

North Lanarkshire Council Report

Education & Families Committee

approval noting

Ref AG/MF

Date 15/09/20

P043 Improving Family Support for Children and Young People on the Edges of Care/ Review of Intensive Services

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Executive Summary

The delivery of high quality family support is critical to supporting all children and young people achieve their potential and thus central to the *Plan for North Lanarkshire* and also to the delivery of *The Promise*, the national commitment arising from the Independent Care Review and informed by extensive engagement with care experienced children and young people. This report provides an overview of key strands of work to improve local family support systems and in particular those designed to transform pathways and establish more effective preventative interventions and support for children and young people on the 'edges of care'. It provides a spotlight on one of these strands, the recently completed review of Intensive Services and the range of actions proposed to update and enhance support provided by these services, including through increased synergy with other key programmes of work being progressed within Education and Families.

The current model of intensive services was established within the social work service in 2007 with the aim of providing a high level of support to children and young people on the edges of care to reduce the risk of children becoming accommodated. The underpinning ethos is to work with children and their families in a strengths based way and to provide support to families at the times they most need it. The review found key strengths, notably in the quality of relationships staff had with children, young people and their families. Many parents and young people reported that the availability of support through intensive services was a key factor in making and sustaining change. The review also however identified some key areas for improving service delivery and makes seventeen recommendations grouped under the overarching themes of:

- strengthening the service framework
 - meeting need
 - enhancing linked education provision
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Recommendations

It is recommended that Education and Families Committee:

1. Note the report
 2. Agree the recommendations
 3. Note that a further progress report will be provided in six months in line with the PoW
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The Plan for North Lanarkshire

Priority Support all children and young people to realise their full potential

Ambition statement (10) Engage with children, young people, parents, carers, and families to help all children and young people reach their full potential

1. Background

1.1 National Context

In its 'Promise' to children and young people, the Independent Care Review (ICR), published in February this year, sets out an ambition to improve the lives of children in or on the edges of care through a transformation of the way support is provided. Based on its findings of 'overwhelming evidence of the lasting pain that removal has caused children' the ICR makes clear why the numbers of children and young people in care must reduce. To achieve this, it calls for Scotland to fulfil its commitment to early intervention and prevention through 10 principles of intensive family support which include wraparound support for all families in and on the 'edges' of care. The principles demand that support is:

- Community based
- Responsive and timely
- Works with family assets,
- *is based around-* Empowerment and agency
- Flexible
- Holistic and relational
- Therapeutic
- Non-stigmatising
- Patient and persistent
- Underpinned by Children's Rights

A focus on family support is the initial implementation focus of *The Promise*.

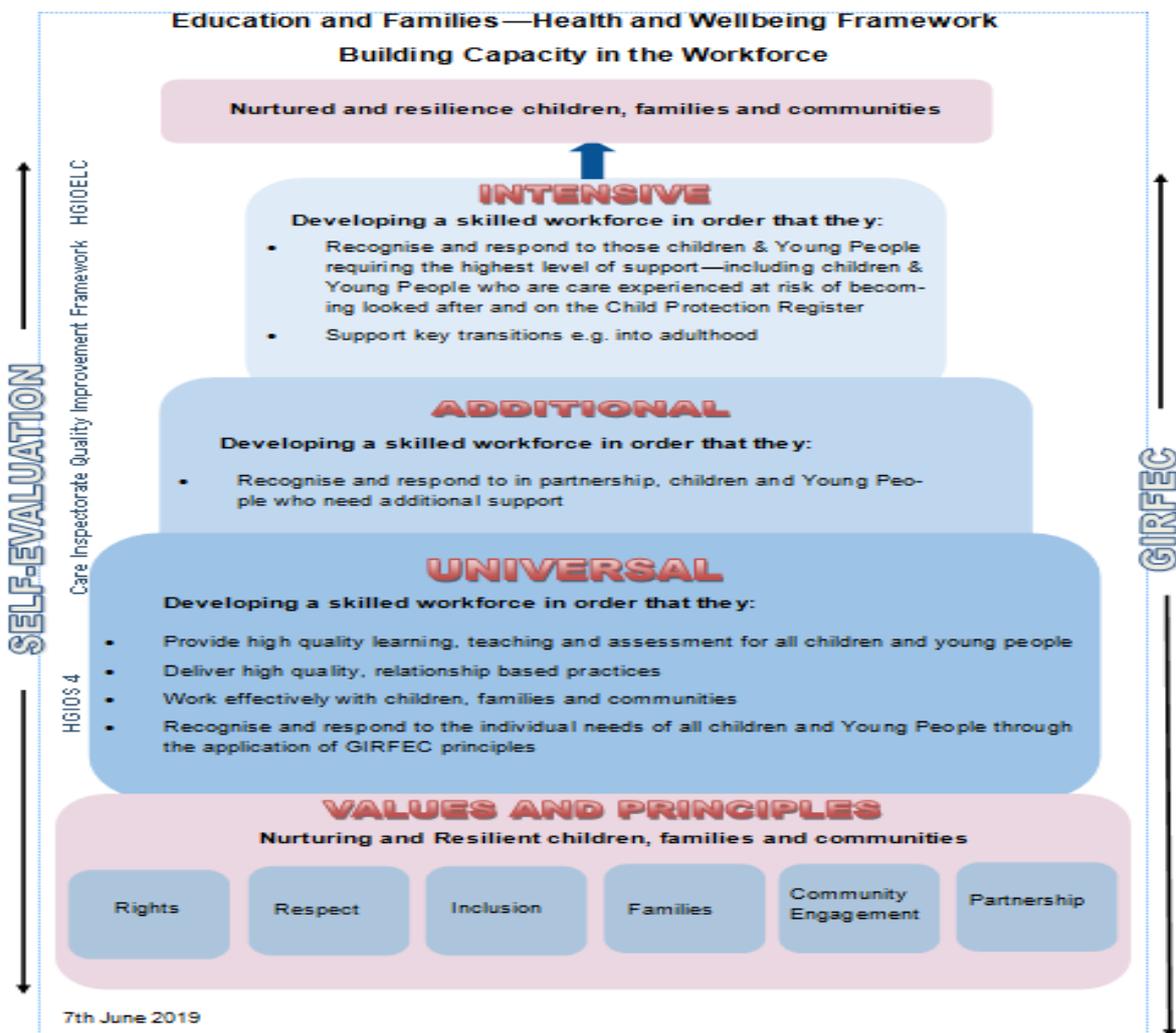
Related to the priority being given to this area, the COVID-19 Children and Families Collective Leadership Group has recommended to Scottish Government the development of a framework for holistic non-stigmatising Family Support in Scotland with an emphasis on prevention and which is available when families need it.

1.2 Local Context

The *Plan for North Lanarkshire* and its commitment to invest in preventive approaches to improve the outcomes of children and young people is fully aligned to this national policy context. The underpinning principles of the ASN review, with its presumption of inclusive education and a holistic approach to needs of children and young people with additional support needs, is also aligned to the principles of effective intensive family support. Whilst alignment is also evident within the current Children's Services Plan (2017-2020) which includes 'Prevention' and 'Looked After Children and Young People' as key partnership priorities.

Together partners in North Lanarkshire have to date delivered a range of programmes and innovative practice in family support including; training over 3,000 practitioners in *Solihull*, a trauma informed approach; rolling out *Safe and Together* an approach based on partnering with non-offending parents to safeguard children impacted by domestic abuse; and delivering a range of parenting support, including through Video Interactive Guidance (VIG) led by psychological services.

Recently the Improving Children’s Services Group has also outlined within a framework document the principles underlying its approach to family support, complementing the Health and Wellbeing Strategy adopted by Education and Families:



Our values, principles and approach to ‘supporting all children and young people realise their potential’ means that we recognise the importance of family and community and, whilst keeping the child or young person at the centre, that we work holistically and collaboratively. We understand that many parents, families and carers have been, or are, themselves impacted by adversity including poverty and that an inclusive, strength and asset based approach and trauma informed and relationship based practice are also critical to our approach to family support. (ICSG)

1.3 Intensive Services

Community Alternatives, working mainly with older children and Families First, working mainly with younger children, provide intensive support to children, young people and their families to reduce the likelihood of children becoming accommodated. The 7 Day Centre provides work experience in mechanics for up to 16 young people a year aged 15 and over who are not in school and who are also at risk of being accommodated. Together these services, in addition to Youth Bridges, a small service providing support for young people transitioning from custody, comprise current social work intensive services.

Since established these services have played a key role in supporting children and young people remain at home and in North Lanarkshire's success to date in maintaining a positive balance of care which benchmarks positively nationally and ensures a high proportion, including of looked after children, are supported at home and in their own communities. However, as noted in the *Close to Home* report, approved in May 2020, there has been a recent growth in the number of children and young people looked after away from home and in the demand for and use of external residential and fostering placements for children and young people experiencing care.

Success in achieving better outcomes for children relies on better integrated social, family and educational support. The aims of the review of intensive services were therefore to ensure that support to children on the edges of care improves outcomes by:

- Offering a flexible and relationship based approach available to children, young people and their families when they need it
- Embedding a clear ethos and approach across intensive services based on the aim of supporting children and young people thrive in their families and local communities
- Aligning the work of intensive services with the strategic objectives of the *Plan for Lanarkshire* and the Children's Services Partnership (CSP) and associated developments such as the implementation of the ASN Review.
- Improving integrated working and aligning intensive services with the Empowering Cluster Model

2. Report

2.1 Background and Methodology of the Intensive Services Review

Intensive services were established in 2007. The Families First team works with families of children from pre-birth to 12 where there is a need for an intensive level of flexible support in order to help parents and carers successfully care for their children. Community Alternatives currently works with around 190 young people and their families where they are on the edges of care, or whose care placements are under stress and/or who are involved in offending. Additionally an education service within Community Alternatives offers small group and individual tuition within the Community Alternatives base. It is delivered by a teacher and principal teacher and line managed by the Headteacher of Fallside/Pentland schools. The separate 7 Day Centre offers a programme of work experience in car mechanics.

The review was undertaken between April and July 2020 and comprised of the following elements:

1. Consultation with staff in intensive services and a self-evaluation exercise
2. A survey of children, young people and families currently using these services (Appendix, 1). 101 responses were received.
3. A workload analysis
4. Consultation with other stakeholders, including locality social work and education staff.
5. Review of performance and management information.
6. Benchmarking with intensive services in Fife, Perth and Kinross and East Renfrewshire councils

FINDINGS:

2.2 Strengths of the service

Staff have a strong commitment to supporting children and young people and are clear about the underpinning ethos and aims of the service. The majority of support is delivered through workers developing trusting and respectful relationships with children and young people and their families. Within the survey individual support was the most highly rated area of support by young people and families. Nearly all respondents said they felt valued and listened to by staff. The majority of comments highlighted the positive impact of support, including increased confidence to continue or resume care of children. 88% of respondents felt their lives had improved with the involvement of intensive services.

The majority of Families First work is practical parenting support within the family home and the average amount of face to face contact with individual families across a week was 3.2 hours. In the analysis of Community Alternatives work, staff spent an average 3.5 hours a week direct face to face time with individual young people (excluding additional phone calls and work with family members and other professionals) inclusive of time supporting young people engage with other services.

Support is also provided in the evenings and at weekends and this aspect of the support was particularly valued by families who responded to the survey. The Social Work Emergency Service (SWES) reported positive working with intensive services to prevent young people becoming accommodated in an emergency. The workload analysis showed however that the 'out of office hours' offer could be strengthened within existing contractual arrangements to enhance capacity for out of hours support especially for younger children and their families.

Both Families First and Community Alternatives offer a number of validated group work programmes for parents although it was identified that these could be better connected to wider partnership planning for family support.

Key strengths of both the Community Alternatives education service and the 7 Day Centre are the capacity of staff to engage with young people who are not accessing any other formal education. Within Community Alternatives, the education service provides education support to around 14 pupils in groups and some 1:1 tuition to young people waiting for an education placement or requiring additional support for SQA examinations. The 7 Day service provides a 6 month programme for up to 8 young people aged 15 ½ to 16 years in car mechanics and servicing. Young people attend 4 days a weeks and are expected to attend their own school on Fridays.

2.3 Areas for Development and Recommendations

2.3.1 Strengthening the framework of intensive services

The Plan for North Lanarkshire and the formation of the new Education and Families Service has shifted the context for intensive services and provides significant new opportunities for more integrated working to deliver improved outcomes. The review has also identified that more closely aligning the teams within intensive services will enhance the capacity to support staff and lead practice development. Alongside there is the need to refresh and strengthen the performance framework for the service in line with the changing local and national context outlined above to support ongoing evaluation of impact and continuous improvement,

The review therefore recommends that:

1. The teams are brought together under one management team with each senior social worker taking a strategic lead to progress key service priorities. These have been identified as - (1) Aftercare, (2) Young People and Youth Justice, (3) Restorative Practice, (4) Family Group Decision Making and Early/Primary Years.
2. In line with the Education and Families service's new operating model, senior social workers within the service develop links with new Empowering Clusters to ensure intensive and targeted services to reduce harm and promote parenting are delivered effectively to children and young people in their own communities and to support earlier identification of need.
3. The ethos and culture of the team should be embedded through the development of a set of practice standards which outline what children and young people and their families should expect from an intensive service. This should include clarity about the underpinning principles of strengths based working, being available to families when they need support (including expectations about 'out of hours' support) and prevention.
4. A refreshed set of performance outcomes which align with the high level outcomes in the *Plan for North Lanarkshire*, the CSP and the ICR is implemented (see appendix 2)
5. Further consultation is held with staff and trade unions to create a transparent and equitable framework to maximise the offer of intensive support from 8 am to 8 pm and at weekends in line with family needs.
6. Access to intensive services should be based on the provision of an up to date multiagency child/young person's plan which specifies desired outcomes. These plans should be reviewed and involve partners to ensure that children and young people are able to 'step down' seamlessly to services in communities once outcomes are achieved.
7. Intensive services should take a children's rights based approach to all its work and involve children, young people and their families systematically in the evaluation and development of the service.

2.3.2 Meeting Need: After care

The council is a signatory to the Scottish Care Leavers Covenant reflecting its commitment to high quality support for care leavers. Whilst a number of actions such as the establishment of the 'Forever Homes' and 'Routes to Growth' initiatives have strengthened aspects of support for care leavers over recent years and some young people receive excellent support, this is still however not sufficiently consistent. In

parallel with the intensive services review, analysis of locality social work caseloads to support the prioritisation of support during the COVID 19 pandemic showed that too many eligible care leavers decline or lose contact with services and do not find routes back to support sufficiently responsive.

A working group, which included care experienced young people, has mapped out the areas for improvement in planning for care leavers and what an integrated approach to support should look like. Intensive services are well placed to meet this need for those who have moved, or wish to move on from, locality services through its capacity to provide support flexibly and coordinate support around housing, health and training/employment from its base. Care experienced young people who participated in the working group were clear that it is important to coordinate such services around young people, rather than expect young people to fit into existing systems ill-suited to their needs and circumstances. It is therefore recommended that:

8. Intensive services expands their offer of intensive support to all eligible care leavers who need intensive support. An additional two social worker posts should be re-allocated from within existing resources to enhance the service.
9. The Senior Education and Families Manager (Social Work) North and Education and Families Manger (Social Work) Intensive Services should:
 - a. Monitor and report on pathway planning including outcomes in health, housing and positive pathways/ destinations through relevant service and partnership structures.
 - b. Provide leadership and engage with partners to plan strategically to resource the multiagency support for care leavers.
10. A senior social worker (After care) within intensive services take day to day operational responsibility for after care including
 - a. Monitoring the data on eligible care leavers and ensuring it is up to date
 - b. Oversight and reporting on pathway planning
 - c. Management of provision of support and services from the intensive service base
 - d. Working with the health advisor (intensive services) to ensure access to appropriate health supports including support with transitions from children's to adult health services,
 - e. Working in partnership with other agencies, to ensure action to promote outcomes for care leavers as set out in the Corporate parenting strategy and CSP is in place and reported on.

2.3.3 Meeting Need: Family Group Decision Making (FGDM)

Research and the experience of other councils have evidenced the strong correlation between robust arrangements for family group decision making and reducing risk of accommodation. North Lanarkshire is committed to developing this approach through the reconfiguration of funding to recruit additional Family Group Decision Making Workers as outlined within the *Close to Home* report. The aim of the Family Group Decision Making model is closely aligned to remit for intensive services, notably when there is a risk that an infant at birth, child or young person may be accommodated or to support rehabilitation. Equally the strengths based approach

aligns with underpinning practice approach of intensive services. It is therefore recommended that:

11. The FGDM workers are located and managed within Intensive Services.
12. A Senior Social Worker within intensive services leads the management and further development of FGDM, reporting on impact and outcomes.
13. FGDM/Intensive service response to be developed into a test of change as part of PACE (Permanence and Care Excellence) programme already being taken forward within the service.

2.3.4 Enhancing Education Provision

The implementation of Education and Families provides the opportunity to provide more integrated management of the education provision within Community Alternatives and the 7 Day Centre and to improve opportunities for young people attending this provision. The Virtual School has good links with Community Alternatives to support eligible young people but although young people attending this provision remain on the role of their local school they have often become disconnected from their home school and peers.

Over the past three school years the service has offered education placements to 27 young people receiving an average of 14.5 hours of direct learning and teaching weekly. Of the 14 pupils who attended this school session 7 had been with service for 1-2 years and 2 for over two years with girls are significantly more likely to remain longer, and finish their statutory education within community alternatives. Over the past three years only 1 pupil has however returned to mainstream school.

The 7 Day Centre programme, historically managed only through social work, also stands to be enhanced by more integrated service arrangements. Young people currently receive a certificate of achievement on completion of the programme however this is not linked to any formal SQA qualifications or wider programmes of achievement in North Lanarkshire. There are clear opportunities to address this through enhancing educational oversight and building links with the Pathways Programme and Skill Development Scotland to support young people's progression.

It is recommended that:

14. An education manager is identified to take the strategic lead to support the development of education services within intensive services and to establish enhanced oversight of educational quality and outcomes.
15. A clear referral criteria should be established and all young people referred for intensive education support and the 7 Day Centre must have a multiagency young person's plan prior to accessing the service. The role of the young person's school must be clear and in line with the ASN review there should be a presumption of work towards mainstream. Multiagency planning should underpin links between young people and their school in relation to planning of support, delivery of interventions and/or curriculum and for return to school or next steps.
16. Staff in the 7 day centre should be supported and managed to plan and deliver courses for which young people can gain accreditation. Learning outcomes should be developed for the programme in line with SQA standards for credit rating.

17. Better links should be established with other NLC services for young people to develop skills and support for work in order to achieve positive leaver destinations e.g. joint work with Restorative Justice, Pathway's Programme, Routes to Growth

2.4 Additional supports for children, young people and families on the edges of care

2.4.1 Transforming Pathways

Following previous scoping activity undertaken in collaboration with CELCIS which identified the potential to strengthen collaborative early intervention to avoid the escalation of family difficulties, a pilot has been developed to attempt to identify young people (P4-S1) who are at risk of statutory care and to develop strategies and interventions that may prevent this. The pilot is focussed on a school cluster in Cumbernauld, involving a secondary and six primary schools. Within this work a key focus has been on supporting successful primary to secondary transitions for vulnerable children and families. Two groups commenced in February for an anticipated 10 sessions, however these had to be suspended when the Covid19 lockdown began along with the parenting group which had been anticipated to run alongside the direct work within school with the children. It is hoped that a way can be identified to restart this work in an adapted form in the new term with the focus in the interim being on individual support to identified families.

2.4.2 Contextual Safeguarding

The service in conjunction with the Child Protection Committee is taking forward work with the University of Bedfordshire and Contextual Safeguarding Network to strengthen practice and the system's capacity to respond to young people who may be at risk of extra-familial harm within the community including through criminal and sexual exploitation, unhealthy peer dynamics and other factors which can place pressure on families and particularly when combined with existing vulnerabilities lead to a young person being placed in care. This work is in its early stages with multi-agency training planned for September 2020.

3. Equality and Diversity

3.1 Fairer Scotland Duty

The intensive services review and other family support developments aim to improve outcomes and remove barriers to success by ensuring that structures, systems and processes align effectively around the needs of individual children, young people and their families.

Nuffield Foundation research showed that children living in the 10% most deprived areas in Scotland were 20 times more likely to be looked after. By improving the intensive service offer and how it integrates with other services through the Empowering Cluster approach, these actions aim to address this.

4. Implications

4.1 Financial Impact

The recommendations outlined above can be achieved within existing resources. The additional 2 FTE social worker posts to provide the after care service should be met through a re-allocation of resource from localities as some their responsibilities for after care move to intensive services.

4.2 HR/Policy/Legislative Impact

The recommendation to consult with staff on improvements to the management of the out of hours offer to families can be achieved within existing contractual arrangements.

The provision of intensive services makes a key contribution to the duty placed on local authorities by The Children and Young People (Scotland) Act 2014 to provide services to children and young people to be on assessed as at 'risk of becoming looked after'.

4.3 Environmental Impact

There is no environmental impact anticipated with these proposals.

4.4 Risk Impact

There are risks to outcomes for young people and to the reputation of the council if action is not taken to improve services as recommended. There are also financial risks associated with a growth in the number of children experiencing formal care, should there be an insufficient focus on providing high quality and flexible intensive support and effective early intervention.

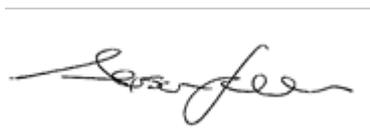
5. Measures of success

A set of service outcomes are proposed to measure and report on success (see Appendix 2):

- 5.1 Children and young people remain in or move to a family where they feel they belong and are safe
- 5.2 Children and young people are achieving to their potential in their local nursery, school, or college or work
- 5.3 Children and young people have strong and trusting relationships
- 5.4 Children and young people feel safe in and are connected to their community
- 5.5 Children and young people are hopeful, confident and resilient

6. Supporting documents

- 6.1 Appendix 1: Service User Consultation Report
Appendix 2: Vision and Outcomes for Intensive Services



Alison Gordon
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Appendix 1: Review of Intensive Services – Community Alternatives and Families First

An online survey was launched in mid- June to early July 2020 to engage and gather the views of families, parents and young people receiving support from Community Alternatives and Families First.

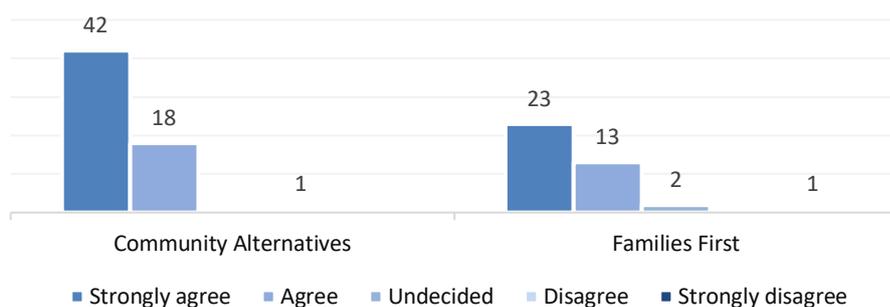
The survey URL was passed to potential respondents and ran for 3 weeks with one prompt.

A total number of 101 people responded¹. The table below shows the breakdown of respondents and the service they participate in.

	Community Alternatives	Families First	Total
Parent or carer	22	40	62
Young person	39	-	39
Total	61	40	101

Q3: Are you happy with the support you receive?

¹ With 101 responses, the values presented are the numbers, the percentage values are very close to the numbers

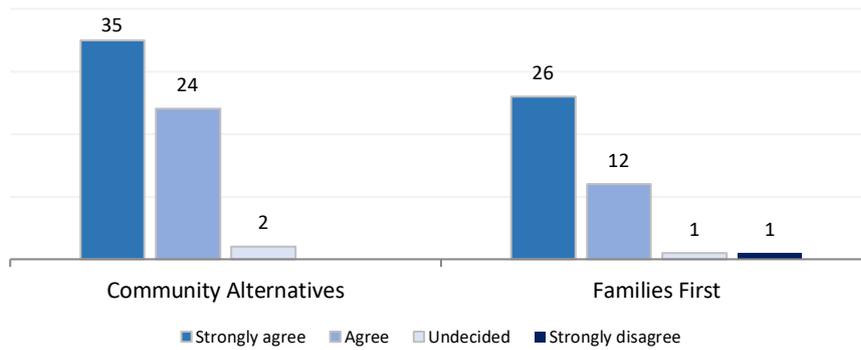


The table below shows the responses split by service and respondent.

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree	Total
Community Alternatives	42	18		1		61
<i>Parent or carer</i>	18	4				22
<i>Young person</i>	24	14		1		39
Families First -a parent or carer	23	13	2		1	39
Total	65	31	2	1	1	100

- *The worker is fantastic*
- I am bored and nothing to do.
- Best staff in the world so helpful
- Can text for info when needed
- *(Name)* is a great worker
- Good service
- Good to have someone to contact when you need additional support
- great support from staff whenever you call
- I find advice and guidance with regard to how my baby grows and develops helpful
- I find the phone call at the weekend helpful
- I have a good relationship with my worker and also other workers on weekend, all down to earth.
- I like my worker
- I receive a high level of support including weekends
- I was not given a choice in working with Families First my social worker said I had to
- I was reluctant at the beginning I was ashamed [worker] was good and reassured me that it was nothing to be ashamed of.
- I would have liked it to continue because I no longer work with community alternatives but my old worker is helping me with my housing issues. I feel bad asking as I am no longer working with her.
- It's fine
- My worker helped me with a lot a*problems*
- Only agree if it is workers I like.
- Support started just before lockdown so it's only been phone calls so far
- Taking part in this service was the best thing that ever happened to me. It helped me see what truly matters most and not to focus on things that don't effect what's important. Amazing support all the way through especially during the pandemic.
- The support I have received has really helped me move forward in a positive way

Q4: Support is available when I or my family need it

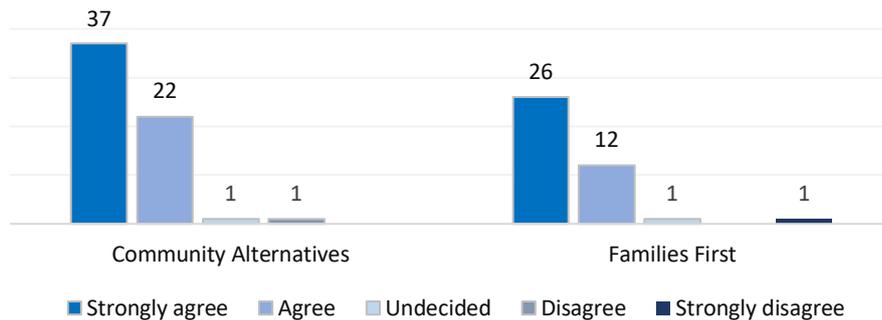


- One respondent who answered “undecided” also commented support was “sometimes” available when needed.
- The respondent who answered “strongly disagree”, gave the same response to several questions. However, in response to the later individual, family and educational support questions, they felt the support was excellent.

On a more positive note, other respondents mentioned:

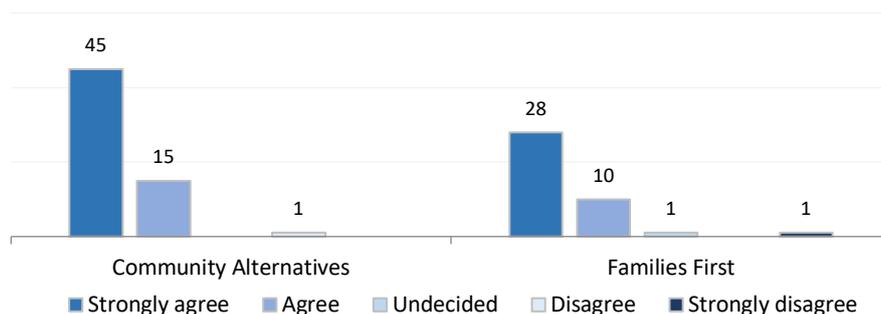
- My worker will rearrange if something happens that I can’t make our arranged time to meet
- I get the help and support when I need it even at weekends
- If we need unplanned support, we always get it if we call

Q5: In general, the support I receive is flexible and can be changed to meet my needs



- This has happened a few times because I’ve had other things to do
- My worker listens to me and knows if things need to change a bit
- My worker visited when time suited me mostly but wouldn’t give me a hard time if I cancelled, she would rearrange
- This is never a problem

Q6: I feel I am valued and respected by staff from Community Alternatives and Families First.



- My worker always makes me feel listened to and hears what I say
- Friendly and welcoming staff
- All the staff are friendly and helpful
- All community alternatives workers respect me.
- Don't know. One or two of them.
- I really like the building and playing pool and speaking to all the workers. All the workers are sound

Q7: In general, my views are listened to and taken into consideration when planning or reviewing my plan

	Strongly agree	Agree	Undecided	Strongly disagree	Total
Community Alternatives	33	26	1		60
<i>Parent or carer</i>	14	7			21
<i>Young person</i>	19	19	1		39
Families First	24	14	1	1	40
<i>Parent or carer</i>	24	14	1	1	40
Total	57	40	2	1	100

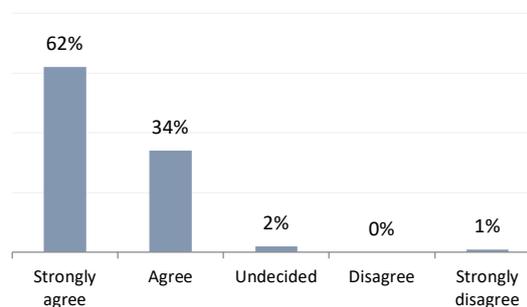
Number of respondents

- My community alternatives worker always takes the time to listen and discuss my plan

Q8: I am included when planning support from the service.

- Overall, 96% of the 99 respondents strongly agreed or agreed with this statement.

- “All workers take my views on board”
- “It is good to speak to a worker that I trust before meetings and make sure I get my views heard at important meetings”

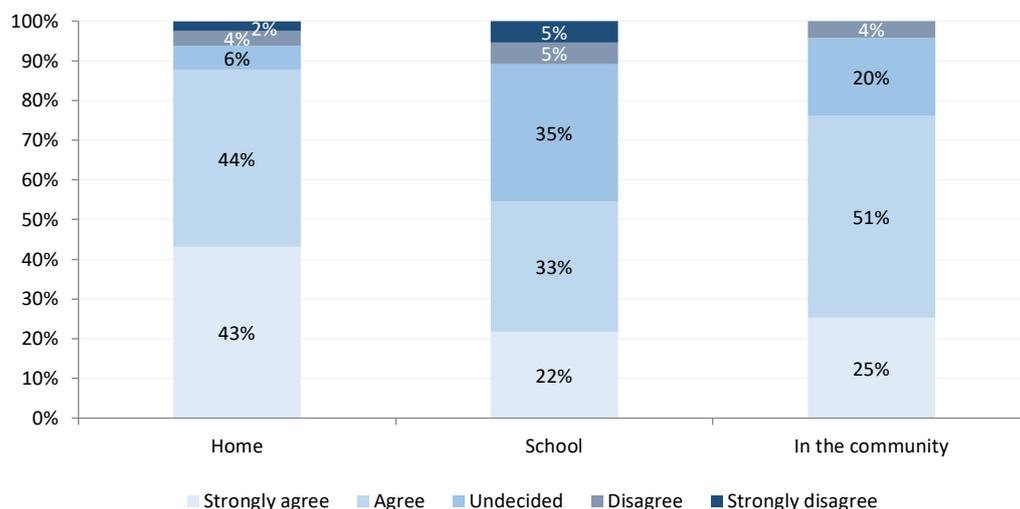


	Strongly agree	Agree	Undecided	Strongly disagree	Total
Community Alternatives	38	20	1		59
<i>Parent or carer</i>	16	5			21
<i>Young person</i>	22	15	1		38

Families First	24	14	1	1	40
<i>Parent or carer</i>	24	14	1	1	40
Total	62	34	2	1	99

Number of respondents

Q9: Please tell us, if you feel safer, at home, school or within your community because of the support you receive.



Combining the strongly agree and agree responses to this question:

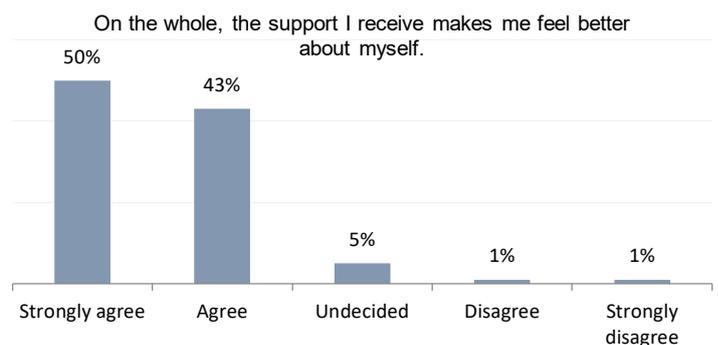
- 88% feel safer at home;
- 55% feel safer at school, with 35% undecided about the support and their safety at school
- 76% feel safer in the community.
- 10% or fewer respondents have responded negatively to this question.

- At home things are better because a lot of the problems were caused by me not going to school and being in the community all day. I now look forward to going to LAGTA and meeting *name* and spending time with *worker name*.
- Beneficial to offload concerns to someone I feel listens
- Child attends nursery and I have had some issues with them and don't feel they are listening to me. I would also like a new house as a flat three up is *no use* when you have a pram and no lift
- Community Alternatives cannot always help me manage situations in the community
- Didn't feel unsafe
- Does not apply to me as I feel very safe in my home
- Family life is much better
- Feeling safe has never been an issue, but [worker] will talk about keeping a safe door
- For me it's not about where I feel safe, I feel safe in all these areas, however, it's about where my confidence has grown and my own self-belief encouraged by my worker. I am a more confident person and parent
- I am an adult so don't really need this
- I don't feel unsafe at all and I am supported by FF to ensure my 1yr old is safe
- I feel my son doesn't feel safe at school and he has now been out of school 2 years, hoping to get him in 7 day centre but feel he could have had something before now.
- I feel very safe where I live. My family are close by for me and the weans.

- I go to Community Alternatives school and I love it
- I go to Community Alternatives school and *the worker* is helping me get a new house in a different area
- I'm living in homeless accommodation and I have left school.
- *My worker* encourages me to look at keeping a safe door. Also looking at ways of making my house safe. However, this is not an area that I feel I need support because I have always felt safe in my house.
- *My worker* has helped my family which has made a difference to me. School isn't so easy because I am under pressure and I'm not sure if school staff fully understand my circumstances. In the community I do my own thing but I am more aware of the risks that are around.
- No
- Not a problem
- Not sure this question relates to me. I feel safe in my house and community as I have been raised where I stay. *My worker* always encourages me to maintain a safe door.
- She does get into bother but I always had support
- Unsafe in community due to poor choices I make

Q10: On the whole, the support I receive makes me feel better about myself

- As a group, 93% of the respondents agreed the support they received made them feel better about themselves.
- One respondent highlighted the support as positive, but their own feelings influenced the positive nature of the support - *my feelings about myself are separated from the support. I receive the support however I don't allow myself to feel good.*



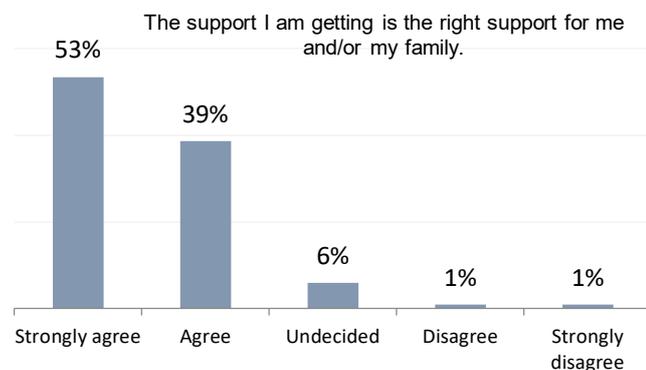
- 100% especially *multiple worker names & the students* (during Covid I have had food parcels and lots of help and support)
- Being told that my mental health is just as important as those around me really hits home. I don't feel as guilty taking half hour to myself when I need it.
- Helped with my low self-esteem and confidence and worked with both me and my partner to understand the impact of domestic abuse on our children.
- I enjoy the support I receive
- I feel more confident in the care that I am able to provide to my baby / parenting
- I have bad days sometimes and *my workers* can really help me
- I realise that all parents need help at times
- I'm not a confident person, but it's nice when someone pays you a compliment and you know they are genuine about what they are saying. It gives you the feel good factor.
- It did especially the girls group and the hairdressing as it helped me get onto a training course full time.
- My feelings about myself are separated from the support. I receive the support however I don't allow myself to feel good.
- My worker always makes me feel better, she has a positive attitude, *the worker* always encourages me that I can achieve I can do anything if I put my mind to it. When others put me

down, *the worker* help me built my self-esteem and can just generally turn things around. Thank you

- No
- *The worker* always have something nice to say. You're looking good, or she will praise me by telling me well done and this makes me feel good. Especially if I am feeling low she never judges, this reduces my anxieties. She always encourages me to try and be positive
- On first getting a Families First worker my confidence and self-esteem was low, however, with the supports offered this has greatly improved.
- She still asks to meet her worker even though the case is closed
- Since working with Families First *my worker* has always encouraged me to look what I can do on my own with *my son*. She always turns things around and making negatives into positives, also looks at my strengths and works on my weaknesses.
- When someone tells you you're are doing really well, and you have come a long way and you are looking better for it, it makes you feel good about yourself, and you know you will manage the future with your weans it a feel good factor

Q11: The support I am getting is the right support for me and/or my family.

A total of 101 respondents answered this question, with 92% agreeing the support is right for them and /or their family.



	Strongly agree	Agree	Undecided	Disagree	Strongly disagree	Total
Community Alternatives	32	26	2	1		61
Parent or carer	14	8				22
Young person	18	18	2	1		39
Families First parent or carer	22	13	4		1	40
Total	54	39	6	1	1	101

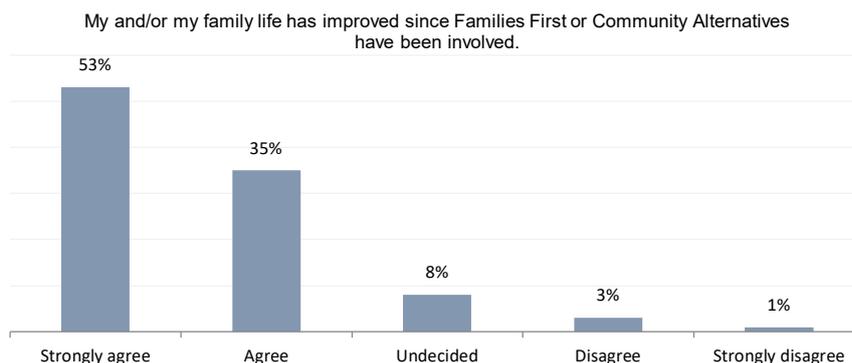
Number of respondents

Community Alternatives

- 3 young people involved in the Community Alternatives service were undecided or disagreed the support was right for them or their families
- 5 parents or carers involved in Families First were undecided or disagreed the support was right for them or their families. One felt they needed more support around home internet access and also being able to move home.

Q12: My and/or my family life has improved since Families First or Community Alternatives have been involved.

	Strongly agree	Agree	Undecided	Disagree	Strongly disagree	Total
Community Alternatives	29	26	3	3		61
Parent or carer	14	8				22
Young person	15	18	3	3		39
Families First - Parent or carer	24	9	5		1	39
Total	53	35	8	3	1	100

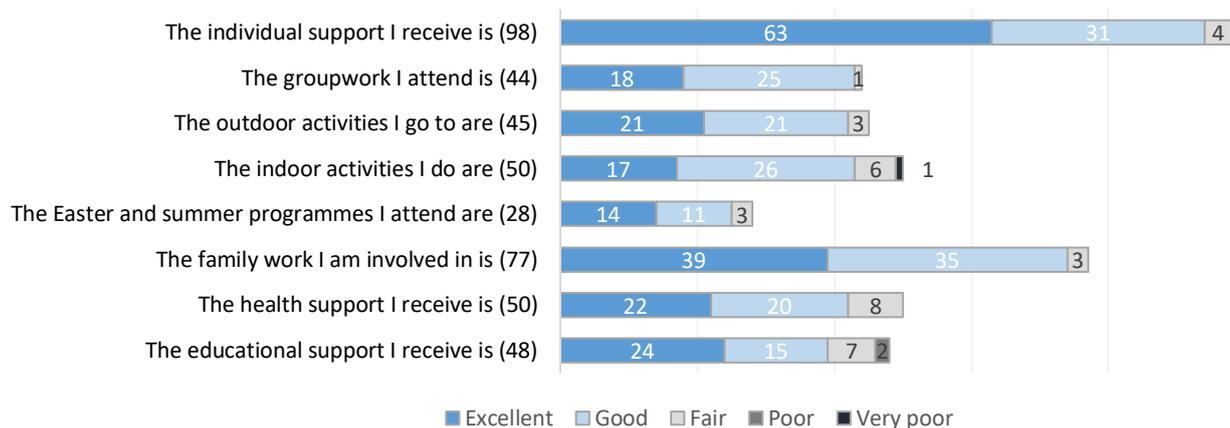


- Before *the worker* started visiting I could not get *my son* to school. *The worker* persevered and even came and took *my son* to school. [son] some days struggles getting up *the worker* would phone and talk to him encouraging him. We had reward chart which was good and *my son* worked towards getting pocket money. We have a wee routine in the morning. I now feel comfortable telling *my son* off for his behaviour and putting consequences in place. We are also better at praising and rewarding *my son* likes this. For me school was a major issue and it has improved, which helps me as I struggled with him not attending.
- Community Alternatives is a really good and positive thing in my life
- Couldn't do without *the worker*
- Families First help me lots
- I feel my life has improved and still is with the work I have done with [worker]. I have a better routine, more structure to my day, I now know about praise and reward for better behaviour. I have a better understanding of what *my son* needs are. We are still learning but with the support and guidance that we were offered has really helped both of us.
- I have moved on in a positive way with the guidance and support that has been offered to me. I have gone from supervised contact to unsupervised, then to one overnight now 3 nights. Me and my weans can't wait to be together in our new house very soon. This is a very big improvement
- I now have my two children who were in foster care back into my care.

- I think it has improved that we can ask for help and not feel ashamed. I still struggle but I know there are supports there
- It helps to share how I'm feeling with someone who is out with the family and who doesn't judge
- My Grandson
- My wee girl has remained in my care cause of the work with my worker
- [worker] always encourages my strengths, and we will work on my weaknesses. We set realistic goals, but she is never disappointed in me if I don't manage them. This has helped me a lot it has improved the way I think for my weans making me not think I have failed.
- Some things are better and other things are not
- Sometimes I don't make great decisions but still feel supported by my worker.
- When Families First became involved our lives changed for the better, my girls returned home with lots of support even weekends. My girls have been removed again, however my worker believes in me and is encouraging me to remain positive and work towards getting the girls back home. I will work as hard as I can with support and guidance from FF. I am working hard so they can return.

Q13 Please tell us about your experience of the activities mentioned below.

Please tell us about your experience of the activities (numbers)



Community Alternatives – further comments

- *The worker* is my fav ever
- Better football group would like the opportunity to go Go Karting and go out on bikes.
- Community Alternatives is a great service!
- Community Alternatives support is doing what it says it would. Locality Social Work and other agencies are dragging out a situation which should have been resolved much sooner
- Even during the pandemic, the staff have worked in a remarkable way and we couldn't be more grateful for it. Thank you so much for all you have done for us.
- Families First has been a fantastic help, i would not be in the position I'm in today, without their help and support.
- I am really happy now things have improved at home, friendships and learning mechanics
- I am unable to give a true answer as my support started just before lockdown so it's only been a phone call each week which has been ok but need to see what happens once lockdown is over
- I feel as if my case was closed too early as I felt I still needed a worker at community alternatives to help me

- I feel that I would not have my baby in my care again if it wasn't for Families First as he was accommodated at birth. My other child is now in long term kinship care and I feel *the* Families First worker gave me all the support I needed and her support was invaluable.
- I feel that some group work opportunities around alcohol and substance misuse and offending. I am aware that there was a group due to start but was unable to due to COVID19. Support for families to access internet at home as this is the trigger of my son's behaviours within the home and due to my finances I am unable to access this myself at this time.
- I have just started working with Community Alternatives my daughter has been working with them for a bit longer and I am happy with the support we receive. My daughter is now back in my care I am so happy
- I just hope my son gets better support with education as it's been a long time now but hopefully the 7 day centre will accept him. He was working with virtual school which was good before lockdown.
- I just love community alternatives, I can't think of a better place or better people
- I really like *worker name* and *worker name* and I don't need any more support than I already have. *Worker name* knows me really well.
- I wish I still worked with community alternatives as I am only 16 and feel worried moving into my own flat when I get one. I am getting help off my old worker.
- Is good service not too bad
- Keep it the same as I benefit a lot from the support
- Keep things the same and keep my worker as I do not like getting new workers.
- Keep up the good work
- Looking forward to having no social work involvement
- Mediation to try help repair relationship with child
- My family really benefit from this support
- My worker is doing a great job. She is honest, reliable, and very supportive especially in bad times. I hope my worker will continue. Don't withdraw Families First from me until I have my children back. My worker is helping me to regain confidence and my self-esteem. Thank you
- My worker personally helped us through a lot, we are so grateful. A drop in service for any issues after the case was closed would be great as *demi* felt like she has a great relationship
- My worker supports me with school and nursery if required. I.e. meetings etc. I have received a very high level of support. Don't know where my family would be right now without *worker's name*. She goes above and beyond and the weans love and trust her as do me and my partner. I feel Families First is a great service and so is *worker's name*
- *Worker's name* and Families First have been an amazing support to me and *child name*. We are always happy to see her. *Worker's name* has offered lots of good advice, she has a nurturing way about her, and she will reassure me when I'm feeling low. She never makes judgement, but will discuss matters with me when she thinks we could be doing something differently. I will be sad to finish working with *worker's name*, I hope she will visit in the passing to see how we are doing.
- *The worker* is always welcome. She has helped *son's name* with school and me to take a more positive approach. I understand that shouting is not the answer, more praise is good and *Theo* likes this. *Theo* spent last summer at the summer group and loved it. It gave me time on my own, but I also enjoyed attending and helping out. *Worker's name* is always happy to support you and what she doesn't know she will find out for you that's what I like. She has also been a great help with the school as I do not have a great relationship with the teachers.
- [worker] takes a nice approach, she is firm and fair. She has time for you as an individual. We have all built up a relationship with her. She understands about weans. Also speaks to gran and papa making sure family support. [worker] supported our rehabilitation plan along with SW to bring my weans home. We are working on good routine, structure and boundaries. She will always say we can all have a blip. Makes me feel better knowing this.

- Support has been excellent for me my daughter has failed to engage with the support I feel it could have been a great benefit if she had
- Support to last longer than when I turn 16
- The building was good and I felt safe in it. Would want work to continue until I am older.
- The support I received from Families First was fantastic. I would not be in the position I am without their help and support.
- There was no Easter programme this year at *Families First* cause they took their building away from them so missed this this year but the summer and Easter programmes last year were brilliant. I have a very trusting relationship with my worker and I wouldn't like her to change anything really as she has been a huge help to me and *girl's name*. I just want her to keep being her and do the job she does.
- Top marks and brilliant the way it is.
- Was anxious when referred, I didn't want someone telling me how to look after my weans. *Worker's name* reassured me there was nothing to worry about or be ashamed of. *Worker's name* has a nice way of speaking with you and not making you feel a failure. She has a mum approach and gives good guidance and support when I need it. She is a nice person and approachable and must have weans of her own. Thank you for all the support.
- We have all built a good relationship with *worker's name*. My girls love to see her. The wee ones fight to sit on her knee and tell their stories. The two older have always got something to tell. Hope to keep working with Families First for a bit longer to support the girls coming back fulltime in my care.
- Workers being available late at night.

Appendix 2: Vision for intensive services

Vision for children in North Lanarkshire: Our children and young people will be safe, healthy, active, nurtured, responsible, respected, achieving and included so they can realise their potential and grow to be successful learners, confident individuals, effective contributors and responsible citizens.

The Ambition for children in North Lanarkshire: Support all children and young people reach their full potential

Our vision in intensive services: Children and young people will thrive in their families and communities

The aims of the service are to

- Prevent children and young people requiring to be looked after away from home
- Develop resilience of children and young people
- Develop problem solving skills
- reduce risks to children and young people
- Empower and support parents and carers to look after their children and young people

- Improve overall family functioning

Outcomes

Outcome 1: Children and young people remain in or move to a family where they feel they belong and are safe

Indicators:

- Children and young people are supported to remain safe at home and are not looked after
- Children and young people who are looked after are able to remain living in the current care situations

Outcome 2: Children and young people are achieving to their potential in their local nursery, school, or college or work

Indicators:

- Children and young people are engaged in learning in their local school and/cluster hub
- Children and young people successfully manage transitions with support
- Young People have a positive destination

Outcome 3: Children and young people have strong and trusting relationships

- Children and young people's experience improved relationships with their parents and carers
- Children and young people report having reliable and trusting relationships with their workers

Outcome 4: Children and young people feel safe in and are connected to their community

- Children and young people are engaged in local activities that promote their resilience
- Young people feel safe in their local community and risks have been reduced

Outcome 5: Children and young people are hopeful, confident and resilient

- Children and young people's emotional wellbeing has improved
- Children and young people are able to make choices about their future