



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Integration Joint Board	
<b>Held on</b>	12 August 2020	
<b>Agenda Item</b>	6	
<b>Title</b>	Family Wellbeing Service Annual Report 2019-20	
<b>Summary</b>		
<p>The Family Wellbeing Service Annual Report 2019-20 relates to the delivery and expansion of the service to support children and young people who present with a range of significant mental and emotional wellbeing concerns.</p>		
<b>Presented by</b>	Fiona McBride, Assistant Director - Children 1 <sup>st</sup>	
<b>Action Required</b>		
<p>The Integration Joint Board is asked to note:</p> <ul style="list-style-type: none"> <li>▪ the content of the Family Wellbeing Service Annual Report 2019-20</li> <li>▪ the increasing numbers of children and families accessing the service during that period and the positive progress made against the agreed success criteria</li> <li>▪ the further expansion and upscale activity undertaken</li> <li>▪ the service's response to the Covid19 pandemic</li> </ul>		
<b>Directions</b>		<b>Implications</b>
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC		<input checked="" type="checkbox"/> Finance <input type="checkbox"/> Policy <input checked="" type="checkbox"/> Workforce <input checked="" type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input checked="" type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty

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**EAST RENFREWSHIRE INTEGRATION JOINT BOARD**

**12 AUGUST 2020**

**REPORT BY HEAD OF PUBLIC PROTECTION AND CHILDREN'S SERVICES**

**FAMILY WELLBEING SERVICE ANNUAL REPORT 2019-20**

**PURPOSE OF REPORT**

1. This Family Wellbeing Service Annual Report 2019-20 relates to the delivery and expansion of the Family Wellbeing Service to support children and young people who present with a range of significant mental and emotional wellbeing concerns. From September 2017 the service had been delivered by Children 1<sup>st</sup> as a two year pilot originally taking direct referrals from two predetermined GP practices. During Year 2 the service expanded to six GP Practices, and from June 2019 with increased investment from HSCP and the Robertson Trust the service began a phased implementation across the remaining East Renfrewshire GP Practices. This report will provide details of:
  - the activity and impact of the service during 2019-20
  - the progress made to expand and upscale to all GP Practices in East Renfrewshire
  - how the service has responded to the Covid19 pandemic and its plans for full service recovery

**RECOMMENDATION**

2. IJB are asked to note:
  - the content of the Family Wellbeing Service Annual Report 2019-20
  - the increasing numbers of children and families accessing the service during that period and the positive progress made against the agreed success criteria
  - the further expansion and upscale activity undertaken
  - the service's response to the Covid19 pandemic

**REPORT**

3. The Family Wellbeing Service Annual Report for 2019-20 is attached. The report contains a description of the activity undertaken during the development stage from June to December 2019. During this time the staff structure and complement was completed and 12 GP practices were incorporated into the programmes referral process. On 1 December 2019 the service moved in to the two year delivery phase with the key aim of upscaling to include all GP practices in East Renfrewshire.
4. The expectation was that all practices by the end of 2019 would take up the service offer however at the time of writing this report there are three who have not done so despite the considerable efforts of the service management to actively encourage their involvement. The HSCP Clinical Director has been informed and will communicate with the three practices to agree a way forward.
5. The funding model is based on delivery against a set of success criteria agreed by the three partners. The annual report largely demonstrates that these are being achieved as the service has exceeded the target for number of children and families they are working with as well as their initial referral response rates. A key indicator is the effectiveness of

the service and this is being measured by whether children present again at their GP with wellbeing concerns post Family Wellbeing Service engagement. Progress with this measure will become more apparent as children appropriately exit the service and post service data is collected and analysed.

6. Children 1<sup>st</sup> has continued to provide high quality emotional and practical support to children and families throughout the Covid-19 lockdown. The Family Wellbeing Service team have responded to the changing context, working in close partnership with a range of community projects and local services by offering the following supports to families:

## CONSULTATION AND PARTNERSHIP WORKING

7. Children 1st have built in processes to frequently capture feedback from users of the service. This in turn allows the service to consider what is working and what needs improved. In addition Children 1st have been working with the Scottish Recovery Network (SRN) and East Renfrewshire HSCP to develop an external evaluation model to capture the impact of Family Wellbeing Service with former recipients of the service.
8. This programme is a partnership between East Renfrewshire HSCP, the Robertson Trust, local GP Practices, and Children 1<sup>st</sup> to provide a targeted service intervention. The implementation of this partnership is governed by a Programme Board, with senior managers from each partner organisation, which has overall control and responsibility for the project. Operational responsibility is devolved to an Operational Group which will oversee the day-to-day delivery of the service. Other local partners include Education/Schools and Psychological Services. Children 1<sup>st</sup> now attend the Improving Outcomes for Children and Young People Partnership which is the key multi agency planning forum for children's services in East Renfrewshire. The Robertson Trust have commissioned Iconic Consultants to carry out evaluation of the social bridging finance model.

## IMPLICATIONS

### Finance

#### **East Renfrewshire Family Wellbeing Service - Investment Budget 2019-2022**

Expenditure	Year 1	Year 2	Year 3	
Investment from HSCP	£320,000	£320,000	£320,000	£960,000
Investment from The Robertson Trust	£350,677	£339,864	£353,815	£1,044,355
<b>Total</b>	<b>£670,677</b>	<b>£659,864</b>	<b>£673,815</b>	<b>£2,004,355</b>

### Workforce

9. The complement of staff required to deliver the programme is complete and is outlined within the body of the report.

### Infrastructure

10. In January 2020 the team moved into newly refurbished family friendly premises in Giffnock but have retained space in Eastwood Health and Care Centre to ensure full accessibility for families when necessary.

## Equalities

11. The service is recording and monitoring referrals and take up in relation to age, gender, ethnicity, disability, and sexual orientation, to ensure it is fully accessible to eligible children and families residing within East Renfrewshire. This can be seen within the body of the report.

## **DIRECTIONS**

12. There are no directions arising from this report.

## **CONCLUSIONS**

13. In 2019 HSCP Children and Families and Children 1<sup>st</sup>, were successful in securing significant investment from The Robertson Trust to continue, and to expand the delivery of the Family Wellbeing Service. This new funding was approved as a Social Bridging Finance partnership contract between the three partners – East Renfrewshire HSCP, Children 1<sup>st</sup>, and The Robertson Trust. The new funding partnership began on 1 June 2019. The Family Wellbeing Service Annual Report details the service activity over 2019 – 2020 and outlines how the service has performed against the agreed success criteria indicators. The report also provides a comprehensive update on the service's response to the Covid19 pandemic and how it has continued to deliver during this difficult period for children and families.

## **RECOMMENDATION**

14. IJB are asked to note:

- the content of the Family Wellbeing Service Annual Report 2019-20
- the increasing numbers of children and families accessing the service during that period and the positive progress made against the agreed success criteria
- the further expansion and upscale activity undertaken
- the service's response to the Covid19 pandemic

## **REPORT AUTHOR AND PERSON TO CONTACT**

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13 July 2020

Chief Officer, IJB: Julie Murray

## **BACKGROUND PAPERS**

[27.11.2019 – Item 8: Family Wellbeing Service Annual Report 2018-19](#)

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# East Renfrewshire Family Wellbeing Service

Annual Report  
1<sup>st</sup> June 2019 – 31<sup>st</sup> May 2020



## East Renfrewshire Family Wellbeing Service

Annual Report  
1<sup>st</sup> June 2019 – 31<sup>st</sup> May 2020

### **Background**

In September 2017, Children 1st and East Renfrewshire's Health & Social Care partnership (HSCP) developed a one year pilot service called the Family Wellbeing Service to offer early help for children and families who are experiencing emotional distress. The pilot was a success, exceeding service outcomes which resulted in improved emotional wellbeing in children, young people and families. The pilot phase ended in August 2018, however at that time HSCP agreed a further one year funding to partially extend the service to six GP practices.

In 2018 East Renfrewshire HSCP and Children 1st entered into discussions with The Robertson Trust to determine the suitability of their Social Bridging Finance (SBF) model for investing in the East Renfrewshire Family Wellbeing Service programme. The purpose of additional investment was to develop the expansion of the service to reach even more children and families in East Renfrewshire. For the second year of delivery the service has been extended to work with six GP practices however the new funding further increased this to up to all GP practices in East Renfrewshire over the three years of the project. This took place through a phased scale-up with an initial six month development stage to ensure any learning and reflections are fully incorporated into the delivery of the service.

The six month development phase commenced on 1 June 2019. On 1 December 2019 the service moved in to the two year delivery phase of the service. The purpose of this report is to provide an overview of progress, challenges, learning and impact during this reporting period.

### **Service Expansion and Development**

During this first year of service development and delivery we have successfully recruited our full staff team of:

- 1.6FTE Service Managers
- 2.0FTE Team Leaders
- 9.5FTE Project Workers
- 1.0FTE Community Engagement and Volunteer Development Project Worker
- 1.0FTE Administrator



In January 2020 the team moved into our newly refurbished family friendly premises in Giffnock. We have retained space in Eastwood Health and Care Centre to ensure full accessibility for families and in recognition of the positive relationships which have been fostered with us having a presence in EHCC.



During the reporting period, the Family Wellbeing Service expanded provision from 6 to 12 GP practices across East Renfrewshire. There have been challenges in engaging with 3 remaining GP practices, however we are working in partnership with the new Clinical Director to support them to engage with the service.

### **Coronavirus and Lockdown**

Children 1<sup>st</sup> has continued to provide high quality emotional and practical support to children and families throughout lockdown. The Family Wellbeing Service team have responded to the changing context, working in close partnership with a range of community projects and local services by offering the following supports to families:

#### *Emotional Support*

- Text communication with parents and with children/young people – the frequency of this ranges from several times a week to the family using text to connect with staff when they need additional support.
- Phone support calls with parents and with children/young people, which can last for an hour or more. We have a number of families whom, due to high levels of distress being experienced as a result of covid-19 and lockdown measures, we are calling several times a week to offer support.
- Video calls with parents, children and families. This is a newer way for us to connect with families. Many have been open to using technology to enable virtual face to face support.
- Virtual group offer of support. We have been able to continue facilitating our girl's group via group video call. This has been embraced by both the girls and the staff. It has been a critical support for the girls who were all experiencing anxiety and social isolation prior to lockdown. We have also offered our parents walking (not a walking) group in which group members have taken their device into the garden with them and participated in the group via video call.
- We have provided families with mini-kitbags to help support connection, emotional wellbeing and communication

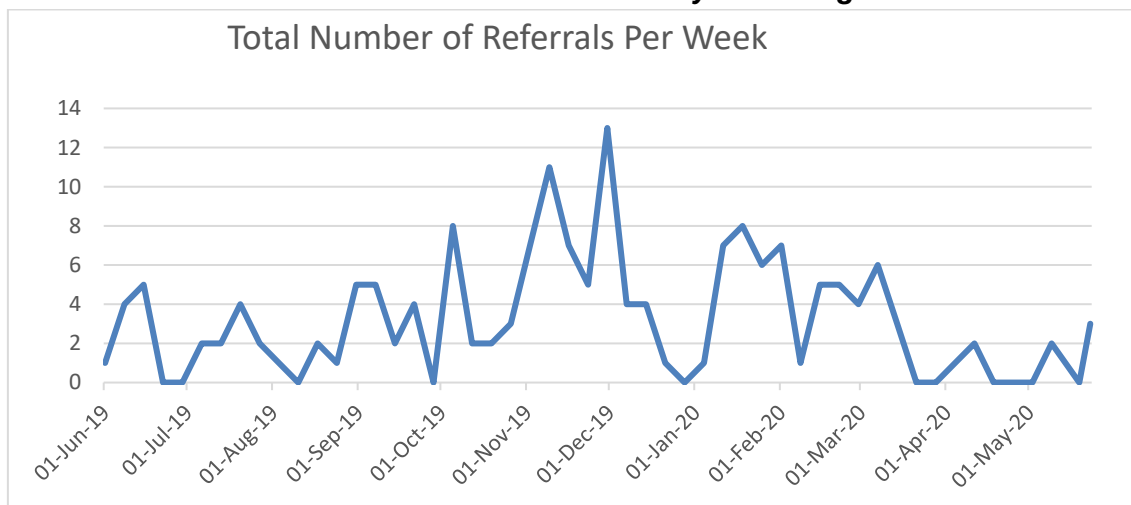
### Practical Support

- Home Learning Resources and activities for children/young people: families have been either emailed or posted out resources and information which they felt would be helpful to have to support their children being in lockdown.
- Money Advice – we have connected families with Children 1<sup>st</sup> Money Advice workers and East Renfrewshire's Money Advice and Rights Team (MART) for financial advice and support.
- In partnership with MART, East Renfrewshire Food Bank and a local Morrisons store, we are providing support to a number of families to access food for their family, for some families this has included our team collecting and delivering the food parcels to the families. Staff are doing this 2-3 times a week, dependant on need.
- When required, in partnership with both East Renfrewshire HSCP and/or Aberlour Urgent Assistance Fund we have provided families with financial support for fuel and emergency food.
- We have provided devices with data for a number of our families who did not have access to a device for home learning and/or connecting with their family/friends.
- We have provided families with arts, crafts and stationary supplies where this has been needed to enable families to engage in home learning and to promote their own wellbeing whilst in lockdown.

### Support to Families in East Renfrewshire

**Chart 1** below provides an overview of the demand on the service by number of referrals made to the service per week. It highlights that the Family Wellbeing Service has continued to receive referrals from GP's throughout lockdown, although at a lower rate than before. This is likely to be as a result of a reluctance to attend GP practices for fear of infection or of "bothering the NHS" during the coronavirus pandemic. We know that the lockdown and worries about the global pandemic is impacting on emotional health and wellbeing and we expect that demand on the service with increase as we transition out of lockdown.

**Chart 1: Total Number of Referrals Made to Family Wellbeing Service**



**Table 1** below highlights the numbers of referrals made to the service by GP practice during the reporting period. As outlined above we have experienced difficulties engaging with 3 GP practices, despite numerous attempts to connect. This remains a priority for both Children 1<sup>st</sup> and HSCP to ensure the service is accessible to all children and families in East Renfrewshire.

**Table 1: Referrals to Family Wellbeing Service by GP Practice**

	<b>GP Practices</b>	<b>Number of Referrals 1 June 2019 – 31 May 2020</b>
<b>Year 1 Pilot Practices</b>	GP Practice 1	26
	GP Practice 2	18
<b>GP's added during Year 2 Scale Up</b>	GP Practice 3	12
	GP Practice 4	9
	GP Practice 5	10
	GP Practice 6	22
<b>GP's added during HSCP, Children1st and Robertson Trust Scale up</b>	GP Practice 7	20
	GP Practice 8	17
	GP Practice 9	18
	GP Practice 10	8
	GP Practice 11	5
	GP Practice 12	0*
	GP Practice 13	GP's not yet connected with service
	GP Practice 14	
	GP Practice 15	
<b>Total number of GP referrals:</b>		<b>165</b>
<b>Total number of children:</b>		<b>166**</b>

\*Whilst GP Practice 12 did not refer during the reporting period, they were engaged by the service and able to make referrals to the service from 26 February 2020.

\*\*This number includes 1 child who was previously supported via school contract. This ended but family were still in need of support. Transferred over to core service – not included in GP referral numbers.

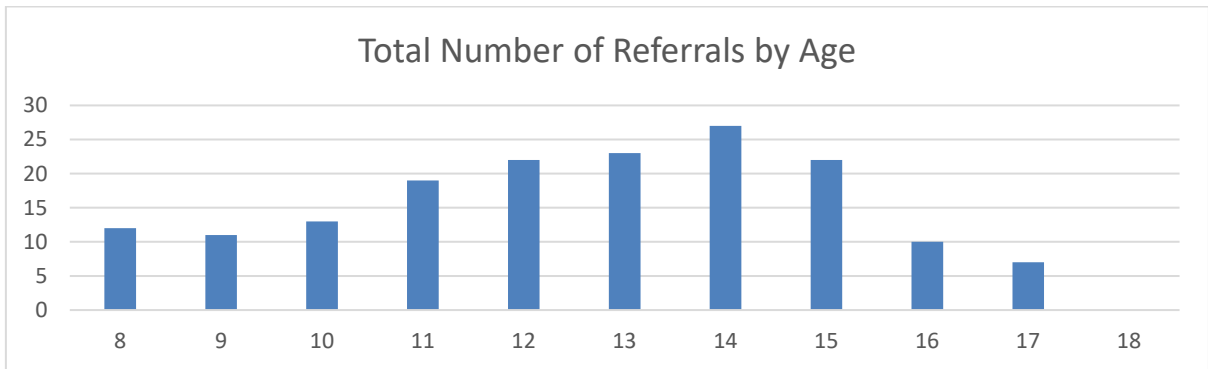
### **Demographics of children and young people referred during reporting period**

This section provides data on the **166** children and young people referred to the service during this reporting period. This includes the information about the child who we supported in a previous school contract that we transferred over to Family Wellbeing Service due to ongoing need for support.

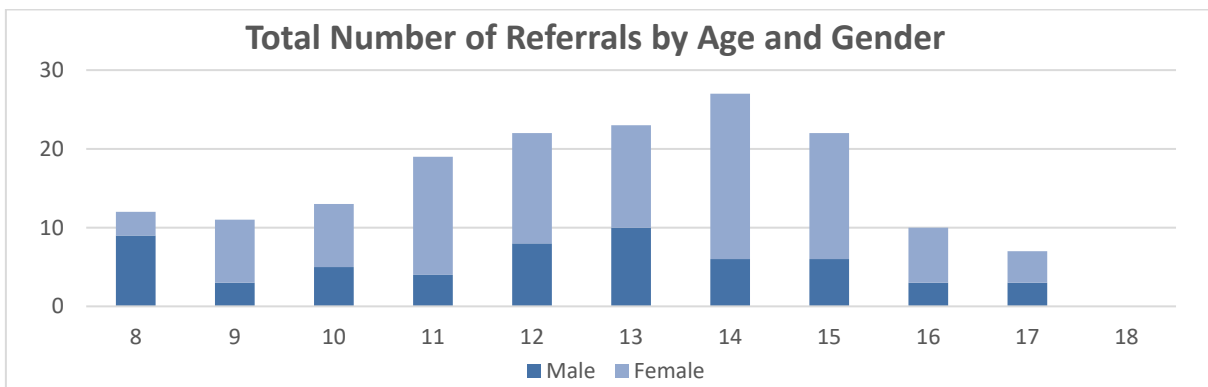
**Table 2: Age Range of Children/Young People Referred**

Age when Referred to Family Wellbeing Service	Total
8-11	55
12-15	94
16 +	17

**Chart 2: Age when Referred to Family Wellbeing Service**



**Chart 3: Breakdown of Referrals by Age and Gender**



**Table 3: Gender Identity of Children/Young People Referred**

Gender Identity	Total
Female	109
Male	57
Transgender	0

**Table 4: Ethnicity of Children/Young People Referred**

<b>Ethnicity*</b>	<b>Total</b>
Asian, Asian Scottish, Asian British	5 (3%)
Black, Black Scottish, Black British	0
Mixed	1 (1%)
White British, Scottish, Irish	60 (36%)
White European	0
Other	0
Not known or not disclosed	100 (60%)

\*The categories for ethnicity have been defined in line with Children 1st's information management system.

**Table 5: Known Disabilities of Children/Young People Referred**

<b>Disability</b>	<b>Total</b>
Additional communication needs	1 (1%)
Learning disabilities \ difficulties	2 (1%)
Autistic spectrum disorder*	12 (7%)
Dyslexia	5 (3%)
Child affected by others disability	3 (2%)
None/Not known	143 (86%)

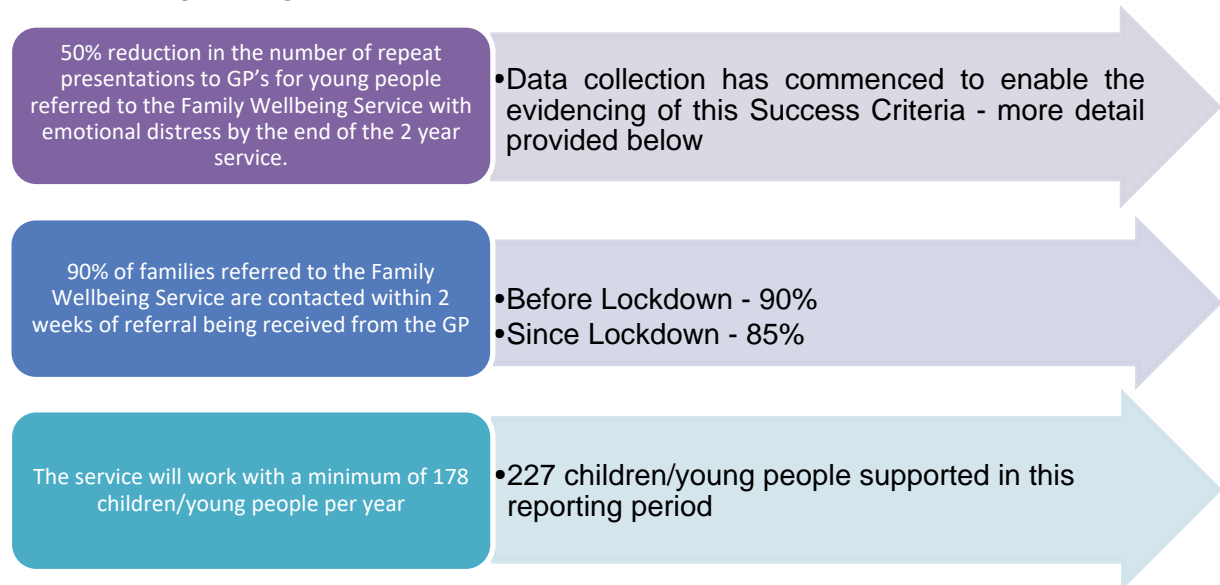
\*For more information on number of families affected by Autism Spectrum Disorder (ASD) please see Table 9

**Table 6: Education/Employment Status of Children/Young People Referred**

<b>Education/Employment</b>	<b>Total</b>
East Renfrewshire Primary Schools	35
East Renfrewshire Secondary Schools	90
Home Schooled	1
Independent Schools	0
Glasgow Primary School	1
Ayrshire Primary School	1
Attends college/university	2
Full time employment	1
Unemployed	0
Unknown	35

**Service Activity: 1<sup>st</sup> June 2019 – 31<sup>st</sup> May 2020**

Children 1st, East Renfrewshire HSCP and The Robertson Trust have agreed that the Family Wellbeing Service will deliver against agreed Success Criteria and Impact Criteria across the duration of our partnership together.

**Chart 4: Progress against Success Criteria****Analysis of Progress against Success Criteria:****Success Criterion 1**

Beginning on 1st June 2019, the Family Wellbeing Service team have been collecting baseline data directly from the referring GP at the time of referral. Follow up data is collected from GP's by Family Wellbeing Service at 6 months post referral; at point of closing and at 6 months post closure. This process is ongoing however we have experienced some challenges in collecting this follow up data from GPs, partly due to covid-19 lockdown and the resultant pressure on GP practices. We have discussed solutions to these challenges with partners and the Clinical Director, and have agreed to continue to request follow up data from GPs, as well as speak to families to gather information on whether they have had to return to the GP in relation to emotional distress within the data collection period. We will aggregate all available data in order to report against this success criteria.

**Table 7: Baseline data for Success Criterion 1**

<b>Number of GP Presentations relating to Emotional Distress</b>	<b>Number of Children/ Young People</b>	<b>Comments</b>
0	1	The family was supported via school contract. This ended but family were still in need of support. Transferred over to Family Wellbeing Service.
1	104	
2	27	
3	9	
4	12	
5	1	
6	2	
7	0	
8	1	
No data available (1)	9	This is where the family were referred after 1 June and we have not gathered the baseline data during the referral call. We aim to get the during data collection follow up.
No data available (2)	61	This is the number of families who were referred to the service prior to 1 June 2020 and we don't have baseline data for.

**Success Criterion 2**

On 5th March 2020 we were pleased to report to our partners that we were, at that time, achieving our 90% target of contacting families within 2 weeks of referral being received from GP.

The impact of coronavirus/lockdown shortly after this meant that we had to rapidly respond to this crisis; adapting and augmenting our service to enable the team to continue to provide children and families with the support they needed. Alongside this we have also had to ensure the physical and emotional wellbeing and safety of our team. This meant that during the initial weeks of responding and adapting to the impact of lockdown there were 10 families we were not able to fulfil our two week commitment with. The longest of these was 19 days over the 2 week commitment, the shortest was 6 days and the average was 12 days.

**Success Criterion 3**

Of the 227 children/young people supported in the period:

- 174\* are engaged in support at report end date
- 26 completed support during reporting period

\*2 families who had completed support with us during this period, have reconnected directly with the service again during this period. They did not return to their GP for referral. 1 young person returned looking for group support and is now attending our girls group enabling her to access peer and group support in relation to anxiety and isolation at school. Another young person reconnected with the service during lockdown due to heightened anxieties related to the pandemic. This family has been receiving individual family supports.

An additional 27 children/young people were referred however support did not progress to a workplan for the following reasons:

**Table 8: Families who never Progressed to Workplan**

Reason for not progressing to workplan	Number
Family not responding to repeated attempts to contact them	9
Family not ready for Family Wellbeing Service offer of support	2
Family in better place/no longer needing support	13*
Young person did not want support/parent pursued support	3

\*The families who didn't proceed to a workplan because they were in a better place or no longer needed our support told us that:

- Their experience at their initial GP appointment supported things to improve.
- There has been a change in personal circumstances.
- The quality of the initial supportive call(s) from the Family Wellbeing Service have been all that the family have needed.

### Impact Criteria

The co-production of the Family Wellbeing Service has enabled us to develop a shared vision of offering families help and support which is underpinned by systemic approaches to make sense of distress, adversity and disconnection in relationships together with families. Through our relationships with families in East Renfrewshire it is hoped that we positively impact whole family emotional wellbeing and relational connection.



**Table 9: Impact of Support provided by Family Wellbeing Service**

<b>Impact Criteria</b>	<b>Families where support is on-going</b>	<b>Families who have completed support</b>
<b>75%</b> children and young people feel calmer and are less anxious	60% - experiencing improvement 16% - experiencing no change at present 2% - things are feeling worse (has been since lockdown) 22% - still to be reviewed	<b>92%</b> - experienced improvement 8% - experienced no change
<b>75%</b> parents were better able to understand and support their children emotional wellbeing	62% - experiencing improvement 14% - experiencing no change at present 24% - still to be reviewed	<b>89%</b> - experienced improvement 11% - experienced no change
<b>75%</b> family members are better able to communicate	56% - experiencing improvement 11% - experiencing no change at present 33% - still to be reviewed	<b>93%</b> - experienced improvement 7% - experienced no change
<b>75%</b> of families have increased emotional warmth within their family	38% - experiencing improvement 14% - experiencing no change at present 48% - still to be reviewed	<b>91%</b> - experienced improvement 9% - experienced no change
<b>75%</b> of children, young people and families are able to cope better with stressful events and change	52% - experiencing improvement 17% - experiencing no change at present 2% - things are feeling worse (has been since lockdown) 29% - still to be reviewed	<b>88%</b> - experienced improvement 12% - experienced no change

For those families who had completed support and had experienced no change in wellbeing and relationships; they described feeling that they found it difficult to engage with support; that they would prefer not to have professionals involved in their life and for one family the parents' strained relationship made it really difficult for any family members to engage with support.

The impact of this on the young person meant that social work became involved due to concerns about the safety of the young person and others in the community.

### Feedback from Families

Alongside the impact data, feedback from families further brings to life the impact of the support provided by the Family Wellbeing Service team. We ask families for feedback on a regular basis; recently families provided us with their experiences of the service:

#### *Has support from the Family Wellbeing Service been helpful?*

*"I know that I fit in here, can have a laugh and talk about similar issues"*

*Parent*

*"I wouldn't be where I am now if I hadn't come here"*

*18yr old*

*"Yes, having someone to talk to and who listens"*

*10yr old*

*Yes, definitely. It was important for me that we took the time to get to know each other before I was ready to talk about how I feel"*

*15yr old*

*"When I first met my worker we went for a walk. It felt informal and it helped me feel safe and relaxed. We are now meeting in my home where I feel most comfortable. The service helps build a lot of confidence... it is easy to open up after a while"*

*15yr old*

*"Yes, 100%. I don't know where we would be without the service."*

*They are the first to really help and support us after everything we have been through"*

*Parent*

**What if we had not been here to support you?**

*"Dread to think what would have happened if we hadn't had the constant support and reassurance from Lucy"*  
Family

*I doubt myself all the time – it's good to be outside, nature is bigger than me"*  
Parent

*"My mum would still shout and moan all the time"*  
10yr old

*"I forget who I am sometimes, I am a person, as well as a mum, wife and someone living with poor mental health"*  
Parent

*"If it wasn't for Family Wellbeing Service I'd have started self-harming"*  
18yr old

*"things would be a lot worse than they were in the summer. I would probably have stopped talking to my parents completely. I wouldn't speak to counsellors at my school about how I felt either because I didn't enjoy speaking to them at all"*  
15yr old

**Do you have any suggestions for improvements/changes to the service we offer?**

*"No. It's needed more because I have friends who have gone to other services and it's not worked for them"*  
18yr old

*"No"*  
Family

*I cannot fault this service at all and give them the credit they truly deserve. We really would be lost without this service"*  
Parent

*"No"*  
10yr old

*I don't think there is anything. I have not had anything negative come from it at all. I would be interested in attending 15+ group to build my confidence further"*  
15yr old

**Has anything changed/improved for you and your family?**

*"My confidence improved a lot since we started meeting in the summer. Recently I have been able to have conversations with people without becoming upset or anxious"*

*15yr old*

*"My mum says I am a changed person – they noticed how much Hannah helped"*

*18yr old*

*Yes, I'm a lot closer to my mum"*

*10yr old*

*"We have found a huge benefit to our family with the help we have received"*

*Family*

*"Yes, my son has built up a positive relationship with Paddy, and because of the work Paddy does, my son is a lot better with being able to talk about his feelings. Having a positive relationship with a male is helping him not to be as nervous around men in general. Also, the support for myself, to help support my kids"*

*Parent*

*"I am now more able to understand how anxiety affects me and manage panic and overwhelming feelings better when things get tough.*

*Through conversations with my worker, as well as family sessions my family are starting to understand me better, they speak to me more and they are more aware of what they can do to help"*

*15yr old*

*The months before coming here are a blur... I can't remember much of what happened"*

*18yr old*

*Reflections on coming along to our Girls Group – shared with us by one of the girls:*

### ***Before and when I arrived...***

“I feel so nervous to go what if the new workers don't like me, what if I don't fit in with the other girls. What if I don't enjoy anything we do.

OK I am here, and I am scared, the workers seem nice and I quite like the games we play. I also love the idea we get to decide what to do and are comfy with.”

### ***...Now***

“I really really like girls' group and am so glad I get to be a part of it I feel so comfy and relaxed especially in the new place. Maggie, Lucy and all the workers are so nice, easy to talk to and very understanding. I love all the activities we do including Lush, Jenga, Drama and photography. I really do hope I get to stay for longer as I feel comfort in knowing there are other girls just like me who I am close friends with and can talk/relate to them, people I wouldn't have met without girls group and for that I am so thankful.”

**Table 10** below highlights the range of difficulties and challenges in relation to the emotional wellbeing and relationships experienced by children, young people and families being supported by the service. This breakdown of presenting issues does not only relate to referral information but also to the emerging and developing stories of the families as the Family Wellbeing Service has begun to build relationships and gain the trust of children/young people and in most cases, their family.

**Table 10: Difficulties and Challenges experienced by children/young people**

Experience of Child/Young Person	% of children/young people*
Anxiety	71
Low Mood	63
Social Isolation	34
Self Harm	23
Loss and bereavement	64
Relationship breakdown/difficulties - family	57
Relationship breakdown / difficulties - friends	43
Feelings expressed as anger	25
Difficulty in managing emotions	78
Victim of sexual violence (peer)	2
Parents lack of ability to meet children's emotional needs	46
Negative impact of parent's own difficulties or adversity	52
Removed from birth parent(s) care due to abuse/neglect	3
Domestic Abuse (historical or current)	20
Sexual Abuse (of child - historical or current)	0
Parental Substance Misuse (historical or current)	8
Parental Mental Health Difficulties (historical or current)	40
School Related Issues	
Pressure to achieve	32
Elective attendance eg arrive late to school, leave early, misses class	25
Emotional distress viewed as a behavioural problem	14
Has experienced bullying	34

\*Some children/young people will experience a number of challenges, therefore total will not = 100%

As can be concluded from Table 10 above, the nature of the difficulties and challenges faced by children and young people are complex and often originate within relationships with family, peers, and school. The Family Wellbeing Service recognises the vital role of working with whole families in addressing these difficulties and challenges.

As a result of the complex nature of challenges faced by the children and young people accessing the service and the support offered to whole families, the duration of the support to families varies according to their needs. Table 12 below highlights the length of support given to families during the reporting period. The data is based on families who were:

- Open before 1 June 2019 and continued to receive support into this reporting period
- Open before 1 June 2019 and closed during reporting period
- Opened and closed during reporting period
- Opened during reporting period and remained open beyond reporting period

**Table 12: Duration of Service per child/young person/family**

Families who completed Support during reporting period		Families being supported at reporting end date	
Duration of Support	Total Number of Families	Duration of Support	Total Number of Families
12+ months	13	12+ months	36
9-12 months	3	9-12 months	17
6-9 months	6	6-9 months	44
<6 months	4	<6 months	77
	Total = 26		Total = 174

### Group Support

In addition to the support provided to individual children, young people and their families, the service has offered a range of group supports for families. These have included:

- Drop In Group for Children/Young People
- Walking Group for Parents
- Art Drop In for Parents
- Girls Group for 11-14 years olds

During lockdown we have continued to offer group supports to our families using video conferencing facilities. We are currently developing summer groups for our Primary 7's who are transitioning to High School in August 2020 and a parent and child Art Group.

As we move out of lockdown we are keen to continue with the development of more group supports as well as continuing to develop our links within the local community. We have recruited a Project Worker with a specific remit to develop both group and community

engagement activities, and to recruit, train and support volunteers in order to further enhance the quality of the service and increase reach.

### **Volunteer Recruitment, Training and Development**

Earlier this year we successfully recruited 6 volunteers to our volunteer training programme. Lockdown meant that we had to pause our training however, our intention is to recommence the training over the summer holidays, using video conferencing if social distancing does not enable face to face training. Running alongside this we intend to launch another recruitment drive with a view to further expanding our team of volunteers for the service. It is our intention for volunteers to provide befriending supports, support the development and delivery of our group support offer and to support and enhance overall service delivery.

### **Participation of Children, Young People and Families**

#### ***Involvement in Recruitment***

Throughout the past year the service has engaged with young people to actively contribute to the recruitment of new staff. Children and young people have provided specific questions which have been included in interviews for roles such as Project Worker and Team Leader across our entire East Renfrewshire Services. In addition to this, young people have also been represented on the interview panel and helped make final decisions. Feedback from candidates have remarked on the importance of having the voice of children and young people in this process, demonstrating the values and ethos of the service at the earliest possible stage for potential employees.

#### ***Influencing Policy Landscape***

More recently a number of our parents and children have contributed to the work our Children 1<sup>st</sup> Policy Team is doing with Scottish Government Covid Education Recovery Group.

Families have shared their own feelings, worries and experiences of the impact of the pandemic, lockdown and the transitioning out of lockdown. Their experiences/comments have been shared verbally and in writing to the Scottish Government.



## Sharing Learning from the Service

During 2019, Children 1<sup>st</sup> and East Renfrewshire HSCP worked in partnership with the Scottish Recovery Network (SRN) to produce a small-scale evaluation of the initial pilot period of the service, which was presented to IJB in previous Annual Report. This evaluation was jointly presented by SRN and Children 1<sup>st</sup> at the University of Stirling's Conference, 'Children and Young People's Mental Health and Wellbeing' in September 2019, and also at the European Conference on Mental Health in Belfast in October 2019.

In addition to this, learning from the East Renfrewshire Family Wellbeing Service has supported Children 1<sup>st</sup> to influence national thinking and policy development, particularly in relation to family support and Mental Health and Wellbeing. Our Chief Executive, Mary Glasgow, has participated in the Mental Health task force sub-group on supporting families and has influenced thinking toward a more holistic non-clinical approach to emotional wellbeing, as well as chairing the Social Work Scotland National Group on Early Help and Family Support. She has also actively participated in the Victims Task Force to bring the voice of children who are victims and witnesses and raise the profile of recovery needs and connection to CAMHS challenges. During Covid-19 pandemic Children 1<sup>st</sup> have also shared with the Scottish Government the ways in which early help and family support can help tackle some of the challenging issues that have emerged or come to light for families.

We have also used learning and feedback from families in East Renfrewshire to support development toward Barnahus and the Children's House for Healing pilot in North Strathclyde, for example using our premises in Giffnock as interview space for Joint Investigative Interviews and informing development of National Standards.

## Service Governance

The service is governed through a partnership between Children 1<sup>st</sup>, East Renfrewshire Health and Social Care Partnership, and The Robertson Trust. The implementation of this partnership is monitored by the Project Board, which has overall control and responsibility for the project and is attended by senior managers from each partner organisation. Operational governance responsibility is devolved to the Operational Group which monitors progress against success and impact criteria, promotes multi-agency collaboration and identifies challenges and ways to overcome them.

**Table 13: East Renfrewshire Family Wellbeing Service - Investment Budget 2019-2022**

Expenditure	Year 1	Year 2	Year 3	
Investment from HSCP	£320,000	£320,000	£320,000	£960,000
Investment from The Robertson Trust	£350,677	£339,864	£353,815	£1,044,355
<b>Total</b>	<b>£670,677</b>	<b>£659,864</b>	<b>£673,815</b>	<b>£2,004,355</b>

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