



FACT Family Help Programme

Update November 2023

Background

In early 2023, the Wiltshire Families and Children's Transformation (FACT) Partnership launched its Family Help project to enhance the local arrangements for the delivery of early intervention and prevention services for children, young people and families.

What do we mean by 'Family Help'?

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 through:

- a co-ordinated approach at a whole population/universal level to prevent needs from arising and to build resilience across all residents
- 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

We use the term 'Family Help' to stress that the focus is on working with families and to avoid historical confusion associated with the term 'Early Help'.

Autumn Update

Autumn has been a busy time for the partners particularly with the launch of the All Together website and brand as well as progress with commissioning Family Hubs.

We hope you find the updates below helpful, please do contact fact@wiltshire.gov.uk if you'd like to find out more or get involved.

Branding

With input from local families, FACT partners have collaborated to create 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. This new umbrella brand, called All Together, covers all services providing early intervention and prevention, communicating to families, schools, and other relevant organisations that these services and organisations are working in tandem to deliver a more collective and connected system across the County.



Online Platform

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

The All Together platform hosted on Wessex Community Action's Wiltshire Together website has been launched alongside the wider branding activity and this will enable families and practitioners/organisations to easily find out about the Family Help Offer in Wiltshire.

The webpages can be accessed via [All Together - Wiltshire Together](https://wiltshiretogether.org.uk/AllTogether) or <https://wiltshiretogether.org.uk/AllTogether>

Family Hubs

We are developing Family Hubs to respond to the Government 2019 manifesto pledge. Family Hubs are a place-based way of joining up locally in the planning and delivery of services for children and young people aged 0-19 and their parents/carers. This approach will provide families with a single point of access to early support services and will include online/digital presence as well as physical locations to access services.

This initiative is being led by the Council's Commissioning Team with services scheduled to go live across Wiltshire from April '24.

Locality Pilot

A key element of the project is a specific pilot in the Warminster and Westbury area that is seeking to develop, implement and evaluate new ways of working in the context of early intervention and prevention for children, young people and families.

The two new Family Help Champions and Early Intervention Family Mental Health Champion posts are now fully embedded and working intensively with a number of local families to address specific issues with supervision from the Pilot Area Co-ordinator.

Other key developments in the pilot area include:

- Introduction of drop-ins for families at a number of schools, early years settings and other venues enabling them to easily access support and advice on a wide range of topics

- Delivery of 'Picnic on the Pitch' Summer holiday activities programme

- Development of responses to the agreed local priority issues:

 - Emotional well-being

 - Support for parents

 - Impact of the cost of living crisis



Development and delivery of group work activity focussed on specific issues including helping parents cope with challenging behaviour, working with children with autism and wider parenting support strategies

Piloting of Restorative Approaches in a number of schools

An interim evaluation will be produced by Oxford Brookes University during the early part of 2024 and shared in our next update.

Workforce Development

The project is also developing a Family Help workforce development offer building on the existing SVPP-led training activity to ensure that we have a system-wide approach to training and development that will be accessible to those working in schools, settings, VCS groups and the wider group of partner agencies.

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. The offer is under development but will initially include training on:

- Trauma informed practice
- Understanding adolescence
- Making Every Contact Count (MECC)
- Motivational Interviewing
- Emotion Coaching

The workforce development offer will be available to all agencies that deliver Family Help in Wiltshire via the SVPP website.

Outcomes Framework

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.

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

Please contact fact@wiltshire.gov.uk if you'd like to find out more or get involved.