

Evaluation of the Caerphilly Families First Programme

9th May 2013

Council Chamber, Ty Penallta



Agenda

Welcome by Lynne Bosanko-Williams,
Caerphilly CYPP Co-ordinator

Presentation by Dr Stephen Boxford,
Cordis Bright Consultant

Questions & Answers Session



Caerphilly Families First: Key evaluation findings

Dr Stephen Boxford

May 2013





Focus of the evaluation

- To establish an initial picture of the extent to which the following are effectively embedded and making a difference for families:
 - Strategic arrangements
 - The TAF
 - Eight commissioned projects
 - Work with families with disabled children across the programme
- To identify key learning and lessons for improving:
 - Partnership working, practitioners skills and confidence
 - Value for money
 - Impacts for children, young people and families



Overall approach

- Delivered from start to finish in less than 30 working days

Primary research focus

- 200+ parents, young people, practitioners, strategic and operational managers, project leads and partner representatives were interviewed or participated in focus groups
- Online survey completed by 43 managers and practitioners

Secondary research

- Review of monitoring and budget data, RBA scorecards and planning documents

Analysis and reporting

- Programme level evaluation with focus on year one learning, strategic positioning, outcomes, families with disabilities, TAF model and initial value for money
- 8 x commissioned project evaluations



Key strategic findings 1

- The aims and objectives of Families First are clear and have informed needs led commissioning focussed on delivery of outcomes that reflect the priorities of the Children and Young People's Plan 2012-14
- The predominant areas of strategic service redesign are:
 - Single Front Door
 - TAF model
 - Greater whole family focus in service design and delivery including for families with disabled children
 - Innovative partnership models of delivery that were driven by the commissioning process



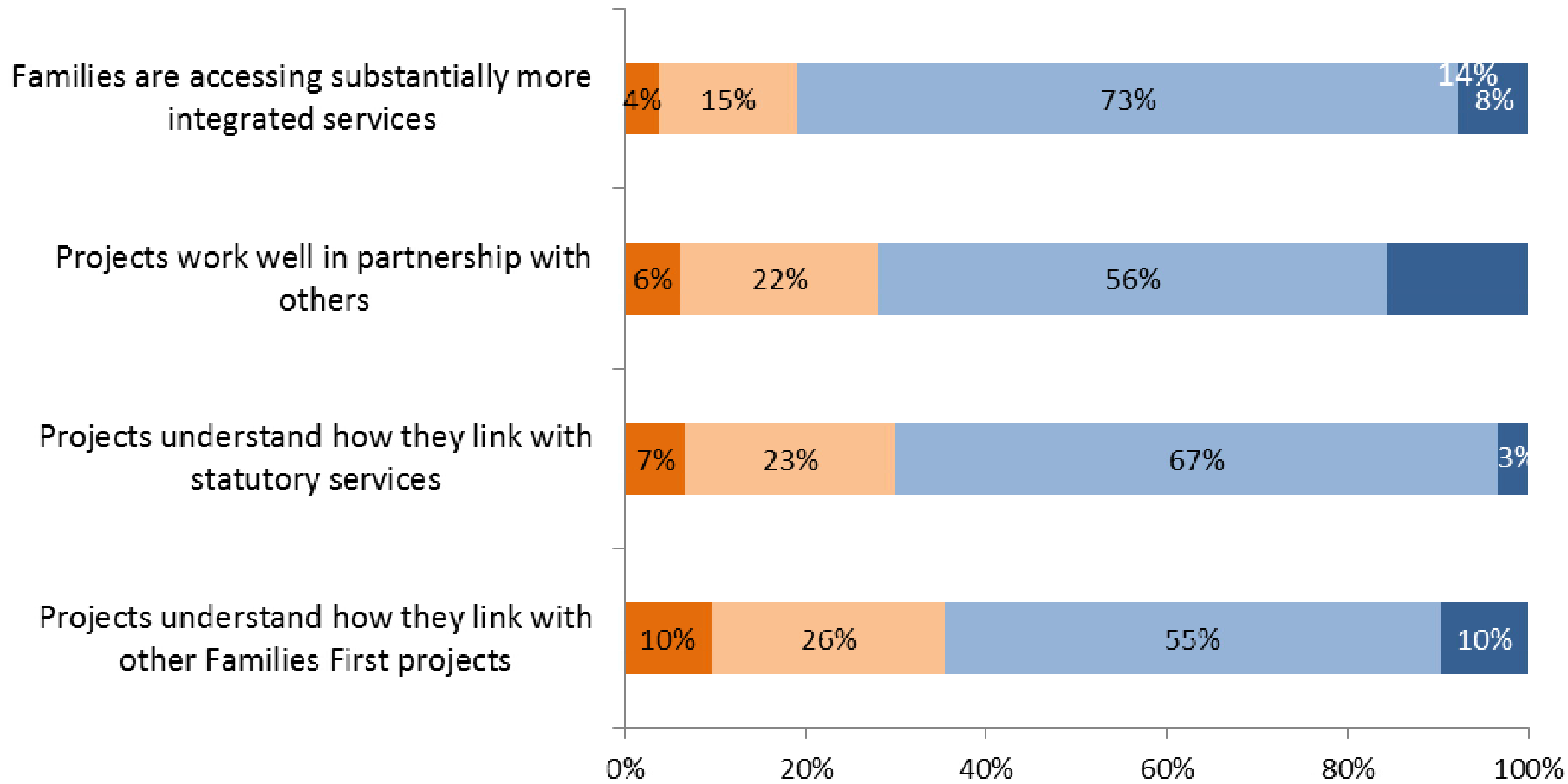
Key strategic findings 2

- Enhanced partnership working and information sharing particularly within commissioned projects and mainly between the commissioned projects
- Evidence of joint working/funding with Flying Start and Communities First, e.g. Parenting co-ordination, single front door and TAF
- For 6 out of 8 projects, RBA scorecards point to delivery, quality and outcomes targets being surpassed, often by substantial amounts (although the Central Support Unit suggest that in some cases data maybe invalid)
- Most commissioned projects reported capacity constraints. They also reported that monitoring and administration expectations were significantly greater than anticipated in the development of their initial delivery plans
- May be benefit in reviewing commissioning processes where possible, as evidence suggests that more flexible in-year contract review processes which permit assessment of targets and delivery, but still fulfil the service specifications, in light of lessons learned in working with families

Confidence of managers and practitioners



■ Not at all confident ■ Not that confident ■ Confident ■ Very confident

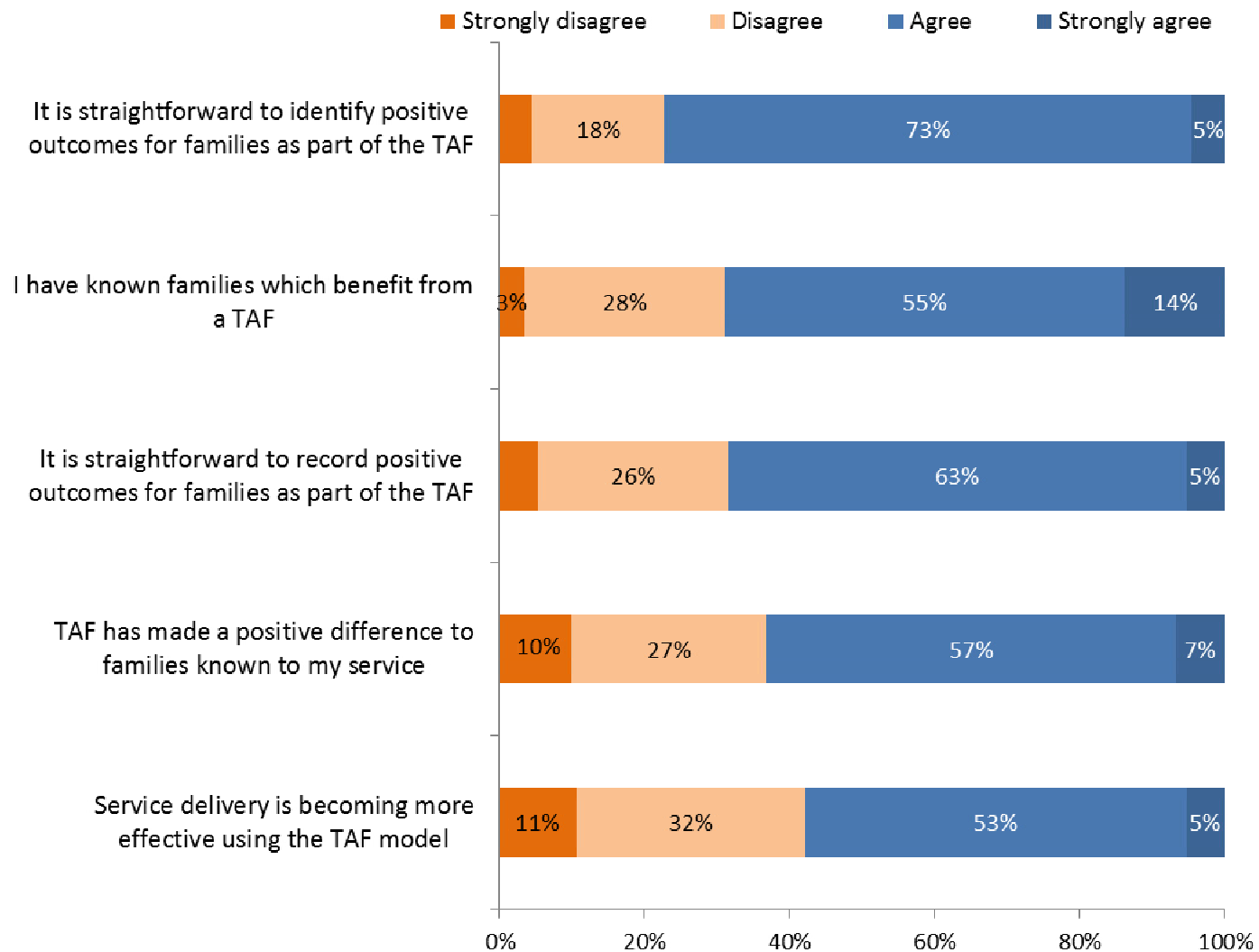




TAF model and JAFF development

- Work underway to develop a JAFF in Caerphilly. Agreement through the Local Service Board to ensure wide strategic ownership of JAFF is valuable and there appears an emerging view that the focus should be on a common referral form across all agencies.
- 171 families have TAF cases closed as at Q3 2012/13 and some work with families at case review points to positive outcomes. We note two thirds of managers and practitioners identify positive outcomes for families from TAF engagement.

TAF model and JAFF development perspectives



TAF model



Key strengths

- TAF management substantially improved supporting more participation
- Involvement of Education in TAF panels and acting as lead professionals (LP)
- Distinct enough from other TAF models such as ISCAN

Areas for development

- Clarity about LP roles/responsibilities
- Concerns about Single Front Door dissuading participation
- Increasing other agencies' participation
- Ensuring family is in the driving seat of assessments and planning process (possible role for parent advocates)



Outcomes

- A very strong ethos of family involvement in service design and development both in person-centred approaches to their own support and in providing feedback about how services can more generally develop. Across projects, there are a range of approaches that support this.
- High confidence programme delivers positive outcomes. Areas rating highest are basic skills, health (smoking cessation) and addressing parenting needs. In addition, softer skills are developing. This is reinforced in analysis of RBA scorecards.
- Consistent with timeframe of delivery, Families First Project outcomes reporting largely focused on intermediate outcomes of projects. Alignment with outcomes such as CYP Plan 2011-2014 Priority Outcome 'families are supported and children and young people are safe' support focus on long term outcomes.



Value for money

- Evaluation provides some initial picture of cost efficiency and areas contributing towards costs avoided. This is an area the CYPP is encouraged to develop and caveats apply.
- With several measures, successful outcomes assist reducing avoidable costs. Particularly true vis. success in preventing need escalation, smoking cessation and reducing NEET.
- To develop this work further requires agreeing medium/ long term outcomes with Projects that are relatively straightforward to monetise, e.g. outcomes such as CYP Plan 2011-2014 Priority Outcome 'families are supported and children and young people are safe'.

Commissioned services findings



Project	Strengths	Areas for possible development
Parenting project and individual family support	<ul style="list-style-type: none"> • Positive impacts on parents skills and capacity • Achieving and exceeding targets • Evidence of well integrated service 	<ul style="list-style-type: none"> • Currently a lack of capacity for home parenting support • Could be a need for providing support for a longer duration or greater volume • Dangers of inappropriate referrals
Family engagement project	<ul style="list-style-type: none"> • Effective at engaging “harder to reach” families • Building trusting relationships with families with a broad range of needs 	<ul style="list-style-type: none"> • Could the service be more flexible to meet families’ needs? E.g. The 8 week group course with Families Together – evidence to suggest that many families require longer than 8 weeks of support
Inclusion & support	<ul style="list-style-type: none"> • Achieving its objectives of supporting families and enabling families to access services to prevent escalation of needs 	<ul style="list-style-type: none"> • Enhancing capacity? Evidence suggests in some areas need is outstripping supply • Disabilities strand has waiting lists. Possibility of reducing 12 week course length to enable greater engagement



Commissioned services findings

Project	Strengths	Areas for possible development
Integrated Learning Project	<ul style="list-style-type: none">• Achieving targets for improving literacy and numeracy in the community & promoting ongoing engagement in further education, volunteering and employment opportunities• V positive feedback from children, young people and parents	<ul style="list-style-type: none">• Delivery of services to allow literacy and numeracy development for those in employment or further education highlighted as a barrier to engagement as there is currently no capacity to provide services outside of working hours.• Enhancing links to the FIS to signpost parents once courses are completed
Family Play	<ul style="list-style-type: none">• Successfully achieving its objectives to provide opportunities for families who live in poverty to access play• Positive feedback from parents	<ul style="list-style-type: none">• Benefit from greater flexibility to allow services to develop in line with feedback from the community

Commissioned services findings



Project	Strengths	Areas for development
Health Inclusion Project	<ul style="list-style-type: none">• Successfully engaging a high number of children and young people.• Providing effective preventative work around sexual health and smoking cessation• Making notable impacts on	<ul style="list-style-type: none">• Targets require review
Advocacy	<ul style="list-style-type: none">• Practitioners and feedback from peer advocates highlight how useful it is to have access to advocacy services	<ul style="list-style-type: none">• Need to increase number of referrals. Nearly all referrals received through TAF. No single agency referrals• Need to raise awareness among
TAF & Parenting Coordination project	<ul style="list-style-type: none">• All parents who we consulted have been positive about experience of TAF process	<ul style="list-style-type: none">• Need to improve clarity and understanding of TAF model for Families First practitioners across the programme



Key development areas

- Action learning sets for commissioned Projects and encouraging greater programme-wide information sharing and networking
- Increased focus on medium to longer term outcomes and impacts
- Improving consistency of measures of distance travelled to encourage greater comparative analysis (link to value for money)
- How to ensure sustainability of service innovations



Key achievements

- A strongly needs led commissioning process focused on delivery of outcomes that are valued by families and linked to key priorities and connected to other local partnerships and initiatives.
- Engaging far more families than was anticipated
- Commissioned Projects largely surpass targets about what they did, how they did it and the different it makes for families.



Key achievements

- RBA scorecards identifying especially positive outcomes for smoking cessation and reducing escalation of need
- Innovative service design encouraging strong partnership working and embedding significantly more 'whole family' service design.
- Joint work with Social Services
- A very inclusive programme that is particularly effective at addressing needs for disabled children



Questions and Answers

Evaluation follow-up

- Finalisation of final report.
- Programme and individual project recommendations will be confirmed.
- Action Plans to be developed.
- Recommendations and action plans to be taken through in the individual established Families First meetings.



Information for Professionals

Caerphilly Families First Programme



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Information for Parents & Families

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