

FACT Programme Interim Report

Executive summary

This report provides an update to the Committee on Family Help, one of the two current FACT Partnership priority projects.

An update on Transitional Safeguarding will come to the Committee in November 2023.

This interim report is to review the data set that has been created and set out how the Family Help programme has been implemented. An item on Family Hubs was considered at the 06 June 2023 committee, focussing on future delivery rather than impact of current pilot.

It will also provide an update on the previous recommendations:

- a) To invite officers, as part of their stakeholder events, to engage with local members, relevant Area Boards, and town councils to share information about the pilot project in Westbury and Warminster.
- b) For FACT to liaise with the different groups in Westbury and Warminster, funded by Wiltshire Community Foundation and Community First, that support children and young people.
- c) To invite officers to consider a mechanism where signposting to other services is led centrally and kept regularly updated.

Proposal

That the committee:

1. Review the outcomes framework.
2. Reflect upon the implementation activity.
3. Consider the stakeholder engagement activity.

Reason for proposal

The Committee requested this report as an up-date.

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FACT Programme Interim Report

Background

1. A programme of work to transform how the system-wide partnership work together to deliver the most effective early intervention and prevention services under the title of Family Help.
2. Wiltshire's multi-agency Family Help arrangements enable children, young people and families to access the right help at the right time through a co-ordinated approach to prevention and early intervention:
 - at a whole population/universal level to prevent needs from arising and to build resilience across all residents
 - by developing a robust multi-agency approach to identifying any additional needs at the earliest point and providing effective joined-up support that prevents the needs from escalating further

Main considerations for the committee - review of the data set

EARLY HELP OUTCOMES FRAMEWORK

3. FACT partners have contributed to and agreed a system-wide framework that will enable the partnership to monitor a range of short, medium and long term indicators to enable a shared understanding of needs and impact related to early intervention and prevention activity.
4. The indicators combine quantitative measures alongside qualitative measures and process indicators thus providing a balanced scorecard that aligns with the strategic vision for Family Help in Wiltshire and its three key strands:
 - Health – child development, physical health, mental health and emotional well-being
 - Wealth – education, employment, finance, home
 - Wellbeing – safety, inclusive communities, positive relationships
5. Whilst the FACT Operational and Executive Boards provide governance and scrutiny of the project and its monitoring and evaluation, this is a transformation project with a finite end date. As such, the Boards are considering arrangements for the longer-term oversight of the outcomes framework when Family Help arrangements are established as 'business as usual' upon completion of the project.

Phase 1 – commencing July 2023
 Gather first round of pilot area stakeholder feedback regarding their experience of the existing Early Help system.
 Baseline immediately and routinely available set of system-wide indicators – outcomes and process indicators.

PHASE 1 - IMMEDIATE MEASURES

THEME	MEASURES
Health	Health Visitor 2 ½ year old check measures including communication skills and personal/social skills Pre-school Speech, Language and Communication measure Mental Health Support Team measure (school age) CAMHS referrals
Wealth	NEET Children Missing Out On Education Elective Home Education (all with FSM sub group)
Wellbeing	School attendance and exclusion Crime safety – group offences, gang affiliation, arrests for drug supply/possession, arrests for knife possession, missing episodes, ASB reports
Process indicators	Partner feedback Family feedback Case level family outcomes Early Support Assessments Social Care referrals & repeat referrals Listings on online platform Visits to online platform Workforce development activity & take up Social media traffic Healthy Start take up

Phase 2 – commencing Autumn 2023
 Family Outcome Star data.
 Ongoing stakeholder engagement and feedback.
 Additional system-wide indicators established.

PHASE 2 - MEDIUM TERM MEASURES

THEME	MEASURES
Health	Hospital admissions related to mental health Obesity data Child emotional well-being indicator via school survey Parental mental health & well-being indicator

Wealth	Good Level of development at end of reception phase (including FSM sub group) Reading/Writing/Maths at end of Key Stage 2 Progress 8 measure Post-16 destination data
Wellbeing	Youth Justice first time entrants
Process indicators	Health Visitor checks Healthy Schools engagement

Phase 3 – 2024/25 and beyond
Additional measures of longer-term social mobility added to framework.

PHASE 3 - ADDITIONAL LONG TERM MEASURES

THEME	MEASURES
Wealth	Adult skills/literacy Adult employment

6. IMPLEMENTATION ACTIVITY – including stakeholder engagement and quality assurance of online platform.

PILOT ACTIVITY – WARMINSTER AND WESTBURY

7. Institute of Public Care, Oxford Brookes University are working with partners and have created a Theory of Change framework to enable robust evaluation and monitoring of the pilot project activity in Warminster and Westbury.
8. Key posts to develop and deliver the pilot activity were recruited to in April/May 2023; the Pilot Area Co-ordinator, two Family Help Practitioners and an Early Help Mental Health Practitioner are all in post. Practitioners are working directly with families and exploring new ways of working both with them and with partners in the area.
9. Monthly stakeholder engagement and network meetings are taking place in Warminster and Westbury with strong attendance from a wide range of partners including local VCS groups, schools, early years settings, Health Visitors and Council services.
10. The team have attended and presented at a number of local forums and meetings including Local Area Boards and Town Council in both Warminster and Westbury. Local Area Board representatives are invited to all network meetings.
11. Updates and invitations to pilot project meetings are circulated to a mailing list of over 100 local contacts.

12. Partners have engaged in consultation to establish the key local priorities for the project to work on and these have been agreed as:

- Children/parent emotional well being and mental health
- Building parental confidence and competence around routines and boundaries, particularly in the context of devices, social media and online gaming
- Supporting families with the impact of Cost of Living

13. The next phase of activity will see working groups exploring ways of responding to these priority issues in Warminster and Westbury.

BRANDING

14. FACT partners have committed to collectively creating and adopting a cohesive brand for Family Help following feedback from families and professionals that the existing system was hard to navigate and appeared relatively confusing, fragmented, and disjointed. Therefore, this umbrella brand would cover all services providing early intervention and prevention, communicating to families, schools, and other relevant organisations that these services were working in tandem to deliver a more collective and connected system across the County.

15. Following extensive consultation with families and stakeholders, an 'umbrella' brand and logo for Family Help have been agreed and will be launched in September 2023.

The brand name is 'All Together' and this will be used with various straplines to communicate and badge services and activity eg 'All Together for Families in Wiltshire'.



ONLINE PLATFORM

16. Feedback from families and professionals informed the partnership that finding information about and getting in touch with Early Help services was not easy.

17. The All Together platform hosted on Wessex Community Action's Wiltshire Together website is due to go live at the same time as the launch of the brand

in September and this will enable families and practitioners/organisations to easily find out about the Family Help Offer in Wiltshire.

18. Resource has been made available to develop and then maintain the site and its content to ensure quality and accuracy of records. Organisations will be responsible for the maintenance and accuracy of their own records on the site; training and support will be available to ensure confidence and competence across the system. Annual reminders will be automatically sent to all organisations with records on the site to check and confirm the accuracy of their records; where confirmation is not received the record will be removed from the site pending this confirmation.

WORKFORCE DEVELOPMENT

19. A Family Help Workforce Development Co-ordinator is in place creating a system-wide Family Help workforce development strategy ensuring that existing training is being co-ordinated and promoted under a cohesive Phase 1 Family Help training offer via the SVPP website.
20. Work is in progress to develop an enhanced offer during Phase 2 from Autumn 2023; the framework will set out a series of aligned modules based around Relational Practice that will build on the existing Five to Thrive training that has been extensively rolled out across the system and led by Public Health.

Safeguarding Considerations

21. The project will improve joint working with partners improving practice and thus outcomes, protecting children from harm.
22. This includes commissioning services more effectively which would contribute positively in safeguarding vulnerable children and adults.
23. Family Help is focused on providing a more intensive response to families at an earlier point when needs arise in order to prevent them escalating into statutory services.
24. Throughout the system change of the project, statutory responsibilities around safeguarding will be maintained.
25. The programme works closely with Public Health colleagues and will lead to improved health outcomes in the local child and adult population. Projects support the holistic identification of a child and family's needs and an integrated approach to supporting them to achieve positive change – this leads to improved health and wellbeing.

Environmental impact of the proposal

26. Currently within the programme there is little anticipated impact on carbon emissions. This will be considered separately for each project during the scoping and planning phases.

Equality and diversity impact of the proposal

27. Children's Services work with our most vulnerable children and families including those impacted by poverty and facing inequality.

28. The programme supports and contributes toward the Council's commitment to:

29. Tackle inequalities and promote cohesive communities

- Not to discriminate in the way we provide services to the public
- Not to discriminate in our employment related practices
- Promote equality and good relations between different groups.

30. Individual projects within the programme will need to consider whether an equality impact assessment is required following the current advice and guidance.

Financial implications

31. It is anticipated that the programme will ensure that the Council can maximise impact within the existing budget provision.

32. Funding has been agreed for the delivery of phase 2 of the Transitional Safeguarding proof of concept (tri-funded through the Council, ICB and the Police) and the Family Help Project (Council Transformation budget and ICB funding) for defined periods of time to allow for pilot activity. Thereafter the delivery arrangements are expected to fall within existing budget allocations.

33. The programme will support the financial position of the Council and multi-agency partners by co-producing support that meets the needs of the population of Wiltshire to improve outcomes and reduce ongoing demand whilst ensuring effective commissioning for new or renewed services is in place.

Legal implications

34. Each project within the programme will assess the legal implications for its intended outcomes and ensure that appropriate legal advice has been sought prior to the decisions on services being made.

Options considered

35. Projects within the programme that will require a strategic decision from FACT Executive Board will produce a business case detailing the options that have been considered and rejected as well as a preferred recommendation.

Conclusion

36. The conclusions reached have taken into account all the above and the committee is asked to:

- a. Review the outcomes framework
- b. Reflect upon the implementation activity
- c. Consider the stakeholder engagement activity

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Date of report: 27 June 2023