

# Agenda Item 10

OVERVIEW AND SCRUTINY COMMITTEE – 21 MARCH 2022

## FAMILY CENTRES SERVICE DELIVERY PLAN

### Executive Summary

This document provides a broad summary of the Family Centres Delivery Plan. More information and context will be provided at the Committee by way of a presentation.

### Recommendations

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**RESOLVE That:** The report and presentation be noted.

The Committee has the authority to determine the recommendation(s) set out above.

**Background Papers:** None

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## 1.0 Introduction

- 1.1 Woking Borough Council became the lead provider for Family Centres in Woking in November 2019. This brief report provides current data for Family Centres and the Family Support Programme, taken from the quarterly performance monitoring returns. The data is an overview of the work undertaken and further detail will be presented to the Committee in person.

## 2.0 Summary

- 2.1 Family Services have supported 452 children year to date:

	<b>Age range</b>		
	<b>0-5</b>	<b>6-11</b>	<b>12-19</b>
<b>No. of children - Family Centres</b>	123	148	26
<b>No. of children - Family Support programme</b>	12	56	87

- 2.2 Support was offered mainly in children's mental health, domestic abuse, special educational needs and disabilities (SEND) and parental conflict.
- 2.3 At the end of support, 96% of families had made significant progress. This was monitored through baseline and end of support assessments (Outcome Star).
- 2.4 At the end of support, 100% of families felt more able to face future challenges. Families felt they were understood and involved in action plan setting.
- 2.5 61% of families reported an improvement in wellbeing. Factors contributing to this included parent's ability to understand their child's behaviour, set appropriate boundaries and keeping them safe.

## 3.0 Family feedback

- 3.1 Family Services actively collect feedback from families using feedback eforms, surveys and snapshot feedback during outreach.
- 3.2 This feedback is from parents of a 16-year-old with eating disorder, describing the relationship their daughter was developing with FSP:

***"J is developing a good relationship with you and knows she can trust you to do what's best for her- she has another 'safe' person in her life other than parents to discuss things with- she has told me she trusts you. Having her own 'person' allocated just to her and her well-being gives J feeling of relevance and self-worth and improved her self-esteem - also given me and G (dad) someone to turn to for support."***

3.3 This example of feedback demonstrates trust and keeping action focused which builds resilience:

***"I feel we have developed a good relationship and I feel comfortable being honest about our struggles- you are not judgmental which makes this easier for me especially. Things get done on your watch!"***

3.4 Towards the end of the support families are asked to comment on their experience. Here are a few examples of what families tell us:

- ***"We felt our support worker got to know us as a family first and then worked out how best to help us"***
- ***"She is straightforward, tells me how it is and put me on my feet and makes me feel better in myself"***
- ***"Felt listened to"***
- ***"Thank you for all your support"***
- ***"Supportive and listened"***
- ***"We felt that our support worker got to know us as a family first and then worked out how to best help us. There was no judgement and whatever we said was in confidence. Thank you for all your help"***
- ***"The support we received was phenomenal. (ORW) always went the extra mile to help my mum. she has made a massive change in the well-being of my family. My mum describes her as a unique gem and angel for the help and support she offered my mum. My mum felt the courage she gave to her and hope that everything would be just fine one day".***
- ***"...(ORW) listened. She cared. She never treated me like a number. Or a failure. I was individual and personal to her. We loved seeing her and hearing from her. She has given me confidence back as a mum. Something that is totally irreplaceable. She will forever have a place in our hearts for the help she has given me".***
- ***"Was extremely supportive and tried to help."***
- ***"The support was helpful because we had an experienced person who is also a parent helping me navigate difficult issues that we were dealing with at the time."***
- ***"The support is amazing".***

#### **4.0 Groups**

4.1 28 families have successfully completed parenting courses. 52 families successfully completed SEND parenting group. 14 parents attended parenting wellbeing, jointly run with Woking Mind. 17 families have been supported at the two Woking refuges. 63 families attended the drop-in play sessions at St Mary's Centre for the Community in Byfleet.

4.2 Drop-in play session, St. Mary's:

***“This is a fantastic facility for parents in our village. My child is already becoming more confident in her interaction with other children as a consequence” & “great place for my baby to meet and interact with other children”***

***“Not only has it helped me feel part of something and more secure as a new Mum ...but this has really helped my little boy adjust to other children as well as groups of people”.***

4.3 Parent Wellbeing and Parenting Skills course:

***“...this group helps me feel like I’m not alone. I like everyone is so supportive”***

***“Thank you for all the advice on this course. I have taken a lot home to enable me to handle my children better.”***

***I enjoyed sharing and learning from the group...on what they do and what working for them at home”***

***“It’s nice to have people to talk to with similar problems to myself who are understanding and willing to give good advice that’s practical that I wouldn’t have thought of before”.***

4.4 Refuge:

***“I’m so glad you’re doing this down here. There’s no way we can do this in our unit and we definitely couldn’t do this before...”***

#### **5.0 Corporate Strategy**

5.1 Family Services form a key part of the Council's commissioned services to vulnerable families across the borough, supporting the health and well-being priorities and wider determinants of health for residents.

## 6.0 Implications

### Finance and Risk

- 6.1 Family Services continue to be funded by Surrey County Council and the contract is to be extended from three years to five.

### Equalities and Human Resources

- 6.2 Family Services support vulnerable families across the borough and support all protected characteristics.

### Legal

- 6.3 There are no legal implications from this report.

## 7.0 Engagement and Consultation

- 7.1 Families have been asked to provide feedback and examples are included in this summary report.

REPORT ENDS

