

# Early Intervention Support Service

## Southern Quarterly Report Card No 5

# EISS

**The Early Intervention  
Support Service**  
for families with children  
between  
0 and 18 years old



### WHAT IS THE EARLY INTERVENTION SUPPORT SERVICE?

The Early Intervention Transformation Programme (EITP) is delivered as part of the Delivering Social Change agenda in partnership with Atlantic Philanthropies. It represents a new joined up working and funding across five Government Departments to drive through initiatives which will have a significant impact on outcomes for families with children 0-18 years old. As part of EITP a new Early Intervention Support Service (EISS) is being established in five areas across Northern Ireland. The aim of the EISS is to support families when difficulties arise before they need involvement with statutory services. The EISS will deliver and coordinate person centred, evidence based, early intervention for families with children 0-18 years old within Tier 2 of the Hardiker Model.

Data presented- 01 April 2017 – 30<sup>th</sup> June 2017



**Northern Ireland  
Executive**

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**DELIVERING SOCIAL CHANGE**

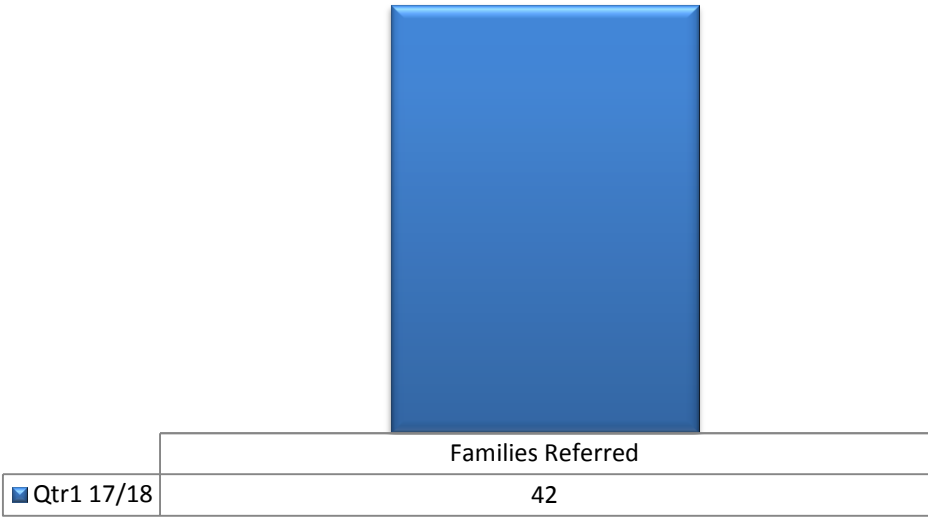


**Early Intervention  
Transformation Programme**

*The*  
**ATLANTIC**  
*Philanthropies*

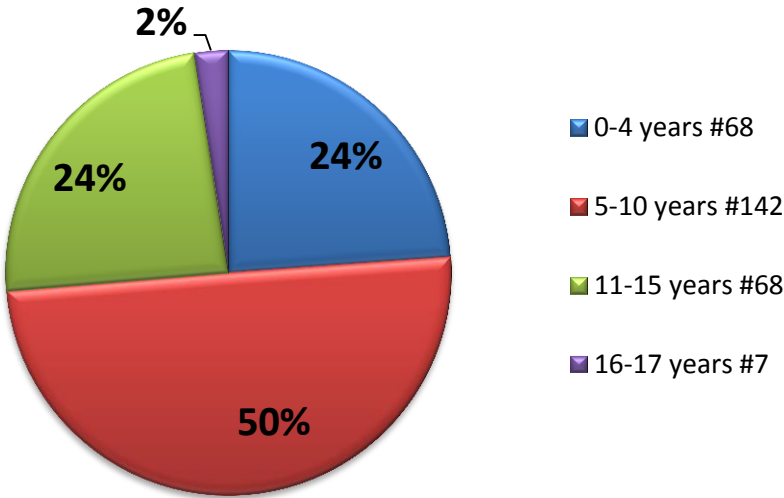
## PM1- No of Families & Children Referred to EISS

Referrals by Families Southern EISS



There are no targets for referrals to the EISS – targets set relate to the number of families supported. Approximately 14% of families referred to EISS did not progress in QRT 1 as a number of families decline d the offer of service or did not meet the referral criteria; on this basis to meet targets for families supported by EISS approximately 46 referrals are required each month. It should be noted that some referrals received are requesting support for more than one child within the family.

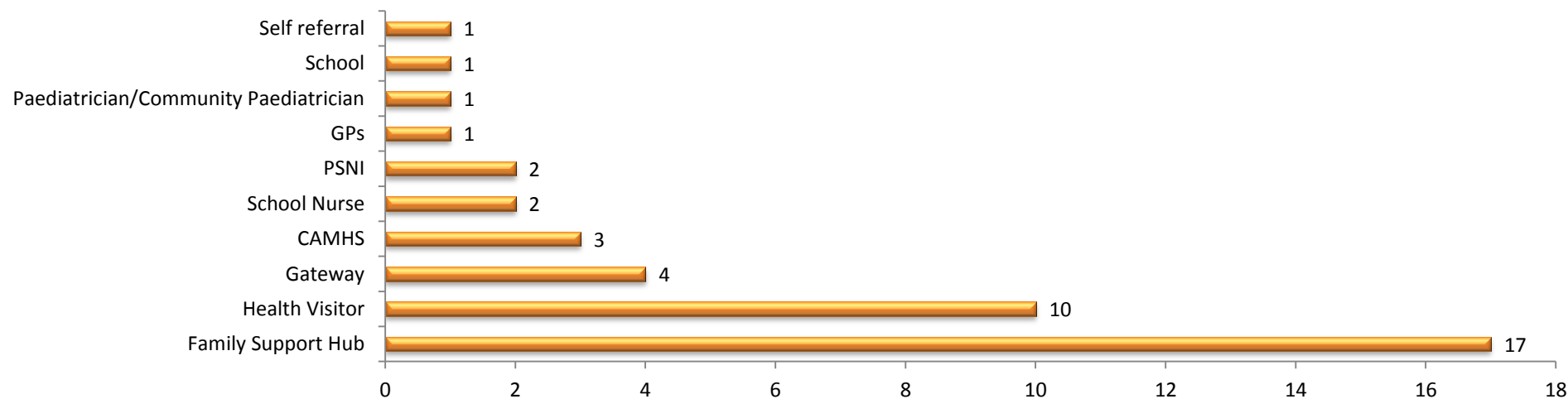
## PM2b- Referrals of Children and Young People by Age Range QRT 1 17/18 #285



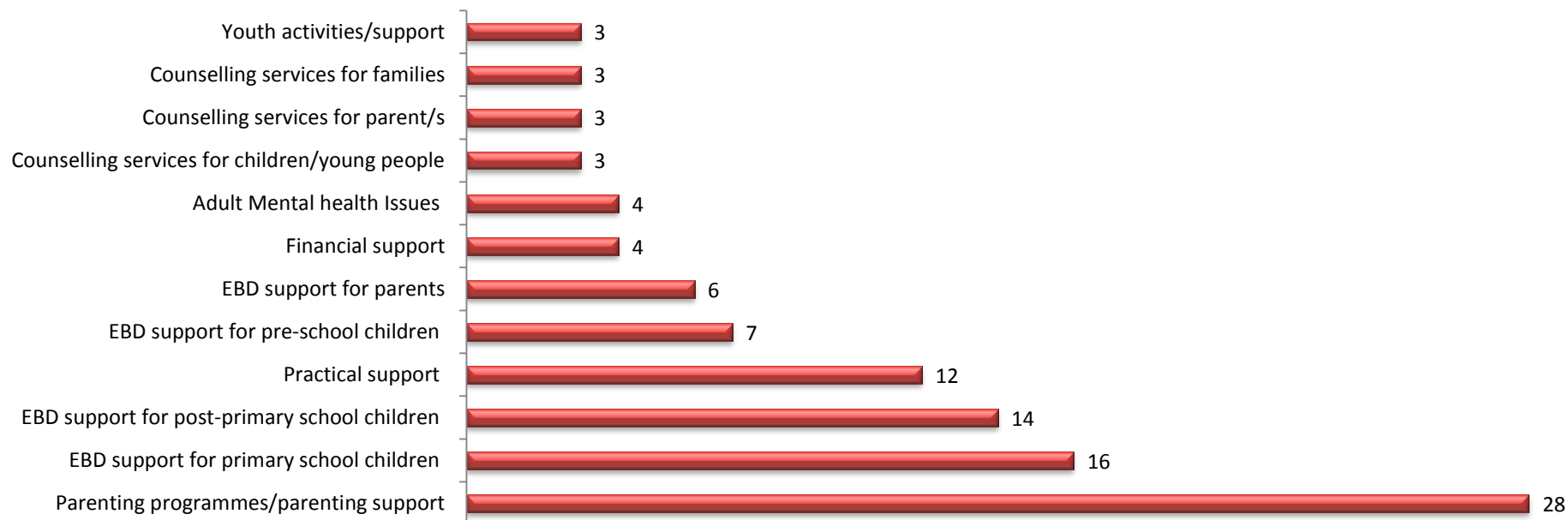
The EISS supports families with Children and Young People 0-18 years of age. Referrals by age range is comparative to the Family Support Hubs with referral rates highest for children between 5-10 years. This may partly be attributed to Sure Start providing support for children 0-4 years in many areas.

# How much did Southern EISS do?

PM2c - No of Referrals through Referring Agencies QRT 1 17/18 #42



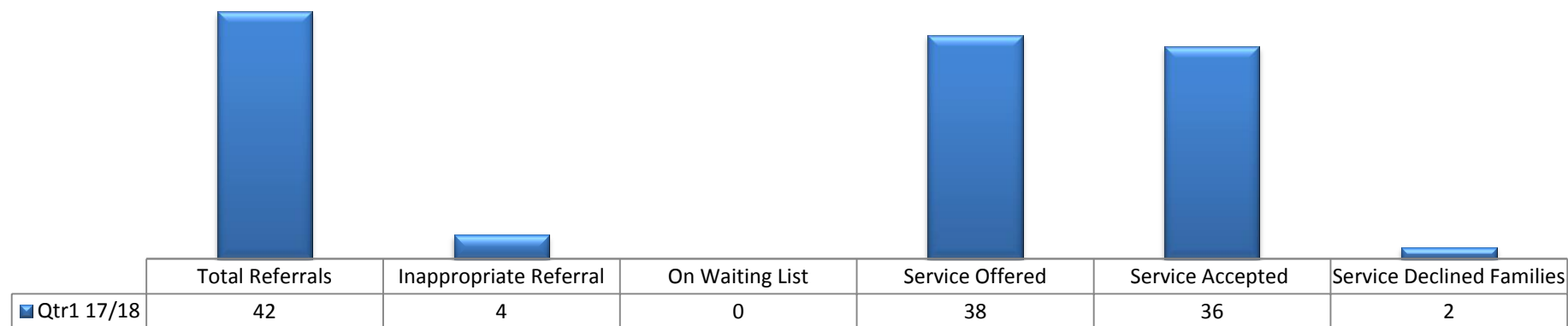
PM2d— Main Reason for Referral Top 11 Reasons QRT 1 17/18 #103



Parenting programmes/parenting support & emotional, behavioural difficulty are the primary reasons for referral which is comparative to reasons for referral to the Family Support Hubs.

# How much did Southern EISS do?

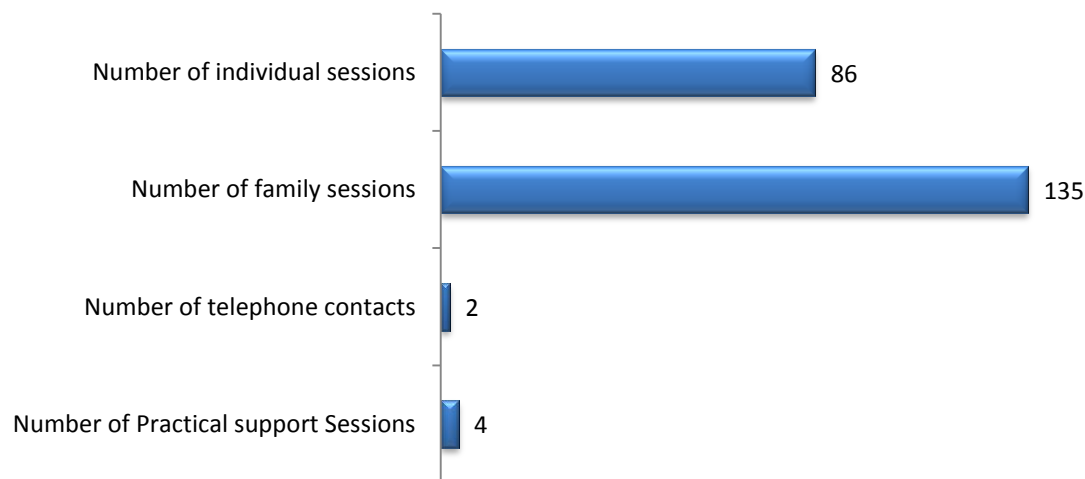
## PM3- No of Families Offered, Accepted, Awaiting Outcomes & Declined QRT 1 17/18 #42 referrals received



It is noted that approximately 14 % of families referred to SEISS in QRT 1 did not progress as a number of families declined the offer of service or did not meet the referral criteria.

## PM4 – Activities – based on closed cases #37 QRT 1 17/18 Telephone Contacts, One to One, Family & Practical Support Sessions

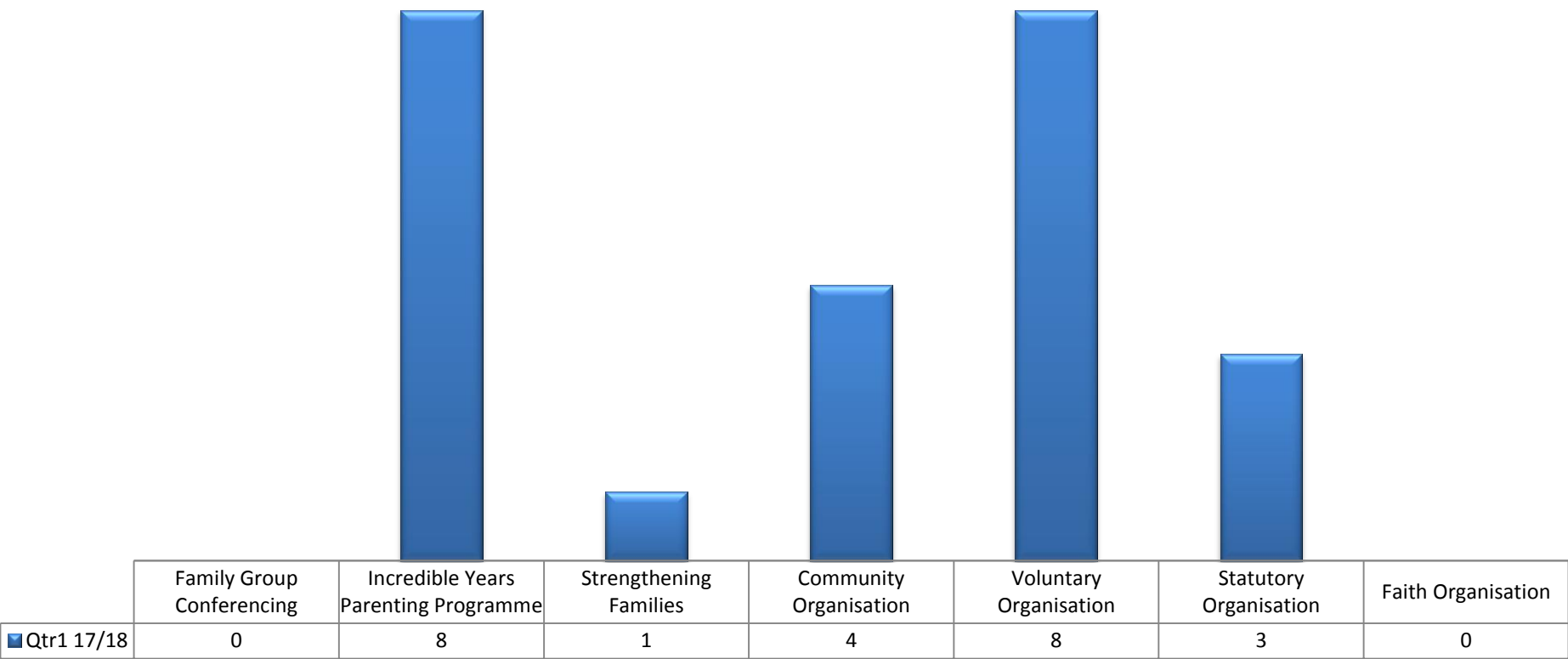
### Qtr1 #227 Sessions



Families are assigned a key worker each whole time equivalent worker holds a case load of between 10 – 15 families the key worker provides support to the family for a period of approximately 12 weeks. Individual & family sessions are provided using a range of therapeutic interventions including motivational interviewing, Solihull Approach and Solution Focused Brief Intervention Therapy. Practical support is also provided when required for a small number of families.

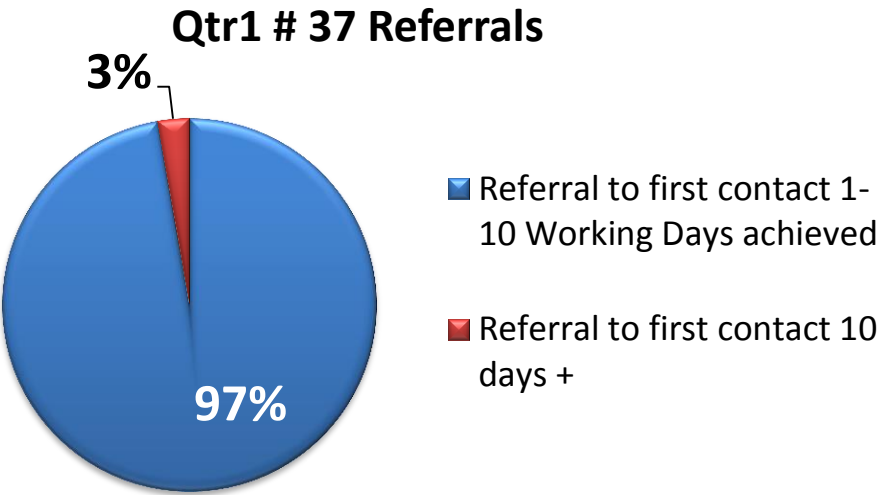
- Individual, family & practical support sessions are recorded as hourly sessions
- Telephone contacts are 30 minute sessions.

PM5- Number of Families signposted to other services QRT 1 17/18 #24 based on # 37 closed cases



Family Group Conferencing; Incredible Years and Strengthening Families programmes are available to EISS families as additional support for families who are thought that would benefit from these interventions. In addition to these programmes a number of families require ongoing support following discharge from EISS these families are signposted to a range of community, voluntary, statutory & faith organisations.

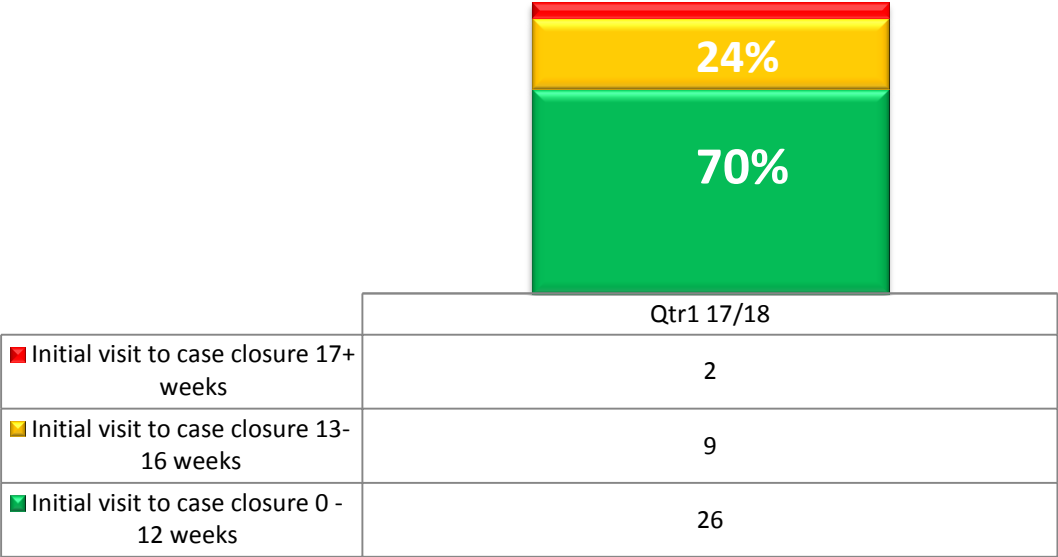
PM6– Length of time between Referral to First Contact (Target first contact within 1-10 working days)



PM7 – Length of Intervention

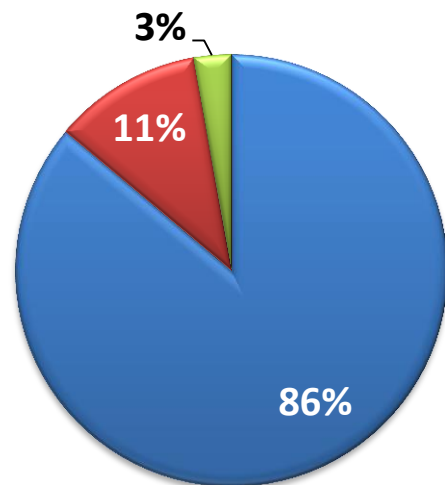
*EISS provides support for a 12 week period; an extension up to 4 weeks is agreed with the EISS manager if required and the practitioner at a local level. An extension may be required for a number of reasons e.g. holidays, illness, cancelled or missed appointments. An extension of 17+ weeks is only agreed in exceptional circumstances.*

***The average length of intervention in Qrt1 for closed cases was 11 weeks***



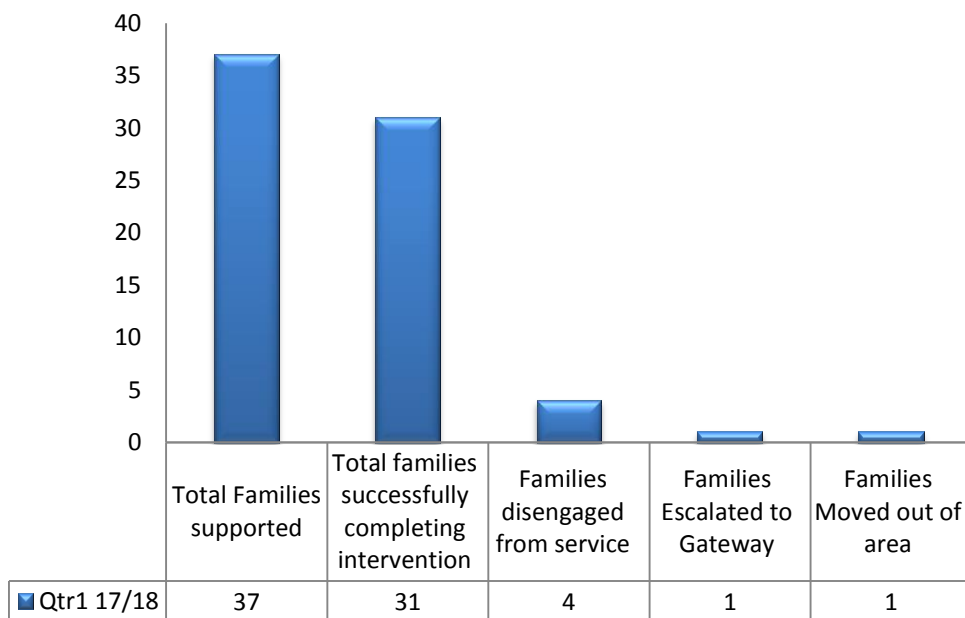
# How well did Southern EISS do it?

PM8 – Outcome of Intervention QTR 1 based on #37 closed cases



- Total Families successfully completing intervention (n=31)
- Families disengaged from service/moved out of area (n=4)
- Families escalated to Gateway (n=1)

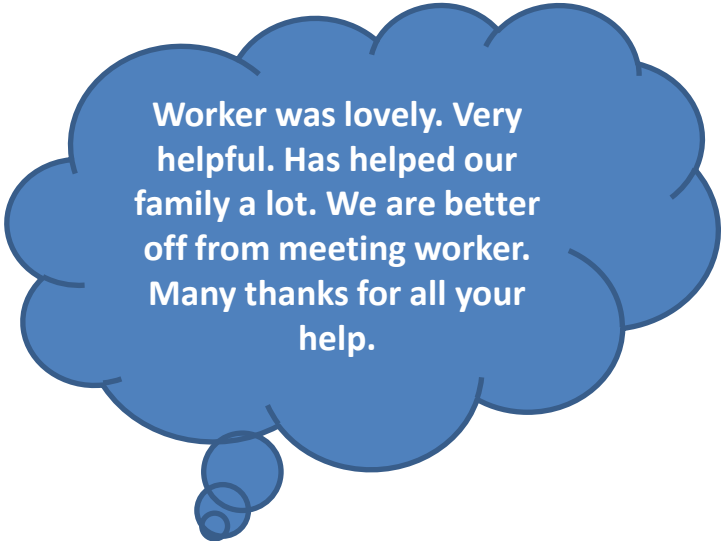
## Total Families Supported Qrt 1



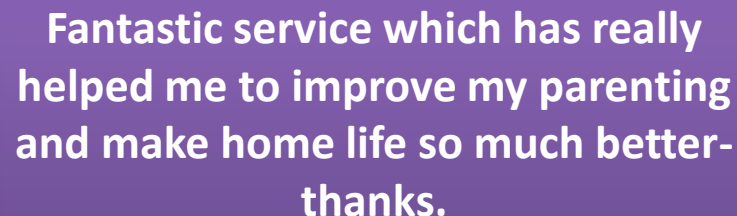
A total of 239 families have been supported by the Southern EISS between 01/08/15 & 30/06/17. The Southern EISS is required to support on average 40 families each quarter to meet the target of 385 families within the duration of the contract.

PM9 - % of families satisfied / very satisfied with the service QTR 1 17/18

- 32 parent/carers user satisfaction forms were issued 26 (81%) were completed. 100% rated the service as excellent  
28 child/young person user satisfaction forms were issued 8 (57%) were completed 88% of children/young people rated the service as excellent & 12% rated the service as very good.



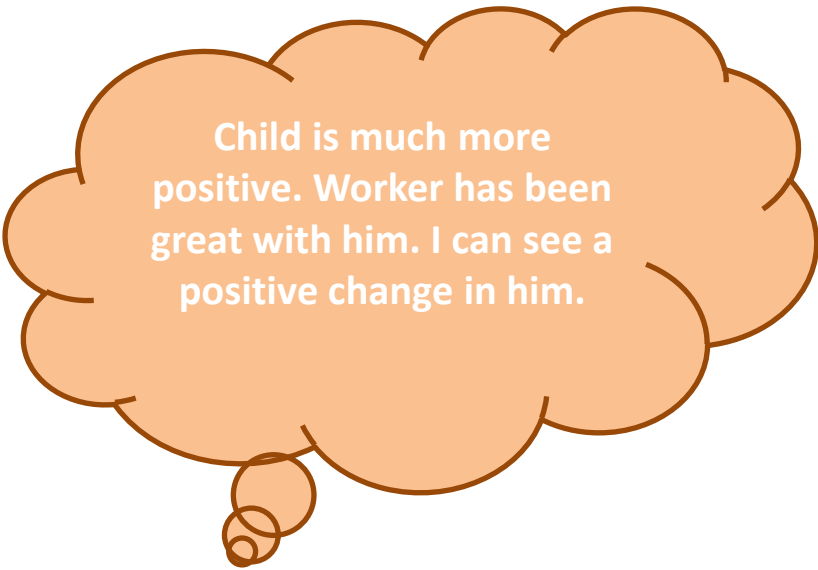
Worker was lovely. Very helpful. Has helped our family a lot. We are better off from meeting worker. Many thanks for all your help.



Fantastic service which has really helped me to improve my parenting and make home life so much better-thanks.



This was extremely helpful for myself and my daughter. Lovely mentor, so down to earth, reliable and friendly. Fantastic service.(parent)  
The service was easy to talk to and made me feel comfortable talking to them.(child)

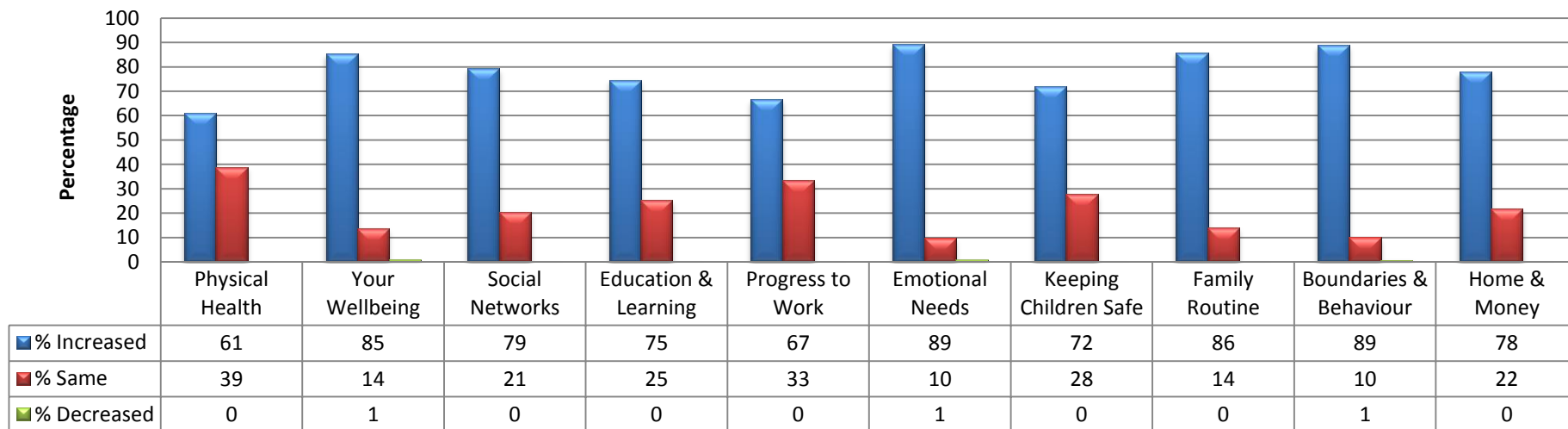


Child is much more positive. Worker has been great with him. I can see a positive change in him.

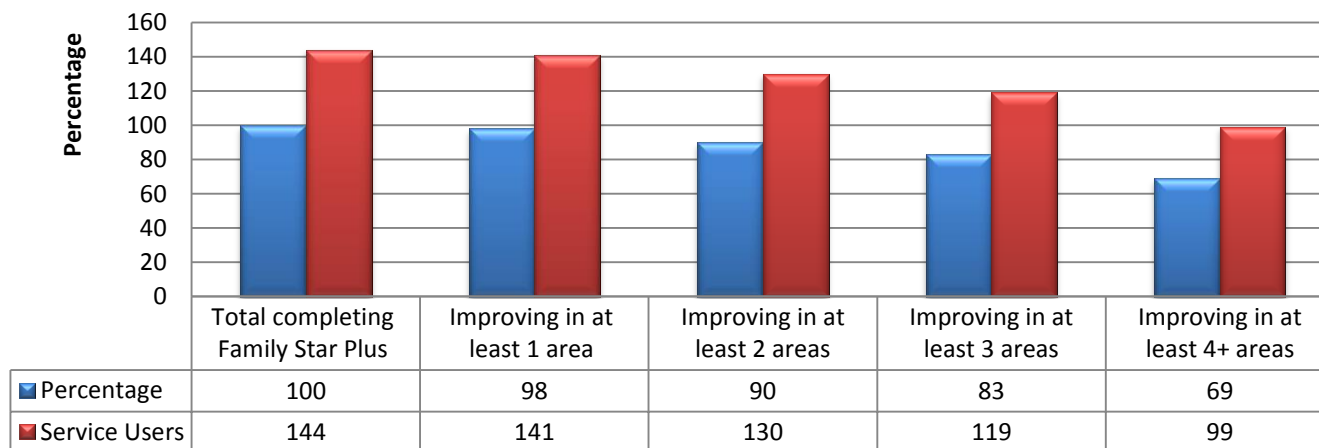


## PM 14 Cumulative based on closed cases #144 Outcomes for Families

### Overall Family Star Plus (Cumulative from 1 Apr 16 #144 Families)



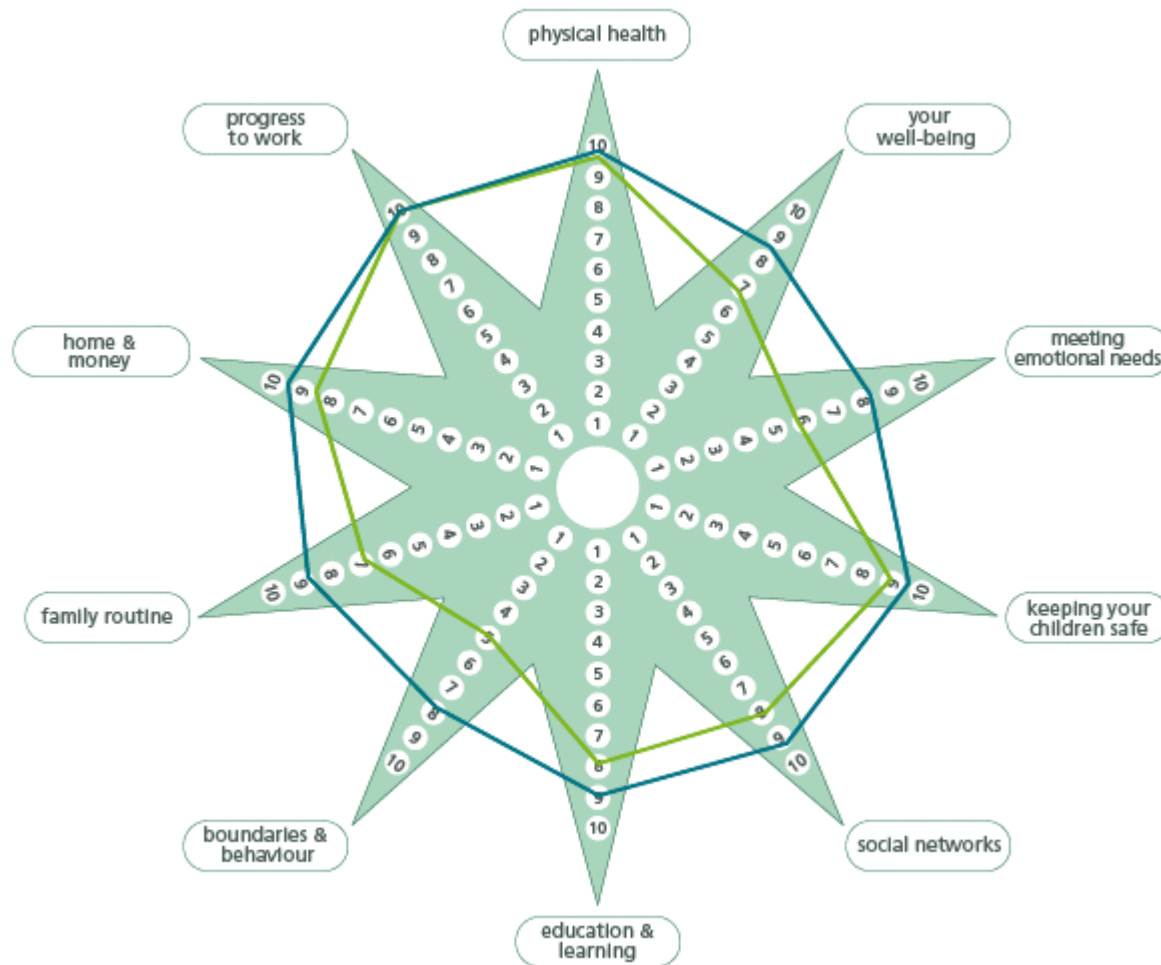
### How Many Service Users Improved (Cumulative from 1 Apr 16 #144 Families)



The Family Star Plus focuses on ten core areas that have been found to be critical in enabling children and young people to thrive. Project workers agree with families which areas they want to focus on. Interventions would generally be focused on a maximum of three areas.

# Southern EISS - Is anyone better off?

## PM 14 Family Star Plus Cumulative based on Family Star Plus #180 Families



Data on the Star shows an average of the scores across all areas. A “big” increase or decrease is defined as more than one point up or down the area.

First Score

Last Score

This Star shows the average first and last scores for families included in this report; report downloaded 11<sup>th</sup> September 2017

## Southern Early Intervention Support Service

### Request for service

Young Lithuanian family in Lurgan area. Mum, Dad and two children (4 year old boy and 7month old girl). Family struggling financially and no support in local community. Son (4yr old) presenting with developmental needs and challenging behaviours at home/ nursery. Child also non verbal; poor communication/interaction with others. Child under community paediatrics for assessment and receiving speech and language, Educational psychology (Ed psych) and Behaviour Support Team (BST) input. Child was only able to attend nursery placement for 1hr due to behaviour and was at risk of losing place in nursery.

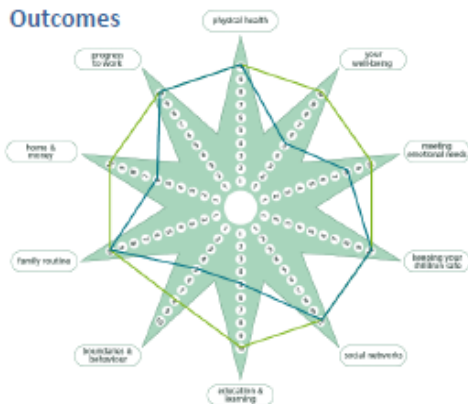
### Assessment with Family using Family Star Plus

- Boundaries and Behaviour: support in managing challenging behaviours, encouraging positive behaviour, implementing boundaries and routine for child.
- Educational and learning/ Emotional Well being: liaising with other services involved to support developing needs of child around communication, emotional regulation, play and positive behaviours.
- Your well being: Highly stressed parents due to behaviours/need of the child and having young baby. Isolated/lack of support
- Home and Money: Financial support/aid for family as struggling to buy essential items for 7month old baby and manage household bills/debts.

### Intervention

- Liaised with BST and Ed psych to complete focused piece of work on aspect of child's development: communication and play. Improved communication, improved bond with child. Child engaging in play and more vocal.
- Family sessions with parents around positive parenting, behavior management strategies and communication around emotions with child. Parents less stress and more confident in parenting and managing child's behaviour. Child presenting with less challenging behaviour at home.
- Childs time in nursery extended due to improvement in behaviour and communication; Family continuing to receive appropriate support from Ed psych and BST to support child to be able to maintain placement in nursery.
- Referral for mother to attend Incredible Years Parenting Programme. Engaged and completed.
- Referral completed for home start volunteer to provide support for mother at home with children.
- Support for parents to liaise and communicate with services involved with child's development and progress: worker able to support family to understand process and outcomes for their child.
- Successful ESLP grant: high chair, stair guards, work clothes for father and voucher for Argos received from grant..
- Referral made to surestart for home safety equipment making home safe for baby- fire guards and door guards.
- Food banks retrieved for family- family relieved from money issues through grants/food parcels.

### Outcomes



#### Family Star Plus

	First Star Score	Final Star Score
Your wellbeing	5	10
Emotional Needs	8	10
Education & Learning	5	10
Boundaries & Behaviour	5	8
Home& Money	6	10

#### Service User Feedback

Parents scored service as excellent - "You have really helped us through a difficult time"