

# Public Document Pack



<b>MEETING:</b>	Central Area Council
<b>DATE:</b>	Monday, 1 July 2019
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Reception Room, Barnsley Town Hall

## SUPPLEMENTARY AGENDA

3. Procurement and Financial Update - including presentation from Family Lives (Cen.01.07.2019/3) (*Pages 3 - 26*)

To: Chair and Members of Central Area Council:-

Councillors W. Johnson (Chair), D. Birkinshaw, P. Birkinshaw, Bowler, Bruff, Carr, Clarke, Dyson, Fielding, Gillis, Lodge, Mitchell, Murray, Williams and Wright

Area Council Support Officers:

Chris Arnold, Head of Strategic Commissioning and Procurement  
Carol Brady, Central Area Council Manager  
Kate Faulkes, Head of Service, Stronger Communities  
Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk)

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# The Support Service for New Mothers

## Barnsley Central Area



# Today



- **The Support Service for New Mothers in Barnsley Central Area – staff and roles**
- **Family Lives**
- **Our approach to this project**
- **Progress to date**
- **Campaign to recruit volunteers**
- **Referral process**
- **Timescales**
- **Monitoring and reporting**

# Who are we?

**Caroline Fanshawe – Senior Area Manager – North and Midlands**

**Lesley Brewin – Senior Family Support Coordinator**

**Katie Jermain – Family and Volunteer Support Worker**





We build better family lives together



## About us

We know that the right support at the right time makes all the difference. Family Lives provides targeted early intervention and crisis support to families who are struggling. The issues we support families with include debt, emotional and mental health, family breakdown and challenging relationships and behaviour.

From the day a child is born we are here for families offering advice and support online, on the phone, via email and through community services.



# Our vision

## Vision

Families should have access to active support and understanding.

## Mission

We build better family lives together

# Our values:

**Compassionate** – This is at the heart of everything we do - we care enough about the experience of others to get involved

**Collaborative** – Togetherness runs throughout every aspect of our organisation. It is the focal point for all interactions with service users, funders, commissioners, our staff and volunteers

**Trustworthy** – At a time when public trust in many institutions is at a low, Family Lives will ensure that we have the resources and professional capacity and expertise to provide appropriate support.





# We engage with over 2 million families a year

We are here for all families. We work to improve outcomes for children and their families across the UK.

We know that family life is complicated, and we support families every step of the way.



# Our services

Befriending, individual and group sessions, and intensive support to thousands of families in local areas working on early years intervention, promoting healthy lifestyles and more

Family support helpline and email service reaching thousands of families every year

Online advice and support to over 2 million users through our websites, social media and online forums

# Our reach

## Our services are accessible, confidential and professional:

- 2,500,000 website users
- Over 36,000 helpline calls answered
- 51% of helpline callers are single parents\*
- 18% of helpline callers are from BME backgrounds
- 37% of helpline callers on family annual income of below £15,000\*
- 250,000 social media followers across platforms

\* Demographic and satisfaction data is gathered from representative samples of caller and website information, with differing sample sizes for each question due to the availability of data.





**Our volunteers are at the heart of everything we do, and we work together with them to support families through our range of services. We have always been a volunteer-led organisation and we simply couldn't do it without our 300+ volunteers, alongside our dedicated staff team. Many of our volunteers began their relationship with us as service users but have stayed to support others on their journey - a testament of the support they themselves received.**

*“Family Lives is a fantastic charity that really looks after and values its volunteers. You will learn life lessons which will enhance your family and the families you support along the way.”*

*“The training at Family Lives was superb - hard work, thought provoking, fun and targeted to give you exactly the tools needed to undertake your role. A lot of the skills you pick up in the training are transferable to others aspects of life , so not only are you receiving skills needed for call taking, but it also helps in life in general. ”*

**20,500**  
hours donated by  
volunteers through  
helpline and face to face  
services

*“I feel proud to be part of a charity that changes people’s lives, I can hear the relief in people’s voices after talking to us and it is a wonderful feeling to know that you are making a difference.”*

# Why families are looking for support

Child obesity

Cyber bullying

*depression*

*teenagers*

Starting school

Kinship carers

Partner in prison

Pregnancy and birth

Setting boundaries

Coping with divorce

Stepfamilies

Impact of divorce on children

School readiness

Child on parent violence

*stress*

Abusive relationships

Child and adult mental health

SEND

Keeping kids safe online

*relationship issues*

*bullying*

Workplace bullying

Impact of pornography

Being a single parent



## ParentChild+

**ParentChild+ is a well-evidenced, US-based home learning programme for pre-school children.** It focusses on working one to one with parent and child together.

The programme addresses a range of outcomes for parents, including a child's cognitive gains, social and emotional gains, and home environment outcomes.

Children on the programme are 50 per cent more likely to measure ready for nursery, they score 2.5 times higher on social-emotional skills assessment than their peers, and they enter school performing 10 months above their chronological age.



# Our anti-bullying work

We provide anti-bullying support and advice all year round.

For anti-bullying week, we run our annual 'Wear Blue' day, sell wristbands and run competitions and campaigns.

Last year, over 44,000 students and workplaces showed their support and wore blue to help stand up to bullying.





## What families say

I feel better now  
I have talked to  
you. It is so helpful to  
be able to talk to  
someone who is not  
involved in my  
situation. No one else  
was listening to me.

Family Lives  
saved my life.  
If I hadn't had your  
helpline to call, I'd  
have been feeling  
the same isolation  
as others do.

Having a  
befriender  
saved  
my life.



# The Support Service for New Mothers

- **Our approach**
- **Linking with other organisations**
- **Recruiting, training and managing volunteers**
- **Befriending, peer support, phone support, linking mothers into other community activities.**

# Progress to date - linking with other organisations



SUPPORTING AND EMPOWERING REFUGEES



Rotherham & Barnsley



**Central** Area Council

Central, Dodworth, Kingstone, Stairfoot, Worsbrough



family lives

# Campaign to recruit volunteers

**Community connections**  
**Making friends**  
**Publicity platforms**  
**Talking shop**

**Training**  
**Retention**  
**Support & opportunities**  
**Celebrations**



Community spirit



Relatable reasons



Fantastic response

# Referral process

## How do you make a referral?

- Request for Service Form
- Telephone Call
- Agency Contacts



# Quarterly monitoring and reporting

		2019/2020 Activity Intervention Targets													
		19/20 Q1 April - June 2019 Target	19/20 Q1 April - June 2019 Actual	19/20 Q2 July - Sept 2019 Target	19/20 Q2 July - Sept 2019 Actual	19/20 Q3 Oct - Dec 2019 Target	19/20 Q3 Oct - Dec 2019 Actual	19/20 Q4 Jan - Mar 2020 Target	19/20 Q4 Jan - Mar 2020 Actual	Total 2019/20 Target	Total 2019/20 Actual				
<b>Volunteers</b>															
No. of new volunteers recruited, trained and deployed, (completed first visit with family)															
No. engaged and active.	Count once only when they've done first visit with family.		6												
No. of volunteer hours delivered, (can include travel, prep, training and supervision).	Volunteers who are active in visiting families (do not include if they are on hold for 6 weeks)		6												
<b>New Referrals</b>															
No. received															
No. receiving first befriending visit (no initial phone support)	Count when a form has been received														
No. receiving telephone report only.	Count when volunteer has done first phone call.	5					7								
No. of referrals - no uptake of service.	Count once only when they've had first visit from volunteer	0					12								
<b>Families Supported</b>															
No. successfully matched and engaging with volunteer.	Count once only after first visit from volunteer		15												
No. matched & engaged with volunteer 3+ times.	Count once only after third visit from volunteer		0												

Family - First Name	Family - Surname	Requesting Agency's Contact Details	Date Request Received (Quarter)	Date Requesting Agency Contacted for Background Info & By Who	Type of Service Requested: Telephone/Befriending/Peer Support	Initial Telephone Call to Family (Date/Who)	Initial Assessment Meeting Arranged (Date)	Initial Assessment Meeting Held: Y/N	Consent Signed: Y/N	Initial Assessment Completed (Date/Who)



## Time scales:

- Volunteer recruitment
- Open for referrals
- Quarterly reports



# Any questions?







***Thank - you!***

**CarolineF@familylives.org.uk**

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We build better family lives together



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