

South Eastern EISS Update South Eastern Outcomes Group  
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# Governance Arrangements

DSC Programme Board – Ministerial Sub-group



DSC / AP Project (EITP / Dementia / Shared Education) with AP / OFMDFM / DE/ DHSSPS / PAs



EITP Programme Board (funders – DEL, DOJ, DE, DHSS, DSD, OFMDFM, AP)



**CYPSP:** testing proposals, guiding Programme Board, sustainability planning, co-ordination



WS 1: Equipping parents with the skills to give their child best start in life



WS 2: Supporting families locally when problems arise at an early stage



WS 3: Changing outcomes for children facing particular adversity

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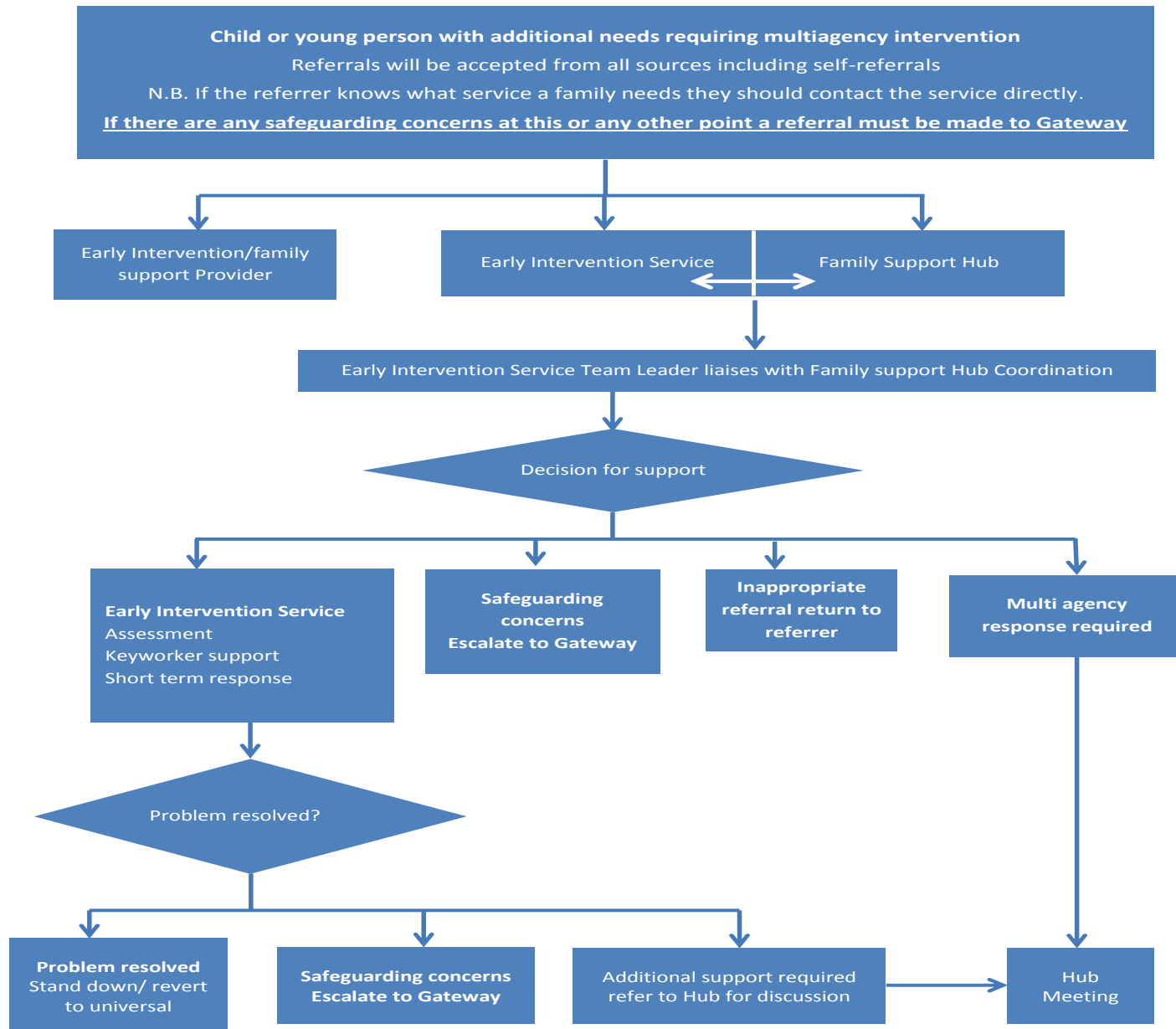
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# Key Features of Early Intervention Support Service

- Multi professional skill mix team 3.5 WTE
- Key worker assigned to family
- Short term intervention up to approximately 12 weeks
- Provides therapeutic & practical support
- Family Group Conferencing for 5% of families
- Access to Incredible Years & Strengthening Family Parenting Programmes
- Refers to FSH for multiagency input if additional support required
- Outcomes Based Accountability Framework to measure impact
- Research evaluation led by QUB

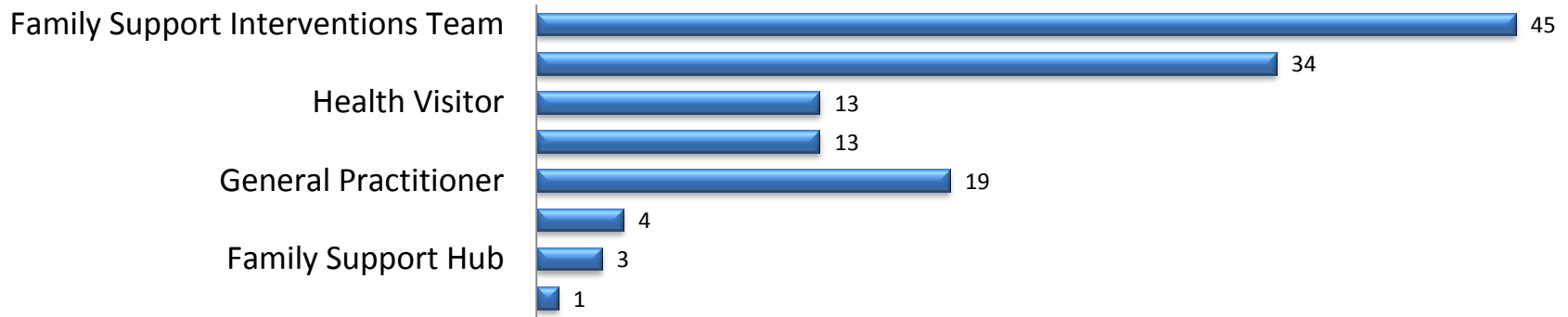


# Early Intervention Support Service Delivery Model

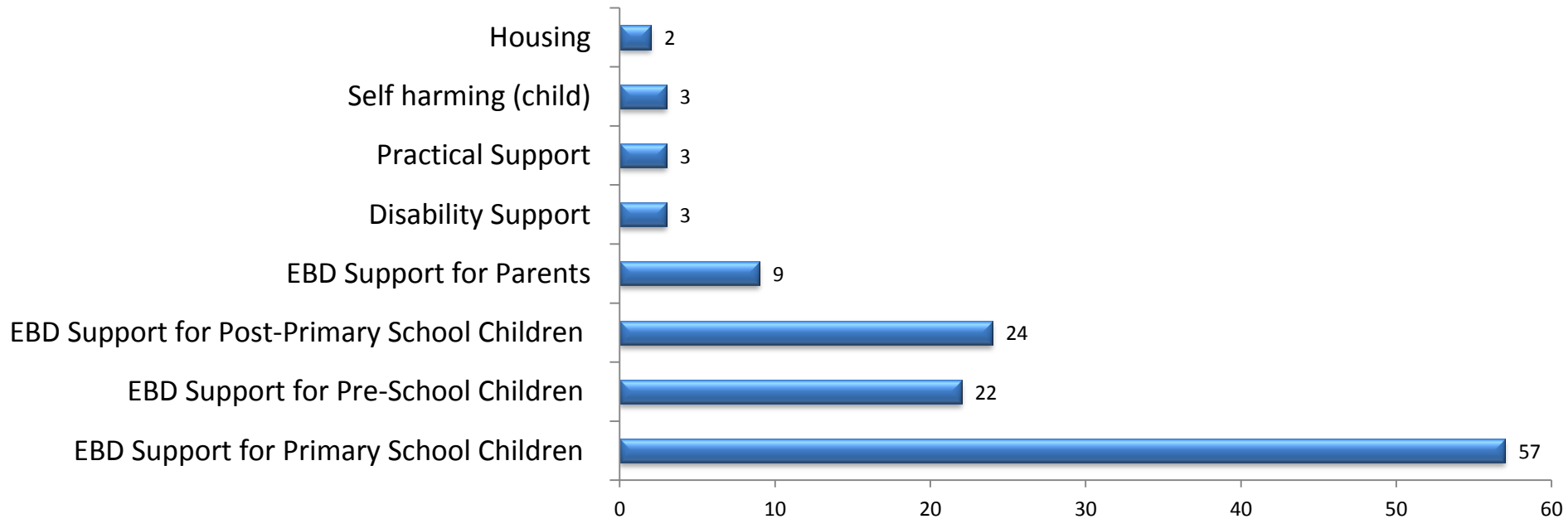


# How Much Did South Eastern EISS Do?

## Number of Referrals by Referring Agencies (#132)

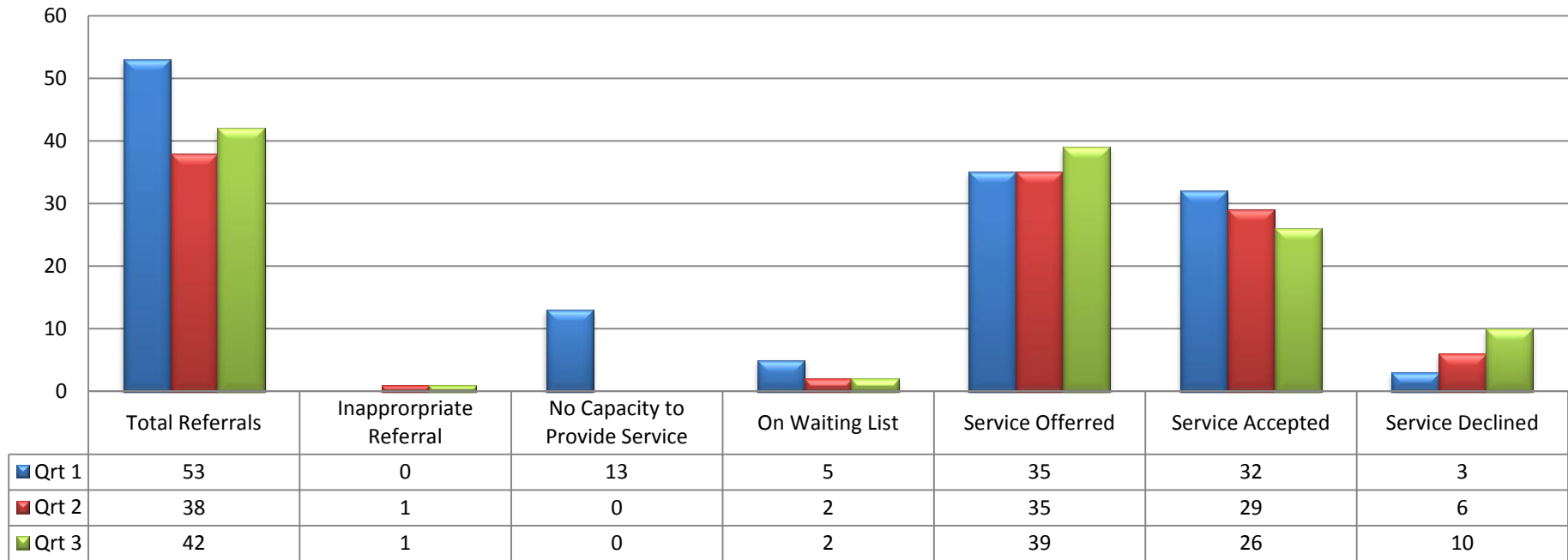


## Main Reason for Referral Top 8 Reasons

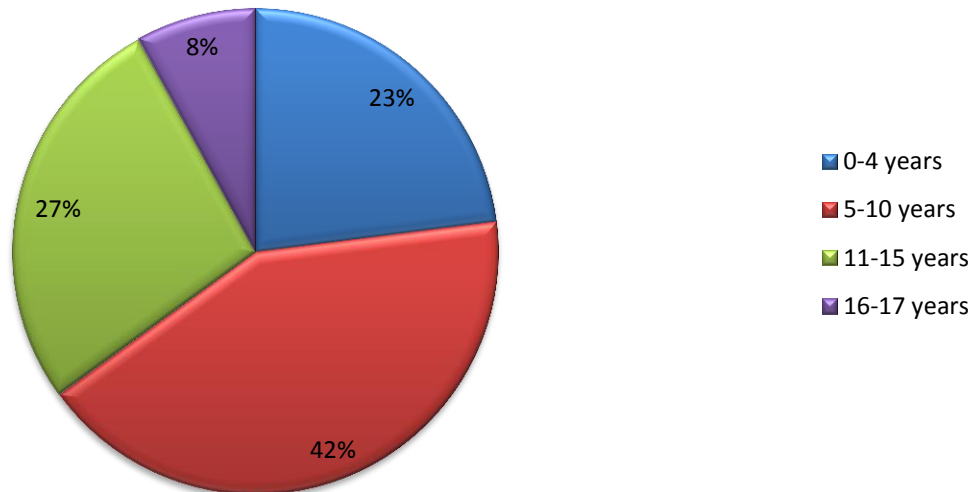


# How Much Did South Eastern EISS Do?

## Number of Families Offered, Accepted & Declined Services (April – December # 133 referrals received)

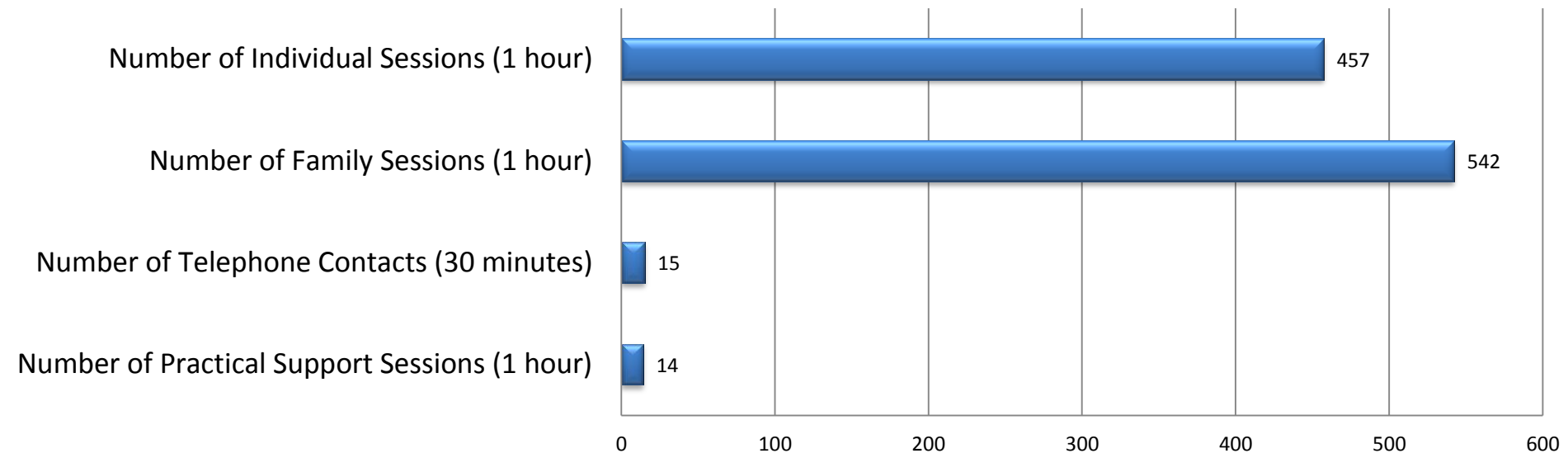


## Referrals by Age Range (April – December # 133 referrals received)

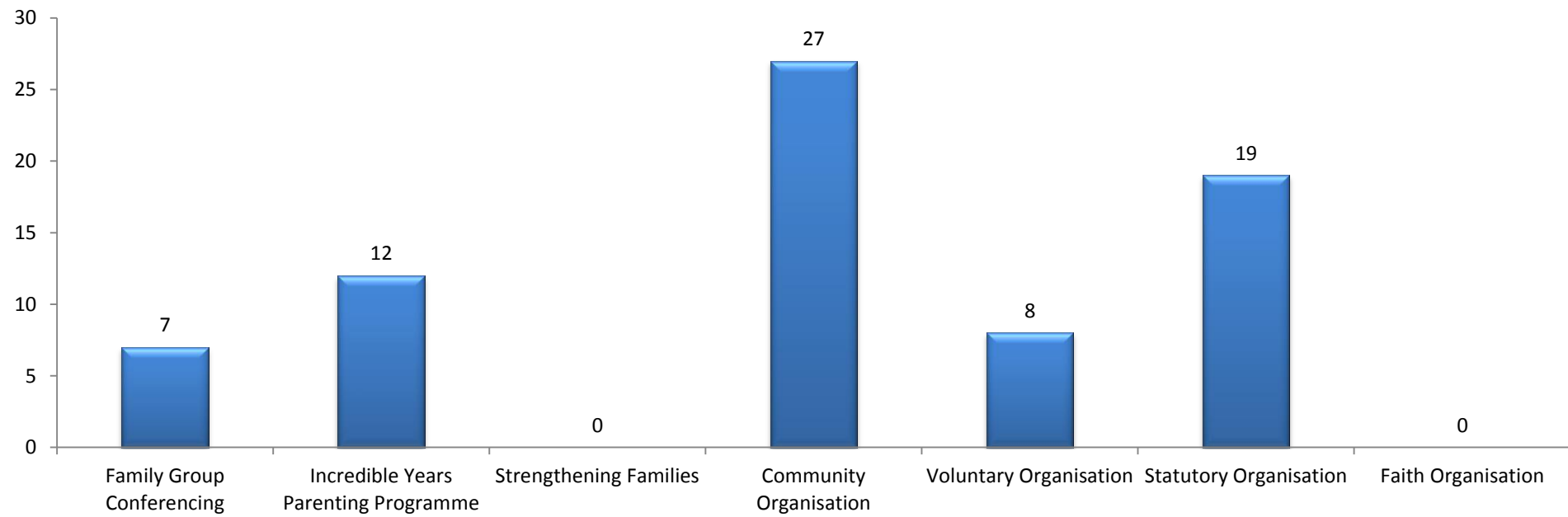


# How Much Did South Eastern EISS Do?

Activities Based on #126 Closed Cases – Telephone Contacts; Individual; Family & Practical Support Sessions (Apr-Dec 2016)

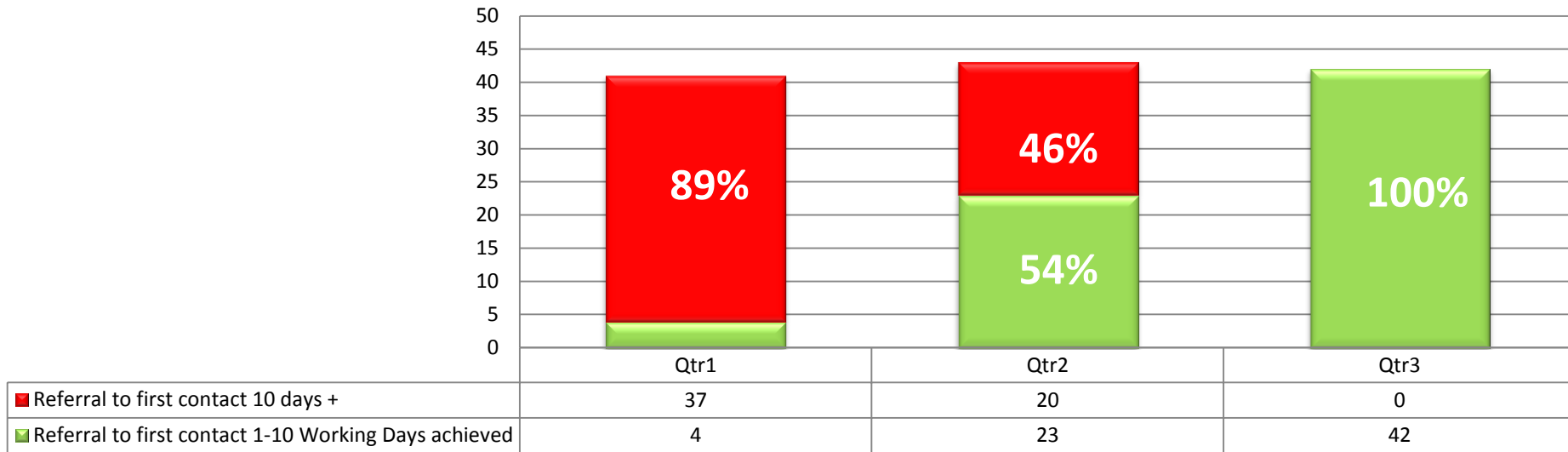


Number of Families Signposted to Other Services Based on #126 Closed Cases (Apr-Dec 2016 )

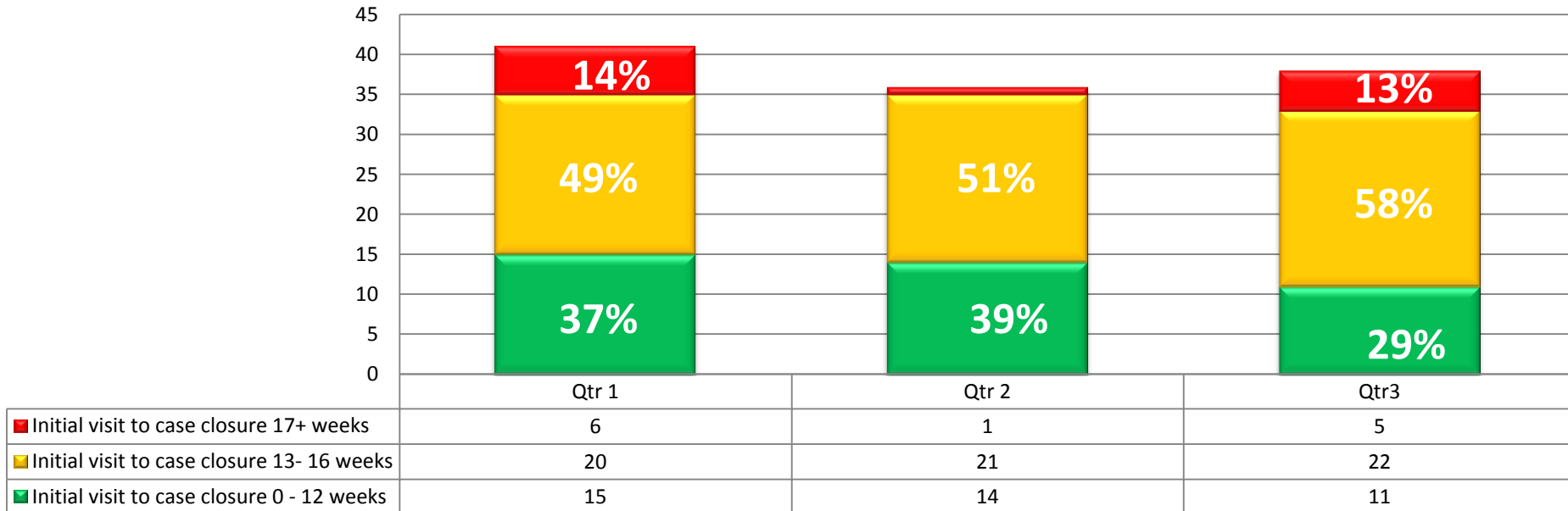


# How Well Did South Eastern EISS Do It?

**Length of Time Between Referral to First Contact Based on #126 Closed Cases (Apr – Dec 2016)**



**Length of Intervention Based on #126 Closed Cases (Apr – Dec 2016)**





# How Well Did South Eastern EISS Do It?

Service User Feedback (April – December 2016)

70 parent/carer user satisfaction forms were issued 89% were completed - 95% of parents/carers rated the service as excellent; 5% rated the service as very good or good.

50 child/young person user satisfaction forms were issued 80% were completed 85% rated the service as excellent; 15% rated the service as very good.

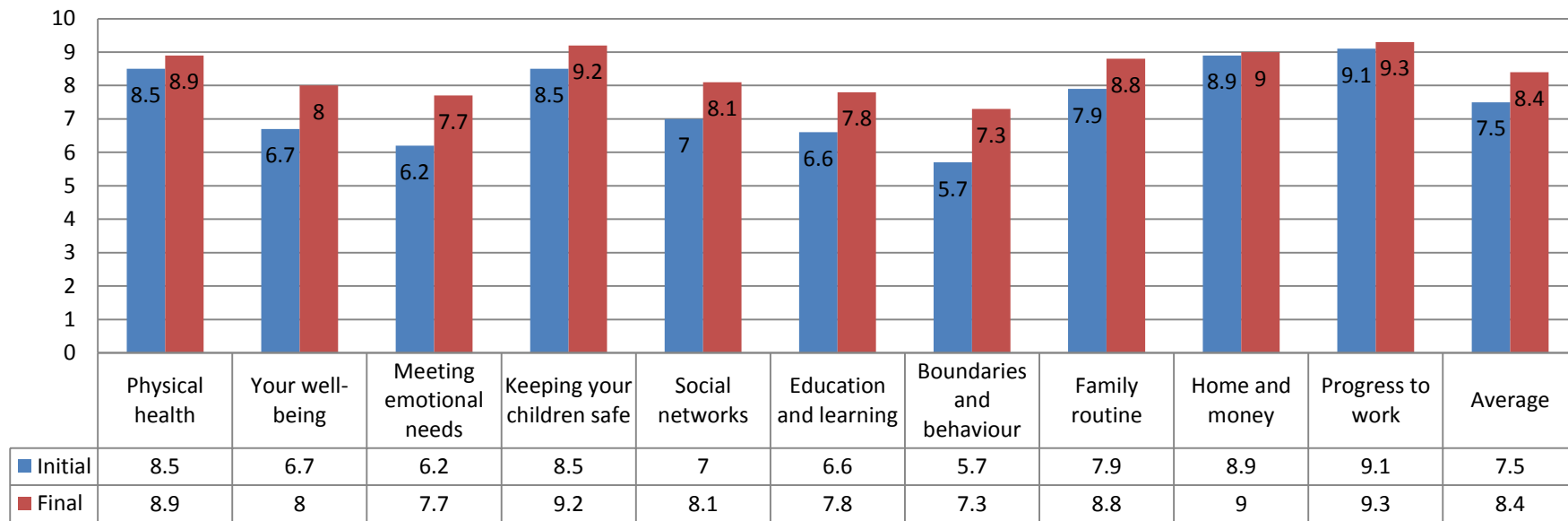
I found the service very helpful. The worker was so pleasant and I actually enjoyed the sessions (Parent).

"There is nothing that would make it higher (questionnaire) , I think this service is very good, I think you should keep doing what you are doing. I think you're great". (Young Person)

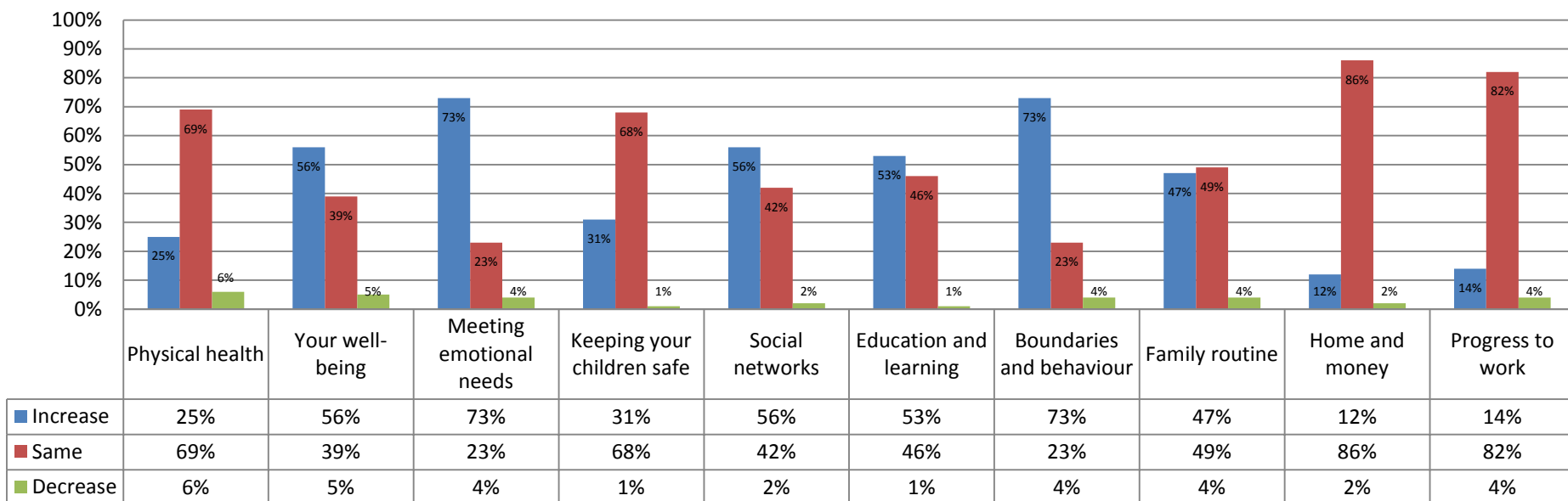
A huge thank you from all of us for helping our family, you have given us peaceful mornings and a better way to deal with the "blips". Also thank you for giving me hope for the future and strength to know I CAN do this parenting malarkey! (Parent)

# South Eastern EISS - Is Anyone Better Off?

## Family Star Plus Pre & Post Intervention Scores - Average Values for Each Area # 80 (Apr 2016 – Feb 2017 )

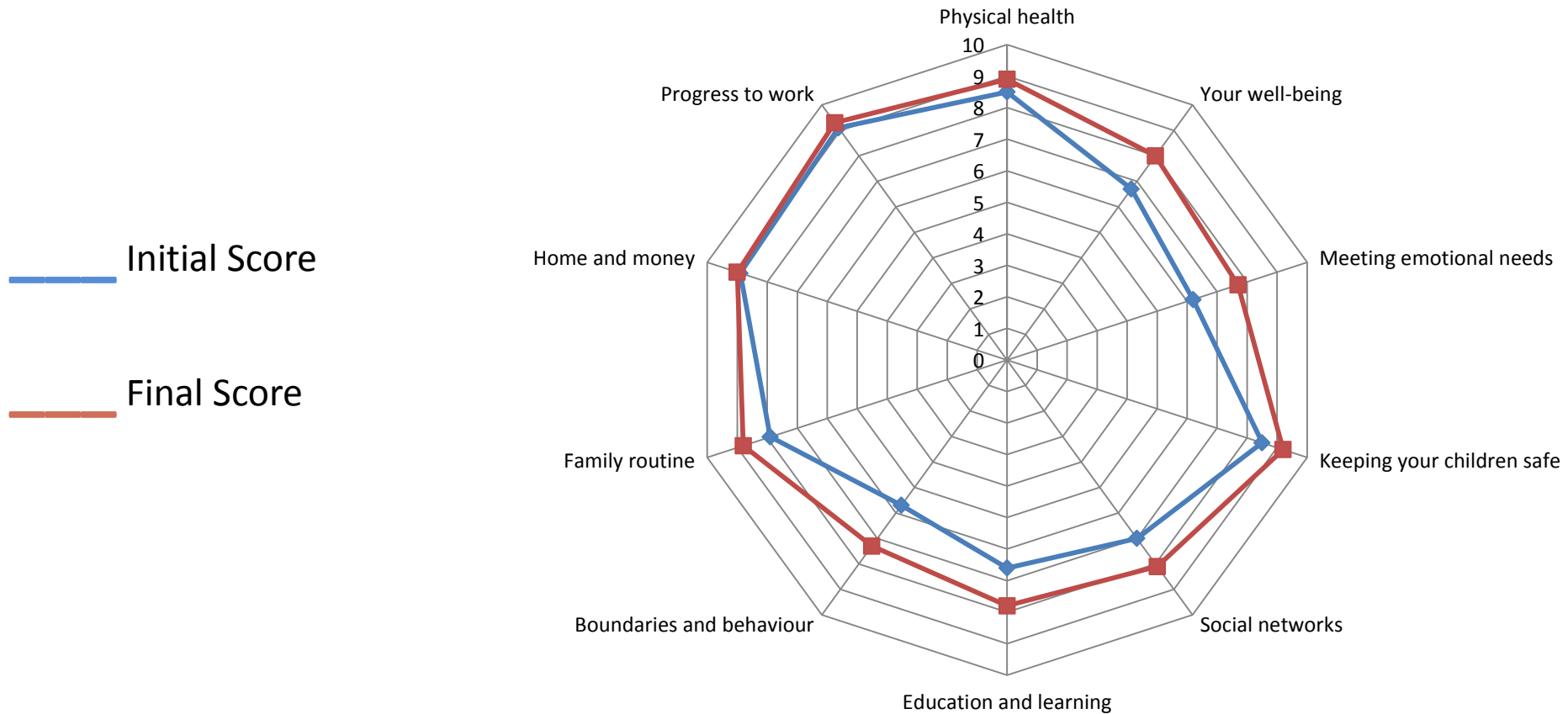


## Family Star Plus Pre & Post Intervention Scores - Average Percentages Values Each Area # 80 (Apr 2016 – Feb 2017 )



# South Eastern EISS - Is Anyone Better Off?

## Pre & Post Intervention Scores - Average Values for Each Area # 80 (Apr 2016 – Feb 2017 )



## Request for service

(A) is a 9 year old girl – a self-referral was made to EISS in respect of (A) for counselling services and emotional and behavioural support. (A) lives at home with her parents and 6 year old brother. She has dyslexia and Sensory Processing Disorder, and is undergoing further assessments for ADHD, Aspergers and Dyspraxia. (A) presented with separation anxiety, aggressive & challenging behaviours at home; ‘meltdowns’ were frequent; routines were difficult, specifically morning, homework and sleep times. (A) had issues in school with regards to learning and bullying. Both parents were struggling to cope and were concerned about the emotional impact on the younger brother (C).

## Assessment with Family using Family Star Plus

- **Your Well-Being:** Parents were overwhelmed by the situation, and felt the family was at breaking point. Dad was undertaking further counselling support
- **Meeting Emotional Needs:** Issues with separation anxiety, low confidence and self-esteem
- **Education & Learning:** Concerns with attention/focus and completing homework & concerns about bullying.
- **Boundaries and Behaviour:** Aggressive and challenging behaviours in the home, including verbal and physical. On-going issues with SPD. Sibling rivalry problems.
- **Family Routine:** Mum was up repeatedly through the night with (A) due to her anxiety and challenging behaviours. Mornings were rushed and lacked structure

## Intervention

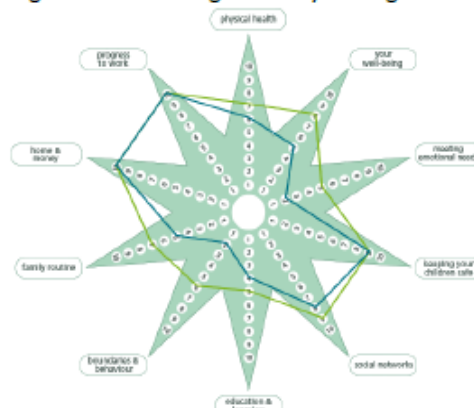
A range of therapeutic interventions were used including Motivational Interviewing, Solution Focused Brief Intervention Therapy, Cognitive Behavioural Therapy & Solihull Approach. Impact of anger on body, triggers and potential calming down strategies were explored. Reward/incentive charts and schedules were developed focusing on praise, planned ignoring, and natural consequences for more positive interaction. Emotional literacy and family therapy games were used to focus on feelings expression and effective communication skills to promote family time and positive relations. Advice and information was provided in relation to health and educational needs; a solution focused approach was used to address bullying. Solihull approach was used with parents, to help with emotional wellbeing and containment.

## Outcomes

- **Your Well-Being:** Mum felt that she was coping better and was more equipped to manage (A’s) needs. Family relations better due to reduction in stress and tension.
- **Meeting Emotional Needs:** Noticeable reduction in anxiety and aggressive behaviours .
- **Education & Learning:** Homework completed with less issues; additional support in school including technology aids. No further reports of bullying.
- **Boundaries and Behaviour:** Noticeable reduction in anxiety and aggressive behaviours.
- **Family Routine:** Improvement in (A’s) sleeping pattern & morning routine resulting in Family feeling less rushed and able to incorporate quality family time.

Family Star Scores

	First Star Score	Final Star Score
Your Wellbeing	5	8
Meeting Emotional Needs	2	5
Education & Learning	4	5
Boundaries & Behaviour	2	6
Family Routine	5	7



## Service User Feedback

Mum, A & C rated the service as excellent

“A huge thank you from all of us for helping our family, you have given us peaceful mornings and a better way to deal with the ‘blips’. Also thank you for giving me hope for the future and strength to know that I CAN do this parenting malarkey.”



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