



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	27 November 2019
Agenda Item	8
Title	Family Wellbeing Service Annual Report 2018-19
<p>Summary</p> <p>The Family Wellbeing Service Annual Report 2018-19 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>	
Presented by	Kate Rocks, Head of Public Protection and Children's Services / Fiona McBride, Children 1st Assistant Director
<p>Action Required</p> <p>IJB are asked to note:</p> <ul style="list-style-type: none"> • The content of the Family Wellbeing Service Annual Report 2018-19 and the increasing numbers of children and families accessing the service during that period. • The further expansion and upscale activity undertaken since 1 June 2019 	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input checked="" type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input checked="" type="checkbox"/> Staffing <input type="checkbox"/> Directions <input checked="" type="checkbox"/> Infrastructure </p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

27 November 2019

Report by Kate Rocks Head of Public Protection and Children's Services

FAMILY WELLBEING SERVICE ANNUAL REPORT 2018- 19

PURPOSE OF REPORT

1. This Family Wellbeing Service Annual Report 2018-19 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 1st 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 has begun a phased implementation across the remaining East Renfrewshire GP Practices. This report will provide details of:
 - the activity and impact of the service during 2018-19
 - the progress made since 1 June 2019 to expand and upscale to all GP Practices in East Renfrewshire

RECOMMENDATION

2. IJB are asked to note:
 - the content of the Family Wellbeing Service Annual Report 2018-19 and the increasing numbers of children and families accessing the service during that period.
 - the further expansion and upscale activity undertaken since 1 June 2019

REPORT

3. The Family Wellbeing Service Annual Report for 2018-2019 is attached. The report also contains a description of the activity undertaken from June 2019 to upscale the service to all GP practices in East Renfrewshire. By September 2019 the staff structure has been completed and ten GP practices have been incorporated into the programmes referral process; this will increase to all practices by the end of the year. A local Programme Board has been established to oversee the expansion and new success and impact criteria have been agreed between the three partners.

CONSULTATION AND PARTNERSHIP WORKING

4. 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.
5. This programme is a partnership between East Renfrewshire HSCP, the Robertson Trust, local GP Practices, and Children 1st 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 1st 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

6. 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
Total	£670,677	£659,864	£673,815	£2,004,355

Staffing

7. The complement of staff delivering the programme is outlined within the Annual Report.

Infrastructure

8. Although the service is based in Eastwood Health and Care Centre it can be accessed from the Barrhead Health and Care Centre by pre-arranged appointment. The service is also delivered when appropriate at family home or other agreed locations. Children 1st are working towards securing a permanent service base in East Renfrewshire.

Policy

9. No immediate policy implications have been identified.

Equalities

10. 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.

CONCLUSIONS

11. HSCP Children and Families and Children 1st, has been successful in securing significant investment from The Robertson Trust to continue, and to expand the delivery of the Family Wellbeing Service. This new funding has been approved as a Social Bridging Finance partnership contract between the three partners – East Renfrewshire HSCP, Children 1st, and The Robertson Trust. The new funding partnership began on 1 June 2019. The Family Wellbeing Service Annual Report details the service activity over 2018 - 2019 and also provides an update on the expansion and upscaling of the service from June to September.

RECOMMENDATION

12. IJB are asked to note:

- the content of the Family Wellbeing Service Annual Report 2018-19 and the increasing numbers of children and families accessing the service during that period.
- the further expansion and upscale activity undertaken since 1 June 2019.

REPORT AUTHOR AND PERSON TO CONTACT

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24 October 2019

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November 2019

BACKGROUND PAPERS

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East Renfrewshire Family Wellbeing Service

Annual Report
1st June 2018 – 31st May 2019

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East Renfrewshire Family Wellbeing Service

Annual Report
1st June 2018 – 31st May 2019

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 would be 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 will increase this to up to all GP practices in East Renfrewshire over the next three years. This will take 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 initial six month development stage commenced on 1st June 2019. This report reflects progress in the service prior to this date, and provides an outline of progress within the development stage of Social Bridging Finance.

REFERRALS

During the reporting period, the Family Wellbeing Service continued to receive referrals from the two GP practices engaged during the first year pilot, and from August 2018 began engaging with a further 4 practices. These practices commenced referral to the service in phases during and after the reporting period. Table 1 highlights referrals to the service from each practice during the period 1st June 2018- 31st May 2019:

Table 1: Referrals to Family Wellbeing Service

1 st year pilot GP practices	Number of Referrals Jun 2018 – May 2019	Total number of referrals Sept 2017- May 2019
GP Practice 1	41	69
GP Practice 2	8	25
2nd year GP practices		
GP Practice 3	2	2
GP Practice 4	1	1
GP Practice 5	3	3
GP Practice 6	0*	0
TOTAL No. REFERRALS	55**	100**
No of referrals (excluding re-referrals)	54	99

*While GP Practice 6 did not refer during the reporting period, they were engaged by the service and commenced referrals to the service in August 2019.

**Number of referrals includes one re-referral, therefore the number of referrals for unique individual families is also provided.

Demographics of young people referred to Service

This section provides data on all **99** children and young people referred to the service from September 2017 until 31 May 2019. This is to reflect the fact that engagement with families is determined by need and agreed work plan; therefore during this reporting period we continued to support some families referred to the service before this reporting period.

Table 2: Age at Referral

Age when Referred to Family Wellbeing Service	Total
8-11	32
12-15	46
16 +	21

Table 3: Gender Identity of Children/Young People Referred

Gender Identity	Total
Female	57
Male	41
Transgender	1

Table 4: Ethnicity of Children/Young People Referred

Ethnicity*	Total
Asian, Asian Scottish, Asian British	6
Black, Black Scottish, Black British	0
Mixed	1
White British, Scottish, Irish	78
White European	2
Other	0
Not known**	12

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

**The child/young people who have ethnicities described as 'not known' are those that had not progressed beyond initial engagement at the end of the reporting period and their ethnicity had not yet been discussed with them.

Table 5: Education/Employment Status of Children/Young People Referred

Education/Employment	Total
East Renfrewshire Primary Schools	27
East Renfrewshire Secondary Schools	51
Independent Schools	6
Attends college/university	9
Full time employment	1
Unemployed	1
Unknown	4

SERVICE ACTIVITY - 1st June 2018 – 31st May 2019

Table 6: Referral Outcomes

Number of children/young people who have received service	88
Open to allocated worker at report end date	59
Waiting list at report end date	0
Closed following completed service delivery	29
Closed due to family not engaging with the service	7

Table 7 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 Service has begun to build relationships and gain the trust of children/young people and in most cases, their family.

Table 7: Difficulties and Challenges experienced by children/young people

Experience of Child/Young Person	% of children/young people*
Anxiety	76
Low Mood	61
Social Isolation	46
Self Harm	11
Loss and bereavement	50
Relationship breakdown/difficulties - family	67
Relationship breakdown / difficulties - friends	44
Feelings expressed as anger	34
Difficulty in managing emotions	86
Victim of sexual violence (peer)	9
Parents lack of ability to meet children's emotional needs	56
Negative impact of parent's own difficulties or adversity	59
Removed from birth parent(s) care due to abuse/neglect	7
Domestic Abuse (historical or current)	16
Sexual Abuse (of child - historical or current)	0

Parental Substance Misuse (historical or current)	11
Parental Mental Health Difficulties (historical or current)	34
School Related Issues	
Pressure to achieve	34
Elective attendance eg arrive late to school, leave early, misses class	26
Emotional distress viewed as a behavioural problem	31
Has experienced bullying	31

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

As can be concluded from Table 7 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. Table 8 below highlights the range of sessions offered by the service in the reporting period.

Table 8: Sessions Delivered by Type

Session Type	No. of sessions
Sessions with child/young person only	512
Sessions with parent(s) only	205
Sessions with child and then parent(s) joins for part	55
Sessions with child/young person and parent(s) together	119
Whole family sessions (inc. siblings)	69

The percentage of missed sessions has consistently been less than 1% of planned sessions throughout the operational period of the service.

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 9 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 2018 and continued to receive support into this reporting period
- Open before 1 June 2018 and closed during reporting period
- Opened and closed during reporting period
- Opened during reporting period and remained open beyond reporting period

Table 9: Duration of Service per child/young person/family

Families who Ended Support during reporting period		Families Open at reporting end date	
Duration of Support	Total Number of Families	Duration of Support	Total Number of Families
12+ months	4	12+ months	9
9-12 months	7	9-12 months	4
6-9 months	5	6-9 months	3
<6 months	13	<6 months	43
	Total = 29		Total = 59

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
- Mindfulness Course for Teenagers
- Walking Group for Parents
- Art Drop In for Parents
- Exam Stress Busting Group

As the service enters its next phase, we plan to further develop group support opportunities as well as opportunities to connect with community resources. 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.

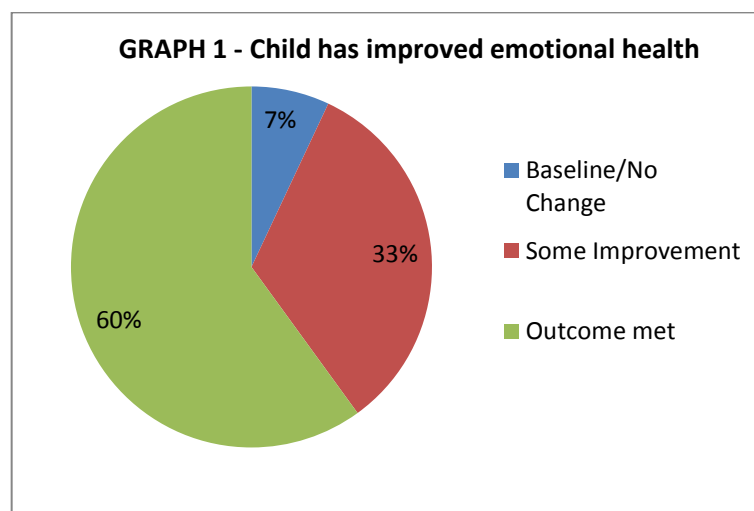
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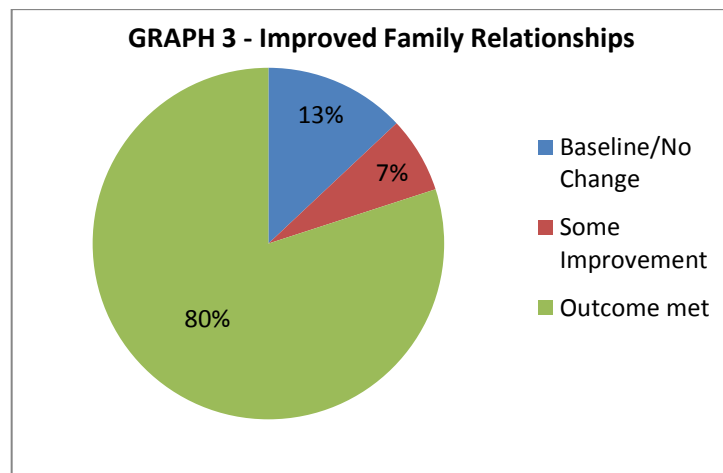
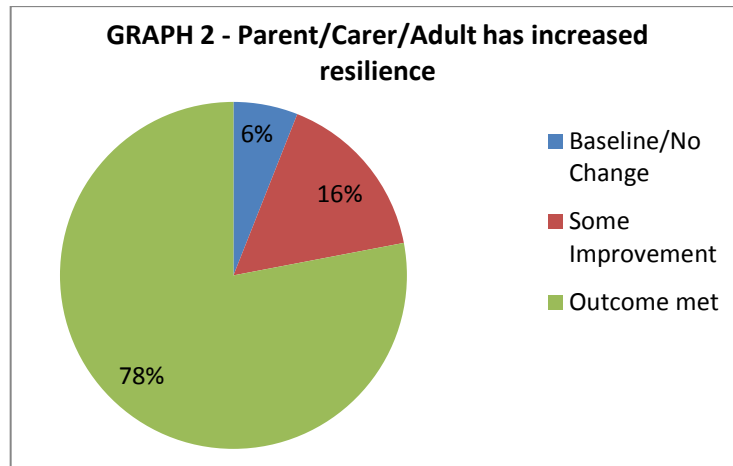
The co-production of the Family Wellbeing Service has enabled us to develop a shared vision of offering families help and support which is underpinned by systemic approaches to make sense of distress, adversity and disconnection in relationships together with families. Through our relationships with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

- Child/young person experiencing improved emotional health
- Parent/Carer/Adult having increased resilience
- Family experiencing improved relationships

Families who have completed support with Family Wellbeing Service

For those families where the support from the service has ended, the following impact has been evidenced through our review process and ending of service sessions with families.





Feedback from Families

The statistics and data which we have provided throughout this report only tells part of the story of the relationships which we build with the families who come to our service for support and help to experience improved emotional wellbeing and better connected family relationships. The qualitative feedback which we receive from family members provides insight to the significant, real life impact of the Family Wellbeing Service. Family members have agreed for us to share the following quotes in this report:

“She is doing amazing. I’m so happy she has had your support. She has got back into a sport she enjoys and has started Uni. The help and support from Hannah has been amazing. She has made some great friendships at Uni – she wouldn’t have been able to do this without Hannah and the Family Wellbeing Service. The help came at the perfect time – she was feeling low. I was worried about her. But now she is just doing great.”

Parent

“I probably wouldn’t be here without Children 1st. That’s the truth.

“From the start, (they) told me it was my choice whether I wanted to keep seeing her. That felt good, it made me feel valued. I was able to share more about the small things that made me feel worse... I didn’t feel like they were stupid and she helped me to sort them. She built my trust... (she) texts me regularly - that makes a difference, especially when people are feeling down or worthless.”

Young Person

"If it wasn't for the Family Wellbeing Service I'd have started self-harming... the months before coming here are a blur. I can't remember much of what happened... I wasn't feeling anything.. I wouldn't be where I am now if I hadn't come here"

Young Person

External Evaluation

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.

In Early 2019 the Scottish Recovery Network carried out semi-structured questionnaires with 6 parents/carers and 4 young people who had been supported by the service.

The participants were being asked to reflect on:

- the process of engaging with the project
- their life before being supported by Children 1st, the challenges and successes
- the experience of being part of the project
- what helped the most
- how the service could be improved

Participants in the Evaluation highlighted the factors which helped the most during their time with the Family Wellbeing Service. These were:

- the speed of response
- a lack of medical focus
- ensuring that the workers worked with the entire family
- the pace being jointly determined between the worker in the family
- Kitbag – a set of tools designed to help people become calm, resilient and understanding of each other, which in turn builds positive relationships.

Participants in the Evaluation shared the following comments with the researchers from the Scottish Recovery Network:

They helped me find myself and hope to help

Young Person

I am no longer suicidal, nowhere near

Young Person

She's got a lot more confident, she's definitely much improved

Parent

I feel as if someone has got my back. Relationships are a lot better, I understand things a lot better

Parent

The research conducted by the Scottish Recovery Network was jointly presented by SRN and Children 1st at the University of Stirling's Conference, 'Children and Young People's Mental Health and Wellbeing' in September 2019, and will also be presented at the European Conference on Mental Health in Belfast in October 2019.

Influencing Policy Landscape

Earlier this year Children 1st had an opportunity to engage young people in contributing to a 'Call for Evidence' at a Scottish Parliament Public Petitions Inquiry into Young Peoples Mental Health. Being supported by Children 1st, one of our young people was able to submit evidence of their own experiences to this inquiry.

SERVICE DEVELOPMENT AND UPSCALE FROM JUNE 2019

As outlined above, The Family Wellbeing Service is moving into a new period of service development and delivery. Children 1st have entered into a three-way partnership with East Renfrewshire Health and Social Care Partnership and The Robertson Trust, with joint funding commencing from 1 June 2019. This new partnership allows us to reach more families across the whole authority over the next 3 years by providing access to the service from all GP practices in East Renfrewshire. The implementation of this partnership will be governed by a Project Board, with senior managers from each partner organisation, which has overall control and responsibility for the project. In addition the Robertson Trust have commissioned Iconic Consultants to undertake an external evaluation of the Social Bridging Finance model. Operational responsibility will be devolved to an Operational Group which will oversee the day-to-day delivery of the service. Whilst the core model and approach of the service offered to families remains unchanged, the service outcomes have been reimaged and refocused to best represent the needs of the population and scope of the service.

Table 10: 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
Total	£670,677	£659,864	£673,815	£2,004,355

Three Success Criteria have been identified and agreed to help guide the continued development and delivery of the Family Wellbeing Service, building on the earlier Test of Change pilot. The Success Criteria have been agreed as a means of measuring the systemic impact of the service. In addition to the Success Criteria, there have been a further five Impact Criteria created to deepen our understanding of the impact of the Family Wellbeing Service for families.

Both the Success Criteria and Impact Criteria will provide a guide for future reporting.

Success Criteria

Monitoring Framework

50% reduction in the number of repeat presentations to GP's for young people referred to the Family Wellbeing Service with emotional distress.

• Baseline created on data for 6 months between January and June 2019 for every child referred to the service in this period

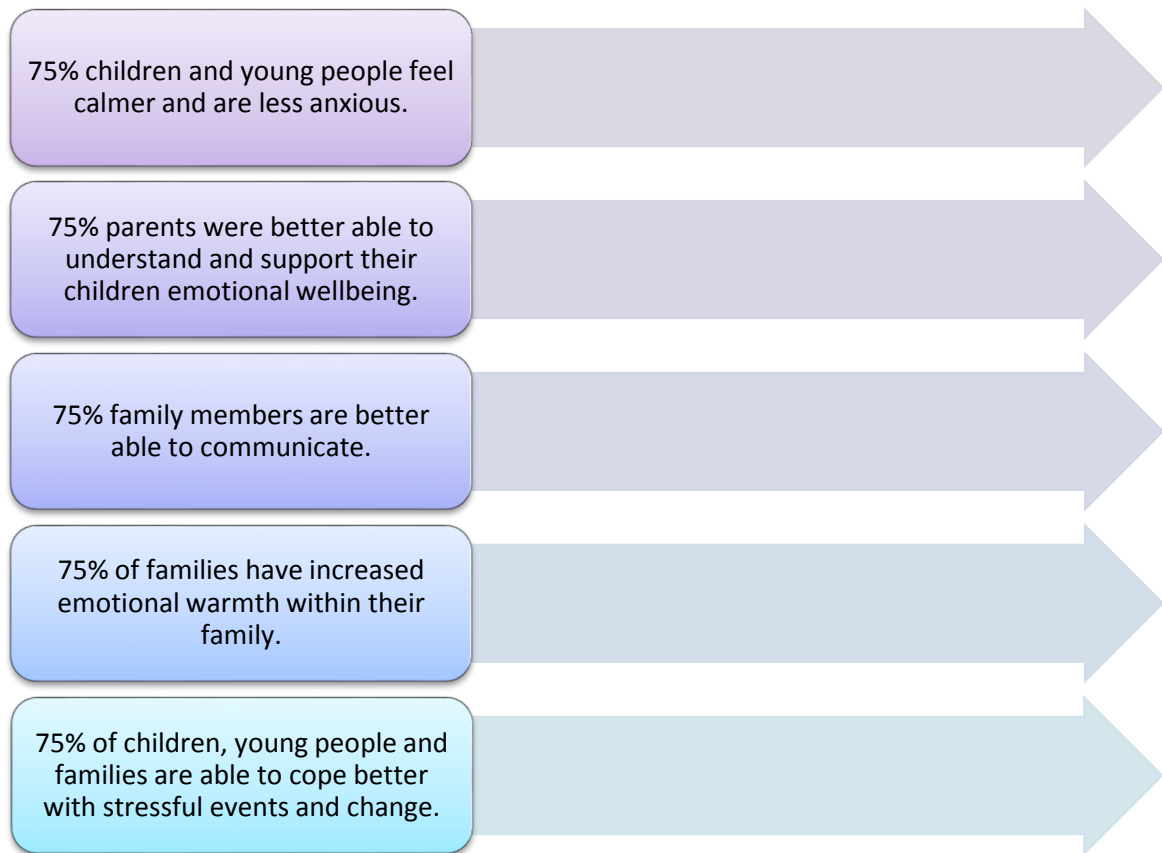
90% of families referred to the Family Wellbeing Service are contacted within 2 weeks of referral being received from the GP

• Data collected by internal Children 1st Monitoring system

The service will work with a minimum of 178 children/young people per year

• Data collected by internal Children 1st Monitoring system

Impact Criteria



The impact criteria will be monitored using Children 1st internal monitoring system. The system will produce data based on review of the above impact criteria in partnership with children, young people and their families.

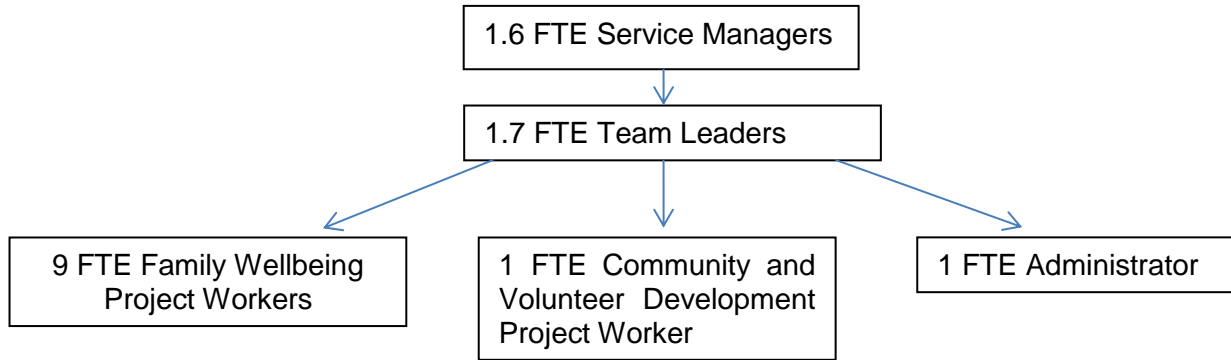
The service has worked in partnership with East Renfrewshire Educational Psychology colleagues in the development of the impact criteria and the use of the Wellbeing Scale developed by Educational Psychology. This Wellbeing Scale will be utilised at the beginning of the support to families and during periodic reviews with children, young people and families, together with feedback from families, professionals, and worker observations to assess progress towards each impact criteria.

Progress of Upscale to August 2019

Staffing

The Staffing model has been reviewed in line with the development of the success criteria and learning from the first two years of service development. The service is now fully staffed in order to deliver against the success criteria during the period of Social Bridging Funding.

Staff Structure:



with an additional 4 GP practices and is in a position to accept referrals. This takes the total of GP practices who are able to refer to the service to 10. The service aims to have engaged with the remaining 5 GP practices in East Renfrewshire by December 2019.

Fiona McBride
Children 1st Assistant Director

19th September 2019

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