

FALKIRK COUNCIL

Subject: FORTH VALLEY FAMILY SUPPORT SERVICE
Meeting: SCRUTINY COMMITTEE
Date: 13TH MARCH 2014
Author: DIRECTOR OF CORPORATE & NEIGHBOURHOOD SERVICES

1. INTRODUCTION

- 1.1. At a meeting last year and as a result of the Following The Public Pound report to Scrutiny Committee, Members had requested an update on the development of family support services following the pilot run last year. This report updates Committee on the work that has been undertaken since last year to ensure the provision of an appropriate and sustainable service.
- 1.2. The purpose of this report is to update committee on the initial pilot and subsequent procurement of Forth Valley Family Support Service by Forth Valley Alcohol and Drug Partnership to provide support to family and friends of those affected by substance misuse in Forth Valley (Clackmannanshire, Falkirk and Stirling local authority areas).
- 1.3. The Forth Valley Family Support Service was piloted for eighteen months from April 2012 until June 2013 with external evaluation that informed the service specification for procurement of the future service.
- 1.4. A feature of Forth Valley Family Support Service is that the specification for the service was drawn from consultation with existing family support services in Stirling and Grangemouth and those who had contact with a service that had operated in the Clackmannanshire area utilising the Public Social Partnership (PSP) approach.
- 1.5. Forth Valley Family Support Service pilot was funded by the three Local Authorities, Clackmannanshire, Falkirk and Stirling with each contributing £20,000.00 for provision of the service. The contract for the provision of the pilot was awarded to the local service, Addictions, Support and Counselling (ASC) who have offices in Falkirk and Stirling.
- 1.6. The pilot was supported by the three local third sector interfaces that were well placed to support any groups established as a result of the pilot as well as creation of literature to publicise the service.

2. FORTH VALLEY FAMILY SUPPORT SERVICE PILOT

2.1 Forth Valley Family Support Service Pilot was established with the following objectives and associated activity and outcomes that had been agreed after consultation using the Public Social Partnership (PSP) approach these were given priority rating as shown in parenthesis;

- Provide opportunities for families in a range of support including group work, peer support groups, one to one, telephone support and home visits (1);
- Ensure training is available to all staff and volunteers on trends in drugs and alcohol misuse and treatment/recovery support available (1);
- Promote Forth Valley Family Support Service to treatment services and other professionals, agencies and members of the community (1);
- Provide signposting and basic information service to family members on matters linked to substance misuse problems (2);
- Provide respite for family members (3);
- Offer a range of complimentary therapies to family members (3);
- Promote the service and offer support via a variety of online media (3); and
- Fundraising (3).

2.2 It was agreed that the service would not provide;

- Work with children – this required specialist input and children should be referred to other agencies;
- Direct support for/to substance users – this would be carried out by specialist treatment services provided in the area although families would benefit from hearing first hand what services provide;
- Drugs and alcohol education in schools – required specialist service provision; and
- 24 hour telephone support – callers out of hours would be referred to national agencies/help lines – the service would ensure that they were known to national organisations who provide 24 or out of hours support and refer to local agencies where appropriate.

2.3 Forth Valley Family Support Service Pilot supported 100 individuals with 55 being residents of Falkirk with the following common themes;

- A lack of knowledge of substance misuse and addictive behaviour;
- A lack of understanding of treatment services;
- High levels of family conflict and poor communication;
- Poor coping skills; and
- High levels of stress resulting in poor physical and mental health.

2.4 To address the common themes support work focused on the following;

- Knowledge – helping clients to understand the different psychological and behavioural effects that drugs and alcohol can have on individuals;
- Boundaries – helping family members to understand the importance of setting limits;
- Communication – providing workshops around positive communication techniques;

- Education – raising awareness of substance misuse, treatment processes and pathways, helping individuals and families to recognise to differentiate between helpful and unhelpful behaviours;
- Roles and Responsibilities – individuals examining their own roles within their family;
- Sleep Hygiene – promotion of cognitive behavioural approaches to help the individual to deal with issues around sleep;
- Anger Management – where unmanaged anger has been a common presenting problem for family members;
- Stress/Anxiety – one of the major common themes with clients being provided with emotional and practical support to help them identify and understand stress and anxiety;
- Emotional Support – a safe space for individuals to express their emotions and discuss their situation;
- Practical Support – signposting to other specialist services and some cases supporting them to attend these services; and
- Naloxone – provision of Naloxone Training events were made available to all family members.

2.5 Not all persons who contacted the service needed or wanted support as described above within a group setting and were content to have one to one or telephone conversations re their own particular situation.

2.6 The service did measure/assess clients (20) on engagement with the service and outcome for each individual during and/or after engagement using a The Family Outcome Map Assessment Tool. The results shown in following table show the collective movement of the 20 individuals on the map with favourable outcome in each of the areas after initial engagement (assessment) with the service. The clients found the outcome map an effective tool in charting the progress they had made.

Area being measured	Assessment	Outcome
Knowledge of Substance misuse	3.11	6.44
Family Relations	2.66	6.11
Physical Wellbeing	4.44	6.61
Emotional Wellbeing	2.27	5.83
Stress	2.44	5.83
Conflict	2.88	6.33
Support Networks	3.22	7.22
Personal Achievement	4.27	6.44
Confidence in ability to deal with current situation	2.16	N/Available
Financial Situation	5.55	6.83

2.7 A feature of the pilot was to establish Family Support Groups within each of the three council areas effectively providing satellite meeting places where family members/friends could meet and provide mutual/peer support. As a result of the pilot one group was established in Falkirk and is being supported by CVS Falkirk with fortnightly meetings.

- 2.8 The third sector interfaces in Forth Valley were commissioned to support the pilot and provided posters and leaflets for distribution throughout the area, hosting information events on the service for services/agencies in the area and support to any groups established as a result of the pilot.
- 2.9 The Forth Valley Family Support Service Pilot confirmed to Forth Valley Alcohol and Drug Partnership that there was a need for the service in the area and from evaluation there was a need to re-establish the model as set out by the original consultation during the PSP process.
- 2.10 Forth Valley Drug and Alcohol Partnership agreed to pursue the provision of Forth Valley Family Support Service and advertised through Public Contracts Scotland.

3. FORTH VALLEY FAMILY SUPPORT - PROCUREMENT

- 3.1 The procurement of the Forth Valley Family Support Service was advertised through Public Contracts Scotland in December 2013 with tenders to be received by 13th January 2014. The value of the contract was £60,000.00 (£20,000.00 from each local authority within Forth Valley Alcohol and Drug Partnership) to provide the service from 1st April 2014 until 31st March 2015. Subsequently twelve companies expressed an interest in tendering and this did not include Addictions Support and Counselling (ASC) who had delivered the pilot service.
- 3.2 On the closing date (13/01/14) two tenders had been received and following evaluation of the tenders, the tender from Scottish Families Affected by Alcohol and Drugs was selected to provide the service which will be provided within the budget allocated.
- 3.3 Scottish Families Affected by Alcohol and Drugs will provide Forth Valley Family Support Service from 1st April 2014 although have agreed that they will carry out preparatory work, recruitment etc., prior to that date allowing them to be operational in the area on that date.
- 3.4 Forth Valley Family Support Service will be subject to a Joint Working Agreement and will be subject to scrutiny by Forth Valley Family Support Service Monitoring Group on a quarterly basis and reports on progress will be shared with partners.

4. RECOMMENDATIONS

- 4.1 That committee note the contents of this report; and**
- 4.2 Call for further updates on the operation of Forth Valley Family Support Service.**

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DIRECTOR OF CORPORATE & NEIGHBOURHOOD SERVICES

Date: 14th February 2014
Ref: BC13.03.14 Reports FVFSService
Contact Name: Caird Forsyth

LIST OF BACKGROUND PAPERS

- 1. Forth Valley Family Support Model
- 2. Forth Valley Family Support – Evaluation – McMillan and Rome
- 3. ASC Internal Evaluation of Forth Valley Family Support Pilot

Any person wishing to inspect the background papers listed above should telephone Falkirk 01324 50645 and ask for Caird Forsyth.