Early Intervention Support Service Southern Annual Report Card No 20

EISS

The Early Intervention Support Service

for families with children between 0 and 18 years old

WHAT IS THE EARLY INTERVENTION SUPPORT SERVICE?

The Early Intervention Transformation Programme (EITP) is delivered as part of the Delivering Social Change agenda in partnership with Atlantic Philanthropies. It represents a new joined up working and funding across five Government Departments to drive through initiatives which will have a significant impact on outcomes for families with children 0-18 years old. As part of EITP a new Early Intervention Support Service (EISS) is being established in five areas across Northern Ireland. The aim of the EISS is to support families when difficulties arise before they need involvement with statutory services. The EISS will deliver and coordinate person centred, evidence based, early intervention for families with children 0-18 years old within Tier 2 of the Hardiker Model.

Data presented- 01 April 2018 – 31 March 2019

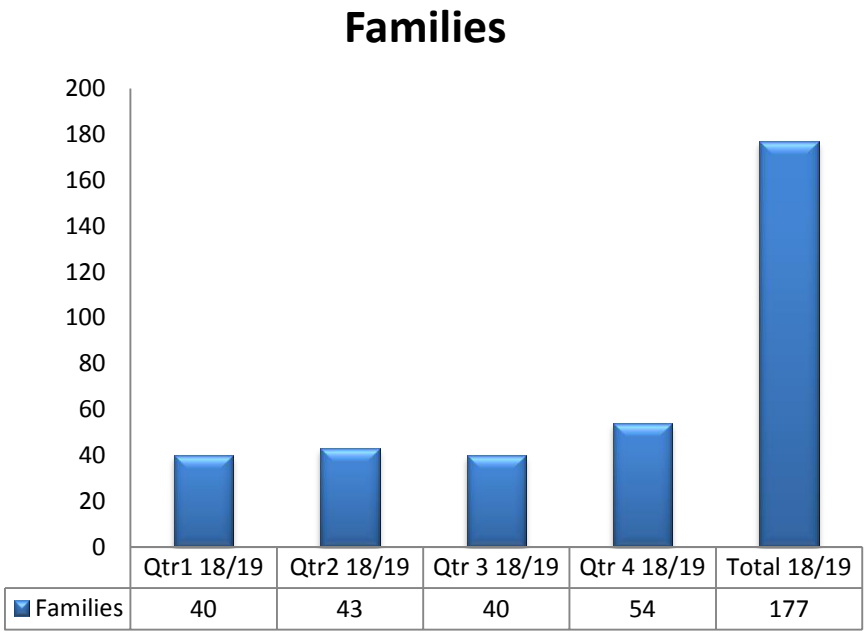
Northern Ireland Executive
www.northernireland.gov.uk
DELIVERING SOCIAL CHANGE

Early Intervention Transformation Programme

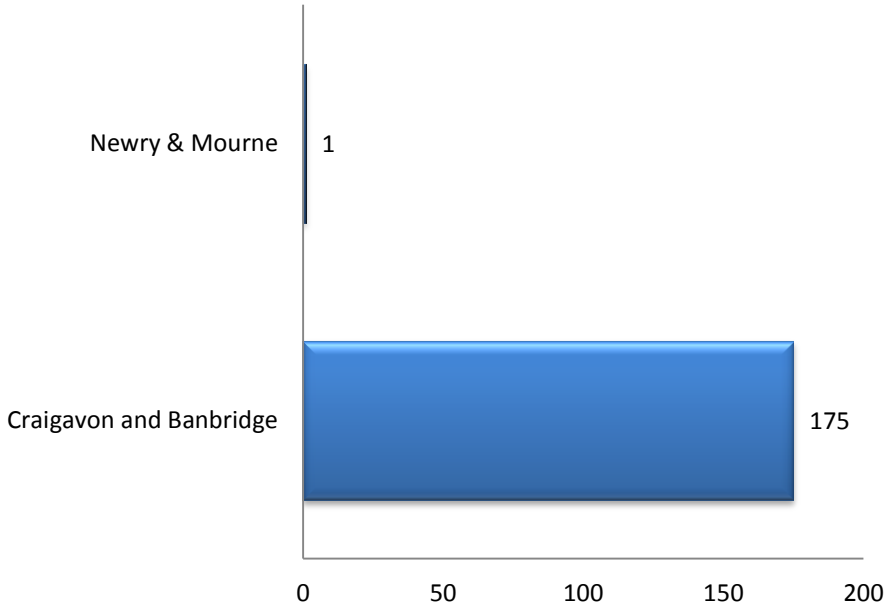
The ATLANTIC Philanthropies

How much did Southern EISS do?

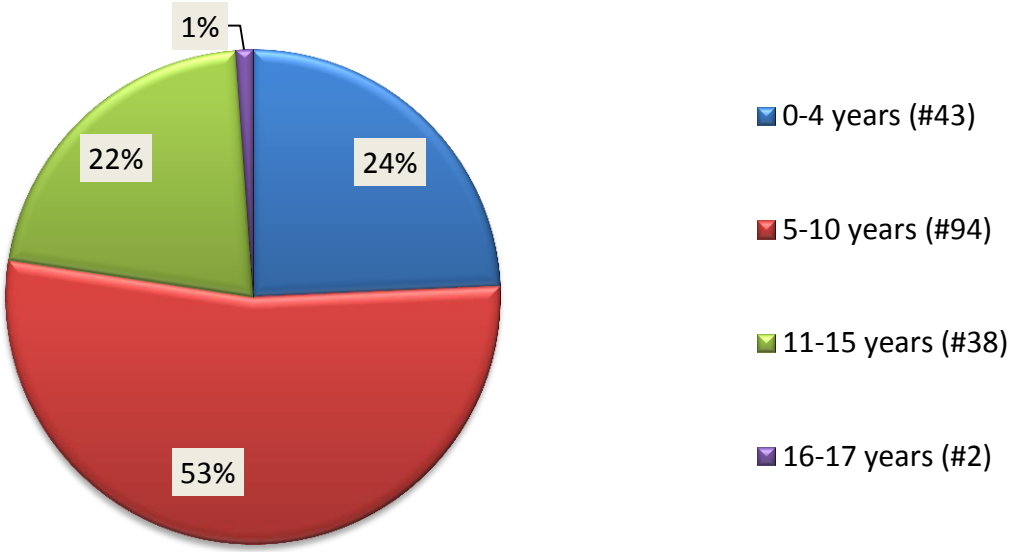
PM1- No of Families Referred to EISS Apr 18– March 19 (#177)



PM2a – No of Family Referrals by FSH Area Apr 18 – March 19



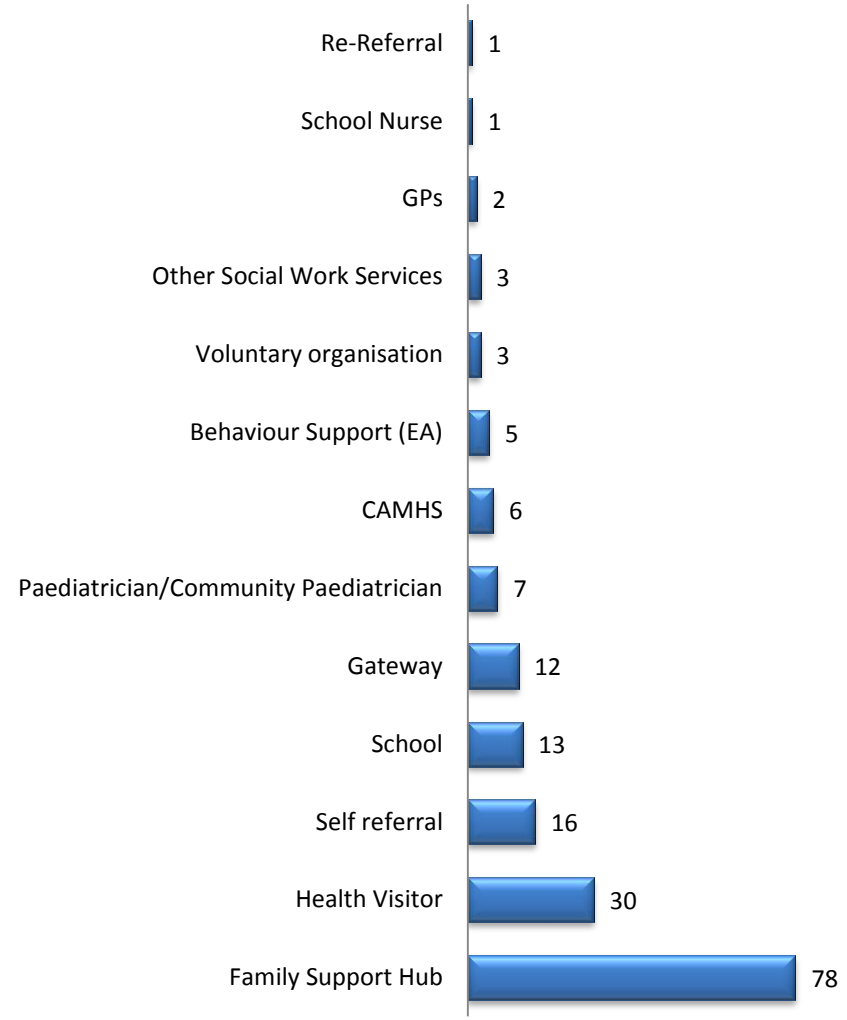
PM2b- Referrals of Children and Young People by Age Range Apr 18– March 18 (#177Children & Young People)



The EISS supports families with Children and Young People 0-18 years of age. Referrals by age range is comparative to the Family Support Hubs with referral rates highest for children between 5-10 years. This may partly be attributed to Sure Start providing support for children 0-4 years in many areas.

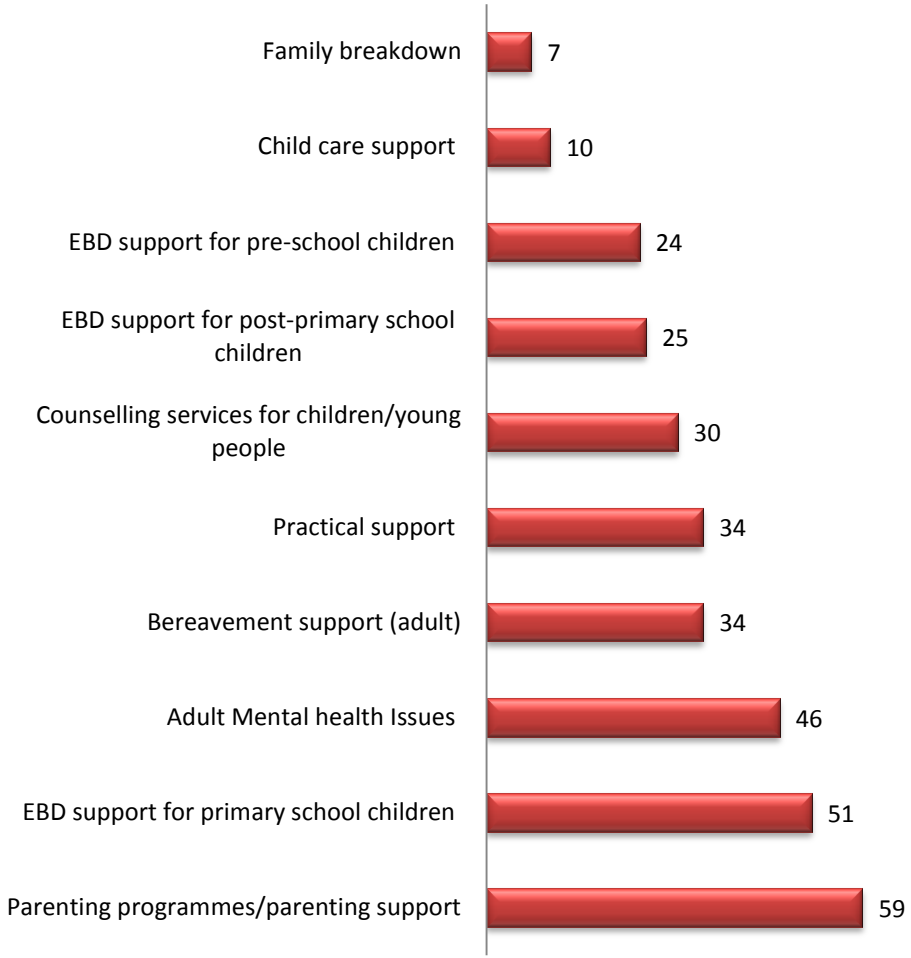
How much did Southern EISS do?

PM2c - Referrals through Referring Agencies Apr 18 – March 19 (#177)



Family Support Hubs currently accounts for 44% of referrals to the EISS; self referrals and referrals from agencies directly to the EISS are increasing each quarter in all EISS.

PM2d– Main Reason for referral Top 10 Apr 18 – March 19

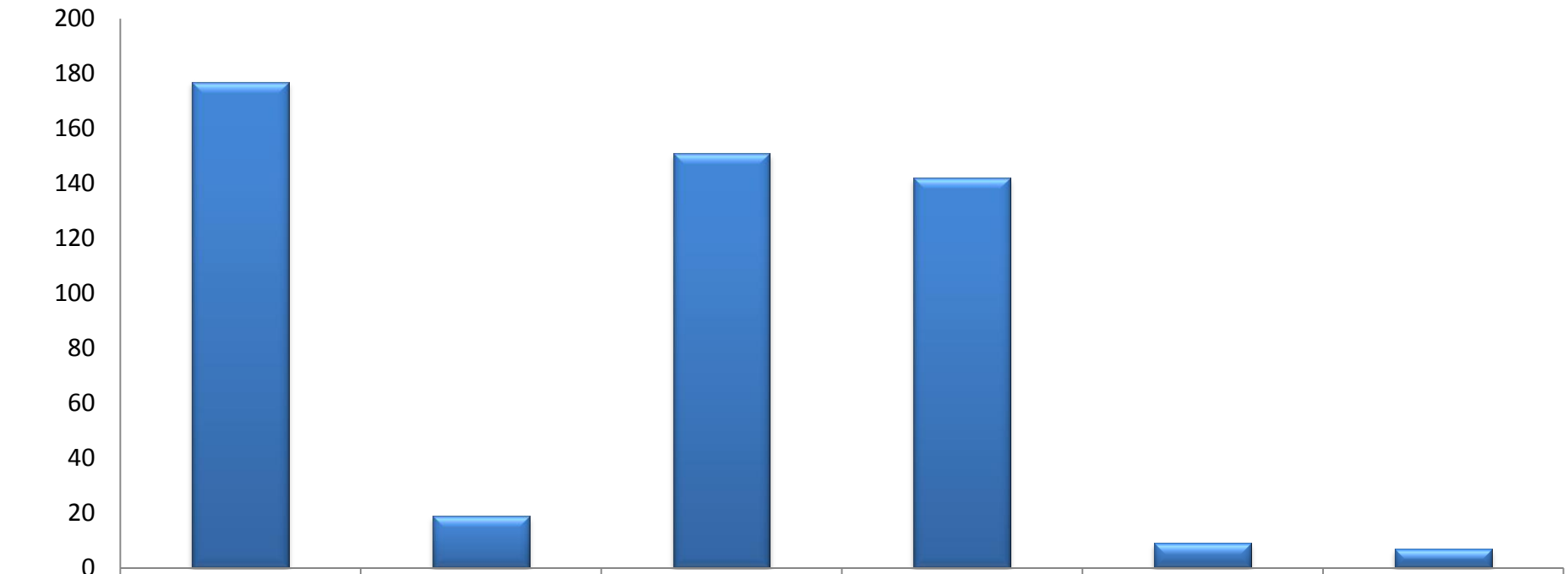


Parenting Support & emotional, behavioural difficulty (EBD)are the primary reasons for referral which is comparative to reasons for referral to the Family Support Hubs. A number of families are referred for practical support – service providers report that when assessed the needs of families are often more complex requiring therapeutic interventions as opposed to practical support.

How much did Southern EISS do?

PM3 - No of Families Offered, Accepted, Awaiting Outcomes & Declined Apr 18 – March 19 (#177 referrals received)

EISS Referral outcomes April 18 - March 19

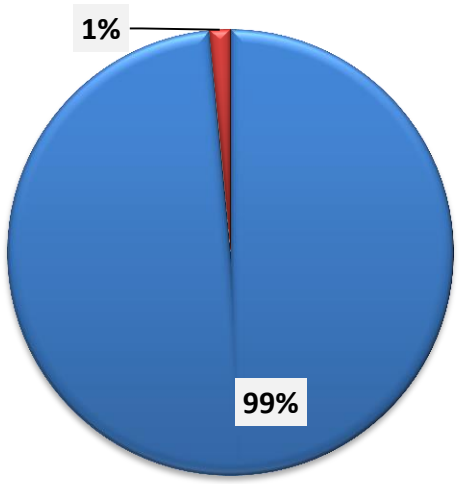


	Total Referrals	Inappropriate referral	EISS Offered	EISS Accepted	EISS Declined	No capacity to provide service
Series1	177	19	151	142	9	7

It is noted that from Apr 18 – March 19 approximately 20% of referrals did not receive the EISS as the referral was either inappropriate referrals, no capacity to provide service or service declined .
Families on a waiting list will receive a first visit within 4 weeks.

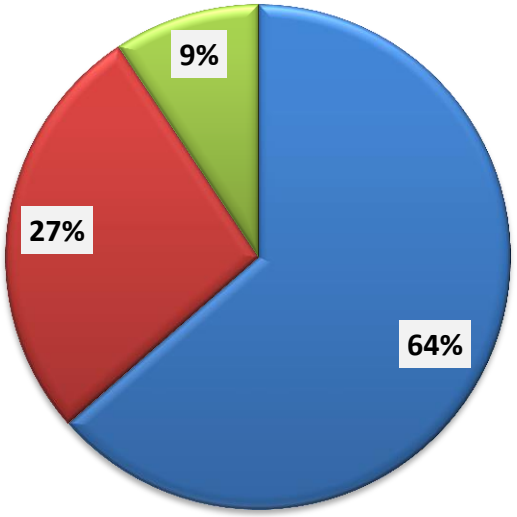
How well did Southern EISS do it?

PM4– Length of time between Referral to First Contact Apr 18– March 19 based on #135 closed cases
(***Target first contact within 1-10 working days)***



- Referral to first contact 1-10 Working Days achieved (#133)
- Referral to first contact 10 days + (#2)

PM5 – Length of Intervention Apr 18 – March 19 based on #135 closed cases

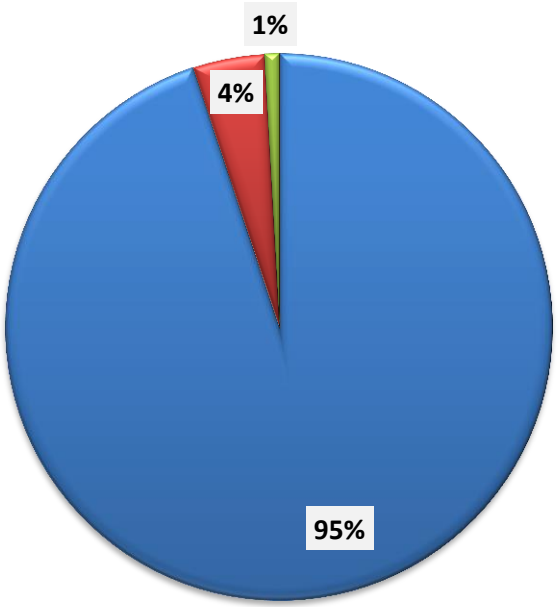


- Initial visit to case closure 0 - 12 weeks (#75)
- Initial visit to case closure 13- 16 weeks (#32)
- Initial visit to case closure 17+ weeks (#11)

EISS provides support for a 12 week period; an extension up to 4 weeks is agreed with the EISS manager if required and the practitioner at a local level. An extension may be required for a number of reasons e.g. holidays, illness, cancelled or missed appointments. An extension of 17+ weeks is only agreed in exceptional circumstances.
The average length of intervention in Quarter 1 , 2, 3 & 4 18/19 is 10.7weeks.
Please note *17 (13%) families did not receive an initial visit as they declined the offer of the EISS when contacted.*

How well did Southern EISS do it?

PM6 – Outcome of Intervention Apr 18 – March 19 (based on closed cases #135)



- Total families successfully completing intervention (#112)
- families disengaged from service/moved out of area (#5)
- Families escalated to Gateway (#1)

Contract Targets

- 1st August 2015 - 31st March 2019, 381 families (90% of target)were supported through EITP funding.
- 1st October 2018 – 31st March 2019 72 families (97% of target) were supported through Transformation Funding.

The Early Intervention Support Service is a strengths based, needs led, home based family support service

- Families are assigned a key worker each whole time equivalent worker holds a case load of approximately 12 families
- The Key worker provides support to the family for a period of approximately 12 weeks.
- The Outcomes Star is completed collaboratively with families as an integral part of keywork.
- Individual & family sessions are provided using a range of therapeutic interventions including motivational interviewing, Solihull Approach and Solution Focused Brief Intervention Therapy.
- Therapeutic sessions account for 91% of the interventions used by practitioners.
- Practical support is also provided when required for a small number of families.

How well did Southern EISS do it?

PM7 - % of families satisfied / very satisfied with the service Apr 18 – March 19

- 81 parent/carer user satisfaction forms were completed 94% rated the service as excellent; 5% rated the service as very good and 1% rated the service as fair.
- 37 child/young person user satisfaction forms were completed 92% rated the service as excellent; 5% rated the service very good and 3% rated the service good.

"My child has really benefitted from the time spent with worker – we really appreciate your help. Thank you!" Parent

"I loved answering the questions, talking about it made me feel so much better."
Young Person

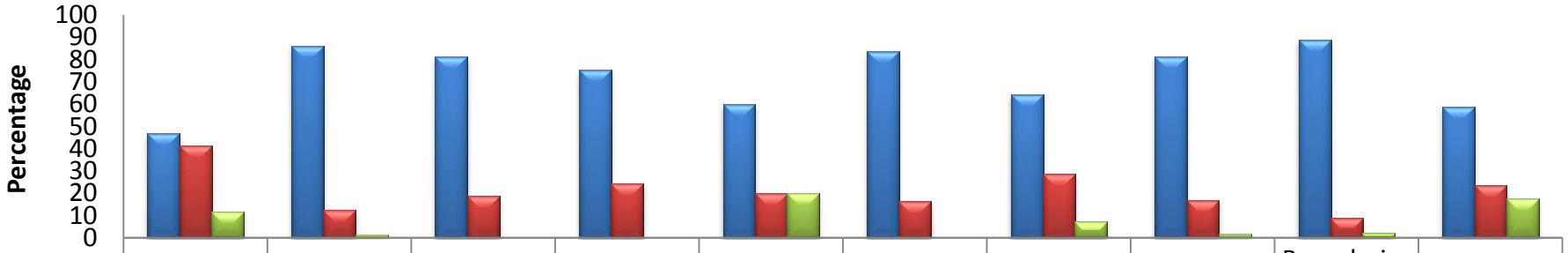
"Very helpful as it helped me and child get involved in things socially for the first time and it helped with child's emotional outbursts and nerves. I would very highly recommend this service. Thank you."
Parent

"The worker we had was very nice and helpful"
Young Person

Southern EISS - Is anyone better off?

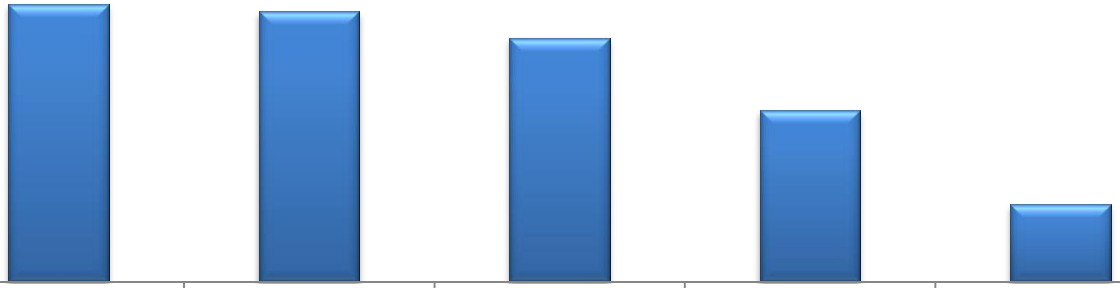
PM8 April 18 – March 19 based on #115Families

Overall Family Star Plus (Cumulative from 1 Apr 18 #115 Families)



	Physical Health #17	Your Wellbeing #79	Social Networks #48	Education & Learning #41	Progress to Work #5	Emotional Needs #67	Keeping Children Safe #14	Family Routine #65	Boundaries & Behaviour #91	Home & Money #17
% Increased	47	86	81	76	60	84	64	82	89	59
% Same	41	13	19	24	20	16	29	17	9	24
% Decreased	12	1	0	0	20	0	7	2	2	18

How many Service Users Improved (Cumulative from 1 Apr 18 #115 Families)

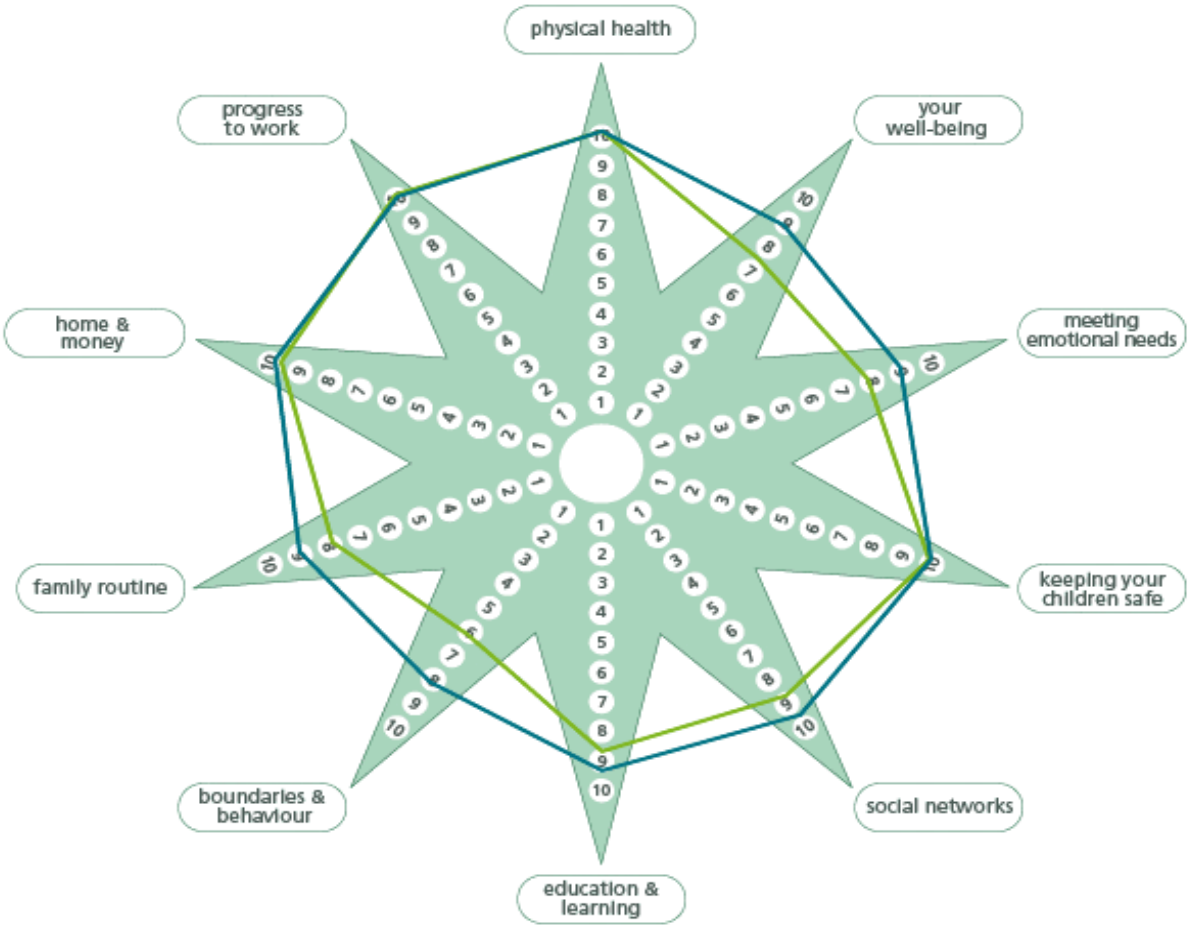


	Total completing Family Star Plus #115	Improving in at least 1 area #112	Improving in at least 2 areas #101	Improving in at least 3 areas #71	Improving in at least 4+ areas #32
Percentage	100%	97%	88%	62%	28%

My Star focuses on eight core areas that have been found to be critical in enabling children and young people to thrive. Project workers agree with the child/young person what areas they want to focus on. Interventions would generally be focused on a maximum of three areas.

Southern EISS - Is anyone better off?

PM9 Cumulative based on Family Star Plus #104 families



Data on the Star shows an average of the scores across all areas. A “big” increase or decrease is defined as more than one point up or down the area.

First Score

Last Score

Southern EISS Family Star Plus – 104 Families April 2018 – March 2019

Southern Early Intervention Support Service Case Study

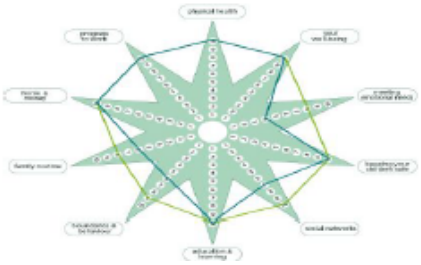
Request for service

Mum diagnosed with cancer. Two young children that are struggling to cope with mum's illness. Both children have had a change in personality and decline in mood. Both children are also becoming extremely angry, their school work is suffering, they have no sleep routine and the family are concerned about one child refusal to get up for school. Mum and dad separated – Dad providing little to no emotional support to the children and no support to the extended family who are looking after the girls. Both children are living with mums very supportive immediate family. Both girls requiring intense 1-1 support to help identify and discuss their feelings and emotions and to help manage their anger. The family require household routines and support to help positively manage the girls challenging behaviours. Signposting to be done to cancer fund for children and other relevant supports such as a local scheme that runs through school holidays.

Assessment with Family using Family Star Plus; My Star or Teen Star

- Meeting Emotional Needs: Both children have frequent meltdowns and have been lashing out both verbally and physically towards their family. Both children struggling to open up, address and discuss their worries and feelings. Both girls are presenting as very angry towards their immediate family. The youngest child stating nothing is wrong and giving the impression all is "fine" – However has been bedwetting and presenting as extremely anxious especially at bedtime.
- Family Routine: Both of the children often refuse to go to bed at night and when the younger child does she often requires someone to lye with her for up to two hours. This child then refuses to get up for school the following morning, screams at her family members, refuses to get her hair brushed and will not eat breakfast. Both children late to school as a result of this.
- Boundaries and Behaviour: Both children displaying challenging behavior at times towards their family, they are both struggling with their feelings and emotions and cannot control their anger. Both children become extremely upset when they are corrected over even very minor things.
- Social Networks: Children are heavily involved with lots of activities and groups within community however it would be beneficial to signpost the children to the cancer focus's group for children with a parent with cancer and to a local scheme that runs for children through the school holidays a number of times a year.

Intervention – Completed weekly one-to-one sessions with resource booklets in order to help both children name and identify all the different emotions that they were feeling, we used our resources to help the girls learn lots of new strategies to help challenge negative thoughts and worries and help with anger management. Both girls and I also completed the "What to do when someone you love has a very serious illness" workbook. Using Solihull and an overall positive parenting approach the family and I worked on strategies to help deal with the girls challenging behaviours such as remembering to always praise desired behaviours rather than outlining undesired behaviours. The family and I set up new house rules and successfully implemented a new bedtime routine (using strategies and resources gained from the Sleep Scotland) and a new morning routine which achieved our goal of a much calmer household in the mornings and both girls are now getting to school on time to start their day. Visual Aids: Developed reward charts, behaviour charts and routine charts for both girls which now encourage positive behaviours and have also encouraged the girls to become more independent. Helped the family address ongoing issues around contact with dad – Both children had previously decided they did not want to have contact for a period of months. Contact was then set back up and together with the family we set up the new schedule and had a conversation with the children regarding how they felt and the role of their contact phone. A referral to social services had to be completed by EISS in relation to dad as the girls had raised child protection concerns and ongoing potential emotional abuse. Mum and family were aware of and in support of the above referral. Mum still currently going through treatment in hospital and the family are continuing to engage the children with the Cancer focus group, a local scheme which runs through the school holidays and an array of sports and music classes. Both girls are now much more open with how they are feeling and are managing their emotions in a much more positive way as the family continue to navigate through this very difficult journey.



Family Star Plus

	First Star Score	Final Star Score
Boundaries and Behaviour	6	9
Meeting Emotional Needs	4	8
Family Routine	6	8
Social Networks	7	10

Service User Feedback : "Our worker has been fantastic and she has supported us with every single problem we have met over the last number of months. She is never in a rush and always has so much time for everyone in the family, she even extended our time by a number of weeks so we could have her support for longer at a time we really needed it. We all loved to see her coming every week and the strategies she taught the children are excellent."