

Appendix B

Briefing report relating to feedback from 40 Children and Families Wellbeing Service (CFWS) case closure forms - September 2019.

The purpose of this briefing is to highlight the feedback found in 40 CFWS case closure forms recorded on the Mosaic case management system. The case closure forms were randomly selected from a long list of 70 cases, that were closed to CFWS during April to June 2019. The case closure form asks parents 8 broad questions around, what help a parent or child needed, did the support or services that they were provided with make a difference to themselves or others, and how they rated the help. The responses to 3 questions were difficult to interpret so have been excluded.

The majority (31 /40) of responses indicated that their individual or family needs had been met. Of the remaining responses for 4 families CFWS support was no longer the most appropriate service, 1 family moved away, and 4 families either refused or disengaged. 31 of the closure forms were jointly completed by the family and the allocated CFWS workers and 5 closures forms were completed by the family or an individual alone. There were 4 forms without an indication of how they were completed.

Question 1 What was the main reason for referral? What is it that you hoped could change?	Summary of main reasons
<p>55.0% (47/85) of intervention goals agreed at the initial referral stage were focused on children’s needs and supporting parents to manage their children’s behaviours.</p>	<p>7 of the referrals had 1 intervention goal and 12 of the referrals had 2 intervention goals. Furthermore 21 of the referrals had 3 intervention goals and 3 had 4 intervention goals.</p> <ul style="list-style-type: none"> • 21.0 % (18/85) were for managing behaviours and putting in place routines at home* • 11.0 % (9/85) were for managing behaviours at school and improving school attendance. * • 9.0 % (8/85) were for support to improve children’s mental health • 7.0 % (6/85) were for support to improve the child development concerns • 2.0 % (2/85) were for support to reduce child on parent violence. <p>The remaining 5% were for support around child sexual / criminal exploitation, at risk of neglect, substance misuse, at risk of offending.</p>

<p>45.0% (38/85) of intervention goals agreed at the initial referral stage were focused on the parents lived experiences and their personal needs.</p> <p>Notably being isolated and requiring family networks emerged as a secondary intervention goal during the CFWS support.</p>	<ul style="list-style-type: none"> • 15.0 % (13 /85) were for support to improve parent’s mental health* • 8.0% (7/85) were for support to reduce domestic abuse * • 7.0% (6/85) were for support being out of work and money worries* • 6.0% (5/85) were for support to reduce isolation and to improve family networks • 4.0% (3/85) were for parent’s substance misuse problems • 4.0% (3/85) were for support for housing and home conditions <ul style="list-style-type: none"> • Isolation and family network working support increased from 5 at the initial referral stage to 11 during the CFWS support
--	---

<p>Question 3; Looking back to your situation at the start and now, which change is most important to you/your family?</p>	<p>A selection of parent’s comments is highlighted below</p>
<p>The most important change for many parents was getting the help that they had asked for which led to either improvements for their children or themselves.</p> <p>For some parents the most important change was about unexpected positive changes in how they saw themselves and being motivated to change</p>	<p>Child’s behavioural issues and routines*</p> <ul style="list-style-type: none"> • “I feel that me and the children are a team and work with each other to make our home life happy • “We’ve learnt about managing behaviours and why children do the things they do” • “People are now able to talk my son and he is prepared to listen”. <p>School attendance/behaviour*</p> <ul style="list-style-type: none"> • “My son now wants help for his (school) anxiety” <p>Parental mental health*</p> <ul style="list-style-type: none"> • “I am now able to manage how I feel; and I feel I have a stronger bond my daughter” • “Me feeling better and more motivated is the most important thing” • “My new home”

	<p>Being out of work /financial exclusion*</p> <ul style="list-style-type: none"> • "Getting a job, this meant I got into a better routine, so the boy's attendance at school has improved." • "I feel less alone" <p>Domestic abuse*</p> <ul style="list-style-type: none"> • "Me and my daughter being happy". • "My children are no longer at risk of seeing incidents ta home".
--	---

Question 6: Did anyone else help you to make these changes? Include services and informal support	Parents viewed
<p>Family, and relatives plus schools were referred to as providing the most important extra support that helped parents achieve the changes they wanted.</p>	<ul style="list-style-type: none"> • Close family, grandmothers, relatives and friends (23) as providing important support to parents. • Schools (12) as being supportive in bringing about change in conjunction with the work of CFWS workers. Also, the involvement of SENDIAS, SENCO and SEND worker and Inclusion Partnership support, was seen as beneficial. • General Practitioners (3), Health Visitors (4), Child and Adolescent Mental Health Service (2) Care Navigator (1) Sexual Health Service (1) as supporting the changes that needed to be made. • Access to Preschool support (3) and Nurse support (3) and Pathway support was valuable. • Counselling and support agencies such as Relate, Turning Point, Women's Aid and Home start helping them make the changes needed, • Police and Probation as helpful bringing about change in domestic abuse intervention goals

Question 7: What do you think would have happened without this worker?	Parents indicated that I would
Most parents felt that their situation would have got worse, they would still not be managing, or they would have remained the same.	<p>"I would probably have got worse" (33.0%)</p> <p>"I would be in the same position with no change and not managing" (25.0%)</p> <p>"I would have had a breakdown, or still feeling depressed or would have taken longer to pick myself up" (18.0%)</p> <p>"I would still feel isolated (8.0%)</p> <p>"I would have continued to drink till I hit rock bottom"</p> <p>More seriously three parents indicated:</p> <p>"I would be dead"</p> <p>"I would have lost my kids or social services would be involved"</p> <p>"I think that my child would be at risk or not secure"</p>

Question 8: How would you rate the service you have received?	Break down of the ratings
95% (38 /40) of parents rated the support they received as excellent or good.	<ul style="list-style-type: none"> • 73.0% (29/40) of parents rated the support they received as excellent. • 22.0% (9/40) of parents rated the support they received as good. • 5.0% (2/40) of parents rated the support they received as satisfactory or made no comment.

This page is intentionally left blank