

Metropolitan Borough Council

Public Document Pack

MEETING:	Central Area Council
DATE:	Monday, 1 July 2019
TIME:	2.00 pm
VENUE:	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:

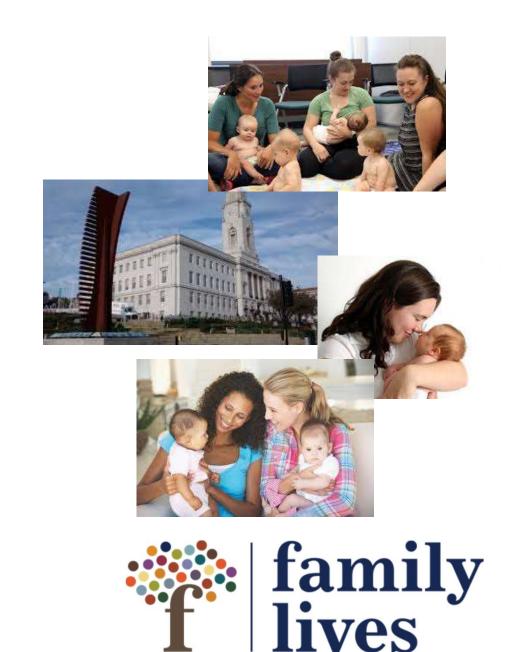
Chris Arnold, Head of Strategic Commissioning and Procurement Carol Brady, Central Area Council Manager Kate Faulkes, Head of Service, Stronger Communities Peter Mirfin, Council Governance Officer

Please contact Peter Mirfin on email governance@barnsley.gov.uk



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."

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."

"The training at Family Lives was

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

Partner in prison

Kinship carers

Pregnancy and birth

Starting school

Setting boundaries

Coping with divorce

 ${\color{red} School \ readiness}^{\tiny Impact \ of \ divorce \ on \ children}$

Stepfamilies

stress

Child and adult mental health

SEND

Child on parent violence

Keeping kids safe online

Abusive relationships

bullying

relationship issues

Workplace bullying

Impact of pornography

Being a single parent

family

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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















Central Area Council

Central, Dodworth, Kingstone, Stairfoot, Worsbrough



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

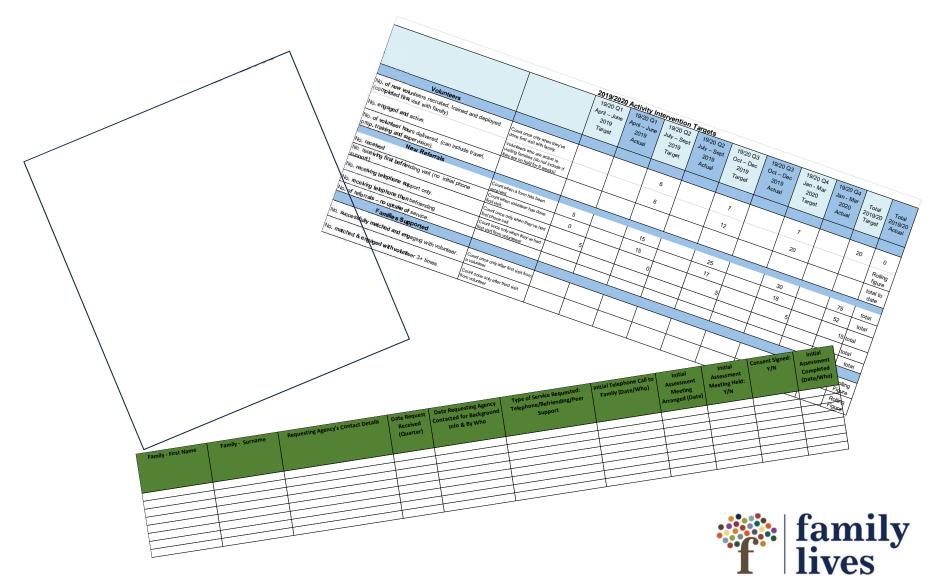
How do you make a referral?

- ☐ Request for Service Form
- Telephone Call
- □ Agency Contacts





Quarterly monitoring and reporting



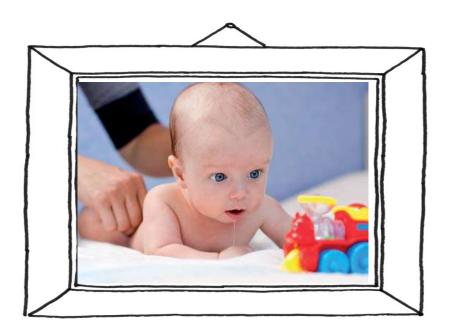
Time scales:

- Volunteer recruitment
 - Open for referrals
 - Quarterly reports





Any questions?







Thank - you!

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