

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CORPORATE PARENTING CABINET COMMITTEE

28 OCTOBER 2013

REPORT OF THE INTERIM CORPORATE DIRECTOR - CHILDREN

INTEGRATED FAMILY SUPPORT SERVICE (WESTERN BAY)

1. Purpose of the Report

- 1.1 The purpose of this report is to provide the Corporate Parenting Cabinet Committee with an update on the progress made in establishing an Integrated Family Support Service (IFSS) across the Western Bay region.
- 1.2 The report and accompanying appendices provide members with information on the on-going development of the service, and its operational functions.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The report links to the following Corporate Priorities:
 - Working together to raise ambitions and drive up educational achievement.
 - Working with children and families to tackle problems early.
 - Working together to help vulnerable people to stay independent.
 - Working together to tackle health issues and encourage healthy lifestyles.

3. Background

- 3.1 IFSS focus on families where parents have substance misuse problems that affect the welfare of their children. IFSS is a Welsh Government programme unique to Wales and its work is described in detail in The Children and Families (Wales) Measure 2010 and associated regulations. Local authorities and their health board partners are required to work together to establish the service and provide support/services to families. The first IFSS team in Wales was established on the 1 September 2010.
- 3.2 Within families that have complex problems, there is an increased likelihood that the child's physical, social and emotional development will be impaired. For some children, there will be repeated or long term episodes of being supported or looked after by the local authority.

Consequently, the Western Bay IFSS will aim to support families to stay together and enjoy well-being by empowering them to take positive steps to improve their lives. The IFSS will provide targeted support and help connect children and adult services, focusing on the family as a unit. The service will initially concentrate on families where there is parental substance misuse, and concerns about child welfare. This approach will ensure greater accountability and shared responsibility across both child and adult social services.

- 3.3 The IFSS delivers family focused services to enable parents to achieve the necessary behavioural changes that will improve their parenting capacity, and will engage with the extended family in the process of that change. It also addresses the social, cultural and organisational factors which have a negative impact on the well-being and safe care of the child or young person and their parents. In order to achieve the best outcome for both children and adults, and ensure that children are safeguarded, IFSS seeks to meet the needs of all family members. This approach requires a holistic approach to working with children and families. In order to address and meet the needs of families with complex problems, IFSS teams is multi-agency and multi-disciplinary, consisting of professionals with the skills and experience in working directly with children in need, their parents and adults with complex health and social care needs. The culture of the team is one of reflective practice, peer support and mentoring in order to deliver effective evidence based interventions which are relevant to the families' needs.
- 3.3 In January 2012, the Chief Executives of Swansea, Neath and Port Talbot and Bridgend met with colleagues in Abertawe Bro Morgannwg University Health Board and established some principles around joint working and agreed some specific work streams for new collaborative initiatives. This became known as the Western Bay Health and Social Care Board.
- 3.4 One of the identified work streams agreed for collaboration by that Board was the Integrated Family Support Service (IFSS). An IFSS delivery group was established which developed a proposal that was sent to Welsh Government in April 2012. This detailed how the service would be developed, and subsequently managed, across the ABMU Health Board regional footprint.
- 3.5 The proposal was subsequently accepted by the Welsh Government and arrangements were made for the transfer of the funds associated with the establishment of the new IFSS within the Western Bay region.

4. Current Situation

- 4.1 The IFSS delivery team consisted of officers from each local authority and the deputy head of nursing (ABMU) worked together to reach an agreement on the operational activity of the service.

- 4.2 Initially the delivery team reported to the Western Bay Board but now reports directly to the statutory IFSS Board, chaired by the Director of Social Services for Swansea. This board has representation from the four partner statutory agencies and from the voluntary sector.
- 4.3 By January 2013 all posts for the IFSS staff were filled including four intervention specialists from the Health Service. IFSS Regulations make requirements about the professional categories from which the workers who are members of an integrated family support team must be drawn, including a core of five professionals drawn from three professions: social work, nursing and health visiting.

It has been identified that there is a need to employ an eighth consultant social worker to cover the Swansea area, the process for recruitment continues.

- 4.4 Staff currently in post have moved into allocated bases across the region where they have been actively engaged in mapping services in each local authority area and developing professional networks with key stakeholders. This has included linking in with social services case management teams, where consultant social workers have begun mentoring newly qualified social workers.

All staff have continued to develop professional links and map services across the region; this information has been collated into a single point of access for all members of the team/others to access. All staff have commenced work with families and positive outcomes have been evidenced with many.

- 4.5 All staff appointed to the IFSS have participated in a four day IFSS core training course as central to the delivery of IFSS is the use of evidence based interventions (EBIs). These are defined as ways of working with people that have been rigorously evaluated, using experimental research designs. Evidence shows that motivational interviewing (MI) is an effective intervention in assisting people to effect change where they have problematic substance misuse. Furthermore, MI seems ideally suited for work with families who are experiencing a wide range of difficulties, particularly for those in which parents have drug or alcohol problems. IFSS practitioners will be further trained in the use MI and using their professional judgement will deliver this or other EBIs such as brief solution focused therapy (BSFT) and cognitive behavioural therapy in order to assist in gaining positive outcomes for families.

All staff employed have completed all of the IFSS training needed to meet the requirements of the post and all are nearing the completion of the accreditation process.

In addition all staff have been involved in other training – both to develop their own skills and also to provide training to the wider workforce.

Agreements have been reached that the staff from IFSS will deliver specific courses on Mental Health and Substance Misuse and a programme to deliver IFSS training has been planned; this training will be open to all professionals across the region and from April

- 4.6 Work to develop IFSS documentation and information for professionals and families has been completed and the development of the outcomes framework for the service is completed.

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The documentation that had been developed has been reviewed and where needed amendments made (to ensure that it remains fit for purpose).

In line with the development of IFSS work has been undertaken to review the current referral process for a range of Family Intervention Services and a new single point of referral for all services will be launched by end October 2013.

- 4.7 The managers of the Western Bay IFSS have developed links with other IFSS teams across Wales and now attend regular IFSS managers' meetings to ensure that on-going developments/knowledge and experience is shared.

Bi-monthly meetings continue to be held with all of the managers across Wales in order to share practice and ensure that all services are working consistently.

The group are also responsible for the overseeing of the All Wales Lead Trainer post that has been identified (see point 4.10.)

- 4.8 An ICT working group has developed solutions for the ICT and data sharing issues across the region and systems for the recording and monitoring of case work.

All staff have access to IT in all of the bases. There have been some delays for the staff based in Swansea and Neath Port Talbot being able to remotely access BCBC IT systems but this will be resolved by the end of October 2013.

- 4.9 It was agreed to establish a Lead Trainer resource, which will be hosted within the Western Bay IFSS area on behalf of all IFSS areas in Wales. To support this, the Welsh Government provided additional funding of £77,000 in 2013/14 to the Western Bay IFSS to support the implementation and delivery of this resource. This was in place by March 2013 and enabled sufficient handover of skill/expertise with the existing Central Resource Team. This will provide on-going dedicated

accredited training support on a co-ordinated national level for IFSTs, continue the training and accreditation programme for the teams and the wider workforce, and support the on-going roll-out of IFSS across Wales.

Work is progressing on the implementation of a detailed training and accreditation plan across Wales

- 4.10 IFSS became fully operational on 1 February 2013 when direct work with families commenced. The service is tasked with meeting a target of 100 referrals per year across the region which equates to approximately 30 families within BCBC. There have been some significant positive outcomes already (see Appendix 2)

To date the service has received 77 referrals (see appendix 1 for breakdown)

5. Effect upon Policy Framework& Procedure Rules

- 5.1 There is a statutory requirement for each local authority in Wales to be convened by an IFSS.

6. Equality Impact Assessment

- 6.1 There are no equality implications.

7. Financial Implications

7.1 Grant funding has been received from the Welsh Government of £850,000 to meet the delivery of this integrated service for 2013/14, with the same allocation predicted for 2014/15. It is expected that this grant will transfer into the Revenue Support Grant at some point in the future, however there is no definite timescale for this identified yet. Currently it is forecast that the grant will be fully spent for 2013/14.

8. Recommendation

- 8.1 It is recommended that the Corporate Parenting Cabinet Committee notes the progress made in the establishment of the regional IFSS.

Deborah McMillan
Interim Corporate Director Children

Contact Officer: Colin Turner
Head of Safeguarding and Family Support

Telephone: 01656 642314

E-mail: colin.turner@bridgend.gov.uk

Postal Address Children's Directorate
Safeguarding & Family Support Services
Sunnyside Offices
Sunnyside
Bridgend
CF31 4AR

Background documents

Appendix 1 – Draft Western Bay Performance and Monitoring Framework