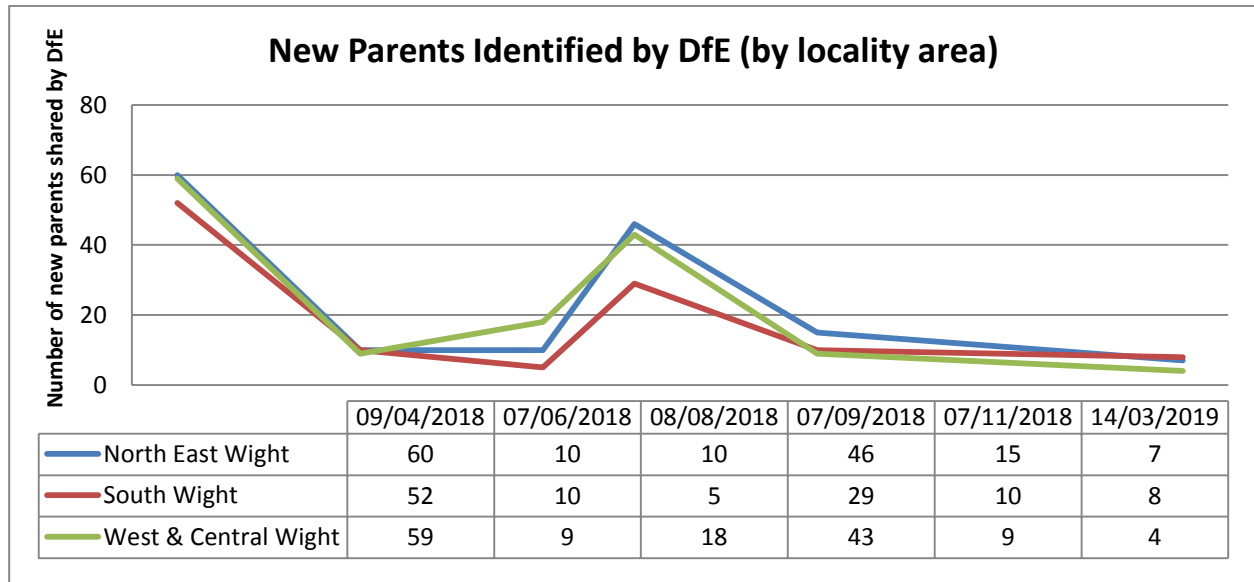
"Things are going better at school and I am now regularly completing my school work and started to catch up with friends"

"Things are going really good at the moment"



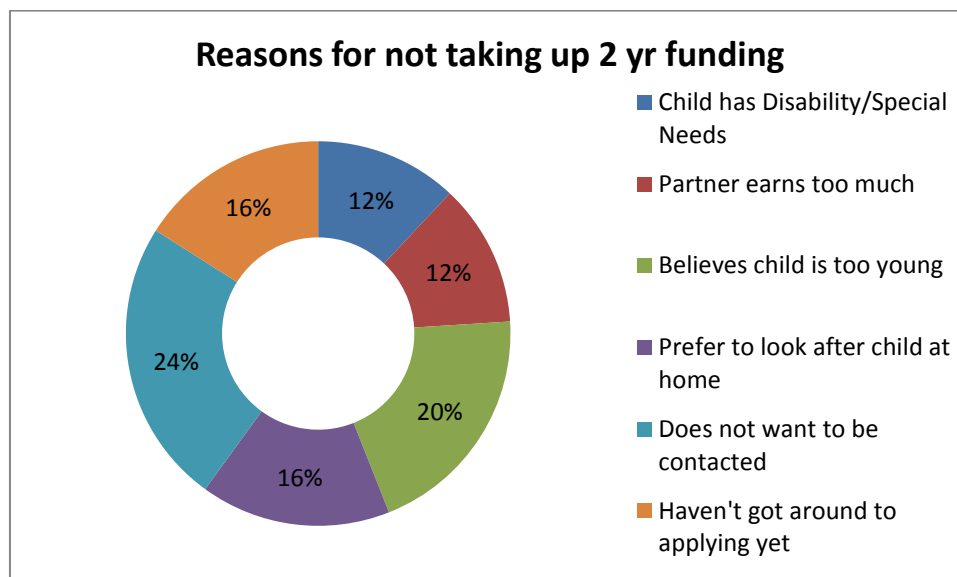
3.10 Two Year Funding

A total of 404 new parents were identified by DfE as potentially eligible to receive 2 year funding, **100%** of these parents have been contacted either by telephone, email, letter or face to face.



Out of the 404 identified parents 76.9% were already registered with the Family Centre and 36% had already applied for 2 year funding.

25 parents/carers informed us they were not planning to take up the offer. Their reasons were varied:



4. Quality:

Barnardo's is committed to the quality of the services we provide for our beneficiaries and commissioners. Our robust operational quality assurance processes ensure that we monitor and review the quality of practice at a service and individual case level to ensure:

- Policies and procedures are implemented, and adapted to reflect service context;
- Practice is of the highest standard;
- Supervision is of the highest standard
- Risks are identified and effectively managed;
- Business continuity is enabled

We systematically gather feedback from service users to inform continuous service improvement.

5. Developing Partnerships (key performance measures)

Evidence of improved joined up working with Early Years education:

- Targeted Early Help staff attend the Early Years briefings to update about services for parents and support available for preschool staff
- West Wight Nursery are delivering a stay and play at West Wight Family Centre with the support of Barnardo's volunteers
- Greenmount preschool are delivering a stay and play session at Ryde Bungalow with the support of Barnardo's volunteers
- Partnerships agreements are in place with West Wight Nursery and Greenmount preschool
- Preschools have sought advice regarding Early Help Assessments from Family Centre staff

Evidence of improved joined up working with Special Educational Needs team to deliver coordinated packages of support to families:

- SEN team passing on requests for support for Family Centre parenting programmes for families on caseload
- SEN Team and ASD Unit staff offered opportunity to observe CYGNET and to attend to share their service information
- Inclusion in SEN days to share information;
- Increased attendance by professionals at SEN play sessions;
- Rainbow Club (for children with additional needs) weekly sessions delivered at Ryde Bungalow and monthly Saturday sessions
- Saturday Smiler sessions for children with a hearing impairment run once a month.

Evidence of improved joined up work with therapists including speech and language and occupational therapy to deliver coordinated packages of support to families:

- Weekly Sparkles sessions (at different locations each week) for families with children with additional needs provides in partnership with Speech and Language Therapists. Plus additional sessions in school holidays -
- Agreement and arrangements put in place to access reports by physiotherapists and occupational health to enable staff to set up Sparkles play environment that support parents to work with the recommended strategies and approaches;

Evidence of improved joined up work with midwives, health visitors and school nurses to deliver coordinated support to families:

- Staff/volunteers in attendance during clinic times – opportunity to pass on families and share information – provided short one to ones following on from clinic sessions;
- Joint Early Help assessments with new health visitors to support their confidence and understanding of the process;
- Health Visitors delivering baby resuscitation and first aid sessions each month from centres;
- Midwifery delivering clinics in Family Centres

Evidence of working with the youth offer providers:

- Part of the Network Ryde Steering group and have a partnership agreement in place to ensure the youth workers have safeguarding advice and support when needed and are able to support young people to access services if needed.
- Working in partnership with Breakout Youth and provide a venue for the Trans children and parents at East Newport Family Centre
- West Wight Youth offer provide sessions at West Wight Family Centre

Evidence of partnership working with schools:

- FSWs and School Family Liaison Officers work in partnership supporting caseload families;
- CSM and Team Leaders/FSWs attendance at Island-wide Hub meetings to share updates and service offer;
- Family Support Team Leads attend Safeguarding meeting at Ryde Academy

- FLOs offered opportunity to attend practice development sessions, sharing experience and resources relating to themes such as disguised compliance and resistance to services and emotional well-being;
- Visits to schools to raise awareness of services;
- Schools have been offered the opportunity of free training for Real Love Rocks, Healthy Relationships programme – courses delivered in 2018-19
- VLP's undertook assertive outreach with Schools Family Liaison Officers to discuss families identified as potentially meeting Strengthening Families criteria but who were not open to the programme. FLOs were then supported to appropriately refer to the programme of support.
- VLPs visits to preschools to raise awareness of strengthening families programme

7. Priorities for 2019-20

2019-20 is the final year of the current contract. The funding from the Troubled Families Programme has reduced significantly as it is also the final year of phase 2 of the National Troubled Families programme. This will see a reduction in funding for the service of approximately £230,000. The priorities this year are:

1. To maintain the level of Intensive Family Support available to families in this final contract year by using Barnardo's Voluntary Funds to meet funding shortfall. This will prevent a "cliff edge" service reduction for families and will be achieved by reinvesting PBR income received in previous year.
2. To continue to support IOW Council in delivering the TF remedial action plan and sustainability plans via active engagement in the SF Strategic and Task and Finish groups and to plan and prepare for potential Phase 3 of the National Troubled Families Programme
3. To extend and enhance the provision of EBPP for parents/carers of children with neurodevelopmental disorders in partnership with the IOW Clinical Commissioning Group
4. To support IOW Council in preparing the service for retendering
5. To support transition of service, staff and volunteers to new service provider if required

8. Report Authors

This report has been produced by:

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Appendices:

Appendix 1: Troubled Families Outcome Plan



TF-SFP Outcomes
Document 10.7.18.d

Appendix 2: Barnardo's Strengthening Families Outcome Descriptors



Appendix 3 -
Troubled Families out

Appendix 3: IOW Early Help Assessment Distance Travelled Tool



Appendix 4 -Early
help Assessment ma

Appendix 4: Volunteer report



Notes for Annual
Report 2019 - Volunte