

Delivering Social Change

Tackling poverty and social exclusion

APRIL 2016



The Early Intervention Transformation Programme

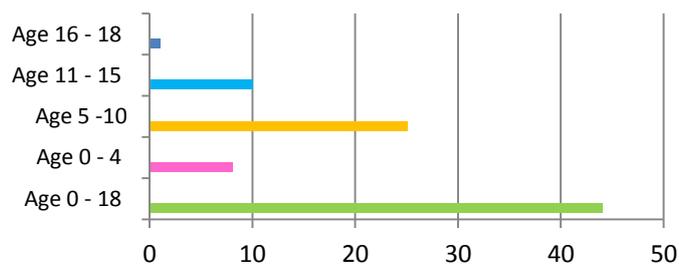
The Early Intervention Support Service (EISS) aim is to support families when problems first emerge, before they become embedded or before statutory services are required. The EISS is being developed as a locally tailored EISS closely aligned to the Family Support Hub (FSH) network; it is being developed within set parameters to ensure there is a degree of regional consistency. The overarching model has been replicated across the five pilot sites across Northern Ireland (one per Health and Social Care Trust area) to a greater or lesser extent to meet local needs, allowing for the model to be modified and built upon. The EISS is being provided by a range of voluntary organisations including Action for Children, Barnardo's, Niacro and SPACE.

The EISS will support 1,925 families from August 2015 – May 2018; referrals are accepted from social care, health and education professionals, self-referrals and from the FSH. The EISS is family-facing and provides short term, hands-on care and support, typically up to 12 weeks but occasionally longer. The EISS consists of family support staff who provide early, timely, flexible and responsive support to families with emerging problems to prevent escalation of those issues. Each EISS has available a “toolkit” of services and interventions i.e. practical “hands on support”; parenting programmes; Family Group Conferencing;

mentoring; behaviour management and a range of evidence informed therapeutic interventions. The EISS is based on the key worker approach which is recognised as an effective method of enabling families to resolve problems. An Outcomes Based Accountability (OBA) Framework has been developed with the Outcomes Star being used as the assessment tool to demonstrate effectiveness of the EISS.

The EISS is at an early stage of implementation and all five pilot sites have been fully operational and accepting referrals from February 2016. The Belfast EISS has been operational from 1 October 2015; an overview of service activity from October 2015 – February 2016 within the Belfast EISS is provided below.

There were a total of 44 referrals to the EISS of which 75% of referrals received were for 0-10 year olds.



Referrals were received from a number of agencies including Family Support Hubs; Educational Welfare Officers; Schools and a number of self-referrals. There was an average of three reasons for requesting support for each family, with Emotional & Behavioural support being the main presenting reason for requesting support for the majority of families. EISS staff work with families for a time limited period of approximately 12 weeks using a range of therapeutic and practical approaches including Solihull Approach, Brief Solution Focused Intervention Therapy and Motivational Interviewing alongside a range of other skills tailored to the needs of each individual family's specific circumstances.

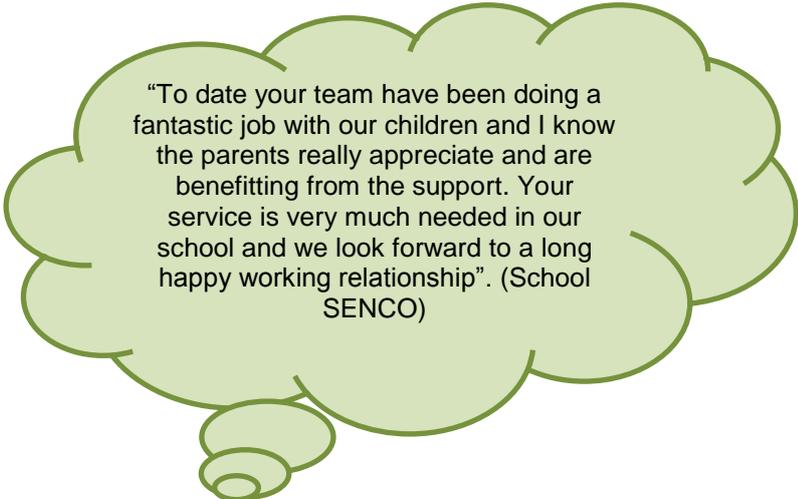
Further information about the Early Intervention Transformation Programme is available at:

<https://www.ofmdfmi.gov.uk/topics/social-change/delivering-social-change-signature-programmes#toc-3>

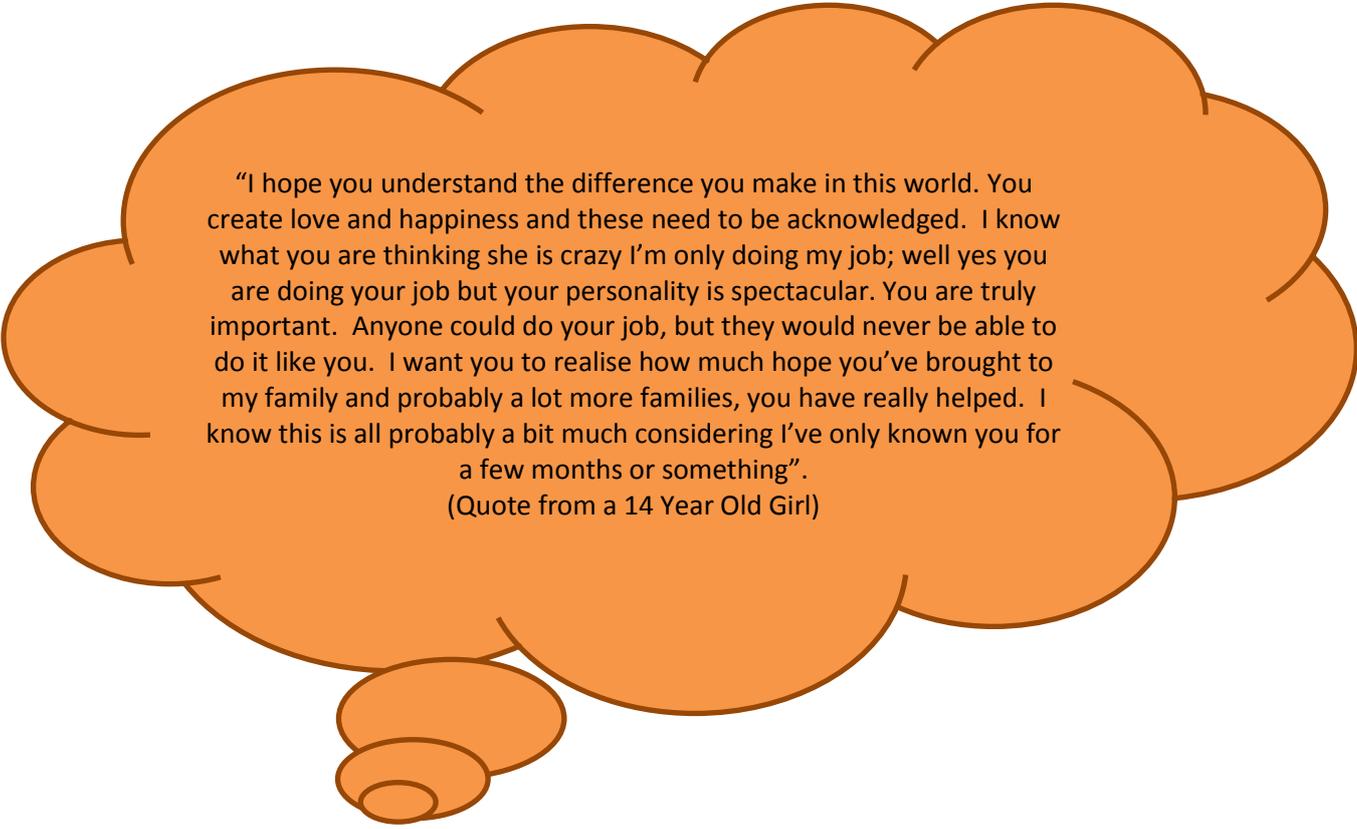
The Early Intervention Support Service (EISS) - Quotes from Service Users



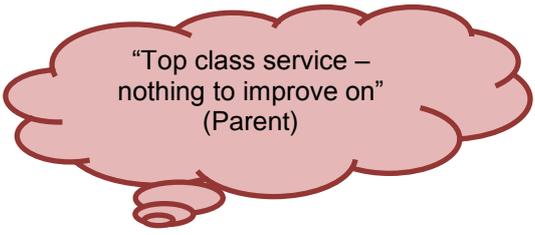
'I couldn't thank them enough; really helpful and I appreciated it'.
(Parent)



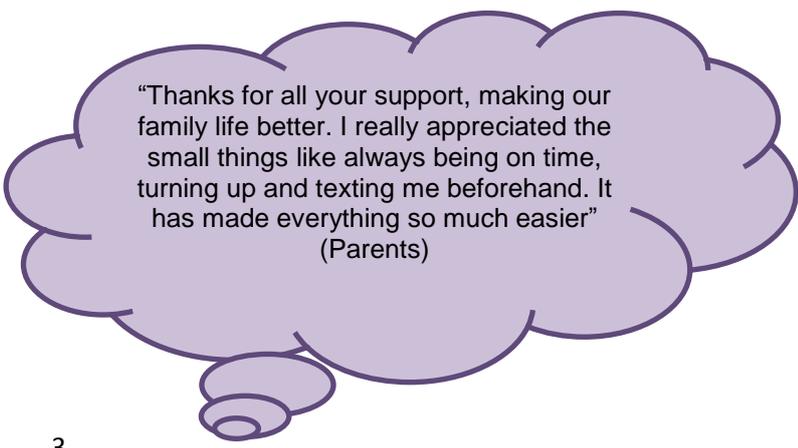
"To date your team have been doing a fantastic job with our children and I know the parents really appreciate and are benefitting from the support. Your service is very much needed in our school and we look forward to a long happy working relationship". (School SENCO)



"I hope you understand the difference you make in this world. You create love and happiness and these need to be acknowledged. I know what you are thinking she is crazy I'm only doing my job; well yes you are doing your job but your personality is spectacular. You are truly important. Anyone could do your job, but they would never be able to do it like you. I want you to realise how much hope you've brought to my family and probably a lot more families, you have really helped. I know this is all probably a bit much considering I've only known you for a few months or something".
(Quote from a 14 Year Old Girl)



"Top class service – nothing to improve on"
(Parent)



"Thanks for all your support, making our family life better. I really appreciated the small things like always being on time, turning up and texting me beforehand. It has made everything so much easier"
(Parents)

Delivering Social Change Signature Programmes - Social Enterprise Hubs - Report Card

[Previously we presented the final report card from the Community Family Support Programme.](#) This month we focus on another DSC Signature Programme, the Social Enterprise Hubs.

The Social Enterprise Hubs Signature Programme has been designed to tackle the lack of local employment by encouraging business start-ups within local communities. The programme is also designed to help address the issue of derelict local premises. DSD and DETI/Invest NI are leading on this Signature Programme.

As this programme is still ongoing, the report card below is not a final representation of the project but the following provides a picture of the delivery and impact of the programme to date.

How Much Did We Do?

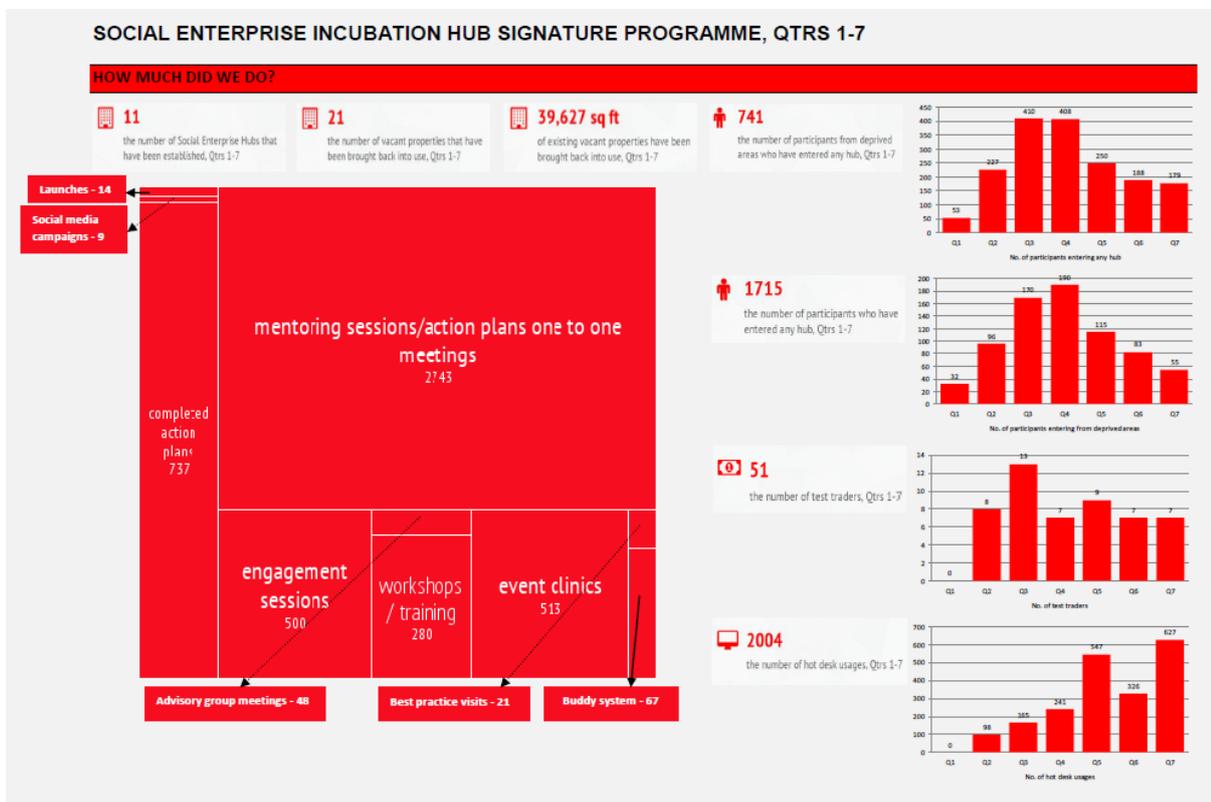
This section illustrates output, for example, information on the number of Hubs that have been established (11), and the number and area of vacant properties that have been brought back into use (21 and 39,627 square feet respectively). We can also see that across the seven quarters to date the programme has had 1,715 participants and 741 of these participants were from deprived areas. This section also provides information on the level of activity across all hubs, including the number of test traders (51) and hot desk usages (2,004).

How Well Did We Do It?

Looking at the **quality**, rather than quantity, of what has been delivered, this section provides information on, for example, the gender, age and labour profile of participants, and participant satisfaction (at least 9 out of 10 respondents answered positively to each of these). We can also see that across the seven quarters to date, less than half (43%) of participants live in areas of economic disadvantage. This indicates that participants are not coming from the intended economically-disadvantaged target group. This is an example of how the report card format facilitates the early identification of issues during a programme's lifespan, potentially allowing for approaches to be altered in order to address these issues.

Is Anyone Better Off?

This focuses on the **impact** or **outcome** of the programme on participants and is the most important part of the report card. Included are the number and percentage of participants who have progressed into volunteering (154 or 9%), moved to social enterprise start-up (test trading) (105 or 6%) and progressed into employment (42 or 2%). We can also see that, to date, 75 jobs have been created by 21 social enterprises developing on the programme. The section also shows that, through taking part in the programme, 79% of participants have increased their entrepreneurial participation.

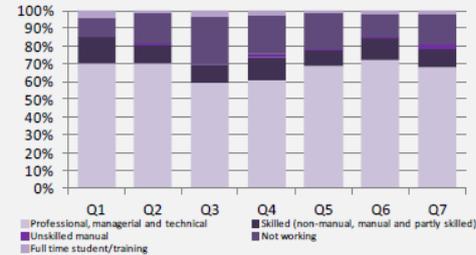
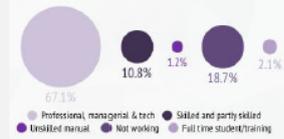


HOW WELL DID WE DO IT?

Gender distribution (%) of participants, Qtrs 1-7

42% Male 58% Female

Labour market status (%) of participants, Qtrs 1-7



Percentage of participants stating that they were treated well, Qtrs 1-7

100%

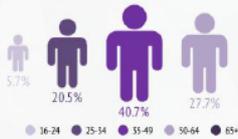
Percentage who felt they were treated with respect, Qtrs 1-7

98%

Percentage who felt that the programme helped them, Qtrs 1-7

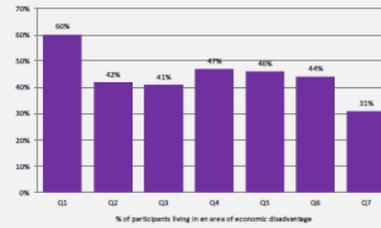
93%

Age distribution (%) of participants, Qtrs 1-7



Percentage of participants living in areas of economic disadvantage, Qtrs 1-7

43%



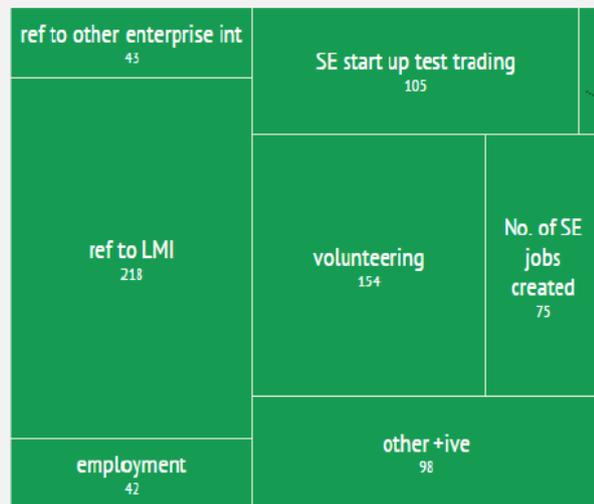
The data collected still highlights that participants are not mainly coming from the intended target group. This has been highlighted to Invest NI.

Attrition rates, Qtrs 1-7

61 / 4%
the number/percentage of participants who left the programme before completion, Qtrs 1-7

IS ANYONE BETTER OFF?

Participant outcomes, Qtrs 1-7



Pathway to employment - 7

9%
the percentage of participants progressing into volunteering, Qtrs 1-7

6%
the percentage of participants moving to social enterprise start up (test trading), Qtrs 1-7

3%
the percentage of participants referred onto other enterprise interventions, Qtrs 1-7

2%
the percentage of participants progressing into employment, Qtrs 1-7

0%
the percentage of participants moving along pathway to employment, Qtrs 1-7

13%
the percentage of participants referred onto other labour market programmes/interventions, Qtrs 1-7

21
the number of Social Enterprises that have created jobs, Qtrs 1-7

Percentage of participants who increased their entrepreneurial participation, Qtrs 1-7

79%

For more information, please email: research@ofmdfmi.gov.uk

Social Enterprise Hubs Signature Programme - A view from DSD

The Social Enterprise Hubs Signature Programme was a new approach delivered under the Delivering Social Change framework to support new social enterprise ideas, bringing about more economic and social benefits to communities across Northern Ireland. The programme has been delivered as a partnership between DSD, DETI and Invest NI.

Funding of £4m was initially secured to run this programme until 31 March 2016. The nine hubs are located across eleven locations in Derry/Londonderry, North, South, East and West Belfast, Lisburn, Downpatrick, Lurgan, Ballymena, Strabane and Enniskillen. The Social Enterprise Hubs are available for use by new social enterprises or existing social enterprises with a new product or service, offering mentoring, advice, training, best practice visits and administration and retail space where the social enterprises can test trade.

Always viewed as an action learning project and with valuable outcomes, there is recognition that test traders and start-ups reflect only part of the benefits from utilising the hub support to embark on early stage start up or test trading. Often those using the hub services were representative of a wider group of people and the benefit of the social enterprise model is that the skills are being transferred to a wider group of individuals including volunteers and Board members. This creates wider economic benefits. The learning and the range of outcomes emerging from the original Hub concept have been captured in a recently completed evaluation.

Over the last two years the Social Enterprise Hubs have engaged local people with business ideas and have supported them to develop and promote new social enterprises to become established. What has emerged is a totally new and innovative programme that seeks to integrate physical regeneration and social enterprise development for the benefit of deprived areas. Outcomes from the pilot have been very positive in terms of introducing an innovative approach to social enterprise development and the potential to drive sustainability in the wider voluntary and community sector, supporting independent and sustainable communities. The Social Enterprise Hub programme has delivered both economic and social impacts and reflects the interconnectedness of the Economic Strategy and Delivering Social Change. Social enterprise, innovation and tackling economic inactivity are areas which clearly bridge the two.

Extension of financial support of up to £1.5 million until March 2017 is being provided jointly by DETI and DSD and will be delivered in partnership with Invest NI. This is in recognition of the need for a further, but time bound, period of delivery not only to maximise the impact of the investment and support provided to date but also to lever the interest from stakeholders in the concept and develop a future programme of ideas, taking account of the lessons emerging from this action learning project.

The commitment of further funding by DSD and DETI reflects the continuance of joined-up working by Ministers and senior officials across two Executive departments and an Agency to drive forward an initiative which is having genuine impact on the ground.

The Hubs will continue to provide new social entrepreneurs and social enterprises with access to support where they will be able to get free access to resources such as mentoring, training and best-practice visits.

For further information about the Social Enterprise Hubs Signature Programme go to:

<https://www.ofmdfni.gov.uk/topics/social-change/delivering-social-change-signature-programmes#toc-5>

Or email:

Sharon.Polson@dsdni.gov.uk

Family Support Hubs Signature Programme

With the crucial assistance of Delivering Social Change funding under the Family Support Hubs Signature Programme, the Children and Young People's Strategic Partnership has, over the last few years, been putting in place a network of Family Support Hubs (FSH) across Northern Ireland. Enhanced levels of family support services have been developed and are accessible through FSHs and have made a significant contribution to the six high level outcomes for children and young people, as set out in the NI Executive's Ten Year Strategy for Children and Young People: Our Children and Young People: Our Pledge.

There are 29 of these multi-agency networks across the statutory, community and voluntary sectors providing early intervention services to families in need. The network accepts referrals of families who need early intervention family support from a range of sources including Social Services Gateway Teams , GPs , Health Visitors, allied health professionals, community and voluntary sector organisations, schools and self-referrals. It uses its knowledge of local service providers and the Family Support Database to signpost families with specific needs to appropriate services. This improves access for families by matching the needs of referred families to family support providers. The Family Support Hubs contribute to Priority 2 of the Programme for Government 'Creating Opportunities, Tackling Disadvantage, and Improving Health and Wellbeing'.

On 23 March the final two Family Support Hubs were launched at the Girdwood Community Hub in North Belfast. The event was hosted by the two lead organisations Ashton Community Trust for Lower North Belfast and the Vine Centre for Upper North. Many organisations from across the community, voluntary and statutory sector attended, as well as local political representatives.

Families with young children also had a great time enjoying the entertainment which had been put on especially for them and parents were able to hear about all the services that are available in their locality. There was a fantastic atmosphere in this great location and it was a timely way to celebrate the launch of Hubs in North Belfast and for families to know that no matter where they live they have access to a Family Support Hub Co-ordinator. So far this year almost 4,000 families have accessed help and support through the Hubs with needs ranging from food banks, debt advice and furniture to bereavement counselling, parenting programmes and child care.

The recently completed Social Care Institute for Excellence (SCIE) Review of Family Support Hubs 2016 concluded that the Family Support Hubs “have provided a platform to refocus on the centrality of the voluntary and community sector in the delivery of early intervention services” and that they are “an intrinsic part of the continuum of services for families and it would be difficult to imagine the structure and landscape of children’s services without Family Support Hubs.”

For further details about the Family Support Hubs Signature Programme go to:

<https://www.ofmdfmi.gov.uk/topics/social-change/delivering-social-change-signature-programmes#toc-7>

Dementia Signature Programme - Spotlight on Delirium

The ten regional pilot wards have begun testing the first version of the draft delirium tool, reflective of NICE Clinical Guidance 103 for optimal delirium care and management. Initial measures demonstrate improved numbers of patients being screened for risk of delirium, those identified as requiring preventative measures, and those diagnosed with delirium.

Feedback from staff testing the tool at ward level has been positive and indications are that they feel more confident in treating a person at risk of developing/diagnosed with delirium. They also feel more able to engage with family and carers, to enhance the care and resolution of delirium.

Over 500 front line staff have been trained using the regionally developed delirium training resource. These have come from various professions and grades in the acute setting. Both management and awareness training are currently being tested as an eLearning module by Trust staff prior to being added to the HSC learning platform. In addition to increasing knowledge locally using eLearning, a facilitator pack is being developed to enable HSC organisations to use these resources at a local level to provide continuous training.



Staff training in the South Eastern Trust

On-going engagement with non-HSC organisations has identified the need to work collaboratively to reach the maximum number of care providers/advocates for the population at risk of delirium.

Examples of this are the presentation of the regional delirium work to the Regional Alzheimer's staff development day and initial discussions with private Nursing Homes to support improved identification and management of delirium in community settings. These areas have essential, although varying, roles in the daily interactions with people at risk of delirium, their family and carers, making them ideal conduits to spread the delirium improvement work within these settings.

Promotional materials for display in public areas and information leaflets are in the final stages of development for publication. We have developed an awareness raising piece using an 'animation' format to share the risks of developing delirium as well as the indicators and treatment of delirium in an accessible format. We would envisage a launch of these materials as part of a regional Delirium Awareness Campaign.

For more information about the Dementia Signature Programme go to:

<https://www.ofmdfmi.gov.uk/topics/social-change/delivering-social-change-signature-programmes#toc-2>

Northern Ireland Civil Service (NICS) Restructuring Programme

Many of you will be aware that the Stormont House Agreement of 23 December 2014 contains a commitment to reduce the number of NICS Departments from twelve to nine immediately following the 2016 Assembly election.

At its meeting on 22 January 2015 the NI Executive agreed the new nine department model and on 2 March 2015 the then First Minister, Peter Robinson, formally confirmed the names of the nine new departments and their respective functions.

Under the restructuring programme, OFMDFM will be significantly transformed and its new name will be the Executive Office.

From 9 May 2016, the nine new departments will be:

- **The Executive Office**
- **Department for Communities**
- **Department for the Economy**
- **Department of Education**
- **Department of Health**
- **Department for Infrastructure**
- **Department of Justice**
- **Department of Finance**
- **Department of Agriculture, Environment and Rural Affairs**

Some of the policy areas for which OFMDFM previously had responsibility will be moving to a new lead department including the following:

Gender Equality, Sexual Orientation and Disability

Responsibility for policy in relation to Gender Equality, Sexual Orientation, and Disability will be moving to the new Department for Communities on 9 May 2016.

The team will relocate to the Great Northern Tower, 12th Floor, 17 Great Victoria Street, Belfast, BT2 7AD. Their new contact details will be as follows:

Martina Hanna	Policy Lead (tel. 028 90414368)
Sandy McCloskey	Gender Equality and Sexual Orientation (tel. 028 90414402)
Rosalind Dempsey	Disability (tel. 028 90043063)
Ann-Marie Anderson	Gender Equality and Sexual Orientation (tel. 028 90043064)

They can also be contacted via email as follows:

firstname.surname@communities-ni.gov.uk

Child Poverty/Poverty, Active Ageing and Sponsorship of Arms Length Bodies (NI Commissioner for Children and Young People and NI Commissioner for Older People)

Responsibility for policy in relation to Child Poverty/Poverty, Active Ageing and the Sponsorship of Arms Length Bodies (Northern Ireland Commissioner for Children and Young People (NICCY) & Northern Ireland Commissioner for Older People (COPNI)) will also transfer to the new Department for Communities on 9 May 2016.

The team will be relocating to the Great Northern Tower, 12th Floor, 17 Great Victoria Street, Belfast, BT2 7AD and their new contact details will be as follows:

Janet Smyth	Policy Lead (tel. 028 90043066)
Sorcha Hassay	Child Poverty/Poverty (tel. 028 90043059)
Chris Allen	Child Poverty/Poverty (tel. 028 90043061)
Rosalind Dempsey	Active Ageing (tel. 028 90043063)

The team can also be contacted via email as follows:

firstname.surname@communities-ni.gov.uk

Children and Young People

Responsibility for policy in relation to Children and Young People will be moving to the new Department of Education. The team will be based in Rathgael House, 6th Floor, 43 Balloo Road, Bangor, BT19 7PR.

June Wilkinson	Policy Lead
Peter Hutchinson	Children and Young People
Nicola Adams	Children and Young People
Christine Smith	Children and Young People
Pamela Baxter	Children and Young People
Alastair Carroll	Children and Young People

Their telephone numbers are still to be confirmed but meantime the team can be contacted by email at Alastair.Carroll@education-ni.gov.uk

Childcare

Responsibility for the Childcare Strategy will also be moving to the new Department of Education and will be based in Rathgael House, 6th Floor, 43 Balloo Road, Bangor, BT19 7PR.

Martin Tyrrell	Policy Lead
Stephen Wilson	Childcare Strategy
Melanie Maxwell	Childcare Strategy

Peter Burnside

Childcare Strategy

Their telephone numbers are still to be confirmed but meantime the team can be contacted by email at Peter.Burnside@education-ni.gov.uk

***We welcome any comments you have about the Delivering Social Change newsletters.
You can contact us by.....***

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