

**Right support at the right time**

**F**amily **A**dvice **L**ine



**A**chieving **C**hange  
**T**ogether **T**eam

**What's happened to you? Not  
What's wrong with you?**

**S**chool **B**ased **C**ounselling  
**T**eam



**Relationships are key**

**Attachment &  
trauma informed**

# Early Help, Therapeutic & Well-being Services

**Importance of context**

**F**amily **G**roup



**C**onferencing & **M**ediation

**C**reative **T**herapies  
**T**eam

## It takes a village to raise a child



**How we do things is as important as what we do**



**B**uilding **S**trong **F**amilies **T**eam

**Strengths-based &  
resilience building**



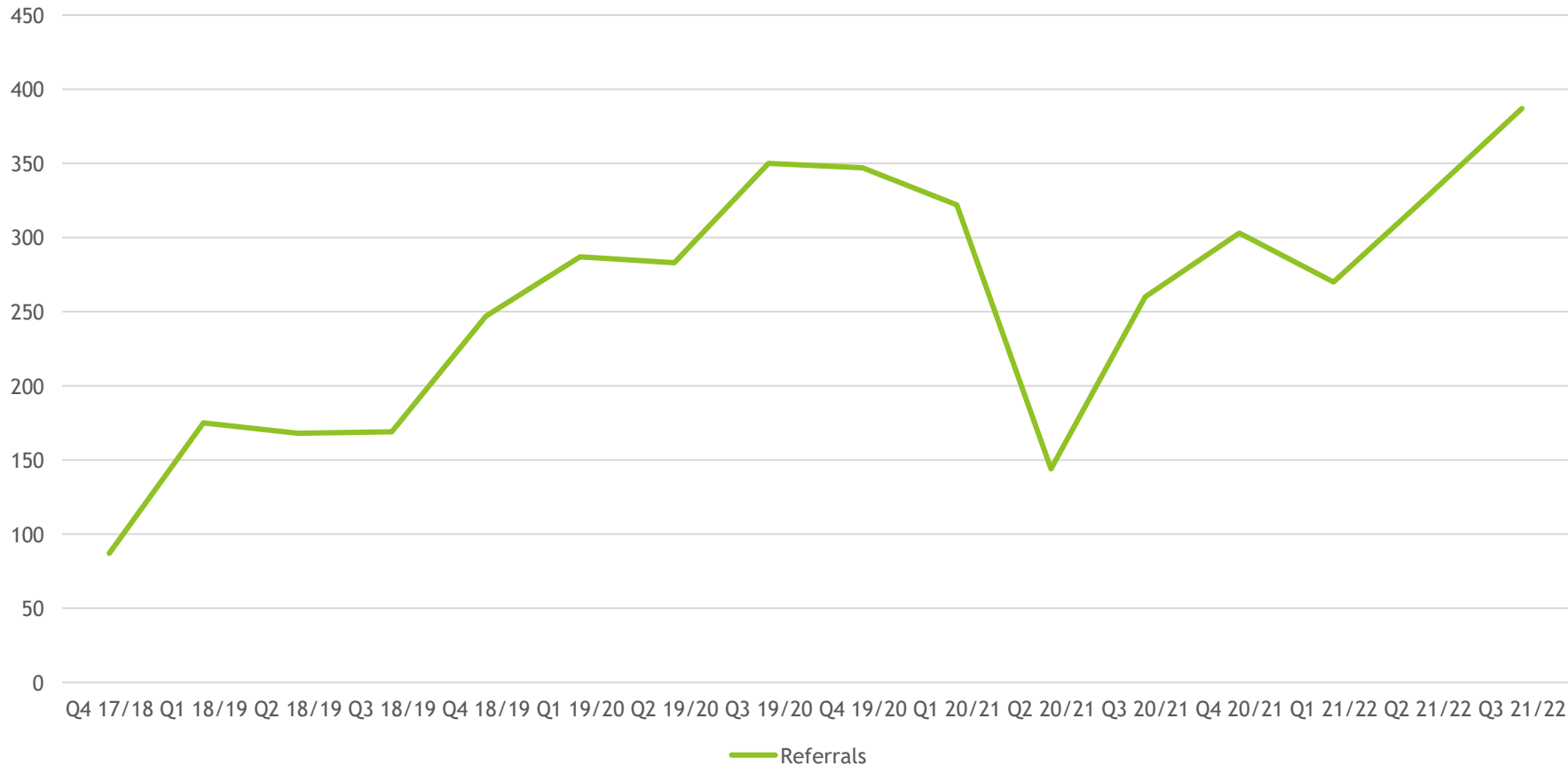
**Y**oung  
**C**arers **T**eam

# Early Help Panel

- ▶ Weekly, multi-agency panel, established January 2018 as a single point of entry for referrals for non emergency support
- ▶ Enables families to access a wide range of family support, preventive & early intervention support services including Primary Care Mental Health, non-urgent Child & Adolescent Mental Health Services (CAMHS) & a wide range of other services so that families get the right support more quickly
- ▶ Works to a 'no bounce' principle, so referrals are not 'bounced' between services & reduces duplication & multiple referrals
- ▶ Since the Covid-19 crisis services the panel continues to operate virtually & has established a telephone advice line offering advice & appointments for a wide range of virtual services including family therapy, play therapy, counselling and family support



# Referrals Early Help Panel

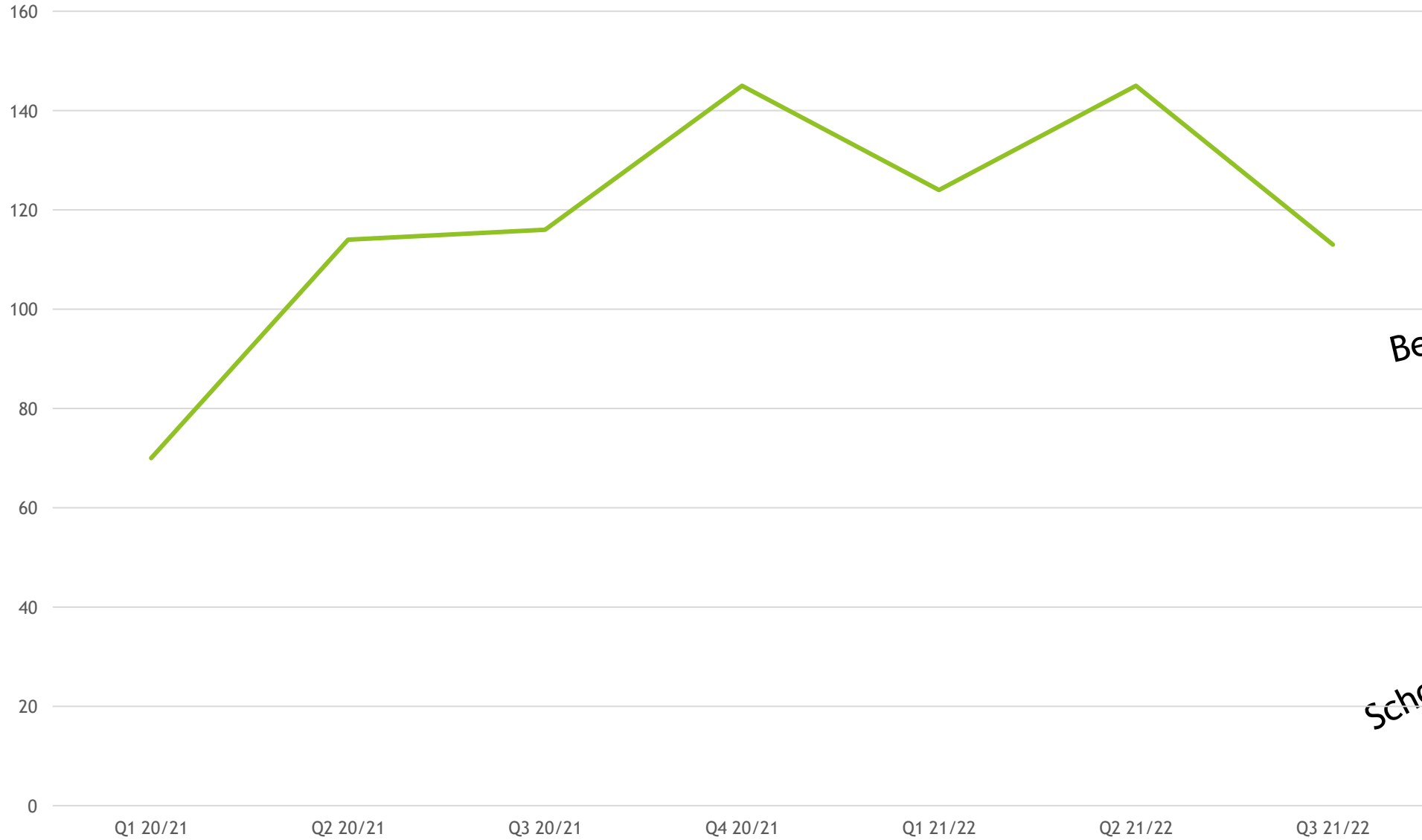


Average referrals per week		
Newport	46	30.6%
Caerphilly	37	24.6%
Monmouthshire	29	19.3%
Torfaen	20	13.3%
Blaenau Gwent	18	12%

0-4 year 4%  
 5-10 years 24%  
 11-15 years 52%  
 16-17 years 14%

Referrals were made into the EHP for 3.4% of the child population in MCC - the highest in Gwent

# Advice Line Calls



Family conflict



Behaviour issues



Anxiety



School refusal



Enquiries about CAMHS, ISCAN and PCMH

Enquiries about referrals to EHP

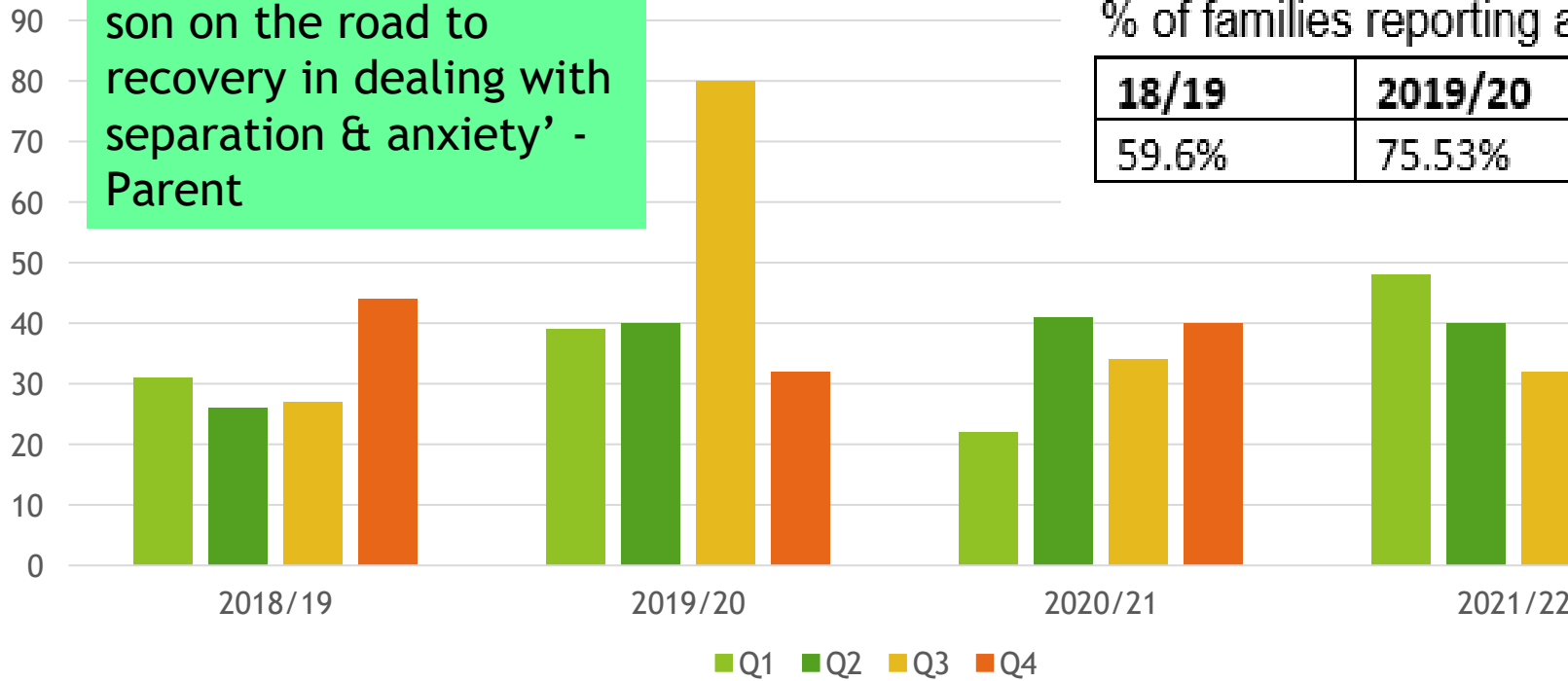
# Building Strong Families Team (TAF)

- ▶ BSFT is a small team who work with families who want support but do not need a social worker, support is tailored to the needs of individual families & is time-limited (around 12 weeks)
- ▶ Parents usually ask for help with the most difficult job in the world, parenting. It may include help with routines & boundaries or work with children's challenging behaviour. The team is often asked to help children with their self confidence, self-esteem & resilience
- ▶ Referrals are increasing so there are long waiting lists in every area.

'I hope you never lose your smile, enthusiasm & genuine care you show for the children' - Child

'BSFT has assisted my son on the road to recovery in dealing with separation & anxiety' - Parent

### Referrals to BSFT



### % of families reporting a positive outcome

18/19	2019/20	2020/21	2020/22 <sup>1</sup>
59.6%	75.53%	84%	92.3%

'BSFT has really helped us to work together as mother & daughter over the last few months. Although we still have some way to go we have now built a good foundation & can build on this. Thank you' - Parent

### % of families escalated to Children's Services

18/19	2019/20	2020/21	2020/22 <sup>1</sup>
16 (12.5%)	22 (10.3%)	4 (4.49%)	3 (3.1%)

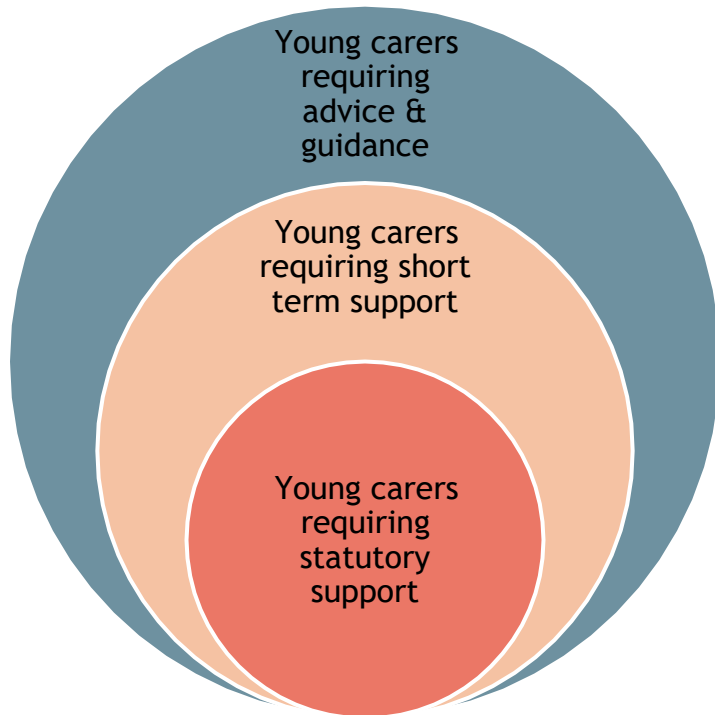
### % of families disengaging from support

18/19	2019/20	2020/21	2020/22 <sup>2</sup>
4 (3%)	18 (8%)	7 (10.1%)	8 (8.5)

'The worker so lovely, I haven't met her in person but it doesn't matter, I feel like I have & I felt so comfortable with her straight away. My confidence has gone up a lot & my anxiety is a lot easier to manage & happens less often. I'm able to look on the bright side of things much more now & get rid of negative thoughts.' Young person

# Monmouthshire Young Carers

- ▶ Brought into MCC April 21. Small team of workers working alongside the Carers Team with young carers.



# Face to Face - Creative Therapies Team

- ▶ Small team of therapists
- ▶ 22 children have received play therapy & 16 families have received family therapy, positive outcomes have been reported in 34 cases
- ▶ Children's Services commissioned work with an additional 6 children
- ▶ 3 groups have been run on anxiety & transition & 1 group on working with anxiety

'I really enjoyed all 18 sessions ... You are very kind, just a pity you can't play football, lol .... You made me feel very excited and a little special' Child

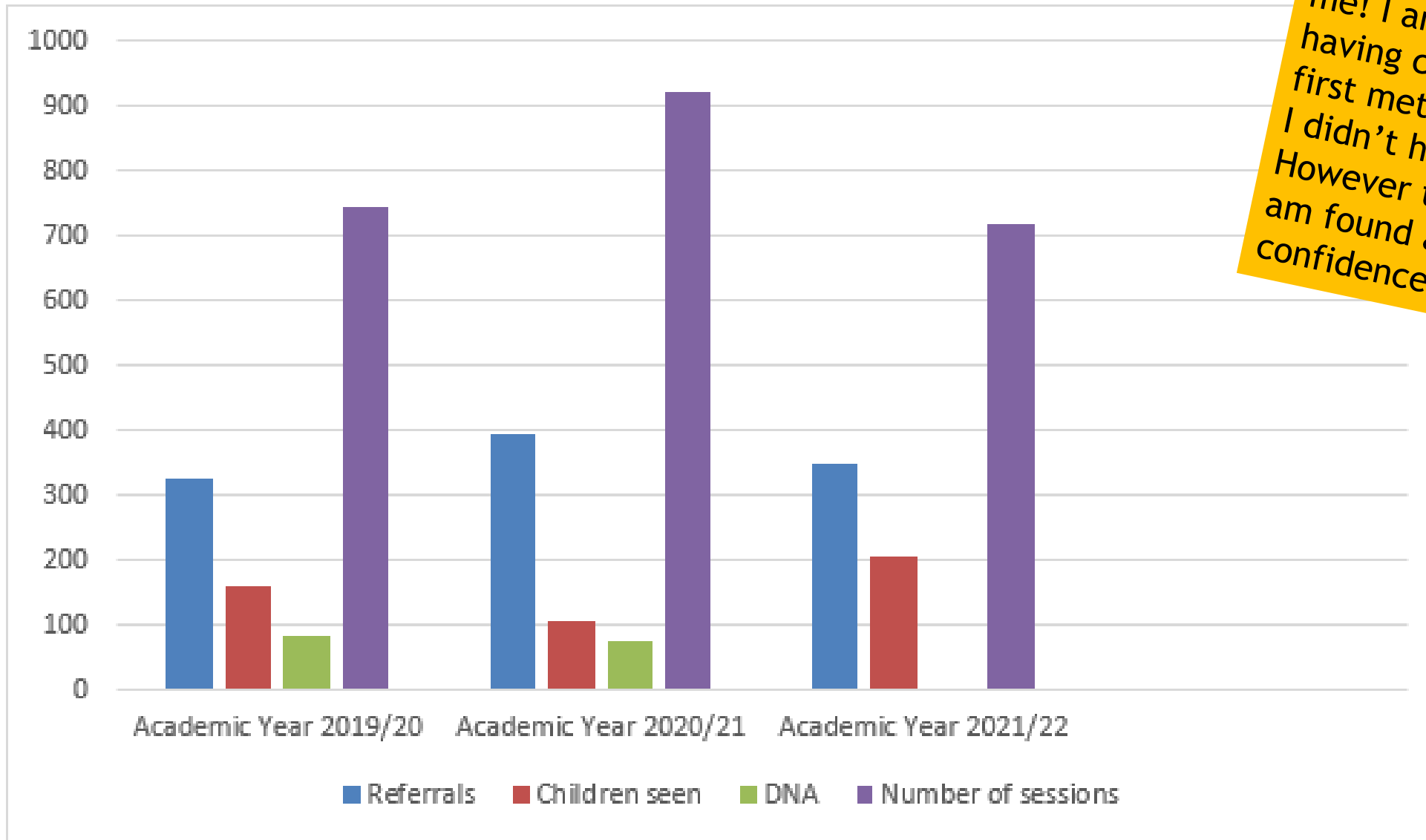
'Before we came to see you we were in a desperate situation & things had to change. We really wanted to change we just didn't know how to. ... We felt such relief when we came to see you. It finally felt like someone cared about us & wanted to support us. We felt like we weren't on our own & didn't have to fight for support' - Parent

'There are no words to describe how much we appreciate the involvement your team had with us. ... We were at the edge of the cliff nearly to fall & they just pull us back. ... Without their help I don't know where we could be as a family, they support us all the time & guide us.' Parent



# School Based Counselling

Figure 4: Referrals to School Based Counselling.



‘Thank you so much for everything I can’t tell you how much you have helped me! I am really going to miss having chats with you! When I first met you I was so lost and I didn’t have any confidence. However thanks to you I now am found and I have a lot of confidence’ Young person

‘You made me feel positive about being myself & that I matter.’

# Achieving Change Together Team

- ▶ Psychologically & systemically informed team working intensively with families who have children on the edge of coming into care. Intensive intervention (up to 12-18 months) based on families setting their own goals, relationships, self-efficacy, trauma/attachment informed
- ▶ 23 families with 74 children have been closed to ACT
  - ▶ 81% remain at home
  - ▶ 91.5% have been supported to improve school attendance
  - ▶ Average increase in resilience of 34.15%
  - ▶ 22 children have come off the Child Protection Register
  - ▶ 8 families (34.8%) have been closed to Children's Services
- ▶ Approximate annual cost avoidance of £460,876

*'felt trapped, I never thought I was able to turn my life around & with the support of ACT, I have. We are much happier now & I see a future for myself' - Parent*

*'I have overcome so much working with the ACT team' - Parent*

*'You don't know how much you have helped us, you really have' Parent*

# Family Group Conference & Mediation Service

## Referrals to FGC

	2019/20	2020/21	2020/22 <sup>4</sup>
Referrals	69	112	108
FGCs	52	42	18
Review FGCs	19	32	32
Family meetings	Not recorded	23	36
FGCs resulting in a positive family plan	58	78	48

- ▶ 2020/21 the FGC service received 110 referrals & held 126 family group conferences, 23 family meetings and 32 review meetings (an increase of nearly 100% on 2019/20 (65), 95% result in a successful outcome
- ▶ Mediation has taken 47 referrals with 100% positive outcomes

*'You've helped me and my family so much. Thank you' - Parent*

*'I felt supported. I felt safe to talk, to be 'real'. No condemnation, no judgement or feeling like there is something wrong with me.' - Parent*

*'I was feeling so anxious about the FGC but you were so easy to talk to and you seemed to be able to understand where I was coming from, even when I couldn't think of the right words' Parent*

*'It's was beneficial for us to have someone who was willing to listen and help with such an awful situation for the children to be in.' - Parent*

# Child's Journey Through Children's Services

Child Protection Registration



Care Leavers

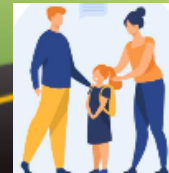
Adoption



Legal: PLO Issue to court



Children Looked After



Assessment or S.47



Network Meetings  
Interface Meeting

NeuroDevelopmental Panel

Early Help Panel

Multi-Agency Meeting

Housing Intervention Panel



# Challenges and Opportunities

- ▶ Covid - increased demand and complexity across all services - we need to build up capacity & resilience looking for opportunities to grow teams & reduce waiting times including working with volunteers & students
- ▶ Participation Action Plans & improving systems for collecting children's feedback, use data to refine & improve services
- ▶ Group work approaches for children & families
- ▶ Promote self-referral system in schools
- ▶ Work with schools to explore how young people might be better supported around particularly stressful times & work with partners to reduce the number of children whose school attendance is impacted by emotional based school avoidance (EBSA Project)
- ▶ Work with partners to develop integrated approaches to young people's wellbeing