



Family First

Working in partnership with Families—doing 'with', not 'to' and not 'for'

March 2014

A really big Thank You!.....for all the you've done to make a difference to children, young people and families through Family First

With Family First now in its second year in the borough, its positive effects on families are outstanding.. Here is the difference: working in partnership together made to Family First families in Year 2 of the programme:

91% of families significantly reduced (or stopped) their offending

Over two thirds of children and young people increased their school attendance to over 85% and reduced their exclusions

41% of families had an adult who entered into employment

A visit from central government in February—to celebrate Wokingham's good practice

Wokingham has had the highest outcome changes for families in the country for two years running. We welcomed the Department for Communities and Local Government (DCLG) in February to find out more about Family First and its good work. DCLG met with Managers and Practitioners in order to find out more about how Wokingham has adopted a Restorative model within its practice as part of the Family First programme as a direct result of the Governments Troubled Families Bill. DCLG plan to return to Wokingham in the near future to find out more.

Executive member for children's services, Cllr Charlotte Haitham Taylor said: "Family First is a real life-line for some of those families who need our support to help take them on a new life journey.

"It works because these families feel listened to, believe they are able to achieve their goals and they are in control. Family First builds trust, and our families are helped to find solutions, in an environment of high support and high challenge, that benefits all aspects of their family life."



More Figures... Impact on reducing ASB and Crime

Working in partnership with Community Safety partners, in year one of the Family First programme (2012/13), ASB across the Wokingham Borough reduced by 33%. In the first nine months of year two (2013/14), ASB has reduced by a further 11 %

"The Family First programme has been a step change in the way we tackle deep seated and complex issues. We have always benefitted from strong partnership relationships, but the programme has developed a new way of harnessing those relationships. Most importantly it has placed the family, and what the family can do for themselves with effective and co-ordinated support, at the heart of that process. The results are impressive, and have had a significant and positive impact on the local community which in turn has reduced policing demand." Robert France, Local Area Commander, Thames Valley Police

Family First Annual Conference March 2014

Thank you to all who attended the Family First Conference and helped to make it such a success. Below are some photographs that were taken on the day

Team meetings—use these resources to build a team understanding of Family First

<http://www.youtube.com/watch?v=RDyVvCW27Oo>

http://www.youtube.com/watch?v=zzq_3X8f1oE



Right: Judith Ramsden, Director of Children's Services welcoming attendees to the Family First conference.

Left: Nigel Richardson, DCS from Leeds Council.



The Family First conference was a fantastic opportunity for staff, volunteers and senior leaders from every partner agency to come together to reflect on what Family First has achieved and the vision for extending this way of working to our 'day-to-day business.'

Following a welcome from the Director of Children's Services and an overview of Elected Members' interest in, and support of Family First from the Lead Member for Children's Services; Andy Couldrick, Wokingham Borough Council's Chief Executive outlined a vision for Wokingham that applies this model of working outside of Children's Services.

Ginny Rhodes, Headteacher at St Crispin's School entertained us all with the realities of supporting 1200 teenage students and spoke persuasively about the difference piloting restorative approaches school wide can make to improving outcomes for young people and families

Nigel Richardson, shared the journey of Leeds Council who are working to become a restorative council in all their services.



Left: Ginnie Rhodes, Headteacher from St Crispin's Secondary School



Below Left: Charlotte Haitham-Taylor, Lead Member for Children's Services, Robert France, Local Area Commander Thames Valley Police; Andrea King, Service Manager, Family First

Working in partnership

Family First—a perspective from Adult Services—KCA’s Adult Services Manager Jayne Seaman tells us more....

‘Firstly it is important to state that KCA has always promoted a restorative style of working with people at its Wokingham Horizon service. Undertaking the Restorative Practice training has reinforced good practice in our work with our service users and how we work together as a team. By adopting the ‘high challenge’/ ‘high support’, approach which underpins Restorative Practice; we now have a way of working which allows us to hold firm boundaries, while promoting the service users’ ownership of their own journey of change.’

The partnership with Family First, and our choice to be part of the restorative way of working, has provided KCA with the following:

The language by which we can deliver a strong challenge in a way that is not perceived as punitive or authoritarian, but promotes shared solutions and forward movement

A focus on achieving outcomes as part of a much bigger plan whereby the service users feel a sense of ownership.

A more positive way of working together as a team of professionals. This is based around agreed team values and behaviours.

A common language and set of values which have shaped a positive and practical approach to our multi-agency working.

A robust holistic framework for analysing and addressing the needs of substance misusing parents, while safeguarding their children.

A way to understand our service users in the wider context of family and community and approaching their recovery considering all the people and issues involved

A greater confidence in discussing non-negotiable expectations with our service users and getting them to agree to and stick by the bottom line

Parents report feeling far more of a part of the CP, CIN, LAC and TAF processes. Feedback to us has been that they feel their voice is heard

Seeing the successful outcome from FGC’s, Mediations and RJ Conferences has created a kind of positive comment among our service users. It adds to the growing belief that change is possible, and challenges the idea that it is just not possible to find a way through long-term entrenched problems.

Wokingham Case Study—St Crispin’s Senior School

Background

This student started with 89% attendance in Year 7 which dropped to below 50% in year 8.

Referrals to: EWO, medical vulnerable at Foundry College (PRU) and CAMHS

The young person and their Family failed to engage. The student’s mother then informed the school of the want to home educate, putting the young person beyond the reach of school.

For the remainder of year 8, the entirety of year 9 and the first term of year 10 the student was provided with no education... he engaged in ASB, rode his bike and played video games.

Family First Intervention

Using a restorative approach the family created their own achievable targets and plans which highlighted rewards for meeting small achievable targets including the provision of a school uniform and shoes.

School Provision

A bespoke curriculum was required. His timetable is full of core subject teaching (Maths/

English/Science) which focuses on the missed learning of key stage 3.

The “wildly important learning goal” is to prepare him for further education and to fill the knowledge/skill gap of missed education so that he is able to achieve his potential at GCSE/BTEC.



Progress so far

The student is engaging well and his attendance is at 93% and is making excellent progress from his starting point. He feels part of our school community, his mother has attended all meetings and the family have been significantly buoyed by rehoming to more suitable accommodation. The young person’s sense of purpose is better and his self-esteem therefore greatly increased.