



TRAFFORD
COUNCIL

Towards a Model of Family Help

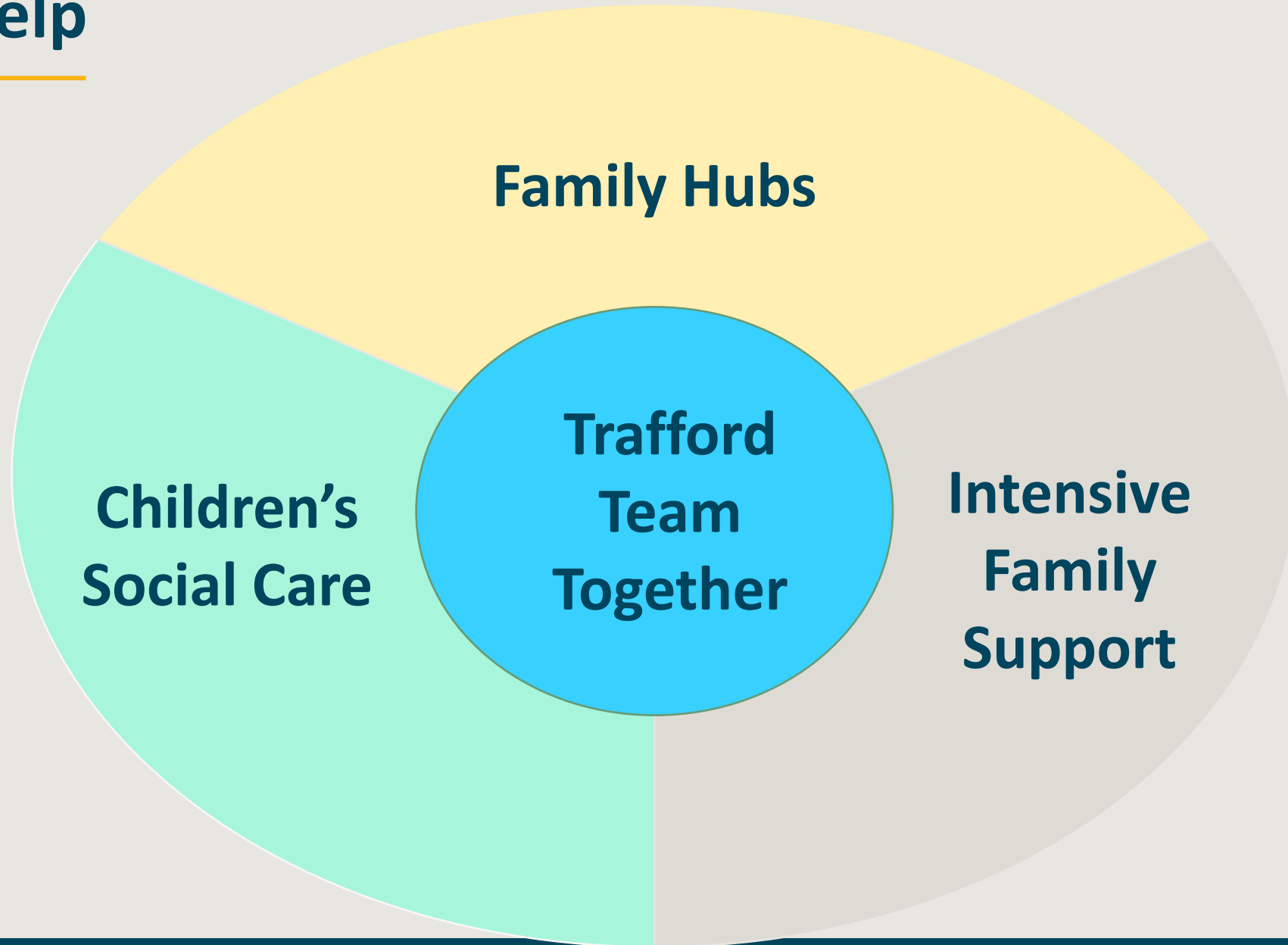
Introduction

- *‘All families need help from time to time, sometimes this help comes from family, friends or the state – support should be offered without stigma and recognition that many families struggle with challenges of adversity and poverty’*
 - Independent Review of Children’s Social Care 2022
- **Trafford Response: -**
 - *‘The right help at the right time from the right professional’*
- The service is redesigning the Early Help offering with a move toward Family Help, and includes the Family Hubs, Trafford Team Together (TTT) and Intensive Family Support (IFS).

Background

- The Investors in Children (IIC) report presented to Executive dated 27.01.20, set out a three year programme of investment in Services for Children with the specific aims of responding to local and national demand led pressures, building the budget on a sustainable basis and thereby enabling practical financial planning.
- The Children's Service started their journey to redesigning their service in 2020, Phase 1 was completed during 2021 and the Redesign Team, together with the Service are working on Phase 2.
- At the outset of the Children's Services re-design it was proposed that a number of service areas will be re-shaped during the second phase responding to both local and national drivers with a strong emphasis on Family Help.

Family Help



Early Help GM Principles



What are Family Hubs?

Family hubs provide families with a single access point to integrated family support services for early help with social, emotional, physical and financial needs. Each family hub is bespoke to its local community while incorporating three key delivery principles: Access, Connection, Relationships (Anna Freud, National Centre for Family Hubs)

Family Hubs Principles

- **Access**

There is a clear, simple way for families to access help and support through a hub building and approach.

- **Connection**

There are services working together for families with a universal ‘front door’, shared outcomes and effective governance.

There are professionals working together, through co-location, data sharing and a common approach to their work. Families only have to tell their story once, the service is more efficient, and families get more effective support.

Statutory services, the community, charities, and faith sector partners are working together to get families the help they need.

- **Relationships**

The family hub prioritises strengthening relationships, and builds on family strengths.

Relationships are at the heart of everything that is delivered in family hubs.

Development of Family Hubs – Our Ambition

- Develop a clarified and unified vision of what Family Hubs will look like across the whole Trafford footprint, defined by the voice of families and multi – agency Theory of Change workshops.
- This vision will include an understanding of how Family Hubs are embedded in the wider Early Help system (0-5 offer, community offer, TTT, youth services and the ICS) to have a holistic and consistent support offer for families (Children 0-19 and 25 for SEND)
- Be ambitious in our intentions for a multidisciplinary Family Hub model across key partners and work together to create permission for its implementation
- Prepare a business case for Family Hubs funding based on the FH Theory of Change with emerging model December 2022.

Our Starter Ambition

We will create & embed Family Hubs together to make connections and spaces in your neighbourhoods so you have what you need when you need it

The key features of Family Hubs

Enable connections

Be accessible

Provide support, information and advice

Be welcoming and friendly places

Empower families

Be integrated and multi-agency

Be community- based & owned

Be warm and safe

Some of the bright spots we identified include...

Statutory & commissioned

Schools	Trafford Team Together	Early Years provision	Family counselling centre
IFS	Health; GPs, school nurses, health visitors, midwives	Engage Mentoring Service	Talkshop

VCSE

Homestart	Broomwood	RESET conference	Counselling & Family Centre	Food banks
Hope Centre	Bed for a night	Bread & Butter	Blu Sci Centres	Calm connections

Within our communities

Community hubs	Churches & support groups	Sports facilities	St John's Centre	Gorse Hill Studios
Parks	Private sector	The Hideaway		

What we want Family Hubs to deliver

Families	Children & Young People
<ul style="list-style-type: none">• We have an improved understanding of our needs and rights and how they can be met.• Our health and wellbeing is improved• We can access the right support when we need it.• We have an improved sense of belonging• We feel calmer	<ul style="list-style-type: none">• I am heard, valued and supported• I have improved health and wellbeing• I feel like I belong• I feel safe in my neighbourhood• I feel able to make decisions about my life
System	Workforce
<ul style="list-style-type: none">• Increased proportion of families remaining in universal and Early Help services, and Reduced use of crisis services• Less duplication and simplified offer which is coordinated.• Improved commitment to shared budgets and resources• Increased co-production with families• Agreed information sharing protocols• Shared recording system that all hub partners can use.	<ul style="list-style-type: none">• I am aware of available support• My colleagues and I have improved workforce stability• I have improved wellbeing & job satisfaction• I understand the shared vision, value and practice model• I am more productive at work• My colleagues and I support each other• I feel calmer and I have fewer stress related sick days.



Proposed implementation timeline

Jan 23

Sept 23

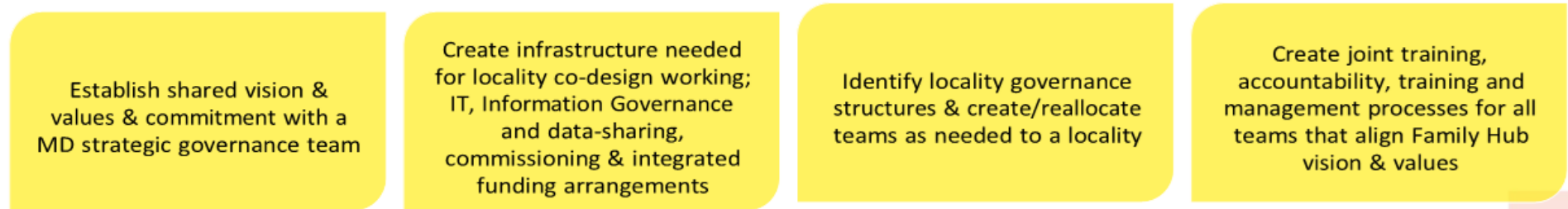
Process



Outputs

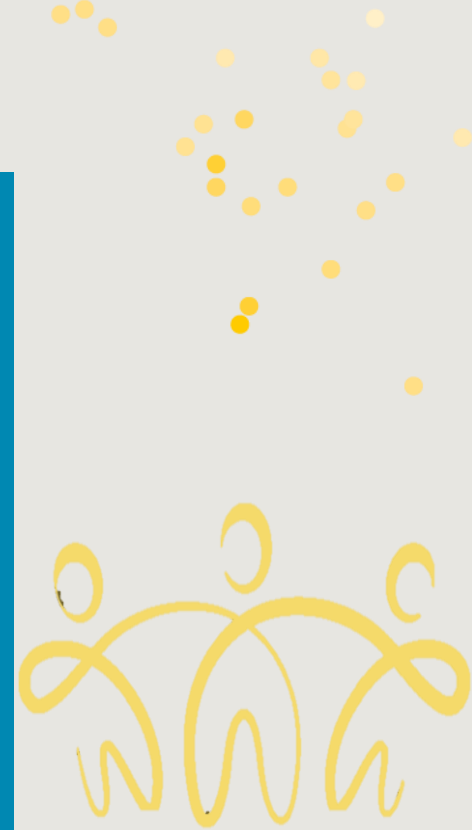


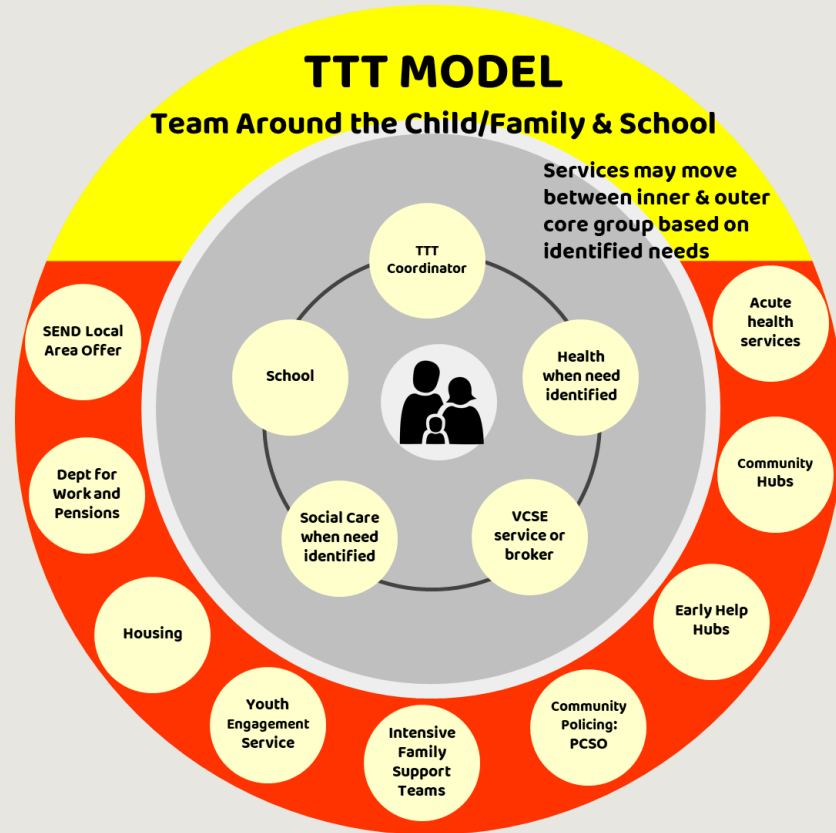
Create enabling conditions



What is Trafford Team Together (TTT)?

- TTT is system enabling approach to meet the needs of any child (and their family) living in Trafford and/or attending a Trafford educational setting.
- TTT approach is currently operating in number of Schools in Stretford and Partington, plan underway to roll-out across Trafford.
- Prototype tested and evaluated July 2021 to February 2022
- Provides the right help, at the right time, in the right way
- Evaluation extremely positive:
 - Feedback received from children and families was positive
 - 116 families engaged and supported
 - 164 children listened to, understood and supported
 - 42 schools (approx. 50%) are now working with their TTT Co-Ordinator instead of the Early Help Board





TTT finds support for children and families living in

Trafford or attending a Trafford school preventing small worries turning into bigger problems. TTT also finds support for

children and families recovering from crisis.

Parents and wider family members are **empowered** through the shared **relational culture**, with services working alongside families as **partners**. The core intent is to 'work with', not to 'do to'.

TTT is an **holistic** approach considering the child, their family and their environment as a whole,

rather than a single service issue. It is facilitated by the

TTTCo. identifying the **TTT Advocate**: the person who knows the child and family best;

who has their trust, captures their voice, and secures their engagement.

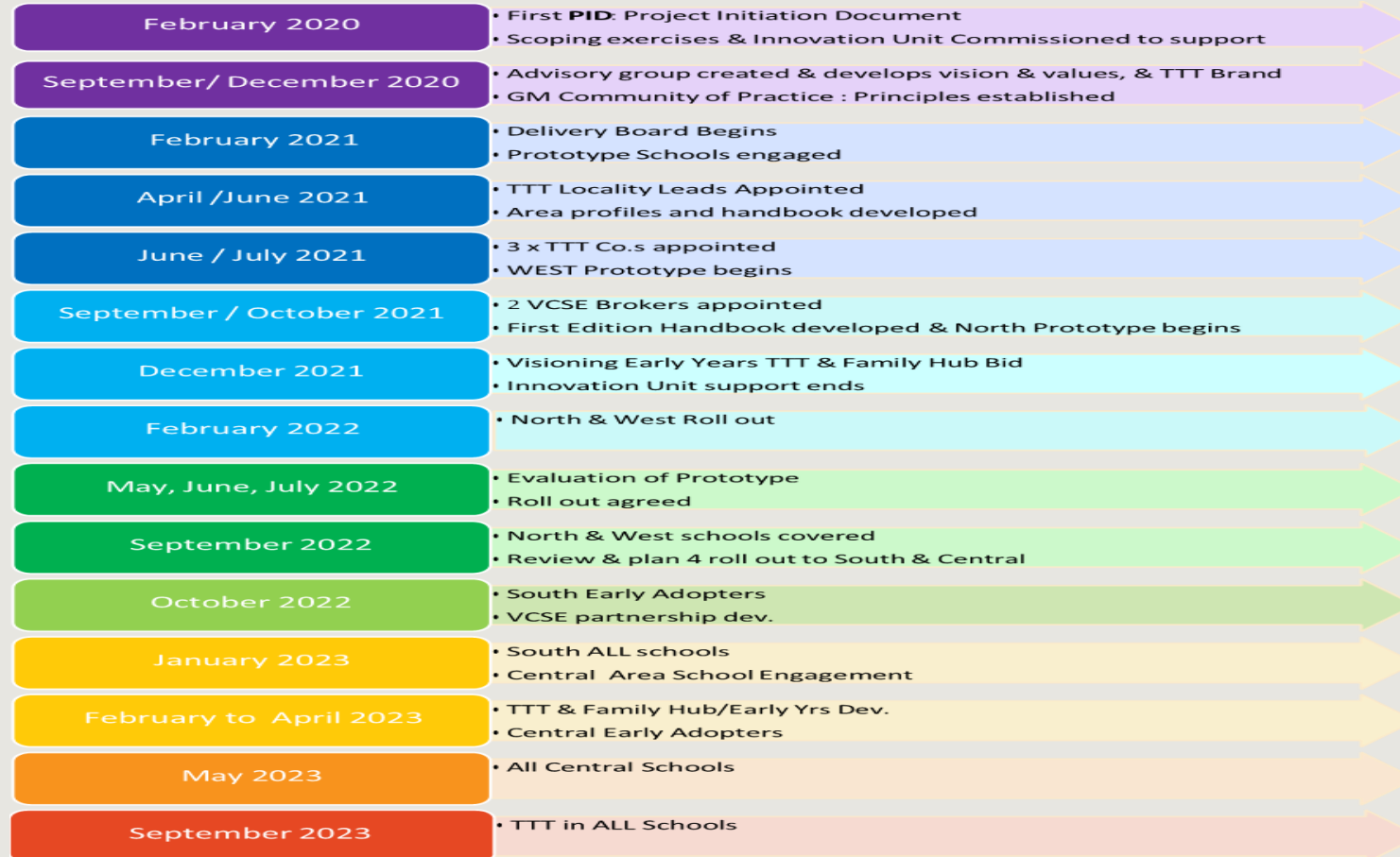
Intended Outcomes

	INTENDED OUTCOMES	OUTPUTS	EVIDENCE
1	Children, young people and families thrive in strong, resilient communities resulting in better emotional well-being	<p>Children & young people feel that TTT is making a positive difference</p> <p>Parents & Carers feel that TTT is making a positive difference</p>	<p>Feedback Forms</p> <p>Case Studies</p> <p>Decreased referrals</p> <p>Mental Health</p>
2	Improved school attendance amongst CYP referred to TTT	<p>Reduced levels of persistent absenteeism from school amongst children and young people who are referred to TTT (decrease in number of pupils below 90% attendance)</p> <p>Reduced number of permanent and fixed term exclusions of children and young people referred to TTT</p>	<p>Data from Schools & LA</p>
3	Children, young people and families are supported early, preventing crisis and higher level referrals	<p>Referrals and Re-referrals into social care are appropriate and well-evidenced (<i>reducing over time as TTT becomes embedded – initial referral numbers may increase</i>)</p> <p>Children, young people and Family needs are known, understood and supported to negate the need for referral</p>	<p>Trafford Council BI</p>
4	A highly connected professional & supportive network bound by a shared relational practice model that empowers children, young people and families and agency partners	<p>Attendance, engagement & satisfaction of partners in TTT process & wide distribution of lead professional across partners</p> <p>Partners committed to TTT Principles and demonstrate through actions & impact</p>	<p>Attendance Record</p> <p>Meeting Observatic</p>
5	Voices of children, young people and families are central to decision-making and resource allocation	<p>Children young people and families feel consulted, supported and listened to in the TTT process and have someone they can contact for future support</p>	<p>Feedback Forms</p>

Examples of feedback on Pilot

- *My daughter is extremely happy in her classes, she always speaks very highly of the classes and is thrilled to be involved. I'm so happy that the school has a connection to the community especially Gorse Hill Studios. Thank you!" (Parent)*
- *"It has really helped having someone to offload to each week and that's helping me to cope. Having things chased up and doing research for other help is saving me time and is less stressful." (Parent)*
- *"You have made a big difference in enabling me to provide current information on activities in the community as well as support, which I might not be aware of otherwise. " (school in relation to VCSE broker)*
- *"I've received nothing but positive feedback from the parents I work with. One child in particular is so excited to come to the activities you introduced her to that her mum says she is now like a different child." (School)*

TTT Development Timeline



What is the current Intensive Family Support Offer (IFS)?



- IFS is a multi-agency, whole family approach to working with children and families who need more targeted help and support to help them cope with significant stressors or problems that impact on family's ability to nurture their children and improve outcomes
- IFS workers co-ordinate the multi-agency team. They undertake direct work with the children and their parents, offering practical assistance where it is needed, to enable them and equip them with new strategies and tools to implement positive change
- Referrals progressed through Front Door to services (First Response) and increasingly TTT
- Average IFS workers caseload is 20 children
- National policy and direction of travel is a blended offer of support that does not distinguish between Early Help and Child in Need intervention

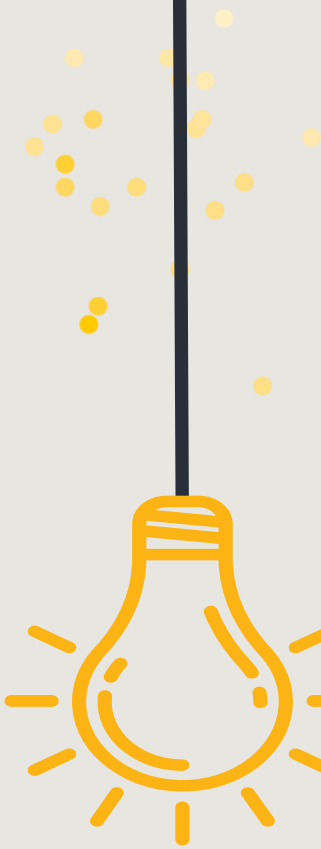
Future Family Support Proposal

Potential opportunity to redesign of Family Support building on the findings of the Independent Review of Children's Social Care and Family Safeguarding Model.

Broaden skill set of practitioners to include specialist adult workers, bringing together Multi – Disciplinary Teams to address 'trio of vulnerabilities' around domestic abuse, Substance misuse and mental health, as well as a stronger focus and child and adolescent neglect and neuro – diversity. Opportunity to create a wider workforce to 'case hold' and support families.

Strengths based approach to working with families, building on strengthening families model, improving engagement and empowering parents

All age approach to family safeguarding, more direct work, reduced risk for children and greater stability as parenting skills improved and reduction in exposure to domestic abuse, mental health crisis and substance misuse.



Any Questions ?