

Project		Nacro Osmaston Family Project	
Lead delivery partner		Nacro	
Theme	Improving life skills	Priority	2
Activity	Families and children 0-10	Budget code	
<p>Project outcomes (from SLA)</p> <p><u>Qualitative</u></p> <ol style="list-style-type: none"> 1. Children have the best start in life by being supported and enabled to develop their individual personality, talents and aspire to a successful life. 2. Young people fulfil their aspirations and dreams through being provided relevant opportunities. 3. Families are better equipped with skills to support their children through being empowered and supported. <p><u>Quantitative</u></p> <p>one - one support in the home to be offered to 70 parents we will provide support and encouragement to increase self-esteem and confidence and to signpost to further learning and opportunities</p>			
Reporting period dates	July – September 2017	Nr and age of people benefiting from the project during the reporting period	New Parents 11 Parents from previous quarter 12 children 0-10 31 children 10 + 11
<p>Introduction</p> <p>The service provides support to parents who live within the defined BLT area.</p> <p>Parents are also identified and referred through links with local agencies including other agencies working in the area, local schools, Health Teams, Social Care and individuals who</p>			

may self refer.

The aim is to support and enhance family's relationships, to encourage families to spend time together taking part in activities that will have a long term benefit for the area.

The service will support families both within the home and through telephone contact to start to embed the behaviour management techniques outlined in the Handling Children's Behaviour Parenting Programme

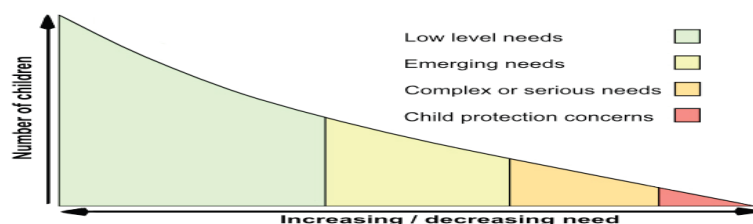
Activities undertaken during reporting period

This quarter has seen another significant increase in families with complex needs and children who are subject to safeguarding plans. There have also been 2 referrals to Social care for safeguarding issues this quarter.

Support takes place in the family home on a weekly basis with telephone contact or text messages of support offered in-between.

Referrals for support this quarter have come from learning mentors, school safeguarding officers, under 11's MAT's, Children's centres and Social care. Referrals give details of the issues within the family as well as risk assessment completed by the referral agency.

We are currently supporting parents within all the levels of need although most fall in to the first 3 levels



Each parent has an experienced family support worker who makes the initial visit with the referring agency to be introduced to the family. On the second visit a support plan is drawn up with the parents and set outcomes are agreed.

Attached is a copy of [one of the sessions](#) we deliver on a one-one basis.

Using solution-focused approach, we support parents to help them move forward, address issues and work towards improving outcomes for their family. This helps to build parents' independence by working with them to identify their own issues, set realistic and achievable goals and develop their own skills and responses to resolving the issues they have identified

and want to change.

3 C's APPROACH

Nacro Osmaston Family Project use a 3 C's step approach in the delivery of parenting support services.

CONNECT

CHALLENGE

CHANGE

Connecting with parents is the first step in the approach. On the first few home visits time is spent just talking to parents about the issues they have and the perception they have of their own parenting skills and capacity. This ensures that the focus of the parenting support is relevant to their needs. One-one support is offered on a consistent and regular basis usually once or twice a week with telephone support in-between, this ensures that parents know that staff are committed to supporting their family and helps to build mutual respect. Our experience has shown us that although parenting is primarily the responsibility of parents some parents are unwilling or unable to meet their responsibilities without being **challenged** but also supported, if parents are going to be **challenged** about the need to **change** the way they parent, they also need the support to do so. Parents needed to feel they can access support without losing control of the parenting role and responsibility.

To Enable the **connection** to be made staff need to be non-judgmental in their approach with parents, alongside being very clear that we work as part of a team around the family and we will be sharing information with other professionals including social care. Staff often have talk about things that **challenge** the parents ability or capacity to parent, this is done in a way that they are able to understand; in a sensitive and appropriate way. Parents are supported to make the **changes** they need to both improve their parenting abilities and to improve their relationship with their child/young person. Once the one-one programme of support has been delivered it is important that the **connection** is not just broken staff usually visit two or three more times to ensure parents are continuing to maintain the **changes** they have put into place and signpost to other services if appropriate

As a third sector organisation Nacro are able to provide a service that is dependable, professional, educative, timely, supportive and practical from the start, parents do not see the support provided as a threat to their family. They are often more amenable to listen to staff and take on board the issues that are raised and continue to engage even when they have dis-engaged with statutory partners.

Support to parents in this quarter have included:

- One to one support directly with parents and children in their own homes
- 5 case conferences for children subject to safeguarding plan.
- 2 referrals to social care for safeguarding issues

- Attending Team around the family meetings
- Completion of an Early Help Assessments
- Attending professionals meetings
- Attending a Trafficking strategy meeting

Parents receive weekly visit usually for up to 3 months occasionally in complex cases support is offered for a longer period of time particularly if support is part of a safeguarding plan after a child protection conference.

Outcomes the project has contributed to

Comments from Families

- The support has been really good I have learned so much.
- It was very to look at my own behaviour as a parent, but made me realise I needed to change as a parent before my child could change.
- I was given some really good advice which I have now started to use.
- Have someone who did not judge me as a mum but was honest with me was so good Thanks for your support and advice.
- How helpful it was and how quickly someone was there to lend their support when it was most needed.
- It helped me talk to someone who could help with ideas and stranguries and helped me feel less helpless.

• Comments from agencies

- This service worked really well as part of the Team around the family . Social Worker.
- The referral I made was picked up the next day and the family had a worker within 2 days excellent response .Social Worker
- This is a great service and was just the right service for the family I was supporting. School Nurse.
- The family have really benefited for the support. I will definitely be referring again. Safeguarding lead officer.

Timescales

Project on track and outcomes met

Plans for next reporting period

To continue to offer one to one support to families. To continue to routinely ask for feedback from the referring agency that can be included in the report. To attach some examples of the sessions we deliver.