

Family Safeguarding in Hertfordshire

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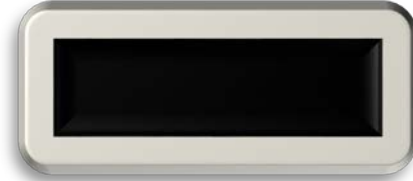
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Family Safeguarding in Hertfordshire

- Introduction
- Jenny Coles - Director of Children's Services
- How it all started: [Video Clip](#)
- Successful DfE Bid in Jan 2015
- Family Safeguarding Service went live in March 2015



Why we wanted to change our practice

- We wanted to change how we work and help families stay together
- Parents frequently did not meet thresholds for adult care support
- The approach to families was adversarial and it was not in their interest to be open and honest
- Core groups were often ineffective and plans were not focussed
- Staff spent too much time on bureaucracy: report writing, recording and meetings not enough time with children and families
- We had insufficient evidence of the impact of our work on children

Family Safeguarding Model

- Putting children and families at the centre and involving them more in direct work and their plans
- Multi-disciplinary team: domestic abuse specialists, mental health, substance misuse workers acting as key workers for parents to provide consistency and engage them in change
- Developing skills in Motivational Interviewing and group work, changing our culture and the way we work
- Children's social workers and psychologists strengthening relationship with parents/children, working closely with school on attendance, attainment, resilience, leading to improved outcomes for children
- Developing a 'Workbook' in LCS to reduce recording and free up social work time for more direct work with children
- Developing outcome focused indicators and cost benefit analysis

Practice Changes

- Changing our culture and the way we work
- Whole system change for child protection/children in need
- Developing skills in Motivational Interviewing (MI)
- Enhanced engagement with families through MI
- Developing intervention programmes, giving workers focus
- Developing Group work and direct work skills
- Group case supervision involving all professionals in risk assessment, planning and decision making.
- Effecting change within a child's timescale.



Motivational interviewing training is welcomed...

MI training is going well ... feedback from workers has been positive

Service Manager

The new approach is working well with families especially when Motivational Interviewing is used

Frontline Worker

MI has given a new impetus to SW

Frontline Worker

**67% of HCC teams
'feel confident to use the MI approach with families'.**

(% respondents to Staff Survey in November 2015 who agreed/strongly agreed with the statement)

Feedback from Parents

Having a professional group around us, being Supportive, contributed to us feeling more confident in parenting.

The new way of working has helped me think about risk to my children from other people's perspective.

(Mr G)

It has helped me think more about the impact of my behaviours on my children

(Mr G)

Claire Lewis

Family Safeguarding Team Manager

- Motivational Interviewing in action
- Multi disciplinary working and use of the Intervention programme



Motivational Interviewing – Case Study

- Family – Mum & Dad, 2 children age, 5 & 6
- Concerns – Domestic Abuse, Alcohol Misuse, Non engagement by both parents, long CS involvement
- Flexible working as dad working away
- MI used separately and jointly with both parents
- Lots of rolling with resistance but tackled by exploring ambivalence, empathic listening, developing discrepancy and reinforcing strengths and skills
- Outcome – CiN plan ended no new referrals after 6 months

Multi disciplinary working and use of FS Intervention programme – Case Example

- Family – Mum & Dad, 1 child 6 years
- Concerns – Domestic Abuse, alcohol misuse, poor school attendance, mum depression, on CP Plan
- Workers involved – DA Officer, DA Practitioner, Recovery Worker, MH Practitioner, Social Worker
- Adult workers working with adults on their issues allowed SW to work with child & parents on the intervention programme, FGC held for support
- Outcomes – Minimum work to turn intervention programme into parenting assessment by SW, wider family support, good school attendance, CP stepped down to CiN after 3 months, parents found it helpful and welcomed the support

Nicky Bond

Probation Lead

- Group work with Perpetrators
- Direct 1 to 1 work



Groups with Perpetrators

- 2 groups held with 80% completion rate
- Over 50% of cases stepped down following group work

What our group members say:-

A sense of
being
understood

A different view
of past issues

Realised that I need to try
harder for myself, my
partner and my daughter

Better able to
take responsibility

BMBU Video



Direct 1:1 Work - Case Study

- Family – 2 parents, 2 children
- PLO threshold met at start of intervention
- Individual and Joint sessions with parents
- Work with Probation so no duplication
- Both partners engaged to a high level
- Outcome – risks reduced, PLO closed, case stepped down to CiN



Our approach has led to

- All CP and CiN work across HCC is now multi disciplinary
- MI and group work now being embedded
- ‘Workbook ‘ in place
- Reduction in step up to PLO
- Practice manual-assessments, interventions, tools developed
- CP/CiN plans becoming more focused
- Improved parental engagement,
- Staff confidence growing and morale high
- Improvements in recruitment and retention of social workers
- Reductions in CiN, CP and CLA
- Ofsted rating 2015 – ‘Good’
- Finalist in Children and Young Peoples Now Awards

Next Steps

- Learning from evaluation - what more we need to do
- Workbook to be filed as part of Court Documents
- Flexibilities around processes-core groups and CiN meetings
- Development of predictive risk profiles to manage demand and focus on highest risk
- Developing business case for future funding
- Spread of model to other LAs
- Relentless focus on practice development



**Questions and
contributions
welcome**