

South Eastern Outcomes Group  
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South Eastern Early Intervention Support Service  
**Date:** 7<sup>th</sup> August 2018

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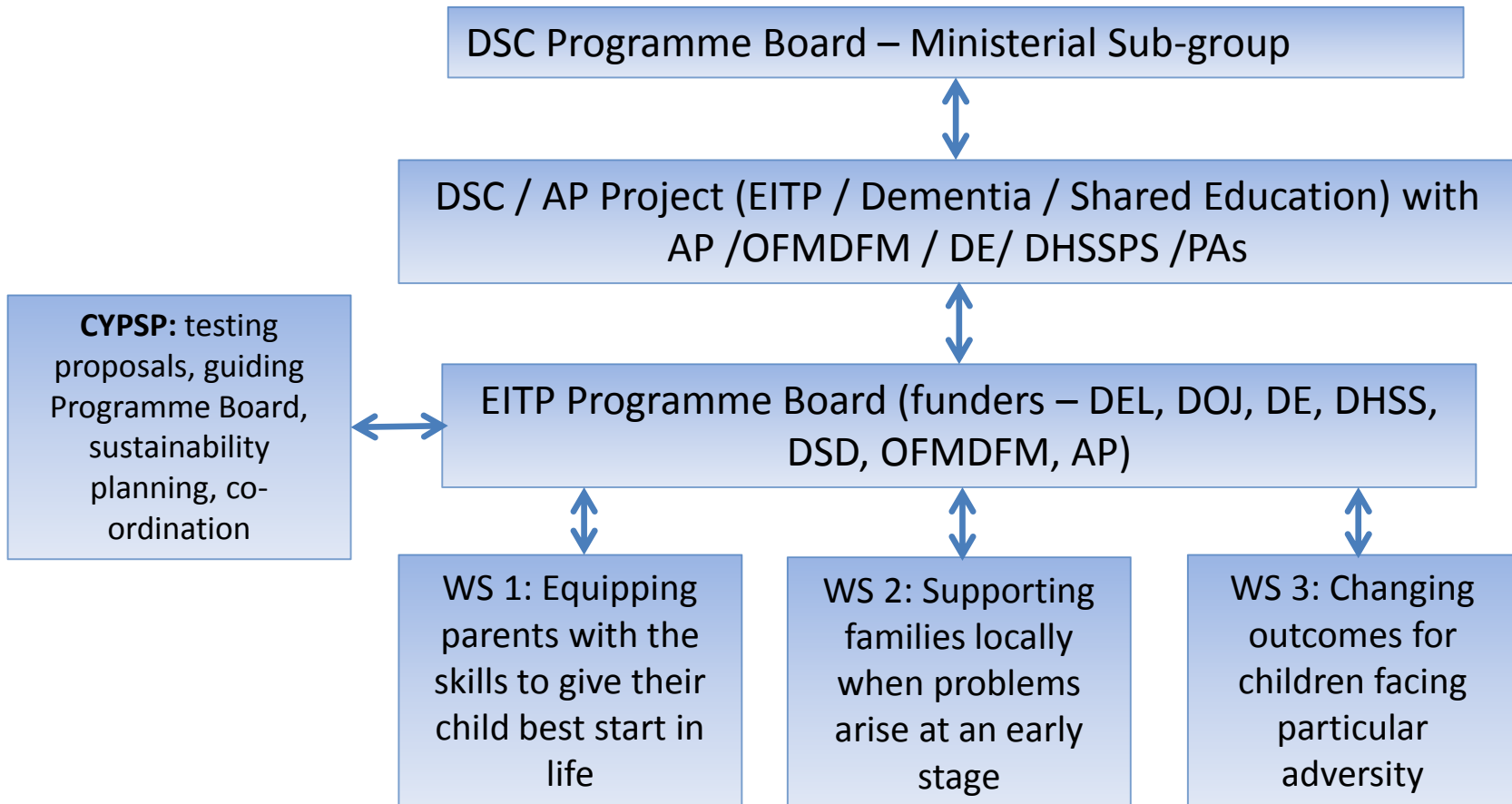


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# Early Intervention Transformation Programme



# Early Intervention Support Service Development

- Aim of Early Intervention Support Service (EISS)
  - To support & empower families with emerging vulnerabilities (Tier 2) families by intervening early with evidence informed services before difficulties become intractable.
- PHA Objective
  - To design, commission, implement & test a coherent family support model in five pilot sites.
- EISS Development
  - Stakeholder Engagement February 2014 – March 2015
  - Contracts awarded August 2015
  - EISS operational guidance developed with service providers
  - EITP funding for EISS concludes August 2018

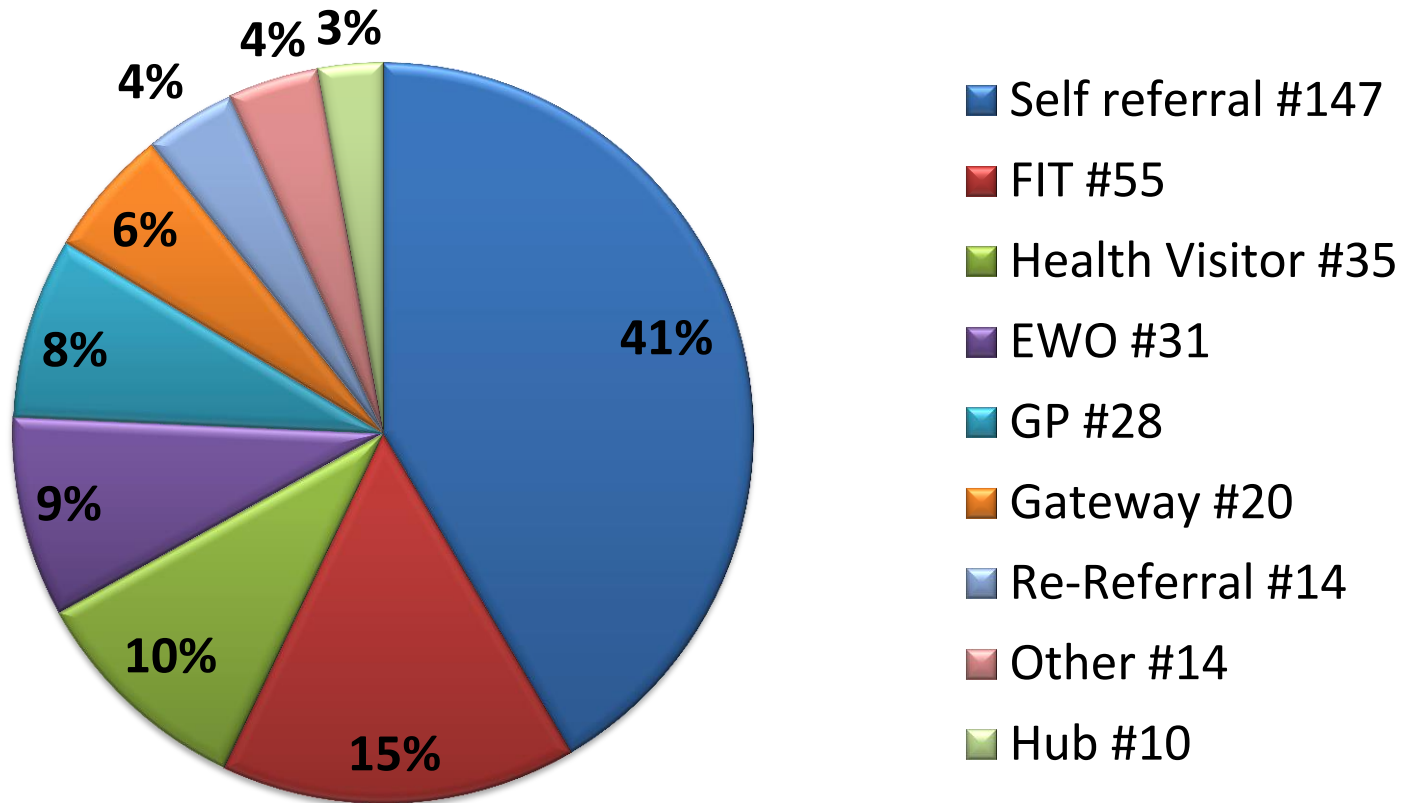
# Key Features of Early Intervention Support Service

- Multi professional skill mix team 3.5 WTE
- Key worker assigned to family
- Short term intervention of approximately 12 weeks
- Provides therapeutic & practical support
- Access to
  - Family Group Conferencing for 5% of families
  - 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



# How much did South Eastern EISS do?

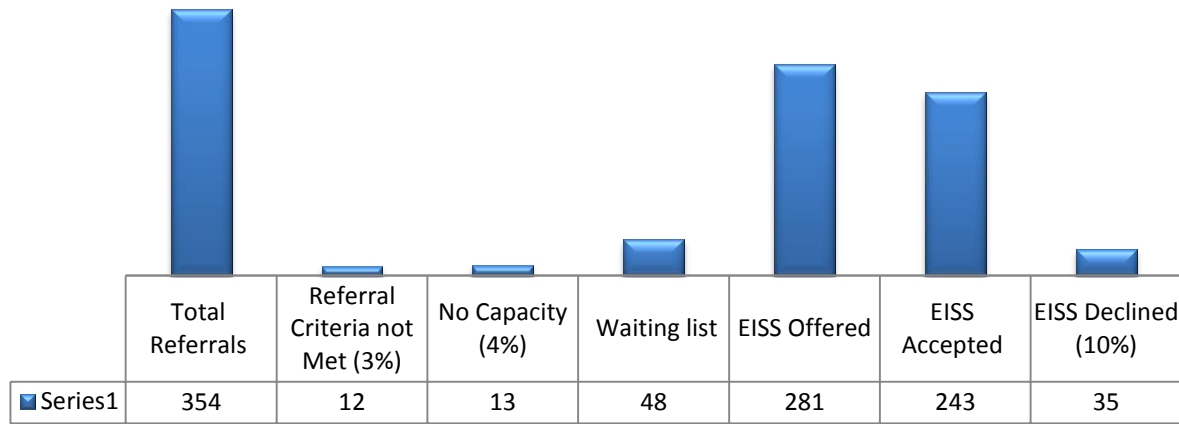
## Referral Source #354 Apr 16 - Mar 18



# How much did South Eastern EISS do?

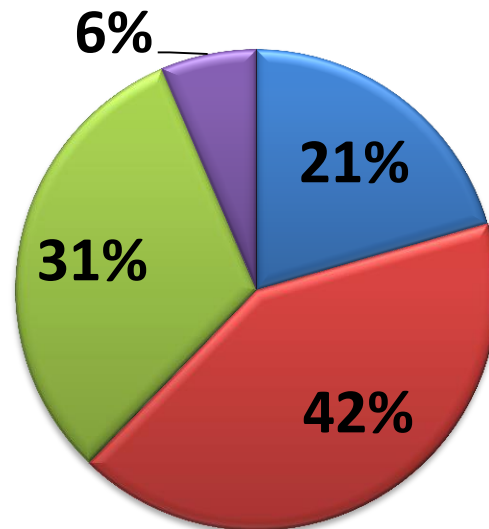
## Referral Outcomes #354

Apr 16 - Mar 18



- 17% of referrals did not receive the EISS
- 3% Referral criteria not met
  - 2.8% Statutory Social Service involvement
  - 0.2% Outside area
- 4% No capacity to provide EISS
- 6% Declined offer of EISS

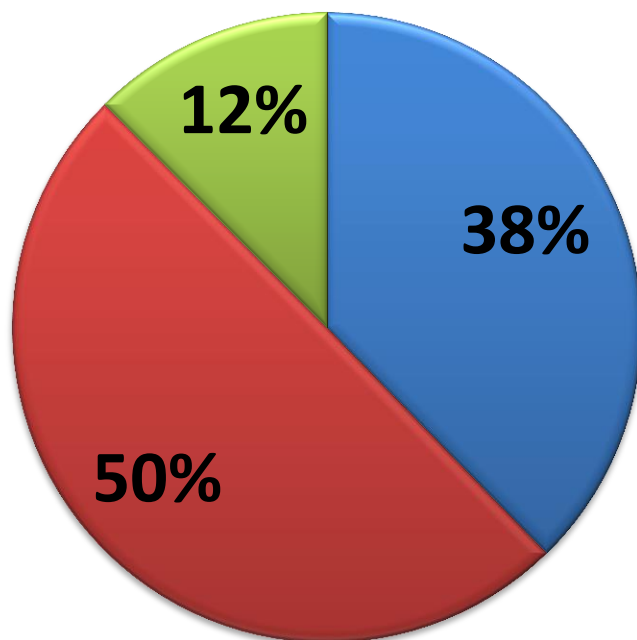
## Age Range of Referrals # 453 Apr 16 – Mar 18



- 0-4 years (#93)
- 5-10 years (#189)
- 11-15 years (#142)
- 16-17 years (#29)

# How well did South Eastern EISS do it?

Length of Intervention Apr 16 – Mar 18 #343 closed cases



- Initial visit to case closure 0 - 12 weeks #118
- Initial visit to case closure 13- 16 weeks #156
- Initial visit to case closure 17+ weeks #39

- Average length of intervention Apr 17 – Mar 18 = 11 weeks

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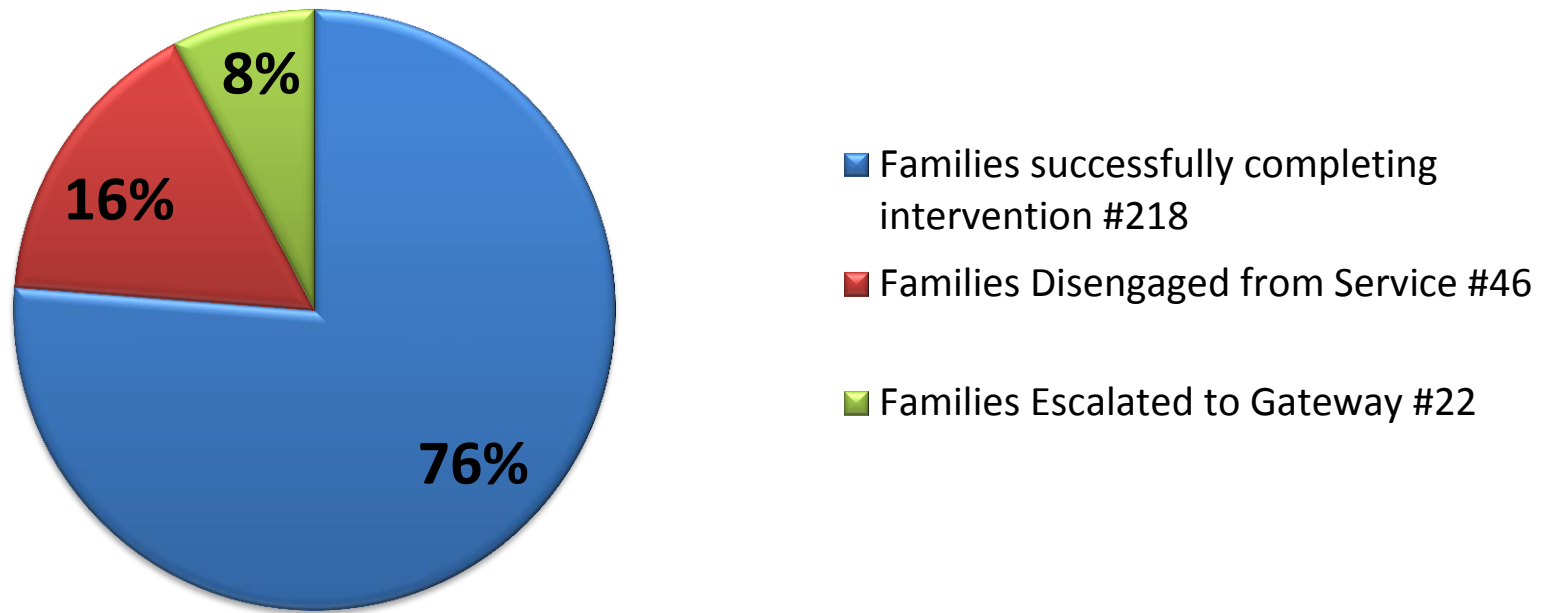
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# How well did South Eastern EISS do it?

**Outcome of Intervention Apr 2016 – Mar 2018 (closed cases #343)**



- 343 closed cases between April 2016 – March 2018.
- 37 families (11%) did not go on to receive the EISS as when contacted they did not wish to receive the service.
- 368 families have been supported by South Eastern EISS between August 2015 – March 2018.



# How well did South Eastern EISS do it?

- 182 parent/carers user satisfaction forms were completed 94% rated the service as excellent; 5% rated the service as very good & 1% rated the service as good.
- 101 child/young person user satisfaction forms were completed 80% rated the service as excellent; 14% rated the service as very good & 6% rated the service as good.

**"I think it was pitched just right  
and didn't go on too long either"**  
Parent

**"Worker was fantastic.  
My son loved the time  
he spent with her and  
was gutted when I  
told him there were  
no more sessions."**  
Parent

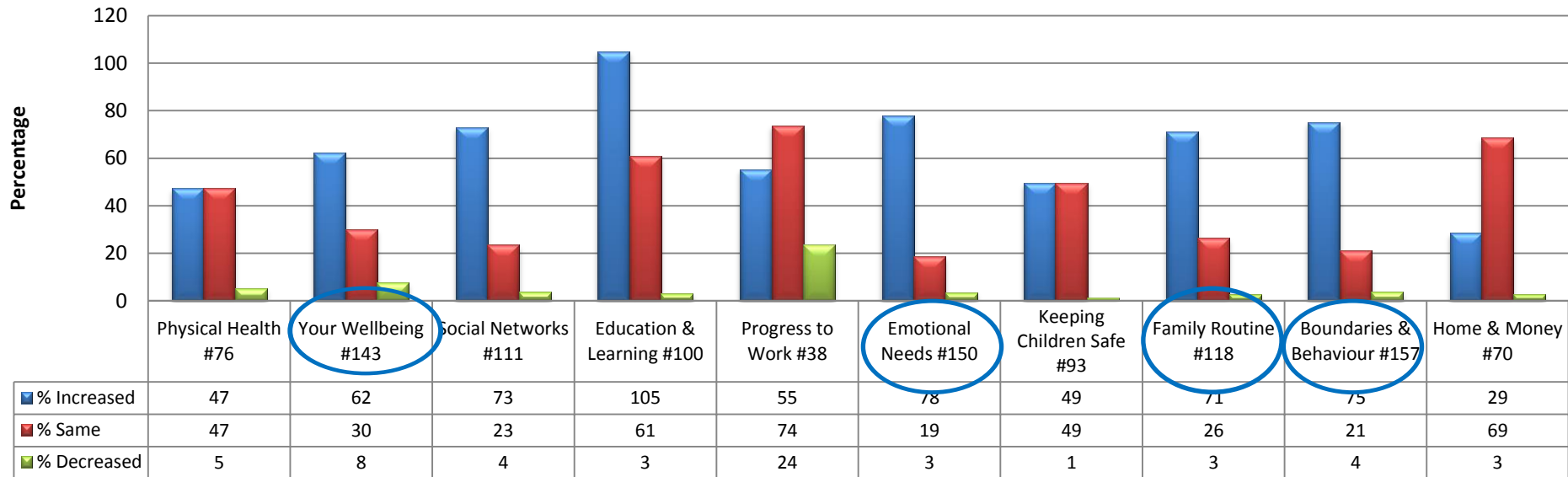
**EISS helped  
me and mum  
through a  
rough time.**

**"In terms of most of the  
families they really find the  
solution focus very useful, to  
harness peoples strengths  
and to make them feel good  
and that they can do this, it's  
achievable."**  
Practitioner

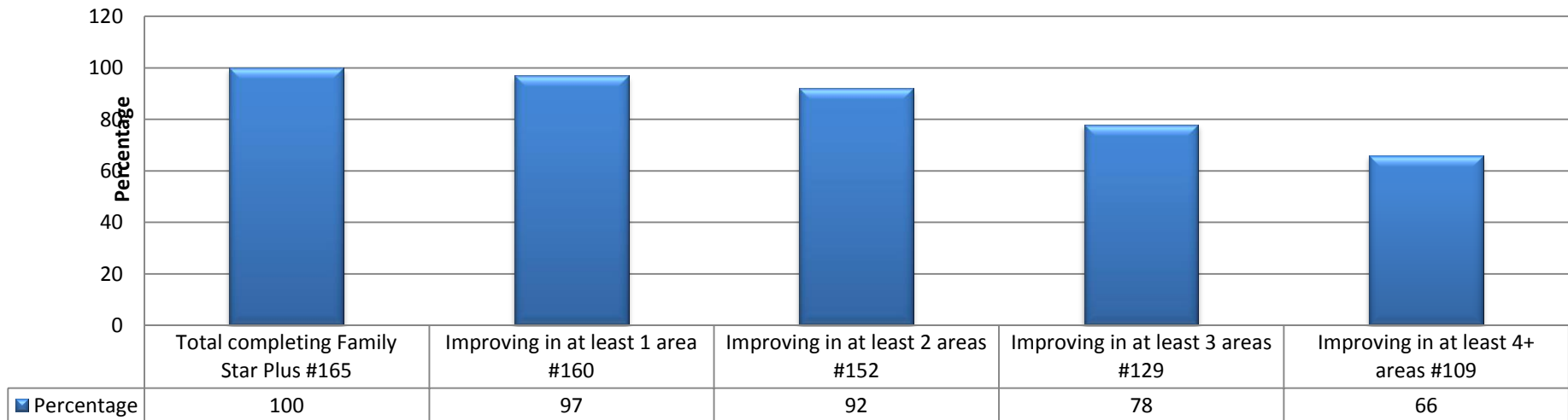
**"I think the staff are wonderful.  
They're approachable, they're  
incredibly professional and  
there's great communication  
between themselves and  
myself."**

# South Eastern EISS - Is anyone better off?

**Overall Family Star Plus (Cumulative from Apr 16 – Mar 18 #165 Families)**

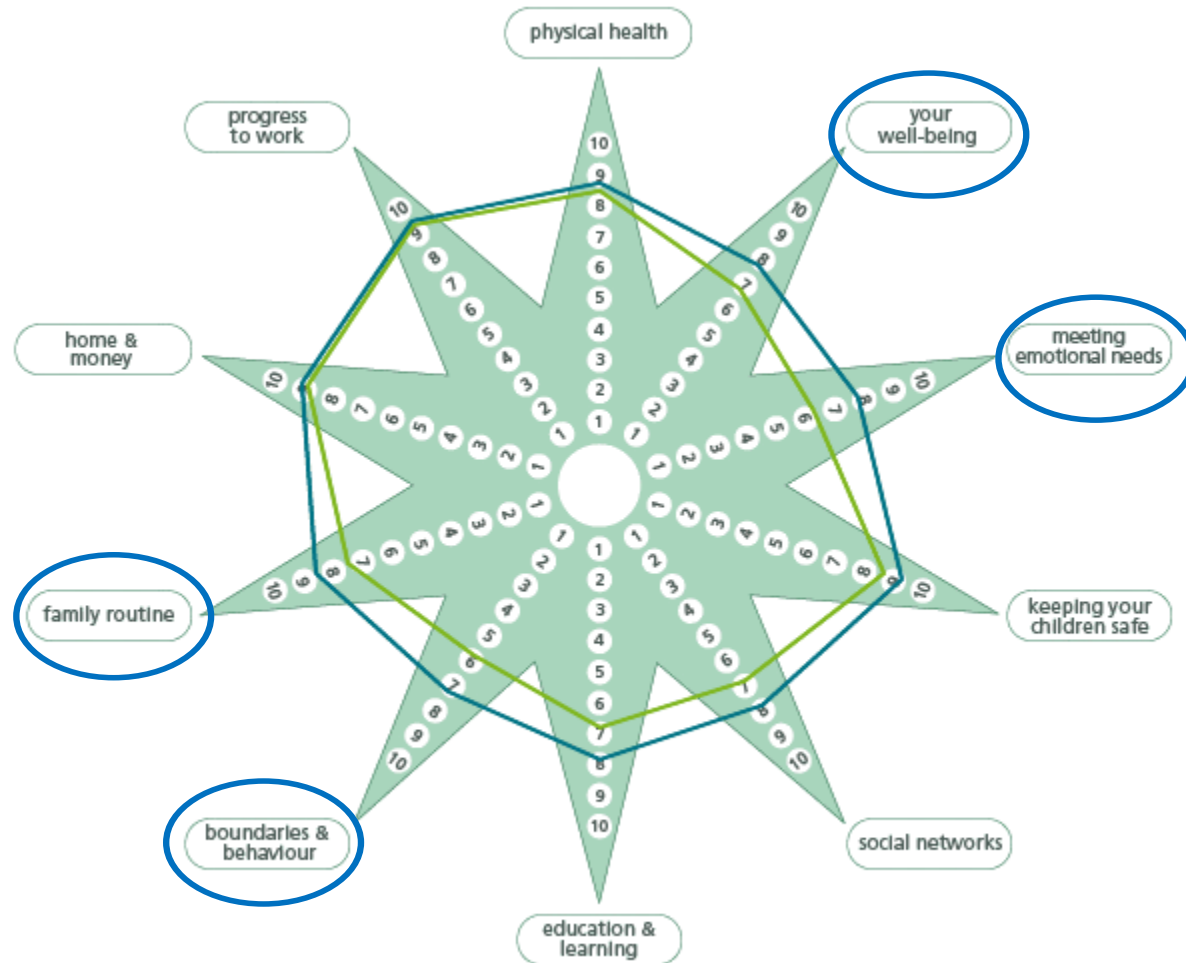


**How many Service Users Improved  
(Cumulative from Apr 16 - Mar 18 #165 Families)**



# South Eastern EISS - Is anyone better off?

## Family Star Plus Cumulative from April 2016 #199 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 table shows the average first and last scores for families included in this report; report downloaded 29<sup>th</sup> May 2018

# QUB Evaluation of EISS

## Research Questions

- What is the experience of delivering and taking part in the EISS?
- How effective is the EISS in improving outcomes for children, young people and their families?
- What aspects of the EISS model may need modification before a scaled roll-out is considered?

## Methodology

- Process evaluation
  - To identify what did and did not work in the conception, set up & delivery of the EISS.
- Psychometric & process analysis of the Outcome Stars as both assessment & measurement tools
- Non-randomised wait list control group

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# Key Findings QUB Evaluation

- **Process Evaluation**

- EISS was an extremely well received service that is clearly addressing unmet.
- The findings identified numerous positives from perspective of practitioners, managers, families & referral agencies
  - Parents were positive about impact on their families
    - The non stigmatising, non judgemental, voluntary nature of the EISS was highlighted
    - Home based nature & flexibility of service was valued
    - Length of intervention was “just right”
    - Approach & skills of practitioners encouraged engagement
  - Good relationship with EISS & Family Support Hubs
  - EISS was well perceived with local community & voluntary organisations
- EISS represents a coherent family support option across the region.

# Outcomes Star Data

- Outcomes Star data indicates a widespread positive impact
- Key workers perceived there to be improvements for families in several areas
  - 81% improvement in “Boundaries & Behaviours”
  - 78.5% improvement in “Meeting Emotional Needs”
  - 71.4% improvement in “Your Wellbeing”
  - 68.9 % improvement in “Family routine”
- These observations should be treated with some caution in the absence of a control group
- Feedback from practitioners & families were very positive about the utility of the Outcomes Star

# Main Effects Analysis

- Main effect analysis does not provide any robust evidence that the intervention is effective
- Effect sizes reported were small - they were however consistent with what would have been expected if the intervention was effective
  - Sample size was lower than the target set at the outset
  - Generalisability of the main effects analysis is limited



# Evaluation Recommendations

- **EISS target population**
  - Challenges were identified in delivering the programme to a broad population covering 0-18 year olds across a wide range of social, emotional & behavioural issues
- **Context & resources**
  - EISS success requires a whole system approach where other appropriate resources are available locally for staff to refer families too.
- **Referrals**
  - Tighter screening processes for referrals.
- **Implementation**
  - Consider if higher fidelity in service provision can be achieved across both the interventions used & the Outcomes Star.



# Next Steps

- Learning event workshop September 2018
  - Capture and sharing good practice across the EITP programme
- Workshop with service providers & key stakeholders
  - Consider the QUB evaluation report
  - Consider refinements that may be needed with the model, based on knowledge, experience and learning gained during the pilot
  - Review the operational guidance
  - Consider how the fidelity of the EISS model could be improved



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