



WILTSHIRE CHILDREN AND YOUNG PEOPLE'S TRUST

FAMILY and PARENTING SUPPORT COMMISSIONING STRATEGY

April 2011 to 2014

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1. Summary

On 10th March the Children's Trust Executive agreed to develop a Family and Parenting Support Commissioning Strategy. The Parenting Commissioning Group has been co-ordinating the development of the strategy. The strategy has been co-produced with stakeholders through a series of workshops. The Children's Trust endorsed the strategy at the October Executive meeting.

Section 2 sets out the purpose and links with existing strategies. It includes a definition of family and parenting support and provides information on how the strategy was developed.

Section 3 outlines the national context including initiatives taking place which might have an impact on family and parenting support. The local context is also identified including links with the Children and Young People's Plan. Finally, this section outlines evidence on what works.

Section 4 contains a needs assessment drawing on demographic data and information including in the Joint Strategic Needs Assessment. It also highlights the priority areas of need identified through the consultation process.

Section 5 identifies the September 2010 current total gross revenue budget for family and parenting as £8,548,941. (excluding health services) Section 5 also outlines the different types of family and parenting support. This is key part of the strategy. Family and Parenting support services are categorised as follows:

- Universal family and parenting support services which are available to all families and parents
- Targeted family and parenting support services which are divided into a lower and higher levels
 - Lower level targeted support for families and parents with 1 or 2 concerns or problems which will be addressed by some specific focused and short term support.
 - Higher level targeted support for families and parents who have complex and multiple needs which will require long-term support.
- Finally there are specialist family and parenting support services for parents and families where children have been identified as "Children in Need" under the Children Act 1989.

Section 6 focuses on shaping future services. Key issues and gaps are identified and a set of outcome indicators is outlined. Section 6 goes on to set out a number of commissioning principles and highlights a number of commissioning intentions.

Commissioning Intentions for universal services focus on ensuring families and parents have easy access to information on parenting and that there are arrangements for "signposting" parents to appropriate services.

In terms of commissioning intentions for lower level targeted support for families and parents a significant level of resource is being invested in early intervention through the Children's Centre. Resources are scarce and it is important to ensure a good range of services. Within this context the strategy outlines plans for de-commissioning a number of voluntary sector services currently providing lower level targeted services for families and

parents. In practice this will mean a number of contracts which end on 31.3.11 will not be renewed.

Higher level targeted services work with families and parents who have long term complex and multiple needs. The initial analysis of the mapping services exercise indicated there are a number of services providing higher level 2 targeted services or more specialist level 3 services. There is a potential for overlap, duplication and lack of co-ordination. For example, it is likely that different services are working with the same families. The service mapping also demonstrated that there was not equity of access across Wiltshire. The strategy recommends that a specification is developed for a new family and parenting support service. This will focus on providing support to parents and families who have complex and multiple needs and who require long term support but who do not reach the threshold for social care intervention. In order to allow sufficient time for the procurement process it is proposed that a number of contracts with agencies currently providing higher level 2 or level 3 services are extended once they end on 31.3.11 for 6 months to 31.9.11. After this these contracts will end. The current budget for these services less an amount required for savings will be used to fund the new service.

Section 7 includes a timetable for the procurement process for this new service. This will commence in December 2010. It is anticipated that contract/s will be awarded in June with the new service ready to start on 1st October.

Finally, **Section 8** includes an initial outline action plan which will be developed into a comprehensive project plan which will be used to manage implementation of the strategy.

2. INTRODUCTION

2.1 Purpose of the commissioning strategy

The purpose of the family and parenting support commissioning strategy is to achieve better outcomes for children and young people by:

- Ensuring a good range of high quality family and parenting support services which meet identified needs.
- Intervening early to support families and parents as soon as any problems or issues arise.
- Ensuring cost effective services by improved co-ordination and reducing any overlaps and duplication.
- Informing reviews and re-commissioning of services. This will include providing a framework for reviewing funding to voluntary sector agencies for family and parenting support

The strategy has been produced in line with the Wiltshire Children's Trust Commissioning Framework.

2.2 Links with Existing Strategies

There are a number of other strategies which relate to the Family and Parenting Support Commissioning Strategy.

The Children and Young People's Plan (CYPP) is the overarching strategic plan for children's services in Wiltshire. The current CYPP covers the period 2008-11. Although It is no longer a statutory requirement to have a CYPP Wiltshire Children's Trust plan to develop a new CYPP.

During the consultation process other strategies which need to inform and link with the Family and Parenting Support Commissioning Strategy were identified. These include Wiltshire Domestic Abuse Strategy, the Teenage Pregnancy Strategy and the Hidden Harm Strategy which focuses on improving outcomes for children and young people affected by parental drug and alcohol misuse.

2.3 Definition of family and parenting support

The family and parenting support commissioning strategy covers the full range of services from services available to all families and parents such as the provision of information advice and guidance, services which offer support as early as possible when problems or challenges first arise, through to services available to support families who are in crisis or experience a major or urgent need.

The commissioning strategy covers services which assist families and parents with the following:

- Supporting families and parents to identify the services that they require.
- Developing parenting and family skills.
- Building family resilience.
- Improving family relationships.
- Tackling difficult or problem issues.

- Coping with crises.

2.4 Developing the Family and parenting Support Commissioning Strategy

Agreement to develop a family and parenting support commissioning strategy was made at the Wiltshire Children's Trust Executive on 10th March. The Parenting Commissioning Group have co-ordinated the development of the commissioning strategy. Appendix 1 includes information on membership of the Parenting Commissioning Group.

A stakeholder workshop was held on the 28th April. The workshop was attended by 25 participants. Feedback given at the workshop informed the initial draft.

Consultation on the initial draft took place from 8th June to 8th August. Two additional consultation workshops took place:

- A workshop which focused on the key consultation questions was held on 30th June. This workshop was attended by 26 participants. The 10 key consultation questions are included in Appendix 2.
- A workshop which used the Outcomes Based Accountability Approach to assist with shaping future family and parenting support services was held on 21st July. This workshop was attended by 18 participants.

52 participants took part in one or more of the workshops.

In addition 7 written responses were received.

Details of agencies and individuals involved in the consultation can be found at Appendix 3.

3. CONTEXT

3.1 National Context

3.1.1 Programme for government

“The Coalition: our programme for government” sets out the high level intentions of the Coalition Government. Policies relevant to family and parenting support are:

- *“We will take Sure Start back to its original purpose of early intervention, increase its focus on the neediest, and better involve organisations with a track record of supporting families. We will investigate ways of ensuring that providers are paid in part by the results they achieve.”* (section 14 Families and Children)
- *“We will refocus funding from Sure Start peripatetic outreach services, and from the Department of Health budget, to pay for 4,200 extra Sure Start health visitors.”* (section 14 Families and Children)
- *We will investigate a new approach to helping families with multiple problems.* (section 14 Families and Children)
- *We will train a new generation of community organisers and support the creation of neighbourhood groups across the UK, especially in the most deprived areas.”* (section 14 Families and Children)
- *We will fund a significant premium for disadvantaged pupils from outside the schools budget by reductions in spending from elsewhere* (section 26 Schools)
Working in partnership with parents is the key to attainment and schools might be able to use the pupil premium to fund parenting and family support.
- Section 8 on Defence also refers to the pupil premium – *“exploring the potential for including service children as part of our proposals for a pupil premium.”*

3.1.2 Independent Commission into Early Intervention

An independent commission on early intervention has been established. This aims to ensure that children at greatest risk of multiple disadvantages get the best start in life. The commission is being coordinated by the Social Justice Cabinet Committee in order to ensure a cross-departmental approach.

The commission will draw on earlier work undertaken by the Centre for Social Justice and the Smith Institute and noted in the report *“Early Intervention: Good parents, great kids, better citizens”*. The report emphasises the importance of getting services right for the 0 to 3 age range. It suggests a “foundation programme” which will focus on:

- A prenatal package
- Postnatal (Family/Nurse Partnership)
- Children’s Centres
- Primary school follow-on programmes, focusing on parenting support, language, numeracy and literacy, and the development of children’s social competences
- Anti-drug and alcohol programmes
- Secondary school pre-parenting (i.e. pre-conception) skilling

3.1.3 Munro Review

Professor Eileen Munro is undertaking a review of child protection. The review is wide ranging and includes a focus on early intervention. The terms of reference include considering how the interaction between social workers and universal services be improved and the links between social workers and Health Visitors and Children's Centres

3.1.4 Budget Pressures

The Coalition Government has outlined initial plans for significant savings – likely to be in the region of 25-40% - to be made from local authority budgets. In year savings have been made and the extent of the savings required for the financial year 2011/12 will be outlined in October.

Two specific grants end at the latest on 31.3.11. These are:

- Extended services – Parenting Support Advisers (PSAs) are funded on a 3 year tapering basis from a 100% funding in year 1 to 50% funding in year 3. The roll out of PSAs has been on a phased basis. The final phase saw PSAs starting year 1 of funding around the beginning of 2010. In practice this means some PSA posts are in Year 1 of funding and some in year 3.
- Think Family – This includes funding for the Family Intervention Project (FIP), the Parenting Early Intervention Programme (PIEP) and Parenting Experts (called Parenting Specialists in Wiltshire.)

There is specific grant for Sure Start which includes funding for 30 Children's Centres. At the moment this grant is ring-fenced.

Other current central government initiatives which impact on families and parents include:

- Wiltshire is one of 9 Councils piloting Partners in Literacy, a two year pilot project which ends 31.3.11. Funding for a co-ordinator has been made available through the National Literacy Trust.
"The aim of the project is to support more families to promote literacy in the home by engaging a wide range of local partners and services. The project has a bias towards families for whom improved literacy can make the biggest difference – disadvantaged families and those with children aged birth to five." Extract from National Literacy Trust website.
- Total Place is an initiative that aims to encourage public sector transformation, leading to higher quality services at lower cost. In January 2010 a Total Place project was established in the Bemerton Heath area of Salisbury. The project is focusing on improving outcomes for vulnerable families and individuals.

3.2 Local Context

3.2.1 Vision

The Children and Young People's Plan (CYPP) sets out the high level strategic priorities of the Wiltshire Children's Trust. The Family and Parenting Support Commissioning Strategy must be consistent with these priorities.

The CYPP 2008-11 sets out the vision for children and young people in Wiltshire as follows:
“To improve outcomes for children and young people in Wiltshire and to promote and support resilient individuals, families and communities.”

The CYPP identifies 10 priorities. 9 priorities relate to family and parenting support as noted below:

- Improving achievement and narrowing the gap in attainment
- Including disabled children and young people
- Supporting mental well-being – overcoming emotional and behavioural problems
- Reducing the number of young people not in education, employment or training
- Obesity, healthy eating and exercise
- Promoting resilience
- Reducing substance misuse
- Tackling domestic abuse
- Improving sexual health

A new CYPP is being developed. The work taking place on the family and parenting support strategy will be integrated with any developments.

3.2.2 Values

A Parenting Strategy for Wiltshire was developed by a multi-agency group of stakeholders in 2006. The Parenting Strategy included parenting principles. The principles included in the Parenting Strategy still apply. These principles are:

“To make parenting count in Wiltshire for ALL parents and carers by:-

- Developing services that are flexible and organised according to the needs and perspectives of the children and families who use them.
- Ensuring that Parenting Education and support reflects children’s rights as set out in the UN Convention on the Rights of the Child (1989), ratified in the UK in December 1991.
- Acknowledging that those people in a parenting role have a unique knowledge and information about the children in their care.
- Ensuring that provision is underpinned by evidence based practice and outcomes.
- Making appropriate parenting support available to all those in a parenting role.”

In addition, in response to comments made during the consultation on the initial draft of the Family and Parenting Support Commissioning, the following principles have been added:

- Working in partnership.
- Having a focus on finding creative solutions.
- Taking a family based approach.
- Empowering parents and families.
- Making sure provision is accessible so that parents and families can access services when they need them.

3.3 Research on What Works

3.3.1 Evidence Included in DCSF publication on Early Intervention

Early Intervention: securing good outcomes for all children and young people published by DCSF March 2010 includes evidence from the Washington State Institute for Public Policy produced in 2008. It notes:

“...the most successful programmes tend to share some common characteristics:

- They target specific populations
- They are intensive
- They focus on behaviour
- They include both parents and children
- They stay faithful to the programme”

Evidence from the National Academy of Parenting Practitioners (NAPP) is also included. This identifies a list 8 parenting programmes for which there is currently a good evidence base:

These are:

- Incredible Years
- Parenting Positively
- Triple P
- Strengthening Families Strengthening Communities
- Family Links
- Mellow Parenting
- Strengthening Families Together (10-14)
- Families and Schools Together

The Early intervention publication can be found at the following web address:

<http://publications.dcsf.gov.uk/default.aspx?PageFunction=downloadoptions&PageMode=publications&ProductId=DCSF-00349-2010&>

3.3.3 Cost and Outcomes Research

In 2006 the Department for Children Schools and Families published Cost and Outcomes an overview of 13 research studies on children’s services which included an economic component attempting either to describe the way resources were used or to link the costs to the results achieved. The Department also published a series of leaflets for commissioners on how to use the research. The leaflet “Shifting to Earlier Intervention” notes the following:

“ The Home Start study and Therapeutic Family Support studies indicate that family support services which promote general well being are valued by families but it remains very hard to demonstrate their effectiveness. The overview report categorises these services as responsive. They respond to users felt needs. The research findings on responsive services can be summarised as follows:

- *Users like them*
- *They are relatively low cost*
- *There is no evidence of improving general outcomes in terms of well being although different users may derive particular benefits.*

In contrast results of the studies on more specialist services such as the Intensive Home Visiting service and the Adolescent Prevention service were more encouraging. These services are more focused in terms of their target group and what they are trying to achieve.”

Shifting to Earlier Intervention can be found at:

<http://www.dcsf.gov.uk/everychildmatters/resources-and-practice/IG00183/>

4. NEEDS ASSESSMENT

4.1 The Joint Strategic Needs Analysis

The Wiltshire Joint Strategic Needs Assessment (JSNA) provides information on the current and future health and wellbeing needs of people in Wiltshire. The current JSNA can be found at the following address - <http://wiltshirejsna.org/>

A specific needs analysis relating to children and young people is produced annually. The latest needs analysis can be found by following the link below and clicking on needs assessment in the right hand column.

http://www.wiltshirepathways.org/UploadedFiles/Needs_Assessment.doc

Information from the latest annual needs assessment has been used below.

4.2 Demographic Data

4.2.1 Number of Children and Young People

The 2001 census identified 108,430 children and young people aged 0-19 years in the area covered by Wiltshire Council. This was 25% of the total population and is a similar proportion to the number of children and young people in England (25%) and the South West Region (24%).

The table below shows the numbers and percentages of children by age band and based on the 2009 mid year estimates.

Numbers and percentages of children by local authority and age band

Wiltshire Population	Number	%age of population
Total population	457,480	
0-4	24,850	5.4
5-9	26,930	5.9
10-14	29,910	6.5
15-19	30,700	6.7
0-19	112,390	24.6

Source: Wiltshire Council Economic Research & Intelligence Unit- Draft RSS led projection incl. EIP (October 09)

4.2.2 Local Deprivation and Super Output Areas (SOAs)

England is divided into 32,482 SOAs. Each Super Output Area contains about 1,500 households. The data from each Super Output Area is gathered to compile the Index of Multiple Deprivation under a number of domains including income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and living environment. The scores for each domain are weighted to provide a combined score. This index was last compiled in 2007. The lowest 30% of Super Output Areas, e.g. those scoring 9744 or lower are considered to be at most need of targeted support. In Wiltshire there are 8 SOAs

- Chippenham, Westcroft/Queens
- Salisbury, Bemerton Heath and Salisbury Friary

- Calne Abberd
- Westbury, Ham
- Trowbridge, Studley, Longfield and Adcroft/Seymour

4.2.3 Child Poverty

Poverty has a huge impact on family life. In 2007 the 10 local Super Output Areas with the highest percentage of children in poverty were as follows:

- Trowbridge, John of Gaunt and Studley Green
- Salisbury, St Martin - central
- Salisbury, Bemerton – south and west
- Chippenham, Hill Rise – north west
- Trowbridge, Drynham and Lower Studley
- Trowbridge, Adcroft/Seymour
- Melksham, North – north east
- Chippenham, Queens - east
- Ludgershall - north

4.2.4 Households with Dependent Children

According to the 2001 census there were 52,826 households with dependent children in Wiltshire.

4.2.5 Black and Minority Ethnic Population

At 3.2% of the population, Wiltshire has a lower proportion of black and minority ethnic communities than the South West region as a whole (4.3%) and a considerably lower proportion than the national figures (England: 11.3%). However, the increase in the proportion of the population from minority ethnic groups in Wiltshire between 2001 and 2007 has been larger than that in England.

The table below presents the proportionate change in the ethnic minority groups in Wiltshire as compared to the South West and England.

Estimated population change (%) by ethnic group, 2001 to 2006

	Total population % change	White: British & Irish	White: Non British or Irish	Non-White
Wiltshire	+4%	+1%	+34%	+103%
South West	+4%	+1%	+50%	+90%
England	+3%	-1%	+27%	+26%

Source: ONS Crown Copyright Reserved [Office for National Statistics October 2008] Experimental statistics.

The precise number of people who have come to Wiltshire as economic migrants since 2001 is unknown, although as in other parts of the country, there has been a growth in people living in Wiltshire from Eastern Europe.

4.2.6 Lone Parent Households

The 2001 census identified 8,414 lone parent households with dependent children in Wiltshire. This rate is below the national average and similar to statistical neighbours.

Lone parent households as a percentage of all households

	Number	%
Wiltshire	8,414	4.76
Kennet	1,284	4.34
North Wiltshire	2,252	4.48
Salisbury	2,287	4.82
West Wiltshire	2,591	5.24
England		6.4

Statistical neighbours	%
Cambridgeshire	4.31
Dorset	4.38
Gloucestershire	5.10
Hampshire	4.95
Oxfordshire	4.71
Shropshire	4.70
Somerset	5.10
Suffolk	4.98
West Berkshire	4.47
Worcestershire	4.91

Source: 2001 census

4.2.7 Armed Forces

The armed forces have a significant presence, particularly in the south of the county. Currently there are around 30,000 military personnel. The development of the Salisbury Plain Super Garrison centred on Tidworth and change of use of RAF Lyneham will have significant socio-economic implications and will impact on local communities across the county.

4.3 Information on Needs

4.3.1 Child Protection Plans

During 2009/10 there was an increase in children subject to child protection plans. The proportion of new Child Protection Plans per 10,000 of the local population aged under 18 (26.6%) is slightly higher than statistical neighbour (24.2%) but remains lower than the national (30.1%) average. This is illustrated in the table below.

Financial year	2006/07	2007/08	2008/09	2009/10
Children who became the subject of a child protection plan per 10,000 aged under 18 (CD04)				
Wiltshire	16.6	14.0	16.4	26.6(provisional)
Statistical Neighbours	23.8	23.7	26.2	24.2
England	31.8	33.5	37.8	30.1

Source: Social care data

4.3.2 Children and young people in care

The following table provides a snapshot of the number of Children in Care in Wiltshire as at 31st March 2010.

Number of Children in Care in Wiltshire	
	Total
<5 years	75
5 to 16 years	208
>17 years	66
Total	349

Source: Wiltshire Council Performance Report March 2010 (provisional figures)

Wiltshire has a lower rate of children and young people in care when compared to other similar local authorities. This is illustrated in the table below:

Children in care per 10,000 population aged under 18					
Financial year	2005/06	2006/07	2007/08	2008/09	2009/10
Wiltshire	29.9	29.0	29.8	34.2	35.1 (provisional)
Comparator Areas	36.2	35.4	36	35.3	35.3 (provisional)
England	54.6	54.6	54.1	54.3	54.3 (provisional)

Source: Wiltshire Council Performance Report March 2010 (provisional figures)

4.3.3 Emotional health and Well Being

The Tellus survey administered by the (then) Department for Children Schools and Families included a question on young people's relationships with friends, parents and other adults. In 2009 in Wiltshire 58.8% of children and young people reported that they enjoyed good relationships with their family and friends as compared to the national average of 56% and statistical neighbour average of 55.6%.

4.3.4 Domestic Abuse

In 2004, an estimated 17,000 children lived with domestic abuse. Agencies in Wiltshire are working to increase reporting of domestic abuse. In 2008/09 in Wiltshire 3,398 incidents were reported to the police. In 2008/09 domestic abuse accounted for 22% of all violent crime in Wiltshire. Throughout 2007/08, Women's refuges in Wiltshire accommodated 147 women, and more than 150 children.

4.3.5 Attainment

- Attainment of 3 to 4 year olds in the Foundation Stage has steadily improved over recent years; results are several points above the national averages and consistently better in comparison to statistical neighbours. .
- Attainment of 7 year olds (Key Stage 1) has been static over recent years and is broadly in line with national averages though mainly poor in comparison to similar areas.
- Attainment of 11 year olds (Key stage 2) has improved slightly over recent years and is broadly in line with national averages.
- Attainment at age 16 (Key Stage 4) has improved over recent years and in 2009 the percentage who achieved 5 or more A*- C including English and Mathematics was 55.4% which was above the national average of 49.7% and the average of 53% for statistical neighbours.

4.3.6 Young People not in education, employment or training

The proportion of young people not in education, employment or training (NEET) is better than the national average but not as good as statistical neighbours. The 6.1% NEET figure for 2009/10 equates to 727 young people.

4.4 Feedback from Consultation

The stakeholder workshops and written responses to the consultation commented on the most important needs which the family and parenting support commissioning strategy should address. The following were highlighted:

- Promote a healthy parent child relationship
- Promote emotional well being and good mental health of parents and children
- Reduce domestic violence
- Reduce poverty and debt
- Reduce social isolation
- Work with parents to address their own past difficult experiences. In particular those parents who have not experienced “good” parenting themselves
- Work with families with multiple needs ie. number of different factors in one household
- Work with teenage parents
- Recognise the importance of literacy and the development of good home learning environments
- Provide support to children with additional needs who do not meet the threshold for a statutory assessment of special educational needs.
- Ensure parents and families know how to ensure children and young people are safeguarded and protected from harm
- Work with parents and families to prevent family breakdown
- Enable families to develop consistent boundaries for their children and to develop strategies to manage behaviour from an early age.
- Address the specific needs of:
 - Service families
 - Travellers
 - Teenage parents
 - Parents with learning disabilities
 - Parents with mental health problems
 - Parents who misuse substances
 - Parents who have English as a second/further language
 - Lone parents.
 - Parents with chronic ill health

Overall it is important to promote resilience of parents and families as some parents cope well despite having a range of needs which might impact on their parenting.

5 SERVICE REVIEW

5.1 Current Expenditure on Family and Parenting Support

Current expenditure on family and parenting support by Wiltshire Council as at 1.9.10 is included in the table below.

Budgets for 2011/12 have not been set as yet and the 2010/11 budgets noted in the table below will change following the announcement of the Comprehensive Spending Review, 2011/12 grant notifications and the implications of new legislation such as the Academies Bill.

As at 1st September 2010 the gross budget for family and parenting support was **£8,548,941**. The table below provides details on services, income from central Government and comments which include details of specific grants due to end on 31.3.11.

Gross budget for family and parenting support as at 1st September 2010

Service	Gross Budget as at 01/09/10	Income – Specific Grants from central govt.	Net Budget – Wiltshire Council	Comments
Family Learning	303,172	303,172	0	2009/10 grant allocation from Skills Funding agency includes <ul style="list-style-type: none"> • Wider Family Learning £53,870 • Impact Funding £82,650 • Family Literacy and Numeracy £166,652
Ask - Family Information Service	260,965	260,965	0	Funded through a mix of Dedicated Schools Grant (DSG) and Early Years Grant (EYG)
Ask SEN Information Service	86,289	0	86,289	Core budget. Service is being reviewed as part of Disability Service Review
Children's Centres Revenue Expenditure	4,512,239	4,512,239	0	100% grant funded from Sure Start Early Years & Child Care Grant. This is the current Annual Budget 2010/11. Children's Centres are being commissioned through a tendering process. New services will start 1 April 2011
Parenting Support Advisers	£859,527	859,527	0	This is an approximate figure for the 2010/11 salary cost of PSAs. Funding for PSAs is made up of extended services grant and contributions by schools. The balance of funding between the grant and funding by schools depends on where schools are in the 3 year funding agreement.
Ask Parenting Early Intervention Project (PEIP)	70,400	70,400		Think Family Grant funded. Contract Terminated as at 30 September 2010
Think Family Project Funding	205,045	205,045	0	Funding mix from Think Family Grant and Think Family Partners (Base Total £619,445 includes funding for PEIP, Parenting Experts and FIP, all identified separately) Grant ending March 2011
Ask - Parenting Experts and Parenting Service	100,000	100,000	0	Parenting Experts. Think Family Funded, Grant ending March 2011
	120,689	66,006	54,683	Parenting Wiltshire Service. Mix of Funding including YOS Partnership (£40,106), Community Safety in DCS (£25,900), and Social Care (£40,253) ends 31.3.11
Families In Focus – Youth Offending Service	100,253	0	100,253	Funded internally from Children's Trust Board
Family Intervention Project	244,000	244,000	0	Think Family funded. Grant ending March 2011
Family Support includes Crisis Intervention Service	1,141,407	0	1,141,407	Family Support includes funding for contact, parenting assessments and direct family support
Voluntary sector funding – other than funding from initiatives noted above	544,955		544,955	Appendix 5 contains a list of voluntary sector family and parenting support services currently funded. All contracts due to end on 31.3.11.
Total Revenue	8,548,941	6,621, 354	1,927,587	

* Income from specific grants from central Government

The Primary Care Trust also fund health visitors and school nurses who provide some family and parenting support.

5.2 Different Types of Parenting and Family Support

During the development of the commissioning strategy debate took place on finding a useful way of talking about and categorising family support services. Initial discussions indicated that dividing targeted support into lower and higher levels would be useful. There was debate on this during the consultation on the initial draft. The Parenting Commissioning Group has decided to retain the higher and lower level distinction as this has helped with categorising services and planning for the future as outlined in section 6. However, it is important to note that in practice it will be important to be flexible as families and parents will have different needs and different times.

The framework for describing family and parenting support services is noted below:

Universal Family and Parenting Support Services

- Available to all families and parents
- Parents and families do not require any additional support

Every parent occasionally has some concerns or worries about their role and/or their child. Universal services would be expected to deal with these everyday concerns and worries. For example supporting all parents and families to develop strategies for managing a child's behaviour

Targeted Family and Parenting Support Services – divided into a lower and higher levels

Lower level targeted support

- Parents have 1 or 2 concerns or problems which will be addressed by some specific focused and short term support.

Higher level targeted support

- Access via the Common Assessment Framework (CAF) with a need for a Lead Professional to co-ordinate work taking place
- Families and parents have complex and multiple needs which will require long-term support.
- The level of support required might change eg. sometimes needing lighter touch support, sometimes more intensive support.
- There are concerns that parenting is not good enough – ie.very close to social care "children in need" threshold or
- Social care might have successfully worked with the child and family and parents now need support to sustain the changes made.

Specialist Family and Parenting Support Services

- Parents need support so that they can adequately safeguard their child/children
- In particular parents might need support to change their parenting so that a child/ children in care can return home.
- Parents might need specific support on how to manage behaviour so that their child/children can remain at home.

5.3 Mapping Services

Some detailed service mapping has taken place. The mapping included the following:

- Who provides the service and how the service is procured
- Funding and where possible costs
- Service quantity and activity levels where known
- Service performance including information on quality and outcomes

Appendix 6 outlines the initial analysis of the services mapped according to the family and parenting support service framework outlined in section 5.2 above. Further work is taking place on finalising the details for some services including confirming the type and level of service provided.

Initial analysis undertaken by the Parenting Commissioning Group indicates that there is lack of clarity on whether some services are working at higher level 2 or level 3. Also, there appear to be a number of services operating at these levels and there is the potential for overlap and duplication. This analysis has informed the commissioning intentions outlined in section 6 below.

6. SHAPING FUTURE SERVICES

6.1 Key Issues and Gaps

There are a number of issues and gaps which need to be considered when developing commissioning intentions for future family and parenting support services. Issues highlighted during the consultation included:

- Targeted services – both lower and higher level - have traditionally received short term funding.
- A number of specific grants are ending on 31.3.11 and this is further complicated by significant reductions expected to Council budgets. This includes Extended Services and Think Family funding.
- There appears to be the potential for overlap and duplication between some services.
- Some services are not available in all areas of Wiltshire .
- Some services do not undertake CAFs.
- Accessible information is not always available.
- Access to provision when families are in crisis is sometimes difficult.
- There appears to be a gap in services for parents and families of 5 to 8 year olds
- There is a gap in the availability of services for parents of children and young people with learning difficulties and disabilities just below the threshold for a statutory assessment of Special Educational Needs.
- There are a high number of service families living in Wiltshire. These families may have specific and particular needs.

6.2 Identifying Outcomes

It is important that the Family and Parenting Support commissioning strategy focuses on improving outcomes for children and young people.

During the consultation stakeholders were asked to identify outcome indicators. Further work will be undertaken to finalise the set of indicators and to identify baseline data on trends and comparisons with similar authorities where available. At this stage the outcomes indicators being considered are as follows:

- Reduce number of children with child protection plans
- Reduce number of children in care especially under Section 20 (with parents consent)
- Reduce referrals to social care
- Increase percentage GCSE 5 A*-C including English and Maths
- Improve attendance at schools
- Reduce exclusions from school
- Reduce number and percentage not in education, employment or training
- Increase number of Common Assessments
- Reduce tooth decay in children
- Increase numbers of mothers breast feeding
- Reduce childhood obesity
- Increase uptake of children and young people in physical exercise and activity
- Reduce numbers of young people who smoke

- Reduce alcohol and drugs misuse of young people
- Reduce number of children and young people offending or committing anti-social behaviour
- Reduce requests for Statutory SEN Assessments.
- Improve resilience and strength of parenting (based on a before and after questionnaire)
- Increase in individual children and young people’s resilience (based on a before and after questionnaire)

6.3 Family and Parenting Support Commissioning Principles

The following commissioning principles will underpin commissioning intentions and decisions:

- Access to service should be based on need rather than where families and parents live.
- There should be better co-ordination between services so that everyone is clear who is doing what and parents and families can be signposted to services easily.
- All services will support families through key age related transition points including preparation and picking things up if there are initial problems and putting things right quickly if things go off track.
- All family and parenting support services should be empowering – supporting people to do things for themselves and assisting to make changes sustainable.
- All services need to “think family”.
- All family and parenting support services must be cost effective.

6.4 Commissioning Intentions

6.4.1 Focusing the Commissioning Intentions

When developing commissioning intentions the Parenting Commissioning Group recognised the following:

- Resources are scarce and it is important to minimise overlaps and duplication between services
- As financial pressures and the need for service increase it is imperative to make the most of services which are low cost and have high value in terms of achieving good outcomes.
- It is important to get the right mix of services including making sure enough is invested in services which intervene early. This will ensure better outcomes and will be more cost effective through reducing the need for high cost interventions and services.

6.4.2 Linking Commissioning Intentions with Levels of Need

Section 4.2.4 noted that according to the 2001 census there were 52,826 households with dependent children in Wiltshire.

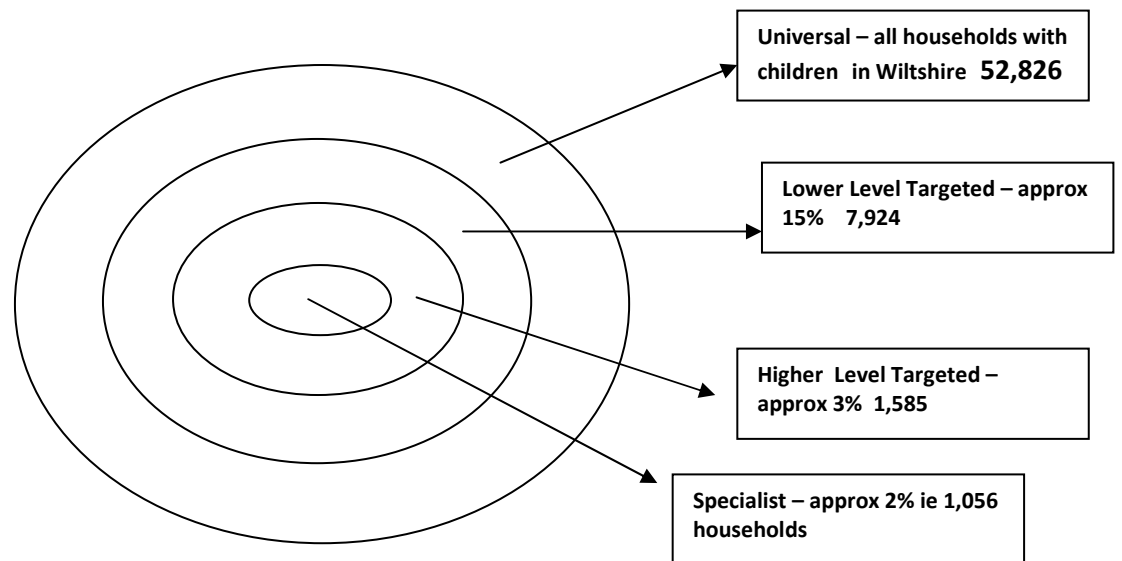
Section 5.2 identified different types of parenting and family support distinguishing between:

- Universal Family and Parenting Support Services
- Lower Level Targeted Family and Parenting Support Services for families who need some short term support
- Higher Level Targeted Family and Parenting Support Services for families with more complex longer term needs.
- Specialist Family and Parenting Support Services provided if children and young people from these families meet social care thresholds for an assessment

The diagram below provides an initial estimate of the number of families which might require the different levels of support. Further work is required on these estimates and on what this means in practice.

The diagram notes the following:

- All households ie. 52,826 should be able to access universal services.
- Approximately 10,565 households or 20% might at some point require some additional support.
- Of this 20% - 15% or 7,924 households might require short-term support
- A further 3% or 1,585 households might require long term support - although the children living in these households will not meet social care thresholds for "children in need"
- A further 2% or 1,056 households will include children who meet social care thresholds and parents will require specialist support.



6.4.3 Linking Commissioning Intentions with Financial Resources

The table in section 5.1 above sets out the budget for family and parenting support services as at 1st September 2010. The table also notes the specific grants from central Government which are due to end on 31.3.11.

Section 5.3 refers to the service mapping which has taken place and to Appendix 6 which outlines the initial analysis of the services mapped according to the family and parenting support service framework which divides services into – universal, lower level targeted, higher level targeted and specialist.

The table below brings this information together and outlines budgets according to the different types of family and parenting support. It is important to note the following:

- The budget for lower level targeted services reflects the current level of spend on Children’s Centres and Parenting Support Advisers. This expenditure is focused on early intervention.
- The budget for higher level targeted services will reduce significantly from 31.3.11 due to the ending of some specific central Government grants.
- The Parenting Commissioning Group consider that it is essential to maintain and if possible increase the budget for higher level targeted services. This is also part of the focus on early intervention. Without these types of services more parents and families will require specialist services.
- Available evidence indicates that children and young people will achieve better outcomes if issues and problems are addressed at an early stage.

	Universal*	Lower Level Targeted	Higher Level Targeted	Specialist	Total
Total Current Budgets for Family and Parenting Support Services as at 1 st September 2010	650,426	£5,721,229	631,111	1,546,175	£8,548,941
Total excluding grants which end 31.3.11 but not including any % budget reductions to apply from 1.4.11	650,426	£5,650,829	326,066	1,302,175	£7,929,496

***Does not include health service expenditure**

6.4.5 Commissioning Intentions for Universal Services

Commissioning Priorities

- Ensuring universal services get better at picking up on early warning signs and dealing with these. The Parenting Commissioning Group will develop plans on how to take this work forward.
- Ensuring there is a solid information base with excellent signposting.

Family Information Services 2011/12

- It is proposed that the current contract for the Family Information Service continues until 31.3.12.
- The SENSS contract for providing information for parents with children with special educational needs will also continue to 31.3.12.
- Current - 2010/11 - funding for these services totals £347,254.
- This funding will be reduced for the financial year 2011/12. Budget for 2011/12 to be agreed by end 2010.

Re-commissioning and Improving Family Information Services from April 2012

During 2011/12 the Parenting Commissioning Group will co-ordinate a review of information available to parents in order to ensure that all parents can access excellent information on the family and parenting support available to them in Wiltshire.

The review will involve parents and all agencies and will lead to improved co-ordination and better signposting of parents to appropriate services. The review will inform future commissioning of family information services from April 2012.

6.4.6 Commissioning Intentions for Lower Level Targeted Support

Commissioning Priorities

The Coalition Government has indicated that Children's Centres should become more targeted and that Health Visitors will have a major role. Although Children's Centres will work with parents and families who require long term support it is envisaged that the core business of Children's Centres will be on early intervention. This will involve providing

targeted support in the short term to deal with issues and problems reducing the need for higher cost interventions.

As noted above a significant level of resource is being invested in early intervention through the Children's Centre. The annual revenue budget as at 1st September 2010 is £4,512,239. Until March 2011 this is a ring fenced Government grant. Beyond that date, the grant and the government requirements for the scope of the service are unknown. The sum indicated above for the contract payments supports the whole core offer, not just parenting support work.

Parenting Support Advisors are also an important early intervention service. Parenting Support Advisors are employed by a network of schools and in future it will be important to work with schools to assist them to shape the Parenting Support Advisor role.

Bearing the above points in mind the commissioning intentions for lower level targeted family and parenting support services are as follows:

- During 2011/12 to consider the following:
 - More flexible use of children's centre buildings that are open 8am to 6pm throughout the year. The present requirement is for a service for children 0-5 years and their parents. The environment, furniture and equipment inside and outside are therefore designed for young children. However there is scope to make better use of the buildings particularly during school holiday periods and work with family units, including work with older siblings to ensure continuity of support through the holidays
 - Ensuring there is sufficient focus in Children's Centres on developing parents as peer mentors who can work with and support other parents.
 - Ensuring there is sufficient family outreach from Children's Centres
- To ensure active engagement with schools in the implementation of the Family and Parenting Support Strategy
- As there are significant resources invested in lower level 2 services through the Children's Centres to de-commission a number of voluntary sector services currently providing lower level 2 services. In practice this will mean a number of contracts which end on 31.3.11 will not be renewed. After a proportion of this funding has been used as part of budget savings the remaining funding will be shifted to a higher level 2 service.

6.4.7 Commissioning Intentions for Higher Level 2 Targeted

Higher level targeted services will work with families and parents who have long term complex and multiple needs. Access to Higher Level 2 services will be via a Common Assessment.

The initial analysis of the mapping services exercise (see section 5.3 above) indicates there are a number of services providing higher level 2 targeted services or more specialist level 3 services. There is a potential for overlap, duplication and lack of co-ordination. For example, it is likely that different services are working with the same families. The service mapping also demonstrated that there was not equity of access across Wiltshire.

It is recommended that a specification is developed for a family and parenting support service which focuses on providing support to parents and families who have complex and multiple needs and who require long term support. This specification will include providing:

- Intensive support when problems are particularly pressing
- Family group conferences or similar which bring families together and assist with finding solutions
- Building based and outreach support

A number of existing services currently provided higher level 2 and level 3 services would be affected by this re-commissioning. (See Appendix 6)

In order to allow sufficient time for the procurement process it is recommended that a number of contracts with agencies currently providing higher level 2 or level 3 services are extended once they end on 31.3.11 for 6 months to 31.9.11.

6.4.8 Commissioning Intentions for Specialist Family and Parenting Support

Currently specialist family and parenting support is provided by the social care Family Support Service.

Discussions are taking place on the future of and learning from services funded from the Think Family Grant. This includes learning for the Family Recovery Project (FRP) Model. This approach has been successful in Westminster and there are indications that the Coalition Government is keen on promoting and developing this model. A briefing note is provided at Appendix 7.

Commissioning intentions are as follows:

- To ensure there is close alignment between the social care specialist Family Support Service and the higher level 2 service.
- During 2011.12 to disaggregate activity and finance information according to the 4 different aspects of the social care Family Support Service. The service currently provides the following:
 - Direct support and work with families.
 - A contact service which supports children who are looked after to keep in touch with birth families.
 - A crisis service which focuses on preventing children and young people from coming into care or – if this should happen – to assist with a speedy return home if this is appropriate.
 - A specialist assessment service which undertakes parenting assessments as instructed by the Courts.

7 PROCUREMENT PLANS

7.1 Outline Procurement Timetable for new Family and Parenting Support Service.

The outline time table for the new family and parenting support service described in section 6.4.7 is set out below.

ACTIVITY	TIMESCALE	ACTION SUMMARY
Procurement planning and advertising	1 st December 2010 to 31 st January 2011	Developing tender documents including the specification, assessing and managing the market
	1 st February 2011	Issue Advert
	15 th February 2011	Closing date for Expressions of Interest (minimum 14 calendar days due to extensive stakeholder engagement)
Issue Pre- Qualification Questionnaire	16 th February 2011	Issue PQQ pack including draft specification
	9 th March 2011	Receive completed PQQ
	10 th March to 24 th March 2011	Evaluate PQQ responses and prepare shortlist
	28 th March 2011	Inform organisations of PQQ outcome (final shortlist to tender)
Invitation to Tender	29 th March 2011	Issue formal tender packs
	12 th April 2011	Bidders Event – Commissioner presentation and Q&A session
	26 th April 2011	Deadline for questions submitted in writing by post / e-mail
	3 rd May 2011	Final responses to questions circulated to all tenderers
	18 th May 2011	Closing date for submission of tenders – tender opening 19 th May 2011
	20 th May to 2 nd June 2011	Evaluation of bids
	6 th June 2011	Results of evaluation finalised
Contract Award	7 th June 2011	Notify winning tenderer and unsuccessful tenderers – start of standstill period – preparation of final contract documentation for signature.
	21 st June 2011	End of standstill period
	By 30 th June 2011	Exchange of contract documents
	1 st July 2011 through 30 th September 2011	Transition period into new service, mobilisation and implementation meetings
	1 st October 2011	Service commencement

7.2 Monitoring family and parenting support services

At the 28th April stakeholder workshop a performance indicator framework was introduced. The framework uses 3 indicator categories outlined in the Outcomes Based Accountability approach developed by Mark Friedman:

- How much do you do?
- How well do you do it?
- Is anyone better off?

A fourth category was also introduced:

- Is it cost effective?

This framework will be used for developing indicators for monitoring family and parenting support services in the future.

8. INITIAL ACTIONS

1	To ensure any future CYPP and this Family and Parenting Support Commissioning Strategy are linked.
2	To identify any other strategies and plans which need to link to the Family and Parenting Support Commissioning Strategy and make sure links are made and maintained.
3	A separate report will be available by the end of October 2010 detailing consultation feedback and action taken in response.
4	To further develop the evidence base which will inform the procurement of family and parenting support services. This will include considering the research studies and evidence noted in consultation responses and included at Appendix 4 and the work undertaken by the Centre for Excellence and Outcomes (C4EO) on services for families and parents and on early intervention.
5	To update information on needs with 2010 data.
6	To identify the 2011/12 expenditure available for family and parenting support services.
7	To complete the mapping exercise on family and parenting support services and the analysis of services according to the family and parenting support service framework.
8	To finalise the set of indicators which will be used to monitor the impact of the family and parenting support commissioning strategy and where possible to identify baseline data on trends and comparisons with similar authorities. This work to include taking into account the priority needs identified in section 4.4
9	To undertake further work on the need and anticipated demand for different types and levels of family and parenting support services.
10	The Parenting Commissioning Group intend to involve parents fully in the implementation of the Family and Parenting Support Strategy. This will include involving parents in the development of service specifications, in the process of selecting providers and in monitoring the implementation of the strategy and the delivery of services.

Appendix 1**Membership of the Parenting Commissioning Group**

Name	Service/Agency
Julia Cramp	Service Director Commissioning & Performance
Cllr Alan Macrae	
Maurice Clay	Voluntary Sector Forum
Ali Perry	Voluntary Sector Forum
Marie Peacock	Parent Representative
Rebecca Barson	Social Care
Gill Hanlan	Early Years
Lauraine Jones	Targeted Services
Mary O'Malley	Extended Services
Val Scrase	NHS Wiltshire

Support provided by:

Name	Service/Agency
Jane Shuttleworth	Interim Head of Commissioning and Planning
Amanda Bennett	Commissioning and Planning
Greg Lewis	Procurement and Contracts

Appendix 2 Summary of Key Consultation Questions

Consultation Question 1: *Does section 2.2 define family and parenting support. Do you have any comments, additions or changes to the definition provided?*

Consultation Question 2 – *Should the values outlined in section 3.2.2 underpin the family and support commissioning strategy particularly in view of the Government’s commitment to early intervention and a focus on the neediest families?*

Consultation Question 3 – *Section 3.3 highlights some key research findings on family and parenting support services, Do you know of other findings from research which need to be considered when developing the commissioning strategy?.*

Consultation Question 4 – *What are the most important needs which the family and parenting support must address?*

Consultation question 5 – *Does section 5.2 explain the different levels of family and parenting support? Do you think it is helpful to make a distinction between lower and higher level 2 services?*

Consultation Question 6: *Section 5.1 outlines the services being included in the financial and service mapping exercise. Have any services been missed? Do you have any other comments on the financial and service mapping?*

Consultation Question 7 *Do you agree with the issues and gaps highlighted in section 6.1? Are there any other gaps or issues which need to be considered?*

Consultation Question 8: *Should the family and parenting support strategy focus on improving the outcomes noted in section 6.2? Do you have any comments on these outcomes? Would you like to add any additional or alternative outcomes?*

Consultation Question 9 *Section 6.4 outlines commissioning priorities for focusing and accessing services. It also includes some factors which need to underpin the overall approach to commissioning family and parenting support services. Do you have any comments/amendments or additions? What are your top 3 commissioning priorities for family and parenting support services?*

Consultation Question 10 *Do you think the 4 indicator categories suggested in section 7.2 should be used for developing indicators for family and parenting support services? Do you have additional or alternative suggestions?*

Appendix 3

List of those involved in the Consultation Process

1. Written Responses were Received from

ASK

Children and Families Voluntary Sector Forum

Home Start Kennet

Social Care

SEN Service Managers

Extended Services

Sally Johnson, Public Health Manager, NHS Wiltshire

Chris Marshall and Judy Edwards, Extended Services

2. Attendance at Consultation events

3 consultation events took place. In total 52 people took part

	Name	Organisation	April	June	July
1	Judith Wright	PSA Project Manager			Y
2	Cat Payne	Families Plus			Y
3	Maurice Clay	ASK	Y	Y	Y
4	Pippa McVeigh	Wilts Council			Y
5	Alison Shires	Wilts Council Early Years			Y
6	Elaine Stewart	Wilts Council Early Years			Y
7	Lucy Kitchener	Partners in Literacy			Y
8	Alan MacRae	Wilts Council			Y
9	Eleanor Stirling	Wilts Council / NHS Wilts		Y	Y
10	Martie Stanwell	Action for Children			Y
11	Lizzy Martch-Harry	Extended Services			Y
12	Amanda Bennett	Wilts Council Parenting		Y	Y
13	Bel Crompton	Home Start Kennet		Y	Y
14	Greg Lewis	Wilts Council Contracts	Y	Y	Y
15	Sadie Hall	Action for Children		Y	Y
16	Kevin Rogers	NSPCC			Y
17	Mike Smart	Army Welfare Service		Y	Y
18	Sam Jennings-Bramly	Extended Schools West Salisbury & Amesbury/Durrington Clusters			Y
19	Rebecca Barson	Wiltshire Council, Social Care		Y	
20	Sharon Skelly	NSPCC		Y	
21	Stephanie Davis	Wiltshire Council, Extended Services		Y	
22	Emma Harrold	Wiltshire Council, Community Safety		Y	
23	Hayley Mortimer	Wiltshire Council, Community Safety		Y	
24	Mary O'Malley	Wiltshire Council, Extended Services		Y	
25	Gill Hanlan	Wiltshire Council, Early Years	Y	Y	
26	Sara Holden	Home Start Kennet	Y	Y	

27	Emma Gulliver	Action on Addiction – Families Plus		Y	
28	Andy Meads	Wiltshire County Council, Social Care, Family Support	Y	Y	
29	Tim Carter	Barnados	Y	Y	
30	Jane Wheeler	Scrapstore		Y	
31	Dennis Cannon	Scrapstore		Y	
32	Val Scrase	NHS Wiltshire - WCHS		Y	
33	Pam Walden Woods	Relate mid Wiltshire	Y	Y	
34	Glenys Armstrong	Family Mediation		Y	
35	Sarah Thomas	Think Family	Y	Y	
36	Chris Moore	Wiltshire Council, Libraries & Partners in Literacy		Y	
37	Kim Law	Ask	Y	Y	
38	Wendy Hall	Family Mediation	Y		
39	Janet Jonik	Learning Curve	Y		
40	Amanda Foyster	Relate Mid-Wiltshire	Y		
41	Debbie Wickham	Stepping Stones	Y		
42	Ann Knight	Area Public Health Manager, Wiltshire Community Health Services	Y		
43	Bronwen Dutnall	Team Leader, Wiltshire Community Health Services	Y		
44	Lauraine Jones	Young Person's Crime and Substance Misuse Project Manager	Y		
45	Vanessa Brown	Families on Focus and Family intervention Project Manager	Y		
46	Sue Nield	Early Years	Y		
47	Nita Giles	Healthy Minds	Y		
48	Heather Whitmore	Action on Addiction	Y		
49	Maureen Breeze	Extended Services	Y		
50	Jacqui Radford	Extended Services	Y		
51	Janice Botterill	Extended Services	Y		
52	Marcia Johnson	Home Start Kennet	Y		

Appendix 4

Responses to consultation question on research evidence available on family and parenting support

Comment	Action Taken
<p>We cannot offer research but we can offer our own findings which are supported anecdotally by other parenting practitioners.</p>	
<p>Most of the programmes offered on the toolkit are not British-developed programmes: they are not based on our culture, they are heavily manual-based, and their evidence-base is not necessarily applicable to our clients. Research (American!) shows that fidelity of delivery is vital (see bullet point 5) but at last year's ask Parenting Conference every contributor stated that they skipped bits, added in bits from other programmes etc, so it isn't happening in practice. We prefer flexibility to ensure that the parent has the greatest opportunity to move forward when they are ready to, not simply because a manual tells them they should. (ASK)</p>	
<p>We feel the list is too restrictive and doesn't take account of the differing needs of the various target groups. (ASK)</p>	
<p>Please see attached two documents: "Family Reading Matters rationale" and "Literacy Changes Lives Chris M summary". The first demonstrates the importance of the family and home learning environment on the achievement of children, whilst the second – perhaps more pertinently – shows how literacy impacts on the lives of adults (including parents). It is the latter document which, I believe, shows how working on home learning environments with families is very much supporting parenting and families.</p> <p>The first document was produced by the National Literacy Trust in 2008, the second was summarised by Chris Moore for Wiltshire Council in 2009 from research carried out by the National Literacy Trust in 2008. (Libraries and Partners in Literacy)</p>	
<ul style="list-style-type: none"> • Solution focused practice models • Outcomes of children received into care • What works in family support (Barnardo's) • DOH Framework for assessment 2000 • DOH working with parents with learning disabilities practice quota 2007 • Parenting assessment Manual Cornwall model 2007 • Parenting in Poor Environments - Stress, Support and Coping, (Ghate and Hazel, 2002) • Studies in the Assessment of Parenting, (Reder, Duncan and Lucey, 2003) • Supporting Parents, Messages from Research, (Quinton, 2004) • Preventing breakdown, A manual for those working with families and individuals within them, (Hamer, 2005) • A New Agenda for Family Support - Providing Services that Create Social Capital, (O'Doherty, 2007) • A Good Childhood - searching for Values in a Competitive Age (Layard and Dunn, 2009) • Children, Families and Social Exclusion - New approaches to prevention (Morris, Barnes and Mason, 2009) • A Handbook of Children and Young People's Participation - perspective from 	

<p>theory and practice (Percy-Smith and Thomas, 2010) (Social Care)</p>	
<p>Evidence from our Wiltshire delivery of Triple P by PSAs shows that by providing parents with a toolkit of strategies, mentoring and modelling, empowers them to make the necessary changes at home. We are offering our courses universally to parents whose children meet the Levels 1 & 2 criteria, with some careful screening and prioritisation of the most needy parents. Our evidence shows that this promotes equality within the community; acts as a positive mentoring arrangement as parents are “buddied” during the course. These buddying relationships are extending beyond the courses.</p> <p>The Triple P Courses are being underpinned by the wider support of PSAs who work within the local community and are therefore in a unique position to build practical and professional relationships with parents. Trowbridge, Chippenham and other clusters will provide all parents who successfully complete the course, with “Triple P drop-ins”. These will be initially facilitated by PSAs and provide trouble-shooting advice, motivational support. However, long-term they will become parent-led, further encouraging community cohesion.</p> <p>There is also evidence from PSA 1:1 support that echoes the same themes of PARENT FOCUSED, CHILD CENTRED. PSA enables and empowers the parent.</p> <p>Not all about focussing on child behaviour. Impact studies of individual cases demonstrate that our PSAs are proactive in:</p> <ul style="list-style-type: none"> • Enabling parents to get CAFs completed for their children • Supporting parents to improve the home environment and reduce stresses re: housing, debt, domestic violence • Engaging with Adult Services, including charities and voluntary organisations for adults as well as children • Signposting and proactively referring on to other agencies, including adult services <p>(Extended Services)</p>	
<ul style="list-style-type: none"> • Befriending as an intervention for chronic depression among women in an inner city – random controlled trial – Tirril Harris, George W Brown, Ruth Robinson Journal of Psychiatry 174 219-224 • Moving parents and children together (MPACT) – Parental substance misuse intervention whole family approach • TDA PSAs – www.tda.gov.uk Impact and Practice and national research into PSAs • Local PSA monitoring and impact data – contact extended services team. • The longer term outcomes of in-court conciliation – Ministry of Justice – www.justice.gov.uk/publications/research211107.htm <p>(June Consultation Event)</p>	

Appendix 5

Voluntary Sector Organisations Receiving Funding

This Appendix links to the table noted in section 5.1 which notes expenditure of £544,955 on services purchased from the voluntary sector from the Children and Education base budget ie. these services are NOT funded from specific grants or from contributions from other agencies. All contracts due to end on 31.3.11

Organisation and Contract Reference Number	Service Title	2010/11 Amount
Home Start Kennet (11)	Home Start	49,031
Home Start South Wiltshire (33)	Home Start	23,325
Open Blue Trust (89)	Mobile Community Centre	10,284
Scrapstore and Wiltshire Play Resource Centre (91)	Scrapstore	64,817
Scrapstore and Wiltshire Play Resource Centre	Outreach services to rural communities	131,606
Barnados (7)	Tapestry	73,572
NSPCC (9)	Calne Family Centre	32,280
NSPCC (10)	Ashdown Family Centre	45,754
Action for Children (12)	Wessex Children's Services	53,771
Barnados (2)	Family Group Conferences	60,515
Total		544,955

Appendix 6 Initial Analysis of Service Mapping

Universal		Targeted Low Level		Targeted Higher Level		Specialist	
Service	Current Budget	Service	Current Budget	Service	Current Budget	Service	Current Budget
ASK Family Information Service	260,965	Children's Centres (Also £1,216,865 capital)	4,512,239 (revenue)	Think Family Project Funding	205,045	Barnados Family Group Conferences	60,515
Ask SEN information service	86,289	Parenting Support Advisers	859,527	Barnados Tapestry	73,572	Family Support includes Crisis Intervention Service	1,141,407
School Nurses	To be confirmed	Scrapstore and Wiltshire Play Resource Centre Outreach	131,606	NSPCC Calne Family Centre	32,280	Families In Focus	100,253
Health Visitors (although moving to more targeted response)	To be confirmed	Scrapstore and Wiltshire Play Resource Centre	64,817	NSPCC Ashdown Family Centre	45,754	Family Intervention Project	244,000
Family Learning	303,172	Home Start Kennet	49,031	Action for Children Wessex Children's Services	53,771		0
		Home Start South Wiltshire (33)	23,325	Ask (35) Parenting Wiltshire and Parenting Experts	220,689		0
	0	Ask - Parenting Early Intervention Programme – ended September 2010	70,400		0		0
		Open Blue Trust (89)	10,284		0		0
Total – Current Budgets	£650,426		£5,721,229		£631,111		£1,546,175
Total excluding grants which end 31.3.11 but not including any % budget reductions to apply from 1.4.11	£650,426		£5,650,829		£326,066		£1,302,175

Appendix 7

Briefing Note on Westminster Family Recovery Project

FRP work with families who have a history of non-engagement with services, or where, even with multi-agency support, positive change has been limited or not sustained....

FRP persistently support and intervene with families who are at risk of losing their children, home and/or liberty...

FRP work to improve the experience of both the family and the communities in which they live FRP work in a targeted and phased way to support a family's capacity for change and to embed and sustain changes within the family...

For the family what is often a jumble of different agencies they now see a simplified and co-ordinated network working to one Care Plan

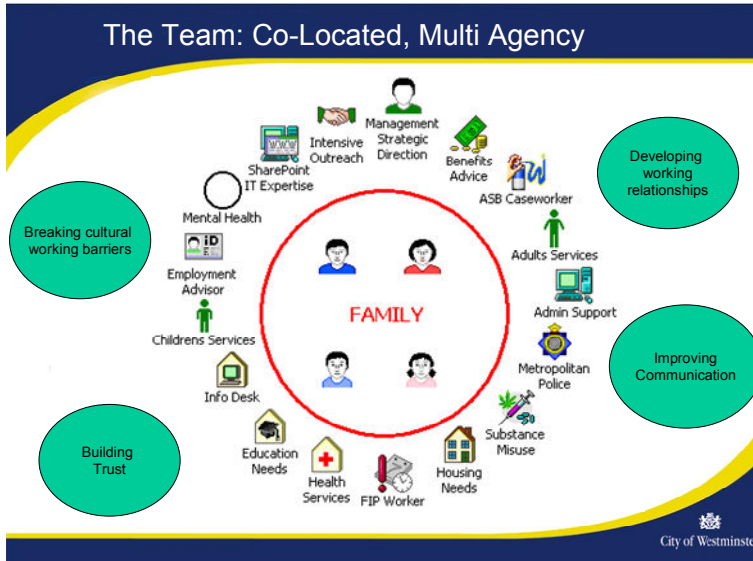
- 105 families so far. Clear evidence of: improved resilience, family functioning and specifically reduced anti- social behaviour, better education attendance, and increased recognition of physical and mental health needs and appropriate interventions.
- An over-riding objective for the Council was to measure the cost 'avoidance' of this new way of working, to understand how much this intensive type of work would cost and how could this preventative work help avoid future costs to Westminster, its partners and public purse. It is early days but in terms of cost avoidance now £3 for every £1 spent.

The FRP is a co-located multi agency team staffed by secondees and directly employed staff. The pilot found that experienced unqualified staff met the needs of the service/families thus were able to reduce the number of qualified social workers in the team.

"The Information Desk" is key The information desk draws information (written reports, figures, assessments) from a number of sources through either direct access or contacts within partner agencies, providing a rounded view of the family unique to FRP.

Staff on the Information Desk produce an Intelligence Report which provides an accurate and up to date summary of all relevant family information, highlighting presenting issues or risks, flagging any intelligence gaps. This is used to inform the Team Around the Family meeting and the Care Plan.

The Team around the families (TAF) approach ensured that all agencies were clear and accountable about their roles and outcomes expected.



Two lead professionals are assigned to the family – one for the children one for the adult/s