Inter-generational and whole-family approaches in supporting homeless and vulnerable people

14 June 2012
Intergenerational families & support

Ann Phoenix
Tom Coram Research Unit

www.ioe.ac.uk
Scope of the paper

1. What do we mean by ‘the family’?
   How is its shape evolving and changing?

2. How can practitioners working with families best channel and direct their support?

3. What should be the end-point of support for families? What does family well-being look like?
What do we mean by ‘the family’?

- Site for social policy intervention and specific contributions by fathers and mothers
- Social reproduction
- Place for raising socially responsible children
- Meeting basic needs
- ‘Traditional', nuclear family dates from the post-World War II period in the global north (Nicholson, 1997).
- Frequently age and gender differentiated.
- Marked and evaluated by consumption.
How are families evolving and changing?

New forms of families constantly emerging as sociocultural and political views and contexts change

- Lone parent families
- Same-sex families
- Reconstituted
- Separated: e.g. by prison; migration
- Transnational families
- Children only – result of trouble/crisis
- Mixed ethnicity/faith
- Later childbirth (mean of <30 years)
How/Where/When can practitioners best work with families?

- Recognition of diversity and values
- Targeted family interventions
- Demonstrating/Scaffolding good practice
Wellbeing as a commonplace trope

• ‘Objective’ measures of wellbeing are not sufficient for the development of policy.
• Experiences & personal approach to psychological wellbeing affect quality of life & life satisfaction (Ryff et al., 2006).
• Both subjective and ‘objective’ wellbeing are important to outcomes.
• Wellbeing and ‘wellbecoming’ are both important.
Childhood wellbeing

‘There is some emerging consensus that childhood wellbeing is multi-dimensional, should include dimensions of physical, emotional and social wellbeing; should focus on the immediate lives of children but also consider their future lives; and should incorporate some subjective as well as objective measures.’ (Statham and Chase, 2010)

• UNICEF domains: material; health & safety; education; peer and family relationships; behaviours and risks; subjective wellbeing.
• Pollard and Lee (2003) Too often the focus is on children’s deficits, not what they can do.
Intersecting dimensions of change in wellbeing from childhood to adolescence

ALSPAC analyses of mothers’ questionnaires (Gutman et al., 2010).

‘Our findings highlight the importance of children’s environments—particularly in terms of their relationships with parents, and to a lesser extent their friends, and school—as well as their experiences and capabilities in terms of attainment and SEN. By contrast, with the exception of gender, background factors such as income and where they live, although correlated with levels of wellbeing, do not predict change in wellbeing’ (my emphasis).
Housing affects possibilities for support

INT: She does that. And what about your husband, does he do any of the sort of care?

NASREEN: He does when he’s here. Um he comes every evening to see her, and he spends the weekend with us. So when he’s here he’ll change her nappy, change her clothes, and he’ll play with her. He loves babies so (.) he’s got one now. And he- he’s always thinking about taking her out, and he’s looking forward to our baby shopping. We do our shopping once a month. [INT: Right.]

NASREEN: So he’s *always so excited* and he’s always like writing a list of what she needs, and this and that. (Bangladeshi mother living with her family while husband lives with his)
Homelessness and Parenting: an intergenerational approach

Holistic support through a voluntary sector partnership

Siân Edwards and Jo Howard
Why Homelessness and Parenting?

- Homelessness has resonance with the Andrews property business’
- Research highlighted close mapping of risk factors for homelessness and poor child outcomes
- Parenting as part of an effective approach to re-integration of homeless people
- Breaking out of “silo thinking”
The project approach ...

- Bristol focused call for proposals
- Portfolio of services funded - :
  - Key Workers
  - Parenting course
  - Intergenerational mediation
- Regular partnership meetings
- Framework of outcomes ...
The project approach (continued)

Framework for monitoring progress:

- housing
- joined-up services
- community links
- parents
- children

Partnership agency outcomes
Project Partners

SPAN
Single Parent Action Network

COMMUNITY RESOLVE
from conflict to communication

SURVIVE
Working against domestic violence in South Gloucestershire and Bristol

Shelter
How does this relate to other policy initiatives

- Family Intervention Programmes?
- Localisation agenda and involvement of a strong and vibrant local community sector (Big Society?)
- Troubled Families initiative?
.... Over to Jo ....
Project Outputs

The ACT Partnership organisations worked with 401 families:

- Intensive support to 150 families
- Group programmes – 251 families

Overall cost per family:
- £2,155 (intensive support)
- £1,115 (SFSC parenting programme)
Key Outcomes for Families

- 73% of families improved their housing stability
- 61% of families improved their community links
- 72% of families are more confident in parenting
- 69% children/young people are more confident and/or attending school more regularly
Outcomes – average progress of families (percentages)

- Wider community: 26%
- Access/custody: 21%
- Self esteem/mental health: 25%
- Reduced debt: 26%
- Safety/impact of DVA: 34%
- Comm with CYP: 26%
- Manage relationships: 27%
- Stability in housing: 37%
- Parenting skills: 28%

Percentage increase
Partnership working

**Outcomes**

- Services adapted and improved through skills-sharing, and even offer new services.
  
  *e.g.*
  - Parenting course adapted for families suffering trauma of DVA
  - Sign-posting and information day for waiting list families

**Learning**

- Cross-referrals not needed when key workers offer holistic support

- Team-building and skill-sharing is key: more time needs to be dedicated to this in early stages of partnership.
Voluntary Sector Provision

- Challenge to engage with statutory sector and housing providers
- Small organisations often have the most innovative practices BUT limited capacity to engage in partnership working
- Need to build in monitoring & evaluation systems to demonstrate value
Lessons for next time?

1. **Partnership working IS worth the effort but takes time!**
   - Team building and skills sharing to be factored in early on
   - Key working with sign-posting and partnership can promote better engagement in a wide range of community services

2. **Meet people ‘where they’re at’**
   - Build parenting services around the family’s most pressing needs
   - AND invest in long-term and intergenerational preventive work with whole families to avert cycle of homelessness

3. **Establish strategic leadership locally**
   - Set up a steering group at the start, for engaging more strategically with the statutory sector and for agreeing outcomes.
Executive Summary available today

Full copy of the Evaluation Report can be downloaded from

www.andrewscharitabletrust.org.uk
This time it’s personal.
I, ________________, hereby pledge to help myself & other young dads to feel less invisible; to support young dads & connect them with the opportunities that they need; & if a need isn't being met, to work with other young dads to create the opportunity for ourselves.

This pledge is inspired by GFDA, who aim to serve the needs of the greater design community for the common good. YoungDads.tv believe the pledge can inspire the wider community too.
Lifetime (19 Nov 2010 – 31 May 2012)

- Views: 13,339
- Male: 72.8%
- Female: 27.2%

Graphs showing the distribution of views over different age groups and time periods.
Lambeth Dads is an organisation set up and run by 5 dads from lambeth who volunteer supporting fathers. Search lambeth dads on facebook for more information.
South London • http://www.facebook.com/LambethDads
I, ______________, hereby pledge to help myself & other young dads to feel less invisible; to support young dads & connect them with the opportunities that they need; & if a need isn't being met, to work with other young dads to create the opportunity for ourselves.
YoungDads.tv

- Web: www.YoungDads.tv
- Youtube: www.youtube.com/YoungDadstv
- Twitter: www.twitter.com/YoungDadstv
- Facebook: www.facebook.com/YoungDadstv
Contact

- Email: scottc@mediafordevelopment.org.uk
- Web: www.mediafordevelopment.org.uk
- Twitter: www.twitter.com/MFDtweets
Fathers Support Service

Ronald Oputeri
Fathers Support Service Role

- Aims of the Fathers Support Service

Through our work we want fathers to continue to be an important part of their children's lives and to ensure that fathers are supported adequately to ensure this happens, work is done with them around parenting strategies and signposting fathers to agencies that ensure they get a fair deal at all times. The service therefore aims to support fathers make a positive contribution in life and achieve economic well being for them and their children.
What we do

- Encourage fathers and build their confidence to positively parent their children.
- Encourage and help develop good father/child relationships.
- Help fathers to recognise the good and positive things they already do and encourage them to aspire to be the best parent they can be.
- Help fathers think about any changes which could be made to personal parenting styles.
- Give time and support to think through some different ideas on parenting.
How we do it

- **Work with Fathers across Bristol**
  - Develop Support Plans
  - 1:1 Intensive Support
  - Tenancy Sustainment
  - Debt Management
  - Welfare & Benefits Advice
  - Training & Employment
  - Signposting
Signposting

○ Fathers can access services through other agencies depending on their need, these include:

○ Shelter
○ Community Resolve
○ Bristol Drugs Project
○ Children’s Centres
○ (Soon to be) Imayla
○ Primary and Secondary Schools
○ Housing Associations and Agencies e.g. 16 to 25, All Nations, Safeplace

○ City councils homelessness team
○ Counselling services
○ City colleges – Connexions
○ Charities
○ Legal services
○ Parenting courses
○ The One Space Website—which has Forums of which I will soon be a Specialist Advisor Soon.
Where clients come from

- Social Services
- Orbit Mother & Baby Project
- Young Mothers Group Trust
- Avon & Somerset Probation Service
- Survive
- Shelter
- Community Resolve
- Bristol Drugs Project
- Children’s Centres
- (Soon to be) Imayla
- Primary and Secondary Schools
- Housing Associations and Agencies e.g. 16 to 25 All Nations, Safeplace
- City Councils Homelessness Team
Benefits of Fathers Support Service

<table>
<thead>
<tr>
<th>Type of Support</th>
<th>Start</th>
<th>1 Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>25</td>
<td>40</td>
</tr>
<tr>
<td>Financial</td>
<td>17</td>
<td>29</td>
</tr>
<tr>
<td>Relationship</td>
<td>12</td>
<td>19</td>
</tr>
<tr>
<td>Mental Health</td>
<td>24</td>
<td>28</td>
</tr>
<tr>
<td>Physical Health</td>
<td>26</td>
<td>31</td>
</tr>
<tr>
<td>Custody - Contact</td>
<td>30</td>
<td>27</td>
</tr>
<tr>
<td>Confidence in Parenting</td>
<td>15</td>
<td>28</td>
</tr>
<tr>
<td>Training Employment</td>
<td>14</td>
<td>16</td>
</tr>
</tbody>
</table>
Quotes from Dads

- “it’s about time dads had some support”
- “where has the support been all along, its great to have something like this”
- “this service is a life saver for us dads, as we never had a voice before”
- “you are the close confidant I never had”
- “I am glad to have someone who will listen to me and believe my side of the story”
- “there should be more of you doing this work, we really need more support for the dads in this country”
Inter-Generational & Whole-Family Approaches in Supporting Homeless and Vulnerable People

Towards Sustainability

Stuart Pattison
Community Confidence Manager
Safer Bristol, Bristol City Council
FAMILIES

NEEDS

DEVELOP

SUPPORT

AGENCIES

ROLE

INCLUDES

QUALIFICATIONS

INFORMATION

RESOURCES

KNOWLEDGE

HELP

CLEAR

REGULAR

HELP

REQUIRED

MANAGERS

FOLLOWING

PROGRESS

DECISION

INTEGRATED

NETWORKS

EVALUATION

BEHALF

EVIDENCE

RELATION

REFERRAL

EDUCATION

BUILD

ADVOCATE

PARTNERSHIP

COMPETENCE

COORDINATE

PURPOSE

CHILD

IDENTIFY

RELEVANT

PERFORMANCE

RECORDING

MONITORING

ENVIRONMENT

OBJECTIVES

ENVIRONMENT

ACCOUNT

DESCRIPTION

GROUP

SAFETY

SPIRITUAL

ACTIVELY

PROFESSIONAL

CRITERIA

SANCTIONS

POLICIES

EXPECTATIONS

DELIVERY

STRUCTURED

PROCESSES

REFERRED

OUTCOMES

ACCESS

CAPACITY

EFFECTIVE

ACHIEVEMENT

CHANGES

PROGRAMMES

STRENGTHS

ACCOUNT

DESIGN

LIFE

CULTURAL

APPROACH

WORKER

ORGANISATIONAL

ENSURE

APPRACH

WORK

PRACTICE

ENCOURAGE

FATHERS

RESPECT

VALUE

FUTURE

PERFORMANCE

LEARNING

APPROPRIATE

OBJECTIVES

ACKNOWLEDGE

ASSessment

ASSESSMENT

REVIEW

RESOURCES

ENABLING

RELATIONSHIPS

ROLE

AGENCIES

SUPPORT

DEVELOP

NEEDS

PERSONAL

MEMBERS

INDIVIDUAL

ENGAGE

ADVOCACY

SKILLS

BEHAVIOUR

CONTRACT

ACCOUNT

RECOGNISING

INVOLVED

INCREASE

PROMOTE

CONSTRUCT

ENFORCEMENT

REDUCE

SAFEGUARDING

SOCIAL

MAINTAIN

ACTION

SAFER Bristol
Impact and Influence

- What would a positive impact and influence at a Bristol wide level look like from the Council’s perspective?

- Better and more efficient services
- Improved outcomes for families
- Cashable and non-cashable savings for agencies
Service User Experience

- The project has delivered what families have asked for

  We want someone to help us find the solutions to the things that affect our family the most. The things that matter to us are:

  - That you listen to us
  - That you understand our needs
  - That we don’t have to repeat ourselves
  - That you respond in a timely manner
  - That it is easy for us to access the services we need when we need them
  - That we are supported in taking responsibility for our own actions
  - That you do not pass us from pillar to post
Project Experience

- Confirmation that there is considerable experience and expertise across the workforce and the VCS in particular – possibly a strategically underutilised resource?

- Reaffirmed what we know about effective practice and models of delivery
  - Whole family approaches including strengths based family assessments
  - Intensive, flexible response with ‘assertive’ and ‘persistent’ key worker role and low caseloads
  - A process that ‘grips’ the family and multi-agency support
  - A team around the family and strong multi-agency support to minimise duplication and maximise impact
  - A focus on improved parenting and the use of evidence based interventions
Contextual Landscape

- Improved partnership working between agencies
  - Cotermious working arrangements between social care, health and education in three areas of the city
- Expansion of evidence based parenting programmes, including the increasing implementation of 1:1 programmes for high need families unwilling to attend group settings
- Common Assessment Framework processes are now firmly embedded and school’s engagement with CAF continues to increase.
- Improvements in multi-agency working around domestic violence, and high profile multi-agency training leading to greater awareness of links between DVA and child protection among workforce
Contextual Landscape

- Children’s centres have shifted their focus to the most vulnerable families
- Continuous focus on listening to children over recent years, including high profile courses facilitated by looked after children
- New services particularly relevant to this group have been established – eg Shelter, DWP (ESF), MST
Economic Argument

- Cost avoidance across statutory agencies and society is clear.
- For every £1 spent on intensive family support the public sector alone avoids costs of £2 as a result (based on the first year and excluding on-going costs avoided).
- Estimated that every £1 spend on a prevention programme for those at risk of offending saves £5.
- Estimated cost of Troubled Families in Bristol is >£100m p/a.
## Outcomes

- **Homelessness Prevention**

<table>
<thead>
<tr>
<th></th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full homelessness duty accepted</td>
<td>285</td>
<td>214</td>
<td>299</td>
</tr>
<tr>
<td>Homelessness prevention achieved</td>
<td>2513</td>
<td>2752</td>
<td>2970</td>
</tr>
<tr>
<td>Households in temporary accommodation</td>
<td>211</td>
<td>159</td>
<td>160</td>
</tr>
</tbody>
</table>
6. Support the development of services for children and young people that ensure their safety and promote wellbeing

On 31st December 2012, there were 67 families in temporary accommodation with a total of 172 children. During Quarter 3, we accepted 6 full homelessness duties towards 16- and 17-year-olds, and assisted a further 31 through the prevention route, giving a total of 37.

In general, applications from families seem to be increasing but those from 16- and 17-year-olds are reducing.
Social Care and Safeguarding

Referrals and Contacts to Bristol children's social care teams by quarter

Contacts have remained at a similar level over the last year. The number of referrals has reduced by 203 (14%) from the last quarter of 2010/11.
Children in Need (CIN), with Child Protection Plan (CPP), Looked After (LAC), or receiving an Enhanced Service (ES) from School Nurses or Health Visitors at the end of each quarter

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CPP</td>
<td>337</td>
<td>331</td>
<td>304</td>
<td>301</td>
<td>341</td>
<td>382</td>
<td>387</td>
<td>385</td>
<td>431</td>
<td>414</td>
</tr>
<tr>
<td>LAC</td>
<td>665</td>
<td>659</td>
<td>649</td>
<td>657</td>
<td>665</td>
<td>665</td>
<td>684</td>
<td>726</td>
<td>722</td>
<td>697</td>
</tr>
<tr>
<td>CIN (Right axis)</td>
<td>2454</td>
<td>2412</td>
<td>2362</td>
<td>2376</td>
<td>2386</td>
<td>2332</td>
<td>2136</td>
<td>2466</td>
<td>2475</td>
<td>2465</td>
</tr>
<tr>
<td>ES (Right axis)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>777</td>
<td>1053</td>
<td>1235</td>
<td>1245</td>
<td>1151</td>
</tr>
</tbody>
</table>

The numbers of children who have become the subject of a Child Protection Plan, Looked After Children, and Children in Need have all reduced over the last quarter. However, numbers remain high which is having a significant impact on capacity in all agencies.
Other Indicators

- School Attendance and Attainment
- NEETs
- Benefit Dependency and Employment
- Health and Wellbeing
- Prevention from (Re)Offending
- Quality of Life Indicators...
Commissioning Stakeholders

- Strategic Housing Authorities and Providers
- Children’s Services and Social Care
- Health & Wellbeing Boards and GPs
- Community Safety Partnerships and Criminal Justice Agencies
- DWP...
Informing Future Service Delivery

- **Our Vision:**
  
  *Bristol is a place where children, young people and their families are supported to enjoy, learn and develop to have successful futures*

- **Drivers for Change**
  - New roles and responsibilities in light of changes in national policy
  - The need to maintain and secure new improvements in outcomes for children and families
  - Decreasing resources in difficult financial times for public services

- **Whats Changing**
  - Delivering improved customer contact, referral and assessment in the Pathways Project
  - Creating strong and joined up enabling and business functions across Children and Adult Services
How will we get there?

- A Coordinated change programme that strikes the right balance between delivering savings and building a sustainable and high-quality future service offer. Changes will be underpinned with the following objectives
  - Children, young people and families at the heart of what we do
  - Strong focus on outcomes
  - Targeting those in greatest need
  - Working closely with partners in local neighbourhoods
  - Providing strong strategic leadership
Huge cost of Bristol's families from hell

The Post | Follow

Tuesday, June 12, 2012

Problem families in the Bristol area are costing the taxpayer £153 million every year, the government claims.

That is the estimated amount spent on benefits, policing, social services, courts, the NHS and other state intervention to deal with the 2,170 "troubled" households in the city and surrounding areas.
...and what of Troubled Families...

- Based on the indices of multiple deprivation, Bristol is estimated to have 1,355 (1.1%) of these families

- The programme is specifically about ‘families who both have a lot of problems and cause a lot of problems’

- The core purpose being to:
  - Get adults into work
  - Get children into school
  - Reduce crime and anti-social behaviour
  - Reduce costs to the public purse over time

- A tactical delivery group has been formed and strategic Coordinator appointed
Challenging Food for Thought

- Payment By Results Framework – with attachment payments on a sliding scale over 3 years, acknowledging that we need to build significant capacity

- PBR poses a significant challenge across such a complex piece of partnership work; attribution of success is clearly difficult when a range of agencies contribute to a joint rather than fragmented approach to bring about success.