

SURREY SAFEGUARDING FAMILY SUPPORT PROGRAMME AUDIT

Introduction:

Early Help has been identified as a priority area for the SSCB for 2016/17 and the SSCB Quality Assurance group agreed to carry out an evaluation of the work of Family Support Programme as part of this Early Help audit to explore:



- ✂ Families involved in the Family Support Programme and the impact of the Family Support Programme on those families
- ✂ Multi-agency working relationship and inter-agency communication

Methodology:

In order to evaluate effectiveness of Family Support Programme, the following research methods were deployed:

- ✂ Overview of information available on families since April 2016
- ✂ Case file audit of 18 randomly selected families who had joined the programme since April 2016 (three from each area team)
- ✂ A case file audit discussion involving all the auditors to share good practice and identify any gaps
- ✂ Further feedback from partner agencies based on their experiences and involvement in the work of the Family Support Programme with the families selected for case file audit

Outcome:

The audit report was shared with the Surrey Family Support Programme and Surrey Safeguarding Children Board. The Family Support Programme will share the good practice with teams to ensure that they continue to provide the good services across all the teams. The Family Support Programme have identified actions to address the issues raised in this report and the action will be monitored by the Family Support Programme.

What's working well?

Good family engagement and families feel supported by the work of Family Support Programme

Family Support Coordinators approach the work in a professional but friendly manner to gain trust of the families

Families receive a range of services, support and advice to improve their outcomes

Staff with specialist training and experience in different areas of work are allocated to the family based on the family situation

Partners report that the Family Support Coordinators are easy to approach and willing to work in a collaborative manner to ensure that interventions are not being duplicated

The Family Support Programme are able to identify gaps between inter-agency working and can be instrumental to link up all the professional work

What are we worried about?

Lack of a countywide case management, reporting and progress monitoring tool to capture any sustained improvement of the families involved in the FSP programme

The process of stepping up to Children's Services sometimes could result in drift before a family was in receipt of Children's Services interventions

Partner organisations are not always clear about the scope of Family Support Programme and the services they offer

Communication between agencies is often inconsistent and inadequate and access to relevant information is not always easy for the professionals involved with the families

Further information and resources:

[Surrey CC website](#)

What needs to happen next?

- ✂ Central data recording system needs to be developed further to ensure that it captures all relevant information about the families they work with, progress made by the families and whether the progress sustained over time.
- ✂ Review the family outcome based on the information recorded in the new system to explore the impact of the Family Support Programme work on families and whether intensive support progress is sustained six months after the initial intervention
- ✂ Better communication of the services Family Support Programme offers to partner agencies and families. Wider dissemination of their leaflets and further communication to ensure that information is understood
- ✂ Better joined up working and interagency communication needs to happen to ensure that Family Support Programme is able to maximise their services during the short intervention period. This includes all relevant agencies and staff attend and engage in TAF meetings and/or share relevant information in a timely manner.
- ✂ Further work needs to be done to explore the impact of the work of Family Support Programme on families with more complex needs (i.e. Children in Need)

If you are concerned about the safety of a child, young person or an adult you can contact our Multi-Agency Safeguarding Hub (MASH). 9am to 5pm, Monday to Friday. **Phone:** 0300 470 9100 or **Out of hours phone:** 01483 517898 to speak to the emergency duty team.

