

The background of the slide features a large, faint, light blue outline of the City of Edinburgh Council crest. The crest includes a crown at the top with four thistles, a shield with a cross and four quarters (ship, lion, castle, and unicorn), and a motto scroll at the bottom.

Agenda Item 6

**Following The Public Pound:
Services To Children & Young
People – 2019/20 Annual
Reporting Statements**

Falkirk Council

Title: Following The Public Pound: Services To Children & Young People – 2019/20 Annual Reporting Statements
Meeting: Scrutiny Committee - External
Date: 11 December 2020
Submitted By: Director of Children's Services

1. Purpose of the Report

- 1.1. The purpose of this report is to provide an update regarding the work of the external organisations that receive funding, provide services to children and young people, and fall within the Following the Public Pound reporting and monitoring arrangements. The reporting period is April 2019 to March 2020.

2. Recommendations

2.1 The Scrutiny Committee is asked to consider individual reports for external organisations and select an option to:-

- (1) approve the report and acknowledge progress by the external provider(s) in meeting the Council's priorities;**
- (2) request further information on specific aspects of the service provided; and**
- (3) request action with follow up for subsequent Scrutiny Committee (External) consideration.**

3. Background

- 3.1. External organisations in receipt of funding from Falkirk Council are subject to formal monitoring, scrutiny and reporting. The organisations receiving funding from Children's Services are Third Sector Organisations (voluntary/charitable) and NHS Forth Valley.

The organisations are funded on the basis that they are able to provide services which could not readily be provided within the Council. Services are, however, provided in ways which compliment those provided by the Council and other statutory partners. The services support our corporate and strategic partnership priorities.

- 3.2. The majority of external organisations have been subject to funding reductions in recent years. Whilst the long term value of input from external provision is acknowledged, challenging fiscal restraints have required organisations to operate with reduced funding and in future years these constraints are expected to further impact on service delivery. Resources allocated to external organisations continue to be under review.
- 3.3 As part of the process for Following the Public Pound, Monitoring Officers assess risk and measure performance for the organisations they are responsible for.

Monitoring is recommended to take the form of scheduled reports and meetings. Each Reporting Statement (attached as Appendices) provides an overview of the service funded by the Council, the agreed objectives or outcomes, performance information during the period and a financial overview.

- 3.4 Falkirk Council provides varying levels of funding to the organisations whose services are reported within this report (appendices). They each provide services to children, young people and their families and operate in partnership with Children's Services and our partners. They are specifically aligned to support Council priorities, service plan objectives and national policy.

4. Considerations

- 4.1 The services funded by Falkirk Council significantly enhance our ability to meet our statutory responsibilities, national and local policy objectives. The services may have been funded for many years by the Council but the monitoring and review processes are utilised to ensure services adjust and align to internal and external policy drivers and changes in legislation.

4.2 National Policy Context

4.2.1 Getting It Right For Every Child

National policy is delivered in the context of Getting It Right For Every Child (GIRFEC). The GIRFEC approach is intended to ensure that children get the right help at the right time in their lives.

4.2.2 Early Years Framework

The Early Years Framework sets out the elements that need to come together to improve outcomes for early years using the strength of universal services to deliver preventative and early intervention services.

The objective of the Early Years Collaborative (EYC) is to accelerate the high level principles set out in GIRFEC and the Early Years Framework into practical action.

4.3 Local Policy Context

4.3.1 Strategic Outcome Local Delivery

At a local level, the Strategic Outcome Local Delivery (SOLD) plan has, as one of its aims, "our children will develop into resilient, confident and successful adults". Falkirk's Children's Commission oversees the planning and delivery of children's services and, in doing so, reports directly to the Community Planning Leadership Group.

4.3.2 Integrated Children's Services Plan

The Integrated Children's Services Plan (ICSP) sets out the collective ambition of the Community Planning Partnership to achieve the vision that every child and young person should have an enjoyable, fulfilling life in a nurturing,

healthy and safe environment. The ICSP sets out ways in which services will work together in order to achieve this vision for Falkirk's children, within its 7 priorities, 4 relate directly to those in the SOLD. Services provided by the third sector are key partners in the delivery of these services.

4.3.3 Closer To Home

Closer To Home is an important transformational Children's Services Strategy. The key principle of the Closer To Home Strategy is that children and young people, wherever possible, should be brought up within the environment of their own family. Where parents are unable to provide direct care, every effort should be made to maintain the child or young person within the family network. When it is assessed as necessary to provide alternative care, this should be provided locally, as close to home as possible.

The overarching aim of this Strategy is to reduce reliance on external foster and residential care, thus improving outcomes for Looked After children and young people. Closer To Home puts the needs of children, parents and families at the centre of Children's Services. It concentrates on the need to work closely with public, private and third sector partners to focus services towards prevention. The success of the Strategy will support improved outcomes for vulnerable children and young people and enable budget management leading to budget savings in the later stages. It is a critical element of the Council's Business Plan and services provided via FTPP have all aligned to support Strategic intent.

5 Implications

5.1 Financial

The table below details funding received by external organisations which fall within Following The Public Pound reporting. Some of these are national organisations and may have access to other financial resources.

An overview of the funding provided for both 2019/20 and the previous financial year (2018/19) is provided.

| Organisation | 2018/19 | 2019/20 | Appendix |
|---|----------|----------|----------|
| Aberlour Early Years Outreach | £159,060 | £159,063 | 1 |
| Aberlour Family Support Centre - Langlees | £110,937 | £110,937 | 2 |
| Barnardo's | £500,000 | £500,000 | 3 |
| Home-Start Falkirk West | £28,014 | £28,014 | 4 |
| NHS Forth Valley CAMHS Clinical Psychologist for Looked After Children | £64,904 | £33,100 | 5 |
| NHS Forth Valley Speech & Language Therapy | £465,040 | £465,040 | 6 |

| | | | |
|--|-------------------|-------------------|----|
| One Parent Families Scotland Falkirk | £82,523 | £82,523 | 7 |
| Quarriers Children's Rights Service | £86,200 | £86,200 | 8 |
| Transform Forth Valley Time For Us | £38,869 | £38,869 | 9 |
| "Who Cares?" Scotland Advocacy Service | £27,970 | £27,960 | 10 |
| TOTAL | £1,563,517 | £1,531,706 | |

6. Conclusions

- 6.1 Each Appendix attached provides a detailed statement of the service provided, the agreed objectives or outcomes, performance information during the reporting period and a financial overview. With the specific focus and overall importance of the Closer To Home Strategy and the need to deliver on all of the objectives, Service Level Agreements with all organisations are being firmly aligned to performance monitored against agreed outcomes.

Children's Services intends to change the way it commissions services from external organisations. We intend to move away from one year grant funding to contracting of specified services.

Not all of the organisation's audited accounts for 2019/2020 are available as yet. This is largely due to the timing of the Annual General Meetings of each organisation.

- 6.2 As part of the assessment process, external organisations are allocated a risk rating based on governance arrangements, financial management and past performance. The ratings are low, medium or high and provide monitoring officers with an indication of the minimum level of monitoring and support which should be established.

External organisations deemed as low risk are monitored at least annually, medium risk or external organisations should be monitored at least quarterly and high risk at least monthly. Monitoring is recommended to take the form of regular reports which measure performance against outcomes and/or objectives and provide financial monitoring.

Director of Children's Services

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Date: 17 November 2020

Appendices

Annual Reporting Statements

- 1) Aberlour Early Years Outreach
- 2) Aberlour Family Support Centre – Langlees
- 3) Barnardo's: Axis Service; Lifelong Links Service - Family Group Decision Making
- 4) Home-Start Falkirk West
- 5) NHS Forth Valley CAMHS Clinical Psychologist for Looked After Children
- 6) NHS Forth Valley Speech & Language Therapy
- 7) One Parent Families Scotland, Falkirk
- 8) Quarriers Children's Rights Service
- 9) Transform Forth Valley
- 10) "Who Cares?" Scotland Advocacy Service

List of Background Papers

None

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/2020

| | |
|--|-------------------------------|
| Organisation Name | Aberlour |
| Project | Aberlour Early Years Outreach |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Cathy Megarry |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>Falkirk Council (The Council) Children's Services fund two Aberlour Services who support families across Falkirk,;Aberlour Family Support Centre- Langlees, and Aberlour Early Years Outreach.</p> <p>Aberlour Early Years Outreach has worked on an outreach basis in families' homes and in local community settings since January 2000. The support provided by Aberlour Early Years Outreach to families has a direct impact on the wellbeing, development and future outcomes of their children. The key aims and objectives of the Service remain that the service will:-</p> <ul style="list-style-type: none"> • Reduce risk and levels of harm to children and young people • Increase and/or strengthen protective factors • Improve healthy relationships • Improve physical and mental health • Involve children in regular constructive activity • Increase confidence in children and parents' own ability • Promote participation in social and community activities • Improve relationships with family (carers) • Reduce risk of family breakdown • Improve children and families quality of life • Actively involve families in plans and decisions • Ensure families are listened to and heard • Enable children and parents to take part in planning • Encourage families to have positive networks | |
| <p>2. What is the purpose of the funding provided by the Council?</p> <p>Aberlour Early Years Outreach is tasked to provide services to disadvantaged families and those experiencing multiple stress.</p> <p>The Service contributes to the following Strategic Priorities:</p> <ul style="list-style-type: none"> • Address the impact of poverty on children and young people • Improving mental health and wellbeing • Substance misuse • Inclusion – live, learn and thrive in Falkirk • Implement 6 corporate parenting duties in the Act • Earlier identification and response to childhood neglect. • Closer to Home • Family First | |

3. Why does the Council fund this?

The Council are committed to preventative approaches for families and Aberlour Early Years Outreach works with those in need of additional support. The work undertaken is outcome focused and aligns with the priorities of Children's Services Closer to Home Strategy. Staff are trained to use specific approaches which meet the needs of individuals and the community.

The Council's values of being responsive, trusted, innovative and ambitious are aligned with Aberlour's values to be Respectful, Innovative, Challenging and Integrity.

4. How long has the Council funded this organisation to deliver this Service?

Aberlour Early Years Outreach (formerly known as CLASP) has been working with young children and their families since January 2000. Funded initially by Sure Start Scotland, the Service has evolved in response to the needs of the children and families across Falkirk, while taking into account Falkirk Council and the Scottish Government's strategic objectives.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One Off Support |
|---------|----------------|------------------------------|-----------------|
| 2019/20 | 159,063 | Office premises, electricity | Nil |
| 2018/19 | 159,060 | Office premises, electricity | Nil |
| 2017/18 | 227,705 | Office premises, electricity | Nil |
| 2016/17 | 263,464 | Office premises, electricity | Nil |
| 2015/16 | 280,619 | Office premises, electricity | Nil |

B SERVICE DELIVERY**1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?**

The Service is commissioned to primarily offer support to expectant parents and those with children prior to entering school (under the age of 5 years). Support provided has a direct impact on the health and wellbeing of families and support children's development. Staff work on an outreach basis within families' homes and their local communities using local community resources & facilities.

The Service works with families who are impacted by one or more of the following :- bonding/attachment concerns; difficulty with parenting; disability; domestic abuse; child development concerns; family crisis; limited family support; parental learning disability; parental ill health; parental mental health; poverty; problematic substance use. Many of these issues, referred to as Adverse Childhood Experiences (ACEs) are stressful or traumatic events, including parents and/or children's experiences of abuse and neglect.

Summary of work: The Service offers a range of planned supports to parents and children, including:

- Finding a Balance Group: 6-week programme promotes good mental health for parents, improving their parenting capacity.
- Individual Work: The Service's group work programmes can be provided on an individual basis. Staff also work with individual families addressing a range of issues, dependent on the needs of each family.

- Infant Massage classes: communication and bonding programme, enhances parent: child relationship, reduces the impact of post-natal depression.
- Linked Childminding scheme: co-ordination of short-term placements for families experiencing crisis.
- Parenting Assessments: working alongside Social Work colleagues.
- Positive Parents Group: 6-week programme enhances parents' understanding of how they can change their behaviour to influence change in their children's behaviour.
- Seasons for Growth – Adult Programme: to support parents to understand and manage the painful realities of change, loss and grief.
- Sleep Scotland programme: counsellors work with parents whose children are experiencing severe sleep issues.

2. How many people directly benefit from the organisation?

From 1st April 2019 and March 2020:-

- 145 families (176 children) new referrals and re-referrals.
- 54 families (74 children) who had been referred to the Service prior to 1st April 2019 received support from 1st April 2019 and March 2020
- 16 families (31 children) external requests i.e. not known to the Service - for financial assistance for food, gas/electricity, clothes and other essential items. An additional 17 families (42 children) known to the service also received financial assistance. This was paid for through external fundraised monies.
- 215 families (281 children) = TOTAL
- This is a reduction of 61 families (47 children) from the previous year as a result of reduced staffing when funding was reduced.
- > 3,600 family referrals impacting almost 4,500 children since 2000

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

There are various in house and commissioned Family Support Services across Falkirk. Some of these services are geographically located to work in nominated towns and villages. Each of the Services offer different types of support but work towards shared outcomes of Falkirk's strategic priorities.

Early Years Outreach works in specific geographical areas, however, the service will extend its reach, when other agencies do not have types of intervention that Aberlour provides. e.g. Sleep Scotland Counselling, Linked Childminding.

4. How does this organisation support the Council achieve its priorities?

Please see section A 2 and 3 above.

Aberlour Early Years Outreach works to find and build on the strengths of families and to deliver early help locally. This supports the priorities outlined in Children's Services Closer to Home Strategy, putting families first and providing the best start in life for all children.

5. How are service users involved in the design and delivery of services?

Each parent is part of planning what type of support and intervention would benefit them and their children. The process for planning, implementing and reviewing personal goals includes use of Aberlour's Outcomes Framework along with Forth Valley' Child's Plan paperwork, which captures assessments and progress while taking into account GIRFEC well-being indicators.

This bespoke planning and review process is fundamental to how individual families are supported and the collective information is analysed and also informs how the Service operates as a whole.

6. What specific geographical areas does this service / organisation cover within the Council area?

The Service primarily works with expectant parents and those with children under the age of 5 years as follows:- Airth, Bantaskine, Bothkennar, Camelon, Carronshore, Denny, Dunipace, Dennyloanhead, Dunmore, Fankerton, Grangemouth, Haggs, Head of Muir, Longcroft, Larbert, Letham, Skinflats, Stenhousemuir, Stoneywood, South Alloa, Tamfourhill, Torwood.

However, the Service will extend its reach as required to meet unmet need to other areas of the Local Authority.

C ASSESSMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

Of the 215 families (281 children) who have been supported by the Service, the following number of families accessed the various supports provided by the Service (the following figures do not equate to 215 as some families accessed more than one type of support):-

- 33 families Financial assistance
- 17 parents Finding a Balance Programme
- 48 families Individual Parenting Support
- 82 families Infant Massage
- 14 families Linked Childminder Scheme
- 5 families Parenting assessments
- 41 families Positive Parents Programme
- 5 parents Seasons for Growth (Adult Programme)
- 12 families Sleep Scotland
- 20 families Did not engage with the Service
- 23 families Initial assessments undertaken - parents chose not to pursue further support

Of the families where **impact** was assessed:

- 89.4% Families' reported improvements in their wellbeing
- 7.8% Families' wellbeing was maintained
- 2.8% Families' wellbeing deteriorated

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

- a) Urgent financial assistance: from 01 April 2019 to 31st March 2020 funds were provided directly from by Early Years Outreach's fundraised income for food, gas/electricity, clothes and other essential items to the value of £1,232.68 for 33 families (73 children)
- b) Urgent financial assistance - Aberlour: In addition to urgent funds & resources distributed to families directly from the local Services Aberlour's national resource of "Aberlour's Urgent Assistance Fund" has provided additional funds for families affected by Poverty and/or low income. From 01 April 2019 to 31st March 2020 Aberlour provided urgent funding to the following Falkirk families to the value of: £2,133 for 15 families (33 children).
- c) Aberlour Perinatal Befriending Support: This Service is funded by Comic Relief, The Robertson Trust and Scottish Government PNIMH Fund with cumulative total of: £113,750 and worked with 78 families in 2019/20
- d) Strategic Working Groups:
Domestic Abuse: the Service Manager contributes to Falkirk's Health & Social Care Partnerships as a certified trainer for SAFE & TOGETHER (Domestic Abuse Informed Model) The Service manager trained 85 multi-agency staff in Safe & Together model and presented Domestic Abuse information to over 300 multi-agency staff.
Child Protection Committee: Aberlour staff from other Services have represented the Third Sector within this forum

3. When was the last time the service was reviewed and what plans are there to review this?

Aberlour's Quality & Safeguarding team undertake annual reviews of the Service which inform Service Improvement Plans.
The service will continue to be reviewed under the priorities of Closer to Home

4. Are there any improvements in efficiency or effectiveness that could be achieved?

The Service began its recruitment of volunteers in February 2019 in order to extend support to families currently working with the Service in addition to being able to help more families in 2020/21

Aberlour's Marketing and Fundraising continue to make funding applications to try to source external funding to bridge gaps in service provision, while also assessing other areas of need.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

Not applicable. Aberlour Early Years Outreach is not a registered Service.

| D FINANCIAL / RISK ASSESSMENT OVERVIEW | |
|--|---|
| 1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in-kind contributions. | Falkirk Council funds 100% of the Service's budget. (with the exception of the funds used to financially assist families affected by hardship and poverty) |
| 2. List other sources of funding the organisation has and how much is provided by source. | There is no additional funding outwith the information provided in item D.1 and C.2 |
| 3. What is the amount of uncommitted reserves held by the organisation? | There are no uncommitted reserves within Aberlour Early Years Outreach. Any Aberlour reserves are at a level consistent with OSCR's best practice for charities. As a large children's charity Aberlour are required to hold reserves at this level to support any unforeseen issues to ensure the continued functioning of the organisation. This figure is not available for general revenue use and is to support around 50 services across Scotland in an emergency situation, many of which operate without certainty on funding. |
| 4. What proportion of operation cost do reserves represent? | "Free" reserves represent a small circa 10% of total operational costs for Aberlour as a Scotland wide organisation. |
| 5. Last period of submitted audited accounts | Aberlour's accounts for the period up to 31 March 2020 have been prepared and audited. A copy of this can be sourced by accessing the following link: https://d1ssu070pg2v9i.cloudfront.net/pex/aberlour_dev/2020/10/02122508/Aberlour-Final-Signed-Accounts-2019-20-1.pdf |
| 6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? | Various local authority and commissioned organisations offer family support across the Council area. They are currently being aligned under Children's Service Closer to Home strategy in order to ensure equality of access and avoid duplication of services. |
| 7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council? | Aberlour has worked closely with Falkirk Council to minimise the impact of the reduction of funding in recent years. Aberlour has made external funding applications to be able to support families that may have been impacted by the reduction in funding, and also to address the strategic needs of Falkirk Council. It is hoped that successful funding applications will positively impact the service in 2020/ 2021 |
| 8. How can reductions in funding be achieved? | Further reductions in funding would compromise the viability of the Service. A reduction in funding over a number of years has impacted the number of families who can be supported by the Service. |

| |
|---|
| <p>However, the Service has continually evolved to maximise effectiveness and reach, for example by improved assessment and planning, increased groupwork programmes; focus on what can be achieved for specific types of interventions leading to fewer sessions.</p> |
| <p>9. What is the risk to the Council if these services are not funded?</p> <p>If the Council did not fund the Service, it would close and the range of services to local families in need would cease.</p> <p>Aberlour's work directly impacts parents in making positive lifestyle and parenting changes. This results in improved outcomes in relation to mental health & wellbeing of families to reducing the need for children to be 'Looked After and Accommodated.'</p> <p>Without this Service, the range of support provided would be significantly reduced.</p> <p>The Council aims to provide support to families who need additional support at a place and time that they need it, and with minimal intervention. Without this Service, some families would not receive targeted support within a helpful timescale and their needs would escalate. The Council would be exposed to increasing demand requiring more intensive, costly and sometimes less effective interventions. Our statutory services would also no longer be supported by the services contribution to parenting assessments, parenting programmes, financial assistance to families, and individual support.</p> |
| <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation</p> <p>Low</p> |
| <p>E CONCLUSIONS</p> |
| <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>Whilst the Service has reached fewer families in the financial year 2019/2020 year, the organisation has continued to perform well despite a significant reduction in funding over recent years.</p> <p>Aberlour are awaiting confirmation of additional funding for 2 additional Services which will be located alongside Early Years Outreach and managed by the same Service Manager: -</p> <ul style="list-style-type: none"> • Supporting parents affected by problematic substance use during pregnancy and in their child's first year of life. • Working with families where children are at risk of being looked after and accommodated <p>The continuation of Aberlour Early Years Outreach will allow the 2 new Services to be implemented for Falkirk families.</p> |
| <p>F Monitoring Officer Details</p> |
| <p>Name: Cathy Megarry</p> |
| <p>Designation: Service Manager</p> |
| <p>Service: Children's Services</p> |
| <p>Date of Report: 10.11.20</p> |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|--|---|
| Organisation Name | Aberlour |
| Project | Aberlour Family Support Centre - Langlees |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Monitoring Officer | Cathy Megarry |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>Falkirk Council fund two Aberlour services who support families across Falkirk, Aberlour Family Support Centre - Langlees and Aberlour Early Years Outreach.</p> <p>Aberlour Family Support Centre – Langlees provides a range of services for vulnerable families and those experiencing multiple stresses across the Falkirk Council area, primarily offering support to expectant parents and children under the age of 5 years, supporting families to enhance their child's development, improve family relations and engaging them within their local community. Primarily support is provided to families living in the Langlees, Bainsford and New Carron areas however support can be provided in other areas across Falkirk. This is subject to ongoing review by Falkirk Council.</p> <p>The Service can be offered to children under the age of 12 years where there are additional support needs and capacity is available and Aberlour will work in partnership with other local agencies where the need arises to complement services available</p> | |
| <p>2. What is the purpose of the funding provided by the Council?</p> <p>The Council provides core funding to the Family Support Centre so that support services can be directly delivered to vulnerable and hard to reach Falkirk communities in line with Council's Strategic Priorities e.g.:</p> <ul style="list-style-type: none"> • Address the impact of poverty on children and young people • Improving mental health and wellbeing • Inclusion – live, learn and thrive in Falkirk • Earlier identification and response to childhood neglect. • Closer to Home – keep families together/prevent accommodation. <p>Council funding contributes to employment of professional Children and Family Workers, who are registered with SSSC and are vital in helping families overcome issues and become involved in their local communities. The Family Support Centre provides families with the support they need before their problems escalate to a point that requires more intrusive and costly statutory interventions.</p> | |

3. Why does the Council fund this?

The Council is committed to prevention and early intervention for families and Aberlour Family Support Centre – Langlees provide this type of support to families who require additional help across three deprived Falkirk communities. The work undertaken is outcome focused and aligns with the priorities of Children’s Services Closer to Home Strategy. Early intervention support for families results in a reduction in the need for costly statutory interventions (such as care placements). The Service has adapted to meet local needs while addressing the evolving priorities of the local authority and the Scottish Government such as continuing to offer the Eligible 2’s provision since 2014.

4. How long has the Council funded this organisation to deliver this Service?

Aberlour Family Support Centre - Langlees (formerly known as Langlees Family Centre), has been working with young children and their families since 1983. The Service was initially funded by Central Regional Council and Falkirk Council continued funding the service because it recognised the community need. Whilst funding has been reduced over the past 5 years, the Service has evolved in response to the needs of the children and families across Falkirk, while taking into account Falkirk Council and the Scottish Government’s strategic objectives.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One Off Support |
|-----------|--------------------------------|--|-----------------|
| 2019/2020 | £110,937 | Falkirk Council provides the premises for the services contracted. | |
| 2018/19 | £110,937 plus £40,000 from PEF | | |
| 2017/18 | £168,811 | | |
| 2016/17 | £201,260 | | |
| 2015/16 | £195,202 | | |
| 2014/15 | £225,012 | | |

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

Referrals are accepted where there are children and families, primarily aged 3 and under, who are adversely impacted by one or more of the following issues:

- Child development concerns.
- Parental ill-health and well-being.
- Difficulty with parenting.
- Domestic abuse.
- Problematic substance use.
- Bonding / attachment concerns.
- Limited family support.
- Eligible 2's nursery provision.

Many of these issues, referred to as Adverse Childhood Experiences (ACEs) are stressful or traumatic events, including parents and/or children's experiences of abuse and neglect. Staff work in a trauma informed way on an outreach basis within families' homes and deliver support from the centre base.

In support of the above, the service offers:

- Early Learning & Child Care sessions for Eligible 2's provision
- Early Learning & Child Care sessions for Family Support, children aged 12 months – 3 years.
- 6 week Five to Thrive groupwork approach
- Individual Family Support utilising recognised training in various models of intervention
- Art Therapy via students from Queen Margaret University.
- Parenting Assessment including specialist assessment where the parent has a learning difficulty.

Children and family workers assess families' needs using Aberlour's Outcomes Framework. The framework is completed alongside the families and involves them exploring their wellbeing in-line with SHANARRI indicators. A programme of support is then agreed, for as long as it is required, focussed on improving the areas of need identified. Each family member supported will have their own personal goals in addition to those identified with the Child's Plan.

The service offers a range of planned interventions to parents and children in need.

2. How many people directly benefit from the organisation?

55 families (64 parents and 76 children) were supported by the service between April 2019 and March 2020 with under 3's continuing to be the main beneficiaries of the service.

The number of new requests for assistance for the financial year was: 86
At year end March 2020, there was a waiting list for all services with 8 families requiring support. Referrals were received from the following sources:

Main reasons for referral include social and emotional concerns for child, parental ill-health and wellbeing, child development concerns and limited family support. Each referral can have multiple reasons for why support is required.

Service impact

14 families had statutory or voluntary Social Work involvement, with 6 children on the child protection register at point of referral. During involvement, 2 children had their name removed from the register. 1 child was accommodated via the Children's Hearing and returned within 2 weeks whilst support was ongoing.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

While there are other in- house and contracted family support services across Falkirk, most of the interventions the Family Support Centre provide are only offered by Aberlour in the Langlees, Bainsford and New Carron areas. Aberlour works in partnership with other providers to ensure equity of service delivery and accessibility.

4. How does this organisation support the Council achieve its priorities?

The organisation supports the Council in delivering Strategic Priorities as follows;

- Address the impact of poverty on children and young people
- Improving mental health and wellbeing
- Inclusion – live, learn and thrive in Falkirk
- Earlier identification and response to childhood neglect.

Aberlour Family Support Centre Langlees works to find and build on the strengths of families and to deliver early help, locally. This supports the priorities outlined in the Children's Services Closer to Home Strategy, putting families first and providing the best start in life for all children.

5. How are service users involved in the design and delivery of services?

Parents and children are involved in staff interviews. Feedback is gathered on an ongoing basis particularly at 8-week Learning Journey reviews, mid and end reviews. Views are gathered in a variety of child friendly ways through visual charts and fun activities. Families are involved in planning what works for them.

6. What specific geographical areas does this service / organisation cover within the Council area?

The Family Support Centre covers Langlees, Bainsford and New Carron areas. The service helps families in other areas of Falkirk where there has been an identified gap in service delivery and where the service has a specific expertise or resource that is not available in those areas.

C ASSESMENT OF PERFORMANCE

**1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

The service was expected to support 45 families. Of the 55 families that were supported:

- 42 families accessed core service:
- 4 young people accessed Art Therapy
- 20 children accessed eligible 2's provision
- 10 children accessed family support early learning & childcare
- 8 children and their parents accessed Five to Thrive groupwork.
- 10 families accessed enhanced service, where multiple elements are offered including Neglect Toolkit, access for child to Early Learning & Child Care along with parents engaging in Five to Thrive groupwork together with individual parenting support at home.
- 3 families accessed specialist service of high intensity or long duration.

Over the year, Child & Family Workers have submitted reports and contributed to the full range of statutory, child protection and Team around the Child meetings. The centre hosted multi agency family meetings where the family felt more confident and familiar with the centre and local to where they live.

Feedback from stakeholders, children and families on the work they have engaged in and the impact this has had:

- *"The staff are amazing with the kids. I've noticed such a change in my son since he started here. He loves the walk in the morning and telling me about everything he sees and he would never really do this before. His speech is coming on great to what it used to be."*
Parent.
- *"I just wanted to drop you a quick email to say over the 6 ½ years it has been a pleasure working with you. You are all very committed professionals and I am grateful to you for the support you gave me and the families we worked with."* **Social Work**

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

Aberlour Family Support Centre – Langlees:

- a) The centre has supported 15 families (19 adults and 33 children) who required food, fuel, household items, clothing, transport costs, replacement birth certificates and funeral costs totalling £2330 from funds raised outwith core funding. 3 families were supported to access the foodbank and a further 5 families were supported by food donations received at the centre. A further 12 families were supported with the Salvation Army Christmas appeal.
- b) Strategic Groups:
Child Protection Committee and Children's Commission Learning & Development Group :
Service Manager represented the Third Sector within these forums and assistant service manager delivers **In My Shoes** training with a Social Worker from Children's Services. To date, 46 individuals have attended the training.

Aberlour, organisation wide within Falkirk:

- a) "Aberlour's Urgent Assistance Fund" has provided additional funds for families affected by Poverty and/or low income. From 01 April 2019 to 31st March 2020 Aberlour provided urgent funding to the following Falkirk families to the value of:
£2133.00 for 15 families (33 children).
- b) Aberlour Perinatal Befriending Support: This Service is funded by Comic Relief, The Robertson Trust and Scottish Government PNIMH Fund with cumulative total of:
£113,750 and worked with 78 families in 2019/20
- c) Strategic Working Groups:
Domestic Abuse: Service Manager (Aberlour Early Years Outreach) contributes to Falkirk's Health & Social Care Partnerships as a certified trainer for SAFE & TOGETHER (Domestic Abuse model) The Service manager trained 85 multi-agency staff in the Safe & Together model and has presented Domestic Abuse information to over 300 multi-agency staff.

3. When was the last time the service was reviewed and what plans are there to review this?

Date of most recent review with Falkirk– March 2019

Next planned review – The service will be reviewed under the priorities of Children's Services Closer to Home strategy.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

There may be scope to extend the family support element across the eligible 2's provision and support the roll out of 1140 hours for 20 children.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

All staff are SSSC registered for Day Care of Children. Family Support Service is a Care Inspectorate registered service for Day Care of Children. Most recent inspection carried out in November 2020. The service was awarded a 5 for leadership and management and a 5 for quality of environment.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Falkirk Council funds 100% of the Service's budget (with the exception of the funds used to financially assist families affected by hardship and poverty detailed in section C2(a))

2. List other sources of funding the organisation has and how much is provided by source.

The family centre brings additional funding to support vulnerable families:

- Aberlour Urgent Assistance Fund: this is specifically to help families, across Falkirk, in need of resources when affected by poverty. Over 2019 / 2020, over 15 families (33 children) have benefitted at a cost of £2133.00.
- Individual donors / fundraising: This provides minor funds to support particular one- off activities and does not contribute to the daily running of the Service.
- Impact of Welfare Reform: 15 families were supported from the fundraised budget at a cost of £2330.

3. What is the amount of uncommitted reserves held by the organisation?

There are no uncommitted reserves with the Aberlour Family Support Centre – Langlees

Any reserves are at a level consistent with OSCR's best practice for charities. As a large children's charity Aberlour are required to hold reserves at this level to support any unforeseen issues to ensure the continued functioning of the organisation. This figure is not available for general revenue use and is to support around 50 services across Scotland in an emergency situation, many of which operate without certainty on funding.

4. What proportion of operation cost do reserves represent?

"Free" reserves represent circa 10% of total operational costs for Aberlour as a Scotland wide organisation.

5. Last period of submitted audited accounts

Aberlour's accounts for the period up to 31 March 2020 have been prepared and audited. A copy of this can be sourced by accessing the following link :

https://d1ssu070pg2v9i.cloudfront.net/pex/aberlour_dev/2020/10/02122508/Aberlour-Final-Signed-Accounts-2019-20-1.pdf

| |
|--|
| <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>Various in-house and commissioned organisations offer family support across the Council area. They are currently being aligned under Children's Services Closer to Home strategy in order to ensure equality of access and avoid duplication.</p> |
| <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>Aberlour has seen significant reduction in service funding over the last 5 years. Aberlour has been proactive in introducing efficiency savings to ensure as much of the Council's funding is directed to frontline services and vulnerable families as possible. Any further funding reductions would reduce front line services to children and families and increase the waiting list. The service is proactive in working alongside colleagues in Children's Services and Health to avoid duplication and ensuring as many families get the service they need, at a time that they need it.</p> |
| <p>8. How can reductions in funding be achieved?</p> <p>The viability of the service will be at risk if further reductions to funding are made.</p> |
| <p>9. What is the risk to the Council if these services are not funded?</p> <p>There is a risk of increased expenditure due to the loss of a preventative service that supports engagement with families when there are complex social and/or personal issues impacting on family functioning and the welfare of children. There will be a direct impact on vulnerable families of very young children in the three areas of multiple deprivation that the service supports. There is no other Early Years provision in the local area for under 3's.</p> |
| <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low</p> |
| <p>E CONCLUSIONS</p> |
| <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>The organisation has continued to perform well despite significantly reduced funding. The ethos and practices of the organisation clearly align to Children's Services Closer to Home strategy and changed monitoring arrangements will provide the opportunity for family support provision across the Council Area to be increasingly joined up in delivering support where it is needed most.</p> |
| <p>F. Monitoring Officer Details</p> <p>Name: Cathy Megarry</p> <p>Designation: Service Manager</p> <p>Service: Children's Services</p> <p>Date of Report: 10/11/2020</p> |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|--|---|
| Organisation Name | Barnardo's |
| Project | Axis Service Falkirk Pathways Family Group Decision Making Lifelong Links Service |
| Agreement Dates | 1 April 2019 - 31 March 2020 |
| Name of Monitoring Officer | Cathy Megarry |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>Barnardo's is one of the UK's largest children's charities, delivering over 900 services supporting 220,000 children, young people and their families in the UK every year. Barnardo's vision is that the lives of all children, young people and families should be free from poverty, abuse and discrimination. Barnardo's purpose is to help the most vulnerable children and young people transform their lives and fulfill their potential. Barnardo's work in partnership with local authorities to meet agreed strategic aims. The service fits within the principles of Children's Services Closer to Home Strategy for earlier intervention and prevention of escalation in the needs of young people and families.</p> <p>Axis Service</p> <p>The service aims to reduce the risk and harm to young people, families and communities in the Falkirk area by providing support to people up to the age of 19 (or 25 if care experienced) who are experiencing difficulties related to substance use. Interventions include a core service for medium to long term support for young people with more complex difficulties and an early intervention service including group work and up to 8 individual and/or family sessions. Axis also provides awareness raising sessions with Children's Services partners across universal and targeted services.</p> <p>Falkirk Pathways Family Group Decision Making Service</p> <p>Family Group Decision Making is a family led decision making process that recognises the strengths within the family. They are empowered to find their own solutions and to develop a plan to address the difficulties they face to protect and support the child(ren) of the family. The Family Meeting provides a supportive space where families and agencies can work together to support the wellbeing of children and young people. The process is undertaken in a child focused, blame free, future focused way.</p> <p>Barnardo's independent Coordinators are not involved in the other formal decision-making processes for the family eg Team Around the Child meetings or Child Protection procedures. The Coordinator spends time with individual family members before the family meetings to enable families to share their views and develop their own support plan. Through this preparation stage family members are often identified who have previously been unknown to the referrer. This can increase the circle of support within the family.</p> | |

Falkirk Pathways Lifelong Links

The Lifelong Links Service is for children and young people who are in care, with no plans to return home or be adopted. The service aims to find family members or reconnect with those where contact has been lost, to provide children and young people with lasting relationships upon which they can depend, know more about their own history and feel a stronger sense of identity. These lifelong connections can give children someone to turn to for practical and emotional support.

2. What is the purpose of the funding provided by the Council?

Barnardo's aims and priorities compliment Falkirk Council priorities and the services directly support and contribute to Falkirk Council's SOLD and Integrated Children's Services Plan priorities to:

- improve mental health and wellbeing;
- address the impact of poverty on children;
- minimize the impact of substance misuse on children;
- promote the principle of early intervention and prevention in the use of substances;
- support children to develop into resilient, confident and successful adults; and
- enable people to live full, independent and positive lives within supportive communities

The **Family Group Decision Making and Lifelong Links** services support Falkirk's Council's duty under Part 12 of the Children and Young People Act 2014 Act to make arrangements to ensure that relevant services are offered to families. These services facilitate family decision making and increase parenting capacity and skills.

The Children and Young People Act 2014 also requires local authorities to consider placing children with family or friend carers in the first instance and only if that is not appropriate, to then place children in foster or residential placements. Crucially, this supports one of the key aims of the closer to home strategy, to reduce the number of children looked after away from home and in residential care by supporting and empowering families as experts in their own lives.

Family Group Decision Making and Lifelong Links are well placed to support Falkirk Council to fulfil the 'Scottish Government Promise' to care experienced children and young people due to the participative, future focused approach of both models.

The **Barnardo's AXIS Service** provides a specialist young person's substance service in the Falkirk Council area, supporting the Council to address its priorities in SOLD, minimising the impact of substance use. The service provides advice and information for young people and parents. It promotes knowledge and understanding of the needs of young people who are using substances and works with Children's Services in sharing practice, understanding responsibilities and providing drug specific support and information to universal and non-specialist services as appropriate.

3. Why does the Council fund this?

The services provided by Barnardos form part of children services preventative and family support strategies.

The **Axis Service** provides a harm reduction service to young people and is aligned with the SOLD priority of reducing harm resulting from substance use. As identified from Falkirk Child Protection data there is significant correlation between risk to children and the prevalence of substance use.

The Barnardo's **Family Group Decision Making Service** and **Lifelong Links Service** have been designed as part of Falkirk Council's Closer to Home Strategy, which "seeks to improve outcomes for young people by strengthening families and building resilience to enable more young people to stay at home as opposed to being in care". The Family Group Decision Making Service aims to empower families to develop their own Family Plans to protect and support children to stay safely at home or in their own community rather than residential or foster care. All Barnardo's Family Group Decision Making (FGDM) Service Coordinators are trained and certified and all have received additional training through the Family Rights Group to undertake Lifelong Links. Young people who have been supported to identify and establish lifelong connections have become more settled in their placements where their needs had previously been escalating.

4. How long has the Council funded this organisation to deliver this service?

The Axis Service was established in 2009 as a result of identified unmet need in relation to young people's substance use and associated risks. Until March 2018, Barnardo's Cluaran and Education Family Resource Services were funded to provide assessment, supported and targeted interventions to vulnerable families in Falkirk which ranged across a spectrum from early intervention to specialist therapeutic work and support to children who are 'Looked After'. In response to reduced funding and opportunities to realign with the Closer to Home Strategy, Barnardo's agreed to provide Family Group Decision Making and Lifelong Links services in Falkirk to harness families' support and resources to help keep children safe, and where possible enable children to stay within the family home and/or wider community.

5. Set out the funding provided by the Council over the last five years.

| | Cluaran | BEFRC | Axis | FGDM/LL | Total |
|-------|----------------|--------------|-------------|----------------|--------------|
| | £ | £ | £ | £ | £ |
| 19/20 | | | 116,905 | 383,095 | 500,000 |
| 18/19 | | | 116,905 | 383,095 | 500,000 |
| 17/18 | 345,297 | 281,583 | 105,405 | | 732,285 |
| 16/17 | 345,297 | 253,644 | 105,405 | | 704,346 |
| 15/16 | 345,297 | 279,208 | 105,405 | | 729,910 |

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

Barnardo's Axis works with young people who are identified because of problematic substance use and require either an intensive/long term service or an earlier intervention and shorter term support. Their needs are identified using an initial Substance Screening tool, followed by a more detailed comprehensive Assessment tool as required. The service works with a broad range of issues and substance use is often a symptom. Issues include domestic abuse, poverty, and parental substance use, transient home life, and limited educational attainment, experience of care and child sexual exploitation. Falkirk Council funding pays for the intensive core service and Barnardo's access additional monies/resources either by way of Voluntary Funds and the CORRA Foundation. Until October 2019 funding was provided by the ADP. This is no longer provided.

Barnardo's Falkirk Pathways Family Group Decision Making (FGDM) Service works with whole families where there are welfare or safety concerns about the child/children. The service aims to widen and reinforce the support network families have by harnessing their own strengths to help keep children safely living within the family. Families have a positive experience of working together and producing agreed safe plans for their children.

Barnardo's Falkirk Pathways Lifelong Links Service is a family connections finding model for young people who have been in care for up to 5 years, with no plans to return home or be adopted. The service is part of a 5 year pilot with 5 Scottish sites including Falkirk. The service is a partnership between Falkirk Council, Barnardo's and the Family Rights Group, with an external evaluation by CELCIS and Strathclyde University.

The Lifelong Links Coordinators use tools and techniques to search for and find family members, either known or unknown to the child and other adults, such as former foster carers or teachers, who care about the child. This network is then brought together through Family Group Decision Making (FGDM) to make a lifelong support plan with, and for the young person. All FGDM Coordinators are trained in the Lifelong Links model. Young people in care often experience broken relationships, which may end suddenly. They often won't know or understand why these relationships have ended and this can affect their self-esteem and sense of identity. Support is provided to young people, family and friends throughout the Lifelong Links process and success has been achieved where young people feel an enhanced sense of belonging and positivity about the future as a result of the process.

All Barnardo's Falkirk services have access to **Barnardo's Forth Valley Volunteers Service** which is funded by Barnardo's to enhance service delivery and maximise the resources for young people and their families. Volunteers support Family Group Decision Making meetings by providing a crèche or activities for children and young people to participate in if they feel unable to join all or some of the private family time during the meeting.

2. How many people directly benefit from the organisation?

During the period April 2019 – March 2020, the **Axis Service** made contact with 138 young people and/or their referrers. 97 new referrals were received during this period. Referrals were received from the local authority Social Work Service, EEI, Health services, Education, Police direct, Sacro and Change Grow Live.

The majority of young people referred were males aged between 14 and 17 years. Referrals for females aged 15 – 16 were significantly higher than other age groups.

Between April 2019 and March 2020 the **Falkirk Pathways Family Group Decision Making Service** received 72 new family referrals (155 young people). 32 young people were able to remain at home with a plan in place. 22 foster/kinship care placement were supported.

The **Falkirk Pathways Lifelong Links Service** received 10 enquiries, which progressed to 5 confirmed referrals to March 2020.

| Service | No. young people offered support |
|----------------|----------------------------------|
| Axis | 138 |
| FGDM | 155 |
| Lifelong Links | 5 |
| Total | 298 |

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

No similar services locally provide these services. Barnardo's Falkirk work collaboratively with the following:

- Social Work
- Schools
- Police Scotland
- CAMHS
- Children's Residential Services
- Leaving Care Team
- Housing
- Adult Social Work Services; and
- Other voluntary sector organisations

4 How does this organisation support the Council achieve its priorities?

Barnardo's aims and priorities align with Falkirk Council priorities and local services contribute to Falkirk Council's SOLD and ICSP priorities, as well as contributing to the aims of Closer to Home.

Barnardo's Falkirk services are aligned to the Falkirk Council's SOLD and Closer to Home goals of:

- Minimising the impact of substance by challenging harmful perceptions of norms within our communities;
- Health and wellbeing and children developing into resilient confident and successful adults; and
- Family first approach- empowering families and communities

5 How are service users involved in the design and delivery of services?

Service user's views are gathered at every stage of the engagement, assessment, care planning and intervention process. Young people and where appropriate, their families participate in designing the service plan and their feedback is considered through regular service reviews and final feedback and evaluation processes.

2 care experienced young people supported by the **Axis Service** chose to take part in the Young People's Voices Project, recording their experience of being in care, highlighting the benefits of the support they received and sharing the challenges they faced. They stated that due to their involvement with support services such as Axis they feel protected and have someone to turn to who listens to them and helps them to solve problems.

"I'm happy you asked me to do this. It makes me feel like my opinion matters"

Survey Monkey questionnaires have also been developed for all services to enable quick, easy and confidential feedback from service users and stakeholders. At the end of each **FGDM** family meeting a short questionnaire 'Have Your Say' is given to all participants, which is then placed in a 'postbox' to ensure confidentiality.

Have your say.....

1. Did you feel your voice was heard at the meeting?
2. Did you feel empowered to contribute your ideas to your Family Action Plan?
3. In a few words, can you describe your experience of FGDM

"Very professionally run. Helped my grandson and us all to evolve as a family"

"This is so amazing! I can't believe you found stuff I was good at in school! I can only remember being told about the bad stuff".

Verbal feedback from young person supported through **Lifelong Links**

The FGDM Coordinator encourages service users to have a say in a number of aspects of the Family Meeting; from who to invite from their wider family circle, where the meeting is held, what food to have at the meeting to empower them in developing their own Family Plan.

Barnardo's has a representation and Complaints Policy to further encourage and facilitate service user feedback. All staff participate in children's rights training to ensure best practice.

6. What specific geographical areas does this service / organisation cover within the Council area?

Barnardo's Falkirk services deliver services to the whole Falkirk Council area.

C ASSESSMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that. (Performance reports can be attached as appendices.)

| Service | Annual target – new referrals | 2017 -18 | 2018-19 | 2019-20 |
|----------------|--------------------------------|----------|----------------------|----------------------|
| Axis | 100 | 79 | 93 | 97 |
| FGDM | 75 families across FGDM and LL | n/a | 57 families (120 yp) | 77 families (160 yp) |
| Lifelong Links | | | | |

Barnardo's activity and performance are reviewed by the Monitoring Officer. Challenges and opportunities are identified and progress and performance in relation to the Joint Working Agreement is reviewed.

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

In 2019-20 Falkirk Pathways FGDM service received the target number of referrals resulting in potential savings to the local authority of £3m. For example:

13 young people remained in kinship / foster care who may otherwise have gone into residential care

9 young people remained at home who may otherwise have gone into foster / kinship care

5 young people at risk of being accommodated into residential care were supported into kinship / foster care

23 young people at risk of being accommodated into foster / kinship care enabled to remain at home with a plan in place

4 young people looked after in residential care supported into foster / kinship care or to return home

Throughout the period of a young person's engagement with the **Axis Service**, they may require other support/s in addition to addressing their substance use. This includes for example support to access housing, employability services and health services.

- 34 young people were supported to increase their employability
- 18 young people were supported with access to housing
- 44 young people were supported to attend sexual and reproductive health services

- 3. When was the last time the service was reviewed and what plans are there to review this?**
The service was reviewed in August 2019 and will be reviewed under the reporting arrangements for Closer to Home.

- 4. Are there any improvements in efficiency or effectiveness that could be achieved?**
None

- 5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?**
The services are not subject to any external regulation.

D FINANCIAL/RISK ASSESSMENT OVERVIEW

- 1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.**

| Year | Falkirk Council – | ADP – Axis Early Doors / Pilot for LAC Young People | Volunteer Service, Premises (funded by Barnardo's) | Voluntary Funding | CORRA (inc. 50 / 50 match funding from Barnardo's) |
|----------------|-------------------|---|--|-------------------|--|
| 2019-20 | £500,000 | £16,823 | £38,055 | £43,995 | £45,548 |
| 2018-19 | £500,000 | £20,000 | £36,695 | £82,701 | £44,441 |
| 2017-18 | £743,739 | £20,000 | £36,695 | £50,686 | £31,799 |
| 2016-17 | £704,346 | £32,692 | £36,695 | £68,173 | £0 |

The ADP funding ceased on 31 October 2019.

- 2. List other sources of funding the organisation has and how much is provided by source.**
Barnardo's in Falkirk and across the Forth Valley delivers a range of services, most funded by statutory partners and supported by Barnardo's Voluntary Funds and other external small grants (activity specific), for example between December 2019 and March 2020 we received £1,500 to support families experiencing food and fuel poverty. As a national organisation, Barnardo's has a wide range of statutory and trust/grant income as indicated within the annual accounts.

3. What is the amount of uncommitted reserves held by the organisation?

Please note that the statement below in relation to reserves applies to the Barnardo's UK.

Extract from Annual report and Accounts 2018/19:

Reserves are represented by the fund balances in the Balance Sheet on page 42 (attached). The level of our reserves is determined by balancing two objectives: maintaining sufficient reserves to enable us to carry on our work when faced with difficult circumstances, and ensuring we maximise the resources used for charitable purposes. Our reserves level therefore needs to be adequate to allow us to address potential losses that might arise from our charitable activities, investments, trading and other activities. It also needs to give us sufficient time to adjust our strategy to meet changing circumstances without unnecessarily removing funds from addressing our charitable purposes.

4. What proportion of operation cost do reserves represent?

Please note that the statement below in relation to reserves applies to the Barnardo's UK.

Extract from Annual Report and Accounts 2018/19

The Balance Sheet shows a net asset position of £2.0m after taking into account the pension liability and also shows unrestricted reserves (reserves that do not carry any restrictions on how they can be used) of £106.8m (2018: £106.2m). In carrying out our assessment of reserves, we look at reserves prior to taking pension liabilities into account, referred to as free reserves. In assessing our level of free reserves we also exclude the fixed asset fund of £38.3m (2018: £39.3m) because this cannot quickly be realised. We do, however, include the working capital fund of £17.0m (2018: £22.7m) as no restrictions apply to this fund. After excluding the fixed assets fund, this leaves free reserves at £68.5m (2018: £66.9m) as at the 31 March 2019. At 31 March 2019 the level of free reserves is outside of this target range, however, it is expected to move back within range by the end of the next financial year.

5. Last period of submitted audited accounts

2019-20 Accounts are pending and due later in the month.

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

There are no other services within Falkirk that provide a specialist substance service to young people who are directly involved with problematic substance use, or a Family Group Decision Making/Lifelong Links Service.

7. Future sustainability - Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

To date, Barnardos has achieved significant savings by sharing resources, including premises and administrative and management arrangements across their Forth Valley services.

| |
|--|
| <p>8. How can reductions in funding be achieved?</p> <p>Barnardo's works with funders and stakeholders to secure funding from a range of sources. Linked with Axis, CORRA funding is match funded by Barnardo's and provides a Looked After Young People's Service (5 years to August 2022). Further reduction in funding would reduce Barnardo's presence locally, including the ability to secure external funding or "added benefit" to the Council and Falkirk area. There would be a reduction in local jobs, employment opportunities and volunteering (use of volunteers).</p> |
| <p>9. What is the risk to the Council if these services are not funded?</p> <p>The Axis service is currently operating a waiting list which is being prioritised according to need, however, this represents at risk young people with significant and often complex difficulties. Any further reduction in funding will directly impact service delivery to this particularly vulnerable group. If the services are not funded, service users and their families and communities would be disadvantaged; the outcomes and benefits for individual children would be reduced and potentially increase cost to services in the longer term - including impact of risk/harm; child protection processes; statutory measures via the Children's Hearings; health and well-being, including self-harm and addictions.</p> |
| <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low</p> |
| <p>E CONCLUSIONS</p> |
| <p>Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>Please see 8 & 9 above.</p> |
| <p>F. Monitoring Officer Details</p> |
| <p>Name: Cathy Megarry</p> |
| <p>Designation: Service Manager</p> |
| <p>Service: Children's Services</p> |
| <p>Date of Report 11.11.20</p> |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|---|------------------------------|
| Organisation Name | Home-Start Falkirk |
| Project | Home-Start Falkirk |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Cathy Megarry |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>UK wide there are 269 independently run locally provided Home Starts. Home-Start recruits, trains and matches volunteers with disadvantaged families who have young children. Volunteers visit families at home each week, supporting parents in situations as diverse as isolation, bereavement, multiple births, illness, disability or those who are just finding parenting a struggle. They provide non-judgemental practical and emotional support for as long as is needed.</p> <p>Home-Start Falkirk's aims are:</p> <ul style="list-style-type: none"> • To visit families in their homes, where the dignity and identity of each adult can be respected. • To develop a relationship with the family using a flexible approach to take account of differing needs. • To reassure parents that difficulties in bringing up children are not unusual and encouraging them to enjoy family life. • To encourage parents' strengths and emotional wellbeing for the ultimate benefit of their children. • To encourage families to widen their network of relationships and to use the support services in the community. • To manage and develop the service in-line with Children's Services Closer to Home strategy. | |
| <p>2. What is the purpose of the funding provided by the Council?</p> <p>Home Start empowers the local community in a sustainable and cost effective way. They train volunteers to provide non- stigmatising support, in the recipients' home, to disadvantaged families with young children, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.</p> <p>Home-Start Falkirk has traditionally focused in the Denny, Bonnybridge and Banknock communities but will also work in partnership with local agencies where the need arises elsewhere, in order to complement other available services.</p> | |
| <p>3. Why does the Council fund this?</p> <p>Home-Start Falkirk recruits, trains and develops volunteers to support otherwise hard to reach, disadvantaged parents.</p> | |

Using volunteers is a cost-effective way to provide early intervention support to parents at a time of difficulty in their lives.

Falkirk Council funding supports the co-ordination of these volunteers.

This type of early intervention delivered locally and for as long as is needed, is an effective means of preventing escalation of need and more intrusive and expensive interventions.

Funding is supplemented by The National Lottery, Corra Foundation, Robertson and RS MacDonald Trusts, donations and fund raising.

4. How long has the Council funded this organisation to deliver this Service?

Falkirk Council has funded the Home-Start Falkirk service for 18 years.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One Off Support |
|---------|----------------|-----------------------|-----------------|
| 2019/20 | £28,014 | £6,000(accommodation) | |
| 2018/19 | £28,014 | £6,000 | |
| 2017/18 | £28,014 | £6,000 | |
| 2016/17 | £29,488 | £6,000 | |
| 2015/16 | £29,488 | £6,000 | |

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

Home Start offer a wide range of services to disadvantaged families with young children. The reasons families are referred to the service include assistance with:

- Physical and/or mental health difficulties
- Parenting skills
- Disability
- Isolation
- Poverty, debt and financial management
- Engagement with support services

Home visiting volunteers are matched with a family and spend 2-3 hours with them each week providing tailor-made, one-to-one support including:

- Emotional support to find ways to manage and resolve problems.
- Practical help with making and getting to appointments.
- Help with shopping, budgeting, nutrition, meal planning, cooking and making the home safe.
- Direct support to children, including playing, listening, having fun, establishing routines, encouraging development and providing opportunities for outings and treats.
- Outreach and Family Group work so parents can get out, meet others and become more involved in their local communities.
- Information and links to other organisations including health and educational services.
- Parenting advice and skills.

Home-Start provide weekly Family Group Hubs in 5 areas where parents and children can access a range of supports including CAB, Credit Union, Speech and Language Therapy, Peer support, Budgeting, Cooking, Health, Parenting advice and courses, Play Together sessions along with a varied range of speakers from other services.

They deliver the Denny Buggy Walking Group meeting once a week to support improvements in physical and mental health of parents and their children.

Trained staff and volunteers support separating or separated parents, promoting more positive communication between parents at a very difficult time for the benefit of their children and also themselves.

2. How many people directly benefit from the organisation?

In 2019/20 the organisation supported 101 parents with 181 children – 74 under 5 and 107 over 5.

Initial advice and signposting was provided to a further 12 individuals

Families were supported by 20 volunteers.

Both the families and those who volunteer directly benefit from the organisation. The benefits to those who volunteer are well researched, with volunteers gaining confidence, experience and a sense of purpose as well as making significant contributions to the local community and economy.

Impact on families

Families are regularly reviewed by staff to ascertain if the Home Visitor's support is meeting the needs of the family and tackling difficult issues. The Home-Start Monitoring and Evaluation System and the Charity Log data tool clearly indicates that life has improved for all families in at least one area of their lives. The average figures for 82 families supported over the last 2 years are shown below. NB Families may give feedback against more than one support criteria.

At each visit families are asked how well they are managing key aspects of their family's life. Scoring is from 0 - not coping at all, to 5 - Coping very well.

| Coping Area | Initial Visit Scores | Mid Support Scores | End of Support Scores |
|--|-----------------------------|---------------------------|------------------------------|
| Parenting skills | 2.9 | 3.3 | 4.1 |
| Parental Physical and Mental Health | 2.3 | 2.8 | 4.4 |
| Child Physical and Mental Health | 3.5 | 4.0 | 4.7 |
| Family Management * | 2.8 | 3.4 | 4.1 |

*(Family Management includes finances/budgeting, managing routines and the home, conflict and accessing additional services)

Of 46 families experiencing difficulties in parenting, 80% were managing their childrens' behaviours and development better.

Of 73 parents experiencing health difficulties - physical health improved by 63%, mental health by 85%, a reduction in isolation of 80% and an improvement of self-esteem by 90%.

Of those families who engaged with Home-Start Falkirk over the last 2 years:

6 parents went on to volunteer with Home-Start Falkirk in a home visiting, groupwork, fundraising or admin role.

8 parents became volunteers with other charities/organisations including charity shops, Parent and Child groups, story-telling in the library and befriending at local elderly care home. 6 joined college courses in Health and Social Care, Accountancy and Childcare.

14 parents returned to work after a long period away due to health issues or started work for the first time.

Following support, most parents become confident enough move on to more mainstream services – library sessions, parent and toddler groups, courses in schools etc. See figures above for those moving on to more formal pathways.

In terms of reductions in families' involvement with statutory services – 5 children's names were removed from the Child Protection Register, 20 children have ended voluntary support from Social Work Services and the families of 35 children are no longer receiving intensive support from Health Visitor and/or Education Services. This reduction in need for intensive support directly relates to better outcomes for children - in their health and wellbeing, development, attainment and resilience. By supporting parents to improve their attachment and responsiveness to their children, Home Start breaks the cycle of poor parenting, poverty and poor health experienced by families.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

There are no organisations carrying out similar work locally. Home Start compliments the work of other organisations in both the statutory and voluntary sector, by providing longer term support following more intensive, short term interventions.

Due to the nature of service delivery and the long established relationships within the communities where they work, Home Start are able to work effectively with hard to reach families and those with children who might be described as being “on the edges of care” They work intuitively with families, flexibly responding to their needs and with varying intensity and for as long as support is required. This approach consolidates change and prevents escalation of need.

4. How does this organisation support the Council achieve its priorities?

Home Start contribute to the following strategic priorities:

- Addressing the impact of poverty on children
- Improving mental health and wellbeing
- Maximising job creation and employability
- Reducing the impact of Substance misuse
- Inclusion – live, learn and thrive in Falkirk
- Implement 6 corporate parenting duties in the Act
- Earlier identification and response to childhood neglect
- Aligning fully with the Closer to Home strategy

5. How are service users involved in the design and delivery of services?

Home Start have a Project Development Group which includes staff, trustees, volunteers and current and former service users. All of the PDG members have had involvement in the project at some time in the last few years. They participate in a range of tasks and take account of the needs and interests of service users. They collect information on a regular basis from a variety of sources to ensure the work is current and relevant to the needs of the families, referrers and local and national policy.

All families participate in regular one to one reviews. The reviews address the difficulties the family is experiencing and any progress or barriers in addressing them. The review is also an opportunity to gather information from families about their local area - services they might need but which are either unavailable locally or too difficult or expensive for families to access.

Families also participate in regular Focus Groups, sharing information and ideas with staff and Trustees. This information is used alongside the work of the PDG to inform any changes or developments the service may require.

Staff and Volunteer Support and Supervision sessions are used to assess progress of each family, identifying any gaps in the support they are accessing and creating a more complete picture of their progress. Staff are members of a wide range of Forums and Committees across Falkirk. This allows Home Start to keep up to date with changes in all areas affecting or likely to impact on families including changes to benefits, services and work opportunities. They are then able to keep parents informed about these changes, losses or additions. This early knowledge and support to manage it, helps vulnerable parents cope with changes or new opportunities in a more positive and effective way.

6. What specific geographical areas does this service / organisation cover within the Council area?

The service covers mainly the Denny, Bonnybridge, Banknock and surrounding villages. However, where there is a need for a Home-Start service in the wider Falkirk Council area, they respond to this.

C ASSESSMENT OF PERFORMANCE

**1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

The organisation is funded to provide support to 35 families on the following basis;

- 10 Initial advice and sign posting
- 15 Home visiting/ volunteer service
- 8 enhanced support with multiple elements
- 2 Specialist support of high intensity/ long duration.

As described above, the service exceeded expectation in 2019/20, by nearly double. This is reflective of previous years.

| | | | | | | | | | | |
|--|----------------|---------|-------|--------|--------------------|--------|--------------------------|--------|--------------|----------------|
| <p>2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.</p> <p>Home Start consistently support a greater number of children and their parents than the agreement with the Council states.</p> <p>They do not operate a waiting list – recognising that support is generally more effective if it is received as quickly as possible after the difficulty is identified.</p> <p>They rely on the support and good will of Trustees, Staff and Volunteers working to take on additional families and carry out fundraising activities and apply to trusts and foundations.</p> | | | | | | | | | | |
| <p>3. When was the last time the service was reviewed and what plans are there to review this?</p> <p>Date of most recent review – Home Start are reviewed through the Home-Start UK Quality Assurance Review System on a 3 yearly basis with regular self-assessments during that period. Our last review was in 2019.</p> <p>Next planned review – Home Start’s next review will be in 2022. The service will be reviewed under the priorities of Children’s Services Closer to Home Strategy.</p> | | | | | | | | | | |
| <p>4. Are there any improvements in efficiency or effectiveness that could be achieved?</p> <p>Home Start has continued to work under significant financial restraint this year and with a much reduced staff team. They are already an extremely cost-effective organisation and any further cuts to funding would mean the service was not viable.</p> | | | | | | | | | | |
| <p>5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?</p> <p>No</p> | | | | | | | | | | |
| <p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p> | | | | | | | | | | |
| <p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in-kind contributions.</p> <p>In the year 2019/20 which is the latest they have audited figures for, Falkirk Council provided almost 30% of the funding for Home-Start Falkirk West.</p> | | | | | | | | | | |
| <p>2. List other sources of funding the organisation has and how much is provided by source.</p> <table><tr><td>Big Lottery</td><td>£47,000</td></tr><tr><td>Co-op</td><td>£2,000</td></tr><tr><td>RS MacDonald Trust</td><td>£8,000</td></tr><tr><td>Donations and fundraised</td><td>£7,400</td></tr><tr><td>Total</td><td>£64,500</td></tr></table> | Big Lottery | £47,000 | Co-op | £2,000 | RS MacDonald Trust | £8,000 | Donations and fundraised | £7,400 | Total | £64,500 |
| Big Lottery | £47,000 | | | | | | | | | |
| Co-op | £2,000 | | | | | | | | | |
| RS MacDonald Trust | £8,000 | | | | | | | | | |
| Donations and fundraised | £7,400 | | | | | | | | | |
| Total | £64,500 | | | | | | | | | |
| <p>3. What is the amount of uncommitted reserves held by the organisation?</p> <p>£9,000.</p> | | | | | | | | | | |
| <p>4. What proportion of operation cost do reserves represent?</p> <p>10%</p> | | | | | | | | | | |

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|---|
| <p>5. Last period of submitted audited accounts 2019/20</p> |
| <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? The Council does not fund any other services offering this model of service delivery. Other in-house and commissioned family support services complement the approach.</p> |
| <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council? No, the service could not operate with reduced funding from the Council</p> |
| <p>8. How can reductions in funding be achieved? Reductions cannot be achieved without making the service untenable</p> |
| <p>9. What is the risk to the Council if these services are not funded? Disadvantaged and hard to reach families who benefit from the service would not have their needs met at an early stage, their needs would escalate and they would require more intensive and expensive interventions in the future.</p> |
| <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation. Low</p> |
| <p>E CONCLUSIONS</p> |
| <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered. Home start had reduced funding from April 2017 which necessitated redundancies for staff and a heavier reliance on fundraising activities and pursuing grant funding from trusts and foundations. Despite this reduction in capacity, the service has continued to provide a highly cost effective and impactful service which supports the Council's key priorities.</p> |
| <p>F Monitoring Officer Details</p> |
| <p>Name: Cathy Megarry</p> |
| <p>Designation: Service Manager</p> |
| <p>Service: Children's Services</p> |
| <p>Date of Report: 06/11/20</p> |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

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|--|---|
| Organisation Name | NHS Forth Valley CAMHS |
| Project | Clinical Psychology Service for Looked After Children |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Gayle McIntyre |
| | |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>To provide a specialist clinical psychology assessment and therapy service for: -</p> <ul style="list-style-type: none"> • Children and young people who are Looked After by Falkirk Council, either at home or accommodated away from home, and who are the responsibility of Falkirk Council, even when they are living outwith the area. • Children and young people residing in the Falkirk Council area whose family placement is at high risk of breakdown, which could lead to them becoming accommodated, whether or not they are at that point Looked After by the Local Authority. <p>To provide professional consultation to staff including social workers, foster carers and residential staff with the aim of: -</p> <ul style="list-style-type: none"> • Promoting therapeutic care for children and young people in their day to day lives. • Helping to sustain children and young people at home or within their local care placements. | |
| <p>2. What is the purpose of the funding provided by the Council?</p> <p>The purpose is to provide services to meet the above key aims and objectives. The requirement for this service reflects that Looked After children have significant mental health needs that may not always meet the criteria for a mainstream mental health service. Looked After children often experience difficulties in engaging with such services and in addition, access to appropriate mental health support can be difficult to secure for children who are placed outwith Falkirk Council's geographical area.</p> <p>The continuation of this service reflects the commitment to addressing the support needs for those working with this extremely vulnerable group, e.g. foster carers, residential care staff and social workers, thereby enhancing their capacity in developing skills in supporting young people to either remain at home or within a local Falkirk care placement. The psychology service is an important contributor to the care planning for children and young people Looked After by Falkirk Council and for whom the Council hold corporate parenting responsibilities for.</p> | |
| <p>3. Why does the Council fund this?</p> <p>This post is a partnership arrangement with NHS Forth Valley Child and Adolescent Mental Health Service (CAMHS). The post holders are employed by the NHS. This ensures that the clinical psychologist(s) have access to the necessary level of professional support, supervision and clinical governance. It is funded by the Council as part of our commitment to</p> | |

meeting the mental health needs specifically of our Looked After children and young people and those at risk of becoming Looked After.

- 4. How long has the Council funded this organisation to deliver this Service?**
8 years

- 5. Set out the funding provided by the Council over the last five years.**

| Year | Annual Funding | Support in Kind | One Off Support |
|-----------|----------------|-----------------|-----------------|
| 2019/2020 | £33,100 | | |
| 2018/2019 | £64,904 | | |
| 2017/2018 | £68,472 | | |
| 2016/2017 | £67,401 | | |
| 2015/2016 | £70,704 | | |

- Please note that over the last financial year the clinical psychologist has been working 18.5 hours (0.5 FTE post). The other 0.5 of the post has since been filled (May 2020) allowing us to offer a full service to our children and young people again.

B SERVICE DELIVERY

- 1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?**

The service delivers a specialist Clinical Psychology service to children and young people who are Looked After. This is delivered on a one-to-one basis with children living at home and those in foster care, residential placements and secure care. A support and consultation service is also provided for other professionals working directly with these vulnerable groups including foster carers, residential workers and social workers. The service contributes to risk assessment and risk management of young people who are assessed as a risk to themselves or others. The service provides written reports and assessments to various statutory forums including Looked After reviews, Children's Hearings and the Court. The psychologist can contribute to permanence planning for children and young people including parental capacity, sibling and contact assessments and reports.

- 2. How many people directly benefit from the organisation?**

The service is delivered by an experienced and highly skilled clinical psychologist. The psychologist regularly has student psychologists on placement with her which offers additional resource to the organisation at no additional cost.

Throughout the last financial year, the psychologist worked with **69** young people.

Age and gender demographics

Of the 69 Young People involved = **34 = male and 35 = female**

| | | | | | | | | |
|----------|---|---|----------|---|---|----------|---|---|
| 1 year | = | 1 | 3 years | = | 2 | 4 years | = | 1 |
| 5 years | = | 1 | 6 years | = | 6 | 7 years | = | 3 |
| 8 years | = | 2 | 9 years | = | 5 | 10 years | = | 4 |
| 11 years | = | 5 | 12 years | = | 5 | 13 years | = | 6 |
| 14 years | = | 8 | 15 years | = | 6 | 16 years | = | 6 |
| 17 years | = | 6 | 18 years | = | 1 | 19 years | = | 1 |

1:1 appointments with children and young people

Total: 306 face to face appointments with young people.

Each appointment lasts between 1 and 1.5 hours. Travel time is not included.

Consultations with social work staff/teachers/residential staff /foster carers

Total: 150 consultations with practitioners.

Each consultation takes between 1 and 2 hours. Travel time no included.

Attendance at multi agency meetings for children

Total 48

Each meeting takes between 1 and 1.5 hours. Travel time is not included.

- *Less children have received a service in the financial year ending 31st March 2020 due to the reduction in working hours of the clinical psychologist and delays in recruiting to the other half of the post. There was a trainee clinical psychologist in placement for 2 days per week for 6 months and this allowed more children and professionals to be offered a service. A waiting list developed due to the temporary reduction in staffing over this time. The half post was filled in May 2020 and the children on the waiting list have been prioritised and are now receiving support and intervention.*

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

The service is located within NHS Forth Valley. CAMHS provide a specialist service for children and young people across Forth Valley with a mental disorder or other symptoms of psychological distress and manage referrals from the broader populations of Falkirk, Stirling and Clackmannanshire. They do not provide a specialist mental health service for Looked After children and young people.

The specialist Looked After psychology service offers much more flexibility in terms of working with this vulnerable and difficult to engage group. Appointments are offered within a range of venues to meet the needs of the young person and the psychologist will travel outwith the area to external care placements if required. Appointments are also offered in the early evening rather than the traditional 9 – 5 office hours to accommodate the needs of children and young people.

4. How does this organisation support the Council achieve its priorities?

The service supports the achievement of a number of the Council's strategic priorities including:

The Council's Strategic Outcome Local Delivery Plan (2017 – 2020) in the following areas:-

- Vision – Improving mental health and wellbeing.
- Outcomes – Our children will develop into resilient, confident and successful adults.

The Council's Integrated Children's Services Plan (2017 – 2020) is committed to:-

- Improving children and young people's mental health and wellbeing
- Inclusion – supporting children and young people to live, learn and thrive in Falkirk
- People live full, independent and positive lives within supportive communities.

The Children's Services Closer to Home strategy which is a key project within the Communities workstream of the Council of The Future Programme:-

- Working alongside other professionals to keep vulnerable children and young people at home where it is assessed as safe to do so.
- Providing therapeutic services to Looked After children to support them to maintain local care placements.
- Supporting transitions of young people from external commissioned residential care placements and secure accommodation to in-house care provision closer to the home.
- Supporting return home assessments and transition plans during and after an episode of care.

5. How are service users involved in the design and delivery of services?

The service has previously undertaken regular audit activity to seek anonymous feedback from service users and professionals who have had involvement with the service. Service users can also provide feedback through other mechanisms including Looked After reviews and Children's Hearings. There has not been any routine structured feedback system or audit activity in place during this financial year due to the temporary reduction in staffing. Audit activity and service user feedback is planned for early next year 2021.

6. What specific geographical areas does this service / organisation cover within the Council area?

The service is provided across Falkirk Council geographical area. The service also supports children and young people whose care needs cannot be met locally and who require a placement outwith the Council area.

C ASSESSMENT OF PERFORMANCE

**1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

The requirements and expectation of the service has not changed since the service started. The mental health needs of Looked After children continues to be significant. The service continues to deliver on its aims and objectives and has remained focused on providing a specialist service to this vulnerable group that cannot be met elsewhere. The focus of the service is towards clinical work, however the service has been responsive to the wider strategic needs as they develop, for example CAMHS liaison with broader service for children and young people with mental health needs.

One key area of service delivery is providing consultancy support to practitioners working with vulnerable and traumatised children and young people. Below are some recent comments/feedback from Social Workers and supervising workers for foster carers: -

"I find the advice, support and strategies offered by (the psychologist) to be valued and helpful, plus she is will work directly with foster carer and family"

"(The psychologist) has been consulting with myself as well as the foster carer. The foster carer reports that she has found this extremely beneficial in helping to understand the behaviours of the child, respond to them appropriately and to help the child navigate and understand his lived experiences"

"In one particular situation the psychologist established a relationship with a 15 year old into his 16th year and, as a result of this trusting relationship, this has been a major factor in ensuring a permanent placement was sustained".

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

The service is routinely and consistently viewed very positively by children and young people as well as by professionals who use the service on a consultancy basis. The flexibility and responsiveness of the services is a major contributory factor to the high value placed on the service by these groups.

3. When was the last time the service was reviewed and what plans are there to review this?

The service has not been subject to formal review. Quarterly contract monitoring meetings take place to ensure that the service continues to deliver on the key aims and objectives.

A service user feedback questionnaire is planned for early 2021 as well as an on - line survey for professionals accessing the consultancy service.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

Administrative support for the service does not allow for full data gathering and other quality assurance activities. Administrative processes are challenging to maintain without impacting on direct service delivery. Involvement in strategic planning groups is also limited due to the demand for direct work with children and young people.

| | |
|----------|--|
| | <p>5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc? The service is not inspected on a standalone basis, however the LAC Psychology service was recognised positively within the last Care Inspectorate Joint Inspection of Services for Children in 2016 who commented that: - “the highly personalised flexible approach had demonstrated considerable success in overcoming barriers to accessing and sustaining engagement with vulnerable young people.”</p> |
| D | FINANCIAL / RISK ASSESSMENT OVERVIEW |
| | <p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions. Post funded 100% by Falkirk Council.</p> |
| | <p>2. List other sources of funding the organisation has and how much is provided by source. N/A</p> |
| | <p>3. What is the amount of uncommitted reserves held by the organisation? N/A</p> |
| | <p>4. What proportion of operation cost do reserves represent? N/A</p> |
| | <p>5. Last period of submitted audited accounts N/A</p> |
| | <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? This is a specialist Clinical Psychology Service. The Council has an Educational Psychology Service which is a different professional discipline with a focus on improving the development and learning of all children and young people with additional support needs across Falkirk Council's education establishments.</p> |
| | <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council? The post holder is employed by NHS Forth Valley. The post is funded by Falkirk Council and is a key element of the Council's corporate parenting responsibilities. NHS Forth Valley also has corporate parenting responsibilities. Any reduction in the financial commitment from Falkirk Council would require to be met by NHS Forth Valley to ensure the continuation of the service.</p> |

| | |
|-----------------|--|
| | <p>8. How can reductions in funding be achieved?</p> <p>The service has been provided by one full time clinical psychologist from 2014 – 2019 when the psychologist reduced her hours of work to part time, working 0.5 of the full-time post. There was a delay in the recruitment process so the service operated at 50% capacity over the financial year 2019 – 31st March 2020. This reduction in service had a direct impact on the number of vulnerable children who could be offered a service and the number of staff and carer consultations that could be offered to those working to support children in their daily lives. The other half of the clinical psychologist's post has recently been filled. Any reduction in service long term would impact directly on the children and young people who access the service. The need for specialist mental health services is increasing and the covid-19 pandemic in 2020 has impacted on children and young people's mental health and wellbeing, even more so, for this already marginalised and vulnerable group.</p> |
| | <p>9. What is the risk to the Council if these services are not funded?</p> <p>Were the service to be discontinued there would be a significant negative impact on the mental health and wellbeing of Looked After children for whom the Council, along with other agencies, has corporate responsibilities for. The withdrawal or reduction in the service may lead to an escalation of the difficulties children and young people face and this could contribute to an increase in the number of children Looked After away from home or the need for more expensive external placements if local ones cannot be sustained.</p> |
| | <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low.</p> |
| E | CONCLUSIONS |
| | <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>The clinical psychology service is critical in addressing the needs of vulnerable children and young people who are at imminent risk of being accommodated or who are already Looked After by the Local Authority. Looked After children and significantly more likely to have mental health needs than their non Looked After peers. The service has developed a very positive reputation with young people, carers and other professionals who value the responsiveness and flexibility of the service which is free from restrictive criteria or long waiting lists. (exceptions noted to this in the body of this report due to reduced staff capacity during this time period).</p> <p>The need for the service continues to be consistently evidenced in the care planning for children and young people and has and will continue to work exclusively with this targeted group of vulnerable young people with complex needs, in line with the existing aims and objectives.</p> |
| | F. Monitoring Officer Details |
| Name: | Gayle McIntyre |
| Designation: | Service Manager |
| Service: | Children's Services |
| Date of Report: | 11 November 2020 |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|---|--|
| Organisation Name | NHS Forth Valley Speech and Language Therapy |
| Project | Service Level Agreement for Children with Additional Support Needs |
| Agreement Dates | 1 April 2019 – 31st October 2020 |
| Monitoring Officer | Kerry Drinnan |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>The overall aim is to enable young people to fulfil their potential and communicate to the best of their ability. The Speech and Language Therapy Team aims:</p> <ul style="list-style-type: none"> • to maximize the child's communicative potential within the context of education and the home environment • to reduce the impact of children's communication and eating and drinking difficulties for children with complex and enduring additional support needs • to facilitate effective communication and learning through skilling and empowering the child and those who communicate with the child on a regular basis. • to move children and their communication partners towards independent self-management of long term communication support needs • improve outcomes for all children and young people in the Getting It Right For Every Child areas of safe, nurtured, healthy, achieving, active, respected, responsible and included (Service Level Agreement, 2019/20) • advise the Team Around the Child on methods and resources that can support progress in meeting additional support needs arising from speech, language, communication and eating and drinking difficulties <p>Additionally</p> <ul style="list-style-type: none"> ○ to support the Falkirk Council Education Services in providing Continuing Professional Development for its staff ○ to support Falkirk Council Education Services in closing the spoken language gap for children in poverty and positively impacting on attainment. ○ to support Falkirk Council deliver on their priorities related to <ul style="list-style-type: none"> • children to grow into resilient, confident and successful adults • addressing the impact of poverty on children and young people • including children, improving mental health and wellbeing • maximising employability <p>Transformational Review</p> <p>In May 2019 Speech and Language Therapy embarked on a transformational review in partnership with Falkirk, Stirling and Clackmannanshire councils. The process aimed to answer the fundamental question of; 'What do children with communication needs require in order to be safe, healthy, achieving, nurtured, active, respected, responsible and included?' The review was complete in November 2019.</p> | |

Process

The process was framed using quality improvement methodology and the solutions have been co-produced in partnership with Families, Health and Education. The team took time to stop and listen to families, education and health partners to ask what was important to them. This ensured that the transformational change ideas were driven by the needs and views of the local population.

Vision

Following on from the review a joint vision was developed. The vision helps to answer the fundamental question. 'By January 2022 Children and Young People in Falkirk will demonstrate improved outcomes through access to a Speech and Language Therapy service that is based on relationships, is accessible, person centred, outcome focused, integrated and delivers quality universal, targeted and individualised support.'

How will we achieve the vision?

In order to truly deliver positive and sustainable outcomes for children, communities require a whole systems approach that includes quality approaches across Universal, Targeted and Individualised levels and across five key areas of Family Support, Environment, Workforce, Identification and Intervention.

What does this mean practically?

- The majority of the health staff resource will be merged with the education resource and will be delivered in an integrated way based within educational establishments.
- Each educational establishment will have one SLT aligned to them who will deliver universal, targeted and individualised approaches
- The therapist will develop a bespoke offer based on the unique needs of the establishment and its children

2. What is the purpose of the funding provided by the Council?

The purpose of the funding is to deliver on the joint vision, as above.
Speech and Language Therapy is directly helping Falkirk Council to deliver their responsibilities under the Children and Young People(s) Act 2014 and ASL Act
The Service Level agreement between NHS Forth Valley and Falkirk Education Services recognises the need for improving spoken language for all children, and therefore mitigating the significant impact that poor spoken language has on attainment, behaviour, and wellbeing and future life chances.

3. Why does the Council fund this?

To enable the Council to meet its statutory duties under the Additional Support for Learning Act 2006- 2014 Speech and Language Therapists are central to supporting Falkirk education deliver on the recommendations outlined in the recent review of additional support for learning implementation (June 2020).

4. How long has the Council funded this organisation to deliver this Service?

There has been a long standing joint service level agreement in place between NHS Forth Valley and Falkirk Education Services for over twenty years.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in kind from health | One Off Support |
|---------|----------------|-----------------------------|-----------------|
| 2020/21 | 515,040 | 684,515 | |
| 2019/20 | 465,040 | 663,614 | |
| 2018/19 | 465,040 | 641,634 | |
| 2017/18 | 465,040 | 581,342 | |
| 2016/17 | 465,040 | 575,110 | |
| 2015/16 | 515,040 | 556,579 | |

- For the business year 2019/20, 59% of the funding for Speech and Language Therapy in Falkirk came from Health and 41% from Education.
- For the business year 2020/21, 57% of the funding for Speech and Language Therapy in Falkirk is from Health and 43% from Education.

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc.?

Speech and Language Therapy uses a framework to underpin the offer that supports communication and/or eating and drinking for children and young people. The framework provides an overarching set of outcomes across five strands:

- Supporting parents, young people and **families**
- Enhancing and adapting **environments**
- Developing the **workforce**
- **Identifying** need
- Providing appropriate **interventions**

•

Roles / Remits of Speech and Language Therapy in relation to above:

- identification of range of needs
- assessment of needs
- development of appropriate programmes
- direct implementation of programmes [targeted support]
- indirect implementation of programmes [universal support]
- monitoring of pupils' progress
- reporting and identifying next steps
- risk assessment
- staff training and development
- joint working with staff, parents and colleagues
- input to IEPs and CSPs
- development of augmentative communication systems
- use of IT and software

2. How many people directly benefit from the organisation?

April 19 to March 20: 1332 unique children, with 11,380 contacts during this period. The total number of requests for assistance was 720. 38% of these requests were from education staff. The number of self-requests has increased significantly this year as education staff are often directing parents to self-request.

April 20 to October 20: 751 unique children, with 2955 contacts during this period. The total number of requests was 273.

Specialist Caseload

In April 2020 there was an active caseload of 550 children.

Training of Education Staff

In 2019/20 Speech and Language Therapy provided 897 number of training places.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

No services are similar in function currently. Parents may commission independent speech and language therapists by private arrangement.

4. How does this organisation support the Council achieve its priorities?

Speech and Language Therapy contributes to all of the councils priorities :

- our children will develop into resilient , confident and successful adults
- our area will be fairer and more equal place to live
- our population will be healthier
- successful business investment and employment
- our area will be a safer place to live

Through

- improving the communication and spoken language of children can significantly improve children's attainment.
- interventions designed to break the intergenerational cycles of children in poverty who are presenting with poor spoken language skills linked with poor life outcomes.
- improved spoken language to mitigate against lifestyle and health risks
- development of communication skills in order that young people have the requisite skills for college and/or employment
- improved spoken language skills reducing communication problems which link to poor behavioural problems, reducing the risk of developing challenging and offending behaviour self-esteem and general wellbeing.

5. How are service users involved in the design and delivery of services?

The new transformational plan included a robust review of Speech and Language Therapy services across Forth Valley and included 354 respondents including education staff, health staff and parents. 1460 comments were themed and analysed.

The review resulted in the development of principles, a vision and change ideas which included

1. Further integration with Education. The majority of the service, including the fully health funded parts of the service, will be delivered within educational placements and in the local community
2. Remove the barrier between the Speech and Language Therapy Community, ASN and Project teams
3. Develop a cluster / locality approach in line with children's service developments
4. Utilise a broad model of service delivery
5. Improve the equity and quality of Speech and Language Therapy support within specialist provisions

6. What specific geographical areas does this service / organisation cover within the Council area?

All Falkirk Council and Partnership nurseries and schools across the entire Council area.

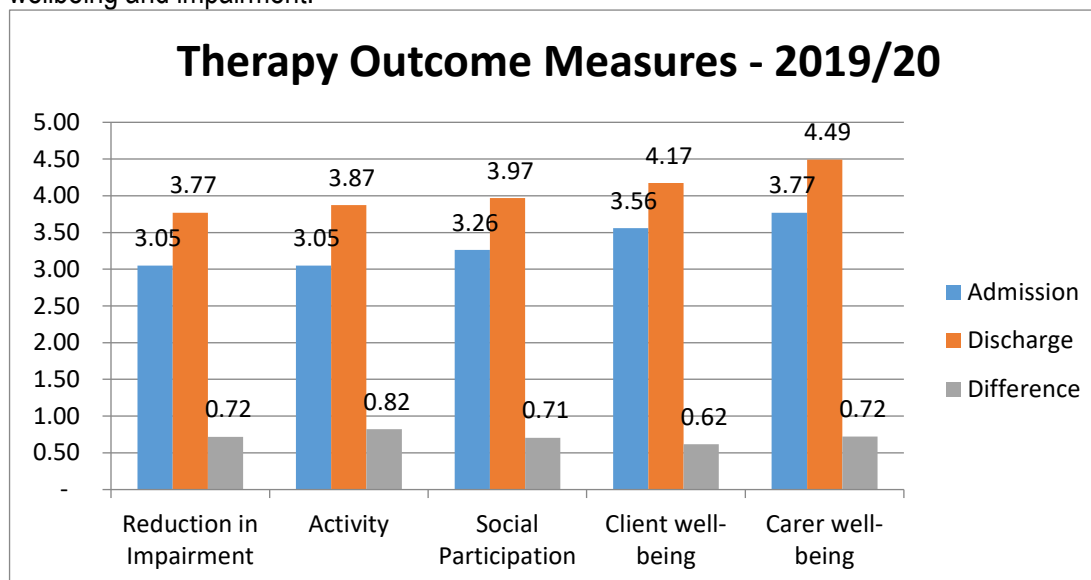
C ASSESSMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.

(Performance reports can be attached as appendices.)

Specialist Caseload- Therapy outcome measures

Professionals and families use Therapy Outcome Measures to rate progress based on four key dimensions. Each dimension is rated from 0 (severe end) to 5 (normal). These rating scales are used at the beginning and end of a child's journey through the service. Data shows significant improvement in outcomes for children in regard to social participation, activity, wellbeing and impairment.



Performance Indicators

Speech and Language Therapy report performance data, based on the SHANARRI indicators to Falkirk Education Services every four months. Over a 12 month period, an average of 98.2% episodes of care resulted in a satisfactory outcome.

Training of Education Staff

In 2019/20 Speech and Language Therapy provided 897 number of training places. 97.9% of attendees were satisfied or very satisfied with the quality of the course and 100% of attendees would recommend the training to a colleague.

Services delivered during COVID-19: Activity during full lock down

The staff have provided a range of supports including;

1. Individualised support for Children & Young People – phone & video conferencing
2. Speech and Language Therapists maintained contact with educational practitioners and offered support in the form of key messages and ideas for home learning.
3. Helpline was extended and was available Monday to Friday
4. Direct appointments for children with Eating and Drinking concerns
5. Expansion of quality social media contact

Activity following full lock down

- Visits to 85% of early learning and childcare centres and 94% of schools and nursery classes.

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| <p>2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected. Speech and Language Therapy won the top clinical team in NHS Forth Valley staff awards in November 2019. NHS Forth Valley in partnership with Falkirk, Stirling and Clackmannanshire is the only area in Scotland that has delivered such radical and transformational changes to the Speech and Language Therapy service. Speech and Language Therapy have been able to demonstrate exceptionally high performance as evidence by the SHANARRI performance monitoring data reported above.</p> |
| <p>3. When was the last time the service was reviewed and what plans are there to review this? The transformational review started in May 2019 and was complete in November 2019. The changes have been accelerated due to the pandemic and the service is already delivering the majority of these changes in Falkirk educational establishments. There is a formal review on an annual basis.</p> |
| <p>4. Are there any improvements in efficiency or effectiveness that could be achieved? The transformational review highlighted a number of change ideas that have been delivered during this period, we are continuing to monitor, improve and measure change to ensure our partnership can maximise effectiveness and outcomes for children and young people, with an early years and early intervention focus. This year the service has made significant progress in developing the service for children with the wellbeing and inclusion service. This has been supportive in meeting the needs of the most vulnerable children in line with the ambition of the 'Closer to Home Strategy.' The NHS Service has agreed to cover annual staffing increases for the next financial year, meaning the cost to Falkirk Council will remain at the same level as this current financial year and the NHS financial contribution will increase.</p> |
| <p>5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc.? Individual staff are fully regulated by the Health and Care Professions Council, NHS targets and quality assurances processes.</p> |
| <p>D FINANCIAL / RISK ASSESSMENT OVERVIEW</p> |
| <p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions. For the 2019/20 business year Falkirk council funded 41% of the Speech and Language Therapy service. NHS Forth Valley funds 59%.</p> |
| <p>2. List other sources of funding the organisation has and how much is provided by source. SLT in Falkirk does not receive any additional funding apart from the core funding from NHS Forth Valley outlined above.</p> |
| <p>3. What is the amount of uncommitted reserves held by the organisation? The speech and language therapy service does not have separate reserves from the NHS.</p> |
| <p>4. What proportion of operation cost do reserves represent? Not applicable for the NHS.</p> |
| <p>5. Last period of submitted audited accounts NHS accounts are audited annually and are made public.</p> |
| <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? None</p> |

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| | <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>The transformational review of this service in partnership with the three local authorities in Forth Valley will ensure the partnership can maximise effectiveness and outcomes for children and young people.</p> <p>A decrease in funding will have a significant impact on service delivery and reach and outcomes on young people. Further negotiation will be required with NHS Forth Valley.</p> |
| | <p>8. How can reductions in funding be achieved?</p> <p>The monitoring officer and the service will be required to work collaboratively to reduce the service delivery as appropriate.</p> <p>Due to the transformational change, the ASN budget was able to save £100,000 on the annual spend to Speech and Language Services from the financial year 19/20.</p> |
| | <p>9. What is the risk to the Council if these services are not funded?</p> <p>A reduction in funding will mean that the current model of service delivery within educational establishments will be unsustainable and therefore will have to be reversed, with services reverting back to being clinic based.</p> <p>Cost for Children and Young People</p> <ul style="list-style-type: none"> • A reduction of Speech and Language Therapy services will have an impact on the wellbeing, behaviour, learning and positive destinations of children in Falkirk both in the short and long term. <p>Cost to Education</p> <ul style="list-style-type: none"> • Reputational risk for the council and potential increase in costs related to tribunals and complaints and ASL Act legal challenges. <p>Cost for Parents and Families</p> <ul style="list-style-type: none"> • By reducing SLT services, parent's ability to support the speech, language and communication development of their child will be affected. <p>Cost for Teachers</p> <ul style="list-style-type: none"> • Increased stress and workload for teaching staff without support from SLTs. • Objectives for learning, attainment and behaviour will be impacted if schools are not able to access adequate support from their local SLT service. |
| | <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Medium – further reductions in funding is likely to decrease the availability of the service, reducing the level of assistance to a number of children and young people with communication difficulties associated with high risks such as poor health, poor mental health and anti- social behavior.</p> |
| | <p>E CONCLUSIONS</p> <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>NHS Forth Valley Speech and Language Therapy Service have provided a valuable service to children and young people, families, nurseries and schools. Service delivery objectives set for the funding from Falkirk Council have been achieved. The Service Level Agreement will be continually monitored.</p> |
| | <p>F. Monitoring Officer Details</p> <p>Name: Kerry Drinnan</p> <p>Designation: Service Manger ASN</p> <p>Service: Children's Services</p> <p>Date of Report: 11th November 2020</p> |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

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|---|---------------------------------------|
| Organisation Name | One Parent Families Scotland (OPFS) |
| Project | One Parent Families Scotland, Falkirk |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Cathy Megarry |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>The key objectives of One Parent families Scotland are:</p> <ul style="list-style-type: none"> • Single parents have the capacity and resilience to deal with the complex issues they face and are equipped to ensure that their children can grow up and flourish within a healthy, stable, and supportive home environment. • Single parents have the disposable income required to ensure a good standard of living and the opportunity to achieve their aspirations and ambitions, for themselves and their children. • Single parents can participate fully in decision-making in their families, their communities, and the wider society. • Scottish and local governments and partner organisations have a comprehensive understanding of the issues affecting one parent families, resulting in the delivery of effective and appropriate services • OPFS is a resilient and responsive organisation, delivering quality-assured services, embracing a culture of learning and development, supported by a sustainable financial strategy | |
| <p>2. What is the purpose of the funding provided by the Council?</p> <p>The funding provided by the Council enables One parent families Scotland, Falkirk to contribute to the following:</p> <p>Support for families Families contribute to planning and decision making. Parents take responsibility for their children's welfare. Parents and children have a positive attitude to learning. Families live in households free from low income.</p> <p>Early Education and Childcare Children are mentally and emotionally healthy Children achieve stretching national educational standards at a childcare setting Children achieve personal and social development and enjoy recreation Children develop self-confidence and successfully deal with significant life changes and challenges.</p> | |

3. Why does the Council fund this?

One Parent Families Scotland, Falkirk, offers support to disadvantaged families across the 16 villages that make up the Upper Braes area. The area is characterised by low-income families and does not have good public transport links.

The centre is well established and trusted in the local area and meets the needs of otherwise hard to reach families. By delivering Family Support and Early Education in the Upper Braes area of Falkirk, OPFS are addressing issues around parenting, attachment, poverty, poor mental health and attainment in early years, Primary School and High School. These are priorities for the Council.

By offering early intervention locally, the service prevents escalation of need and the requirement for more intrusive and costly interventions.

There is no other comparable support service available in the local vicinity.

4. How long has the Council funded this organisation to deliver this Service?

The Family Centre has supported people in the Upper Braes area for over 30 years. The service has attracted additional funding to allow for a comprehensive service for children and families based on the evolving needs and requirements of the local area.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One-Off Support |
|---------|----------------|-----------------------|-----------------|
| 2019/20 | £82,523 | £6000(property costs) | |
| 2018/19 | £82,523 | £6000 | |
| 2017/18 | £92,523 | £6000 | |
| 2016/17 | £115,654 | £6000 | |
| 2015/16 | £115,000 | £6000 | |

B SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc.?

OPFS Falkirk provides Early Education for children aged two to three years. In addition, families accessing the childcare are offered a package that comprises in-house and outreach support.

OPFS supports parents, especially single parents, with issues which include parenting, debt, budgeting, low mood and poor mental health, isolation, managing household tasks and identifying and addressing risk taking behaviour.

They offer support to children in group settings as well as on a one-to-one basis. Group work addresses issues around Transition, Friendships and Nurture.

One to one support for children and young people is centred on their individual needs and can include developing strategies to enable them to deal with anger or risk-taking behaviour, improving school attendance and attainment or building confidence and resilience to deal with difficult situations, being IT aware or developing strategies that will keep them safe from harm.

Support is delivered systemically and where possible includes both school and parents.

The organisation's early education and childcare targets children aged two to three years of age.

Through other funding streams, OPFS has been able to develop this service and offer a Drop-In / Hub which offers a variety of different services which aim to maximize family's income.

Family Food and Fun sessions and holiday activities allow staff to role model healthy eating and provide advice on purchasing affordable meals. They also provide fruit and many parents report that they have improved their children's diet as a result of being better informed.

The benefit to families on low incomes is significant. Along with a free healthy meal, families can access an Emergency Store which offers free essential household, hygiene, baby and sanitary items and a school clothing bank. This is delivered in a sensitive and non-stigmatising way.

Sessions, where parents and their children can come along and enjoy some time with their peers, include story and song times, physical activities, cooking, outdoor play and messy play. There are different themes each term which enable children to develop a range of skills. The group supports parents understanding of their child's development and guides a wide variety of issues.

Addressing the issue of social isolation and low-mood, families can access the communal area at any time allowing them to mix with, and be supported by, other parents, speak to staff or access support from the range of other services including advice on benefit maximisation and home energy.

The service offers a befriending service to children, young people and parents which supports them to gain and improve their social skills and develop new interests, reducing social isolation and improving mood.

Where parents, especially lone parents, struggle to attend essential appointments with external and statutory agencies, the service offers respite sessions, allowing parents to deal with issues where non-attendance may lead to social work involvement, a housing crisis or poor outcomes for their children.

The service offers bespoke confidential, non-judgmental support for single fathers and their children, helping dads to reduce feelings of isolation, increase their sense of family wellbeing and parenting skills, and build confidence and self-esteem. Whilst issues addressed are similar to how we work with mothers, we acknowledge and work to fight the stigma facing lone fathers.

Otherwise hard to reach and isolated families have a well-established social venue within their village which they trust and value, breaking down many barriers to engagement and inclusion.

2. How many people directly benefit from the organisation?

This year OPFS – Falkirk supported

144 Parents
186 Children
21 Eligible 2's

- 119 parents have received One to One Support
- 67 parents have attended a variety of Group Sessions
- 105 Children have attended Group Sessions and Activities
- 117 Children have received One to One Support
- Through Pupil Equity Funding we have supported children within Slamannan Primary School through One to One support and Friendship, Life skills and Transition Groups. These figures have not been included.

Latterly, the service has continued to support families though the covid 19 pandemic and lockdown.

Impact on families

Parents report improvement in their mental and physical health as a result of 1 to 1 activities and group work providing support with parenting, isolation and anxiety;

"I didn't like meeting new people and became involved in the groups through my child being at the Eligible 2s nursery in the building. I have really grown to enjoy the groups and have formed friendships which I carry on outside of the centre".

"We were extremely socially isolated before and through the groups and family, food and fun we have made more connections than we ever could have imagined, we are so grateful for this and would do anything we were asked to do to support the centre".

"I love that the parents are fully involved in choosing what groups are run and our opinion really matters to the staff so we can get the best out of the groups and that we can comfortably ask to change things if necessary as the staff are so approachable".

The emergency store, clothing bank and financial advice service have been accessed by 56 parents on average 3 times each, which has provided them total savings of £41,500

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client/communities. Include any differences in service.

The local area has a functioning Community Centre which offers activities for young people and toddlers. The Salvation Army offers youth groups and sessions for parents and toddlers. The local church offers activities for primary school children and a parent and toddler group.

These services complement the Family Centre by offering universal support to families who have fewer barriers to engagement. This enables the Family Centre to support families into mainstream provision as their circumstances and capacity improves.

4. How does this organisation support the Council achieve its priorities?

OPFS supports Falkirk Council's SOLD Priorities to;

- Be a fairer and more equal place to live
- Develop children into resilient, confident and successful adults
- Our population will be healthier
- People live full, independent and positive lives within supportive communities
- Our area will be a safer place to live in.

The organisation also aligns with the aims and priorities outlined in the Children's Services Closer to Home strategy, aimed at empowering families and communities, improving outcomes and delivering sustainable services.

5. How are service users involved in the design and delivery of services?

The activities and developments within the service have been increasingly co-produced with the families who use it. The organisation reports that a less directive and more facilitative approach with families has empowered them to take a more active and innovative role in decision-making and planning. Families have directed several activities and workstreams over the past year and the sense of community buy-in and value placed on the family centre is noticeable when visiting.

6. What specific geographical areas does this service / organisation cover within the Council area?

The Centre offers support mainly in the Upper Braes area of Falkirk, however, they support families out with the geographical area if support cannot be provided more locally. The Father's project covers the wider Falkirk area.

C ASSESSMENT OF PERFORMANCE

**1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

The organisation continues to exceed the performance targets outlined in the service level agreement.

As funding has reduced, alternative funding has been accessed to enable an adapted model of service delivery. Whilst the proportion of funding from the Council has reduced, the organisation has managed to sustain the number of people directly benefitting from the services they provide.

2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.

As described above, expectations have been exceeded in terms of how many families the service worked with.

Of those who engaged with the service, the vast majority have made positive progress on their own and the organisations measures.

3. When was the last time the service was reviewed and what plans are there to review this?

Date of most recent review – August 2019

Next planned review - The service will be reviewed within the family support project of Children's Services Closer to Home strategy, reporting to the Council of the Future Enabled Communities workstream.

4. Are there any improvements in efficiency or effectiveness that could be achieved?

The organisation has been subject to cuts in funding from the Council in recent years which have led to reductions in staffing and increasing operational staff time spent fundraising and seeking other funding sources. External funders match local authority funding and therefore less statutory funding received reduces the overall amount that can be attracted. External funding is also often offered on a short term basis which impacts on the organisation's ability to plan strategically on a medium-term basis.

There would not appear to be further opportunities to increase efficiency at present.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc.?

The Care Inspectorate Inspection in September 19 rewarded OPFS a score of 5 for the two areas inspected – Quality Care and Support and Quality of Staffing.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in-kind contributions.

55%

2. List other sources of funding the organisation has and how much is provided by source.

2019/20

| | |
|--------------------------------------|----------|
| Falkirk Council Children's Services | £82,523 |
| 600 Hour Provision | £45,000 |
| Robertson Trust | £17,000 |
| Third Sector Early Intervention Fund | £31,000 |
| Earned | £1,000 |
| Tampon Tax | £40,000 |
| Pupil Equity Funding | £16,500 |
| Total | £233,023 |

3. What is the amount of uncommitted reserves held by the organisation?

Uncommitted reserves were £594,594 as at March 2020. (As per the draft accounts)

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| <p>4. What proportion of operation cost do reserves represent?</p> <p>OPFS' reserves are equivalent to 3 months' operating costs to cover fluctuations in cash flow, any unexpected deficits in local services and redundancy obligations.</p> |
| <p>5. Last period of submitted audited accounts</p> <p>A draft copy of OPFS accounts for the Year-end March 2019 have been submitted to the council. This is embargoed until the OPFS AGM, after which date the final copy will be received.</p> |
| <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>Various in-house and voluntary organisations offer family support across the Council area although none are established within the Upper Braes to the extent of this organisation.</p> |
| <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>The organisation has received a reduction in funding from the Council over the last 5 years. They now attract 50% of their total income from other funders, many of whom are short term. The impact of any further reduction would, in effect be doubled as it would mean a loss of matched funding by the same amount.</p> <p>Alongside the people who use the service, the organisation continuously redesigns its services and they are now supporting more families than they were 5 years ago.</p> <p>It is of note that funding from Tampon Tax, and Robertson Trust will cease in December and March 2021.</p> |
| <p>8. How can reductions in funding be achieved?</p> <p>The organisation has indicated that they would struggle to manage any further reduction in funding as indicated above.</p> |
| <p>9. What is the risk to the Council if these services are not funded?</p> <p>There would be no holistic support service for hard to reach, disadvantaged families living in the Upper Braes area or provision for entitled twos in Maddiston.</p> <p>The capacity of council staff to identify children at risk of harm at an early stage in this vicinity to intervene effectively would be reduced.</p> <p>The reduction in access to early intervention and non- stigmatising support would lead to an escalation of need and an increase in the requirement for more costly and intensive interventions in the future.</p> |
| <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low</p> |

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| E CONCLUSIONS |
| 1. Summary of the future activities of the organisation that will allow services to continue to be delivered. The organisation has continued to perform exceptionally, despite reduced funding and a need to adapt its approach to service delivery. They continue to seek funding from other sources to support their work but it should be noted that their capacity to do so is reduced as this is often matched to statutory funding. The extent, impact and the reach of the work undertaken continues to represent good value for money |
| F Monitoring Officer Details |
| Name: Cathy Megarry |
| Designation: Service Manager |
| Service: Children's Services |
| Date of Report: 10.11.20 |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|----------------------------|-------------------------------------|
| Organisation Name | Quarriers |
| Project | Quarriers Children's Rights Service |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Vivien Thomson |

A. OVERALL ORGANISATION AIMS

- To develop and deliver a comprehensive Children's Rights Service in the Falkirk area in partnership with Who Cares? and Falkirk Council.
- To promote, protect and uphold the rights of children and young people from birth to 21 years within the Falkirk area as stated within the UNCRC and Children (Scotland) Act 1995 and associated guidance
- To collate client feedback and assess this information to identify needs
- To develop a pool of volunteers to supplement information/advocacy services to children and young people
- To develop and maintain a service profile and target vulnerable and marginalised children and young people from the Falkirk area in line with the service agreement
- To work with the Champions Board to uphold and develop the voice of Falkirk's looked after children and young people, in line with the Children and Young People (Scot) Act 2014 and Falkirk Councils Corporate Parenting Strategy

The Children's Rights Service is accessible to all children and young people normally resident within the Falkirk Council area, with vulnerable groups and particularly those looked after, being prioritised.

Agreed Outcomes

- Provision of a service to children from Falkirk to ensure that their rights are upheld both individually and within policy developments
- Evidence of addressing themes from across services which require attention in relation to children's rights, especially concerning corporate parenting duties.
- Close work with Who Cares? local advocacy service to ensure that, together, the rights of children who are looked after are maintained and upheld
- Evidence of challenge to the Council and its partners where appropriate, where children's issues are not being properly upheld or developed.
- Evidence of involvement in and initiation of developments which uphold and enhance the rights of children within the Council.
- Ensuring that key priorities in the ICSP, and particularly our new Children's Rights and Corporate Parenting duties are being taken forward and involve young people.
- Evidence of a key role in developing and sustaining the Champions Board model in relation to corporate parenting.

These aims align with the Children's Services Closer to Home Strategy and the Council Corporate Parenting Strategy and contribute to the inspection priorities in relation to hearing the voice of the young person.

2. What is the purpose of the funding provided by the Council?

The funding ensures that the Council fulfills its statutory duty to provide a Children's Rights Officer and children's rights service to our vulnerable children.

The post of Children's Rights Officer and the related service is intended to provide independent rights and advocacy for children. Priority is given to those who are:

- looked after,
- on the child protection register
- have a disability
- are involved with the youth justice system.

The service also has a scrutiny role in terms of ensuring that the council adheres to the UNCRC principles in our actions and policies. Given this, it is good practice for the service to be provided by an external agency.

3. Why does the Council fund this?

This function is a statutory duty as detailed above. Provision of the service internally would not provide the level of independence required to meet what is also a core priority for the council.

The views of looked after children are often overlooked and due to their particular status we have a responsibility to actively seek their views and provide them with the support required to ensure their voice is heard. The Children's Rights Officer ensures that this duty is fulfilled in relation to both individual children and young people and wider policy and practice developments

The Children and Young People (Scotland) Act 2014 also extends our duties in relation to children's rights, with a requirement to have such a service available to all young people, and detail this in a children's rights plan. Work to develop our first plan with young people commenced during the 2019/20 financial year

4. How long has the Council funded this organisation to deliver this Service?

13 years.

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One Off Support |
|---------|----------------|--|---|
| 2019/20 | £86,200 | -Access to national training and events -Provision of practical assistance to support the work of the Champions Board | Provision of registration fee to allow council schools access to Rights Respecting Schools (this has shifted in to 20/21 due to covid) |
| 2018/19 | £86,200 | -Access to national training and events -Provision of practical assistance to support the work of the Champions Board | Access to Creative and Active post to assist n accessing the views of young people |
| 2017/18 | £86,200 | Access to National Training and events. In kind and financial assistance with Champions Board work | £10,475 (full year costs,) for half Champions Board participation worker costs) Access to Life Coach Access to Creative and Active Post |
| 2016/17 | £86,200 | As above | As above |
| 2015/16 | £86,200 | As above | Access to Life Coach |

B. SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

Quarriers in conjunction with Who Cares? provide a children's rights service to children and young people up to the age of 21 who are normally resident in the Falkirk Council area. Priority is given to the most vulnerable groups, particularly:

- Young people for whom we have a corporate parenting duty
- Those involved with the youth justice system,
- Children with a disability
- Children on the child protection register.

The service is a statutory one, and additionally includes challenging and championing a rights based approach in policy and practice and identifying themes in relation to both good practice and areas for development eg leading work on hearing the voice of young people as we develop our first Children's Rights Plan as part of our duties under the Children and Young People (Scotland) Act 2014; identifying what was contributing to inconsistency of opportunity to celebrate and promote rights based practice rights across our schools, and translating this in to a proposal for supporting the Rights Respecting Schools approach across the council. This gives equality of opportunity, best value and assists schools by providing external support to promote the awards within schools.

2. How many people directly benefit from the organisation? How many benefit in one year?

All children normally resident in Falkirk Council area can access the Children's rights Service. However, the service is not of a size to cover all need and the following children and young people are given priority:

- All of our looked after children population- approximately 400 children at any one point
- Continuing Care young people circa. 40 young people
- Care leavers - almost 200 care leavers are currently eligible for support
- Children on the child protection register. The Register at March 2020 was 139 children from 82 families.
- Those with a disability – almost a third of children referred to the service have additional needs in this area.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

The Quarriers service is only one part of the Falkirk Children's Rights Service. The full service is made up of the Children's Rights Officer and a participation worker support provided by Quarriers, plus a part time Advocacy Worker provided by Who Cares? Scotland (subject to a separate Following the Public Pound report).

The involvement of two agencies in the Council's Children's Rights Service is not duplication as the service itself is a combination of two aspects of children's rights; the one agency specialising only in advocacy for young people looked after away from home, and the other providing the statutory Children's Rights Officer function (which encompasses a wider advocacy remit for vulnerable groups). This partnership approach has allowed the council to achieve best value in terms of resources, and to access significant additional benefit via both organisations.

Examples of additional benefits from Quarriers:

- 50% contribution to funding for a participation worker for Champions Board until May 2019
- Locating a Mentor Program for looked after at home young people aged 8 – 14 years in Falkirk - funded by Scottish Government and run in Forth Valley by Quarriers
- Access to Life Coaching Scheme for care experienced young people. This funding was able to be accessed specifically due to Quarriers existing Children's Rights presence in Falkirk and had a significant impact on improving destination outcomes for young people. This work also contributed to Falkirk's success in achieving funding for a Family Firm Coordinator from Life Changes Trust who commenced during the 2019/20 financial year
- Access to a creative and active worker who focuses on health and wellbeing of our looked after children and young people. Again this funding was accessed due to the basis of the existing arrangements with Quarriers
- Access to property support in identifying alternative work space when the existing council property is closed.

4. How does this organisation support the Council achieve its priorities?

Corporate Parenting is a priority for the council and this is reflected in the planning structure. The Children's Rights and corporate parenting duties of the council are outlined in detail in the Integrated Children's Services Plan. The Children's Rights Service is a core aspect of our Champions Board development and support structure and the current resources formed the basis of our plans for continuing this core work when the Life Changes Trust funding for the Board ceased in 2019 and our ability to attract additional though lower funding from Life Changes Trust from 2019 to 2021. As the Life Changes Trust funding ends, the Children's Rights Service will form the core of this crucial area in addition to work related to the expansion of duties on local authorities in relation to children's rights,

Children's rights is an increasing area with a statutory duty now placed on councils to produce a Children's Rights plan. The role of the Children's Rights Officer and Children's rights Service is therefore of increasing importance and the current model will be at the core of developments in this area.

5. How are service users involved in the design and delivery of services?

The Children's Rights Service is designed to reflect the views of children and young people. They raise both individual and general issues relating to children's rights with the council and corporate parent partners, and this influences practice and developments via the steering group.

The service report quarterly to the Children's Rights and Champions Board Steering Group on the themes and feedback from each individual who receives a service, thus influencing priorities and actions in line with their remit to challenge and influence policy and practice. Reporting and monitoring is joint with Who Cares? Themes are reported in to the Champions Board where these relate to this area of work, and to Children's Commission in relation to the developing work towards meeting the duties of the Children and Young People (Scotland) Act 2014.

Additionally, the support provided to the Champions Board provides direct access to young people who are involved in the design and delivery of the services which affect them. The Quarriers Children's Rights Officer works with the Champions Board young people and co-facilitates the work on gathering the views of young people.

6. What specific geographical areas does this service / organisation cover within the Council area?

The service covers the full council area, and is available to any child or young person who is normally resident in this area i.e. children and young people in the Falkirk area and those looked after and placed out with the council boundary.

C. ASSESSMENT OF PERFORMANCE

- 1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that.
(Performance reports can be attached as appendices.)**

The service reports on a quarterly basis to a Children's Rights and Champions Board steering group made up of all relevant partners and stakeholder. Alongside this the service managers for Who Cares? and Quarriers meet to review contractual details and service focus. Reports are provided to these meetings using an agreed format which is developed to allow reporting which demonstrates both the statistical information required and the practice and quality aspects of the work.

These reports demonstrate:

- Constant referrals to Falkirk Children's Rights Service
- Closer work with partner agencies in relation to corporate parenting duties and influencing of related initiatives nationally and locally
- Ongoing support for the Champions Board work
- Inclusion of the Children's Rights Officer at initial child protection case conferences.
- Benefits of the 'drop in' facility at local schools which has led to the Rights Respecting Schools initiative referred to earlier in this report.
- Core work with young people to develop the Children's Rights Plan
- The Children's Rights Officer or colleagues visit young people in Falkirk Council in house and contracted residential houses monthly, and link with children in foster and kinship placements. Collation and feedback on issues is provided at the monitoring meeting and impacts on priorities.

The service, alongside Who Cares? and the council has reviewed the working protocol and the service now focuses on the most vulnerable groups of young people.

- 2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.**
The Children's Rights Service receives positive feedback from the young people who access the service. Falkirk Council's partnership approach to children's rights is considered best practice nationally.

- 3. When was the last time the service was reviewed and what plans are there to review this?**

Date of most recent review: 2nd September 2020

Next planned review: 25th November 2020

4. Are there any improvements in efficiency or effectiveness that could be achieved?

This service has been funded on a stand still basis since its inception with no increases for cost of living, staffing costs etc. Efficiencies have been obtained to allow the core service to continue without any uplift by:

- Using volunteers to meet some of the need. This is only appropriate in certain circumstances, given the nature of the client group.
- Combining Who Cares? and Quarriers work in to one service
- Co-location of the service with the Champions Board staff in council property, which allowed the continuation of the core service without additional costs related to for example, pensions or rent. This option is not available in future years as the impact of the property review reduces the council office portfolio
- Using vacancy management to offset other costs.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc

The service is not a registered service with the care inspectorate.

D. FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Falkirk Council provide £86,200 to Quarriers.

Their overall income for 2018/19 was £42.7 million

2. List other sources of funding the organisation has and how much is provided by source.

Quarriers is a large Scottish Charity and is funded by a range of authorities to provide social services, primarily in relation to epilepsy, adult disability, and children and families. They also have a small amount of income from donation and legacies which are detailed in their accounts.

3. What is the amount of uncommitted reserves held by the organisation?

Quarriers held £15,059m in reserves at 1st April 2019

4. What proportion of operation cost do reserves represent?

It is Quarriers policy to hold 12 weeks of operational expenditure in reserve at any one time. Annual expenditure was £2,2m., The reserves at April 2019 therefore exceed this.

5. Last period of submitted audited accounts

March 2019

6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?

Falkirk Children's Rights Service is the only one in the Falkirk area to provide rights and advocacy support to looked after and vulnerable children. As noted, the full children's rights service is a combination of Quarriers who provide the statutory Children's Rights Officer remit and Who Cares? who provide a part time advocacy worker focusing on advocacy with children in care. Together with the Champions Board, they ensure that a rights based service is available to vulnerable and priority groups in Falkirk.

7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?

The stand still nature of the funding since the inception of the service means that there is no flexibility remaining to reduce cost without impacting on the basic service and thus the council's statutory duties in terms of corporate parenting and provision of a Children's Rights Officer.

Quarterly monitoring allows the service to be reviewed regularly to ensure best use is made of the available resource, and that the service is provided within budget. The monitoring process also allows the service to be alert to future funding streams which may contribute or compliment the service.

8. How can reductions in funding be achieved?

The funding for the service, £86,200, primarily covers staffing costs for the two staff – the Children's Rights Officer and the admin/participation worker post. These costs equate to just over £60,000, leaving £26,000 for activities and related expenses. An application of even a 5% cut would therefore inevitably mean a reduction in what is already a very small staff compliment, and therefore threaten sustainability of the service. Activities are very important in relationship based practice.

Steps already taken are outlined elsewhere in this template and we have maximised the opportunities provided by the Champions Board funding by locating the service alongside the Champions Board staff in Park Street, which allows the service to meet the increased staffing demands, and allows us to 'future proof' our Champions Board work. We will continue to maximise such opportunities to maintain the core service.

Work is underway on a procurement exercise to place the Children's Rights Service as a whole on a stronger footing, and ensure that both this statutory duty and the continuation of the Champions Board work are fit for the future

9. What is the risk to the Council if these services are not funded?

We will fail to meet our statutory duties in terms of provisions of a Children's Rights Officer, and the duties in the Children and Young People (Scot) Act 2014. These duties would require to be undertaken by the council and would not have the independence that provides an important element to children's rights. Duties in relation to children's rights across all groups are also increasing and the council is required to show how we are developing our services to cover all groups of children and young people

10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.

High

E. CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

This service, in conjunction with Who Cares? provides a statutory service to the council's most vulnerable young people. The budget has not increased since its inception 13 years ago. The service is highly valued and is a core aspect of our corporate parenting approach and future ability to meet our corporate parenting duties as well as our Children's Rights duties. Monitoring of performance is tight with rigorous quarterly reporting against key indicators.

Additionally, as a result of our Children's Rights work with Quarriers and Who Cares? we have been able to use existing management provision to staff our Champions Board work, also allowing access to funding streams not open to the local authority. This added value has been crucial in developing the Champions Board, providing opportunities to our care experienced young people and meeting our corporate parenting targets.

F. Monitoring Officer Details

Name: Vivien Thomson

Designation: Service Manager

Service: Children's Services

Date of Report: 22-10-2020

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|---|------------------------------|
| Organisation Name | Transform Forth Valley |
| Project | Time 4 Us |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| A OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organisation</p> <p>Transform Forth Valley offer a wide range of services to support individuals and families who are impacted by substance misuse and/or societal, financial or health inequalities. They respond to identified need in the Forth Valley and in partnership we support individuals and families to tackle inequalities that diminish life chances. The organisation engages with people at the earliest opportunity to prevent issues from worsening. They provide direct interventions and support to meet personal objectives. They work in partnership and provide coordination to ensure all needs are being met.</p> <p>Aims and Objectives of Transform FV:</p> <p>Identify and support the most vulnerable and hard to reach individuals in the Forth Valley. Develop an awareness of the impact of substance misuse on young people, children, and families. Increase self-confidence, self-management and self-determination. Improve access to the right support services. Work in partnership to achieve better life chances and improved outcomes.</p> <p>Time 4 Us</p> <p>Time 4 Us is funded by the National Lottery and Falkirk, Stirling and Clackmannanshire Councils. The service offers support and focused interventions to children and families affected by a significant family member or carer's drug and or alcohol use. They work with adults who have care of, or contact with, their children aged 0-16 years and who are stable in their recovery and engaging with substance misuse services. We also support children and young people aged 5-16 years who have been impacted by the substance use of a family member.</p> <p>Time 4 Us works in partnership with children, families and professionals ensuring the best outcomes are achieved together.</p> <p>Aim & objectives</p> <ul style="list-style-type: none"> • To Improve the outcomes for children and families affected by substance use. • To enhance children's emotional and mental wellbeing. • To reduce risk and harm in relation to substance use. • To support children and families to make positive choices. • To work alongside parents to improve their capacity and skills. • To support parents through child welfare and protection procedures. | |

2. What is the purpose of the funding provided by the Council?

The specific purpose of funding is to increase capacity and resilience of families and children who have been affected by substance use, through timeous therapeutic interventions and appropriate supports, as well as addressing the many correlated factors which affect vulnerable families. This approach minimizes the impact on children and young people living in households where alcohol and drugs are a factor and aligns with Falkirk council's strategic priorities and outcomes.

3. Why does the Council fund this?

Time for Us is funded by a combination of external funding from The National Lottery, Falkirk, Stirling and Clackmannanshire Councils. The external funding supports Time 4 Us to deliver an enhanced service to families across Falkirk and the wider Forth Valley. Falkirk's Child protection data identifies parent or carer substance use year on year as a significant risk indicator for children considered 'at risk'.

Falkirk Council's Strategic Outcomes and Local Delivery Plan 2016-2020 and the Falkirk Community Planning Partnership 2019-2024, have identified that *minimising the impact of substance misuse, addressing the impact of poverty on children, reducing stigma and Improving mental health and wellbeing* are all key priorities. The work delivered by Time 4 Us sits under these priorities, aiming to engage children; young people and families affected or involved in substance use and support them to make positive, sustainable change in their lives.

**4. How long has the Council funded this organisation to deliver this Service?
12 years****5. Set out the funding provided by the Council over the last five years.**

| Year | Annual Funding | Support in Kind | One Off Support |
|---------|----------------|-----------------|-----------------|
| 2019/20 | £38,869 | - | - |
| 2018/19 | £38,869 | - | - |
| 2017/18 | £38,869 | - | - |
| 2016/17 | £42,375 | - | - |
| 2015/16 | £45,000 | | |

Other 2019-20 funding:

| | |
|------------------------|---------|
| National Lottery | £50,000 |
| Transform Forth Valley | £13,604 |
| Stirling Council | £15,000 |
| Clacks Council | £ 8,500 |

B SERVICE DELIVERY

The service continues to build really trusting positive relationships with children and families to achieve the best possible outcomes for each individual. The service believes that a positive trusting relationship is the vehicle that guides each client through their recovery journey to help them heal from their past traumas. The service has continued to work in close partnership with social services providing supports, which have had a direct benefit to all children, young people and their families for whom substances have had a harmful impact on their everyday family lives. The service supports parents, children and young people to identify their issues through assessment processes, helping them to build coping strategies to strengthen their resilience, with the aim of empowering them to respond more effectively to any future exposure to traumatic or stressful events. Children affected by parental or familial substance misuse, experience trauma resulting in toxic stress, delayed development, difficulty in regulating emotions, difficulty understanding other people's emotions, intense feelings of shame, rage, behavioural and neurological difficulties. Many children and young people living in the care system or living in unpredictable households, where neglect and damaging behaviours were prevalent have been supported by the service. Through learned behaviour, children have also been at increased risk of harm from developing the same or similar risky behaviours, especially in relation to drugs and alcohol. *Research cited in Dore, Doris and Wright (1995), suggests that children who live with substance misusing parents as part of their everyday life, may run a higher risk of having mental health problems themselves, a greater rate of drug and alcohol use in adolescence, impaired intellectual and academic functioning and higher levels of anxiety, depression and lower self esteem.*

The service has therefore worked hard to break these intergenerational cycles of substance misuse, to positively impact on children's future outcomes. The service has taught children and young people new skills to substitute their previous learned patterns of behaviour. The service has engaged with parents to increase their capacity and skills to deal more effectively with their children and remain stable in their recovery journey.

Time 4 Us adopt a strengths-based approach within all areas of the service. The service believes that by understanding a child, young person or adult's story, helps the practitioner better understand the behaviours that are presented. We therefore support clients to explore their world, their emotions and experiences taking each session at their own pace, which all helps to build their resilience and ensure positive outcomes in the future. The service utilises a broad range of tools to help develop the client's skills, knowledge and understanding of their past experiences. The therapeutic interventions provided move the focus away from any perceived difficulties and instead encourage adults, children and young people to feel more positive and empowered, which allows them to quieten down their anxieties and dysregulation, enabling them to listen, communicate and regulate better to enhance their learning and heal from their past negative experiences

Outcomes in relation to all clients discharged within the Falkirk area April 2019 - March 2020:

Objective 1:

Children affected by parent, carers and or older sibling substance misuse will have improved self-esteem, resilience and social functioning.

13 Children fully met this outcome showing an increase in their self-esteem and resilience.

- 13 Children fully met this outcome where improved attendance and achievement within education was noted.
- 13 Children fully met this outcome where their well-being in accordance with the well-being indicators were improved.

Objective 2:

Safeguarding children reducing risk and harm.

- 10 Children fully met this outcome where they were able to identify risk and harm, increasing their awareness around safety planning.
- 10 Children fully met this outcome where they were more able to communicate with significant adults in their life...e.g. Parent/carers, teachers, social workers etc.

Objective 3:

Children will have at least one positive relationship with a significant adult, who can support them to make positive and healthy choices in their future.

- 13 Children fully met this outcome where their social functioning was significantly improved.
- 13 Children fully met this outcome where they could now identify their support networks.
- 13 Children fully met this outcome where positive change was evidenced through assessments /evaluations.

Objective 4:

Parents/families experiencing issues of substance misuse have improved parenting capacity, skills and understanding, and are better able to meet the needs of their child/ren.

- 3 Parents fully met this outcome by increasing their parenting capacity.
- 3 Parents fully met this outcome where their motivation, confidence, and feelings of self-worth were all increased.
- 3 Families fully met this outcome where they were supported to stay together in the best interest of the child, whilst reducing statutory involvement.

Outcomes in relation to all clients discharged within the Falkirk area April 2020 – Oct 2020:

Objective 1:

Children affected by parent, carers and or older sibling substance misuse will have improved self-esteem, resilience and social functioning.

- 5 Children fully met this outcome showing an increase in their self-esteem and resilience.
- 5 Children fully met this outcome where improved attendance and achievement within education was noted.
- 5 Children fully met this outcome where their well-being in accordance with the well-being indicators were improved.

Objective 2:**Safeguarding children reducing risk and harm.**

- 5 Children fully met this outcome where they were able to identify risk and harm, increasing their awareness around safety planning.
- 5 Children fully met this outcome where they were more able to communicate with significant adults in their life...e.g. Parent/carers, teachers, social workers etc.

Objective 3:**Children will have at least one positive relationship with a significant adult, who can support them to make positive and healthy choices in their future.**

- 5 Children fully met this outcome where their social functioning was significantly improved.
- 5 Children fully met this outcome where they could now identify their support networks.
- 5 Children fully met this outcome where positive change was evidenced through assessments /evaluations.

Objective 4:**Parents/families experiencing issues of substance misuse have improved parenting capacity, skills and understanding, and are better able to meet the needs of their child/ren.**

- 2 Parents fully met this outcome by increasing their parenting capacity.
- 2 Parents fully met this outcome where their motivation, confidence, and feelings of self-worth were all increased.
- 2 Families fully met this outcome where they were supported to stay together in the best interest of the child, whilst reducing statutory involvement.

Examples of Feedback**Children & Young People's Comments**

- "Even though I didn't think I had any worries I was able to talk about them"
- 'I enjoyed being able to talk about my family without feeling judged'.
- 'School is better, my self-esteem is better, my confidence is better, home-life is also better'.

Parents Comments

- 'Very good regular contact'- Parent.
- 'Can now put rules and boundaries in place for my kids to keep them safe-I'm very proud of what I've achieved'. -Parent

Stakeholder comments

- All concerns addressed promptly by worker, really good information sharing' – Social Worker Falkirk. Yes, useful in supporting children giving them a fuller understanding of parental substance misuse, including that the child was not responsible'- Graeme High school Falkirk.
- 'Time 4 Us integral to the holistic assessment that led to the positive change'- Social Work, Falkirk.

- **How many people directly benefit from the organisation?**

April 2019- March 2020 = 42 Falkirk families

Children and Young People's referrals accounted for 92% of all referrals received.

87% of appointments offered were attended.

Social Services were the main referrers into the Time 4 Us service, accounting for 50% of the total

referrals received.

April 2020 - October 2020 =22 Falkirk families

Children and Young People's referrals accounted for 100% of referrals received.

The service increased appointments during the COVID-19 lockdown by 40% with an additional 45% increase in overall virtual attendance.

- **Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.**

Complementary services available within the Falkirk area are:

- Barnardo's Axis Service
- Barnardo's Falkirk Pathways
- Intensive Family Support Service
- Young Carers
- Braes Children and Family Centre
- Aberlour (Family Support Services)
- Quarriers

Time 4 Us is distinct in terms of what we deliver across the Falkirk area, however, whilst we recognise and value what complimentary services offer, we specifically work on the impact of parent/carer and sibling substance misuse and how this adversely affects families, children, young people and the wider community. The service offers one to one therapeutic support to all individuals either within schools or in their own households. This one to one support is significant as many individuals do not feel confident enough to participate in group activities offered by other family support services, which can be a significant barrier to change.

Time 4 Us is uniquely positioned to deliver a holistic service to children, young people, and families, as part of Transform Forth Valley. The service continues to provide children and families with information on the impact of substance use, utilising specialised resources, which are delivered by an experienced staff team who have an in-depth knowledge and understanding in respect of the impact of substance misuse on families, children, young people and the wider community. We understand the societal impacts that substance use has on family functioning and how adverse childhood experiences impacts on future outcomes.

- **How does this organisation support the Council achieve its priorities?**

Time 4 Us contributes to Falkirk Council's Strategic Outcomes and Local Delivery Plan 2016-2020 and the Falkirk Community Planning Partnership 2019-2024, through the delivery of interventions to children, young people and families affected by substance misuse and the many adversities this brings to their lives.

Strategic Outcomes and Local Delivery (SOLD) Plan

Time 4 Us contributes to the following priorities:

- Minimising the impact of substance misuse
- Addressing the impact of poverty on children
- Improving mental health and wellbeing
- Maximising job creation and employability

And the following Outcomes:

- Outcome 1: Our area will be a fairer and more equal place to live.
- Outcome 3: Our children will develop into resilient, confident and successful adults.
- Outcome 4: Our population will be healthier.
- Outcome 5: People live full, independent and positive lives within supportive communities.
- Outcome 6: Our area will be a safer place to live.

Falkirk Community Planning Partnership (2019-2024)

- **Fairer Access** – Our service focuses on supporting people in or at risk of poverty and when someone comes to us for support, we deliver services around their needs, looking for opportunities to provide additional supports.
- **Fairer Money** – We ensure people are getting the benefits they are entitled to and that they have access to advice, support, and appropriate financial products to help them make the most of the income they have.
- **Fairer Childhood** – We provide activities during school holidays and other interventions to support families to help reduce the impact of poverty on children.
- **Fairer Culture** – We support people to have a basic understanding of poverty and the impact it can have, so that we reduce the stigma that can be associated with living in poverty, making sure our service is inclusive.

Falkirk ADP Priorities (2020-2023)

- **Fewer people will develop problem drug use-** Time 4 Us provide interventions to break intergenerational cycles of substance use.
- **People access and benefit from effective, integrated person-centred support to achieve their recovery-** Time 4 Us support children and families to help them heal from their past traumas.
- **Children and families affected by alcohol and drug use will be safe, healthy, included and supported-**Time 4 Us holistically support families, work in partnership to safeguard children and young people and reduce stigmatising behaviours.
- **Vulnerable people are diverted from the justice system wherever possible, and those within justice settings are fully supported** – Time 4 Us work with family's, to reduce recidivism and break poor intergenerational cycles.
- **A Scotland where less harm is caused by alcohol-** Time 4 Us work hard to uncover hidden harm, stop negative behaviours through positive role modelling, therapeutic supports, understanding and education.

Mental Health Strategy (2017-2027)

- Time 4 Us support children, young people and families to **increase their resilience to help them cope with life's ups and downs.**
- Time 4 Us support individuals in **developing coping strategies to help them manage stress.**
- Time 4 Us support children and young people **to build good peer relationships.**
- Time 4 Us mediate between children and parent/carers **to promote good healthy positive relationships.**
- Time 4 Us **educate children, young people and adults around behaviours, like substance use, alcohol use and smoking.**
- Time 4 Us develop support networks with each child/young person, **so they Know who they can speak to at school or in their community when they are not coping, to allow them to get the supports needed as soon as possible.**

- **How are service users involved in the design and delivery of services?**

Time 4 Us is committed to gathering feedback from all service users and stakeholders involved with the service on a routine basis. Each person engaged with Time 4 Us service is asked to complete an evaluation of their experience and the quality of support received, as they exit the service. This routine collection of feedback has given service users a voice in evaluating the service, inviting them to contribute to the shaping and ongoing development of Time 4 Us. By incorporating feedback and evaluation into the ongoing review of the service, also ensures that the interventions and supports offered are fit for purpose and that they meet the needs of each service user. Time 4 Us also routinely conduct stakeholder evaluations with referrers and key partners, such as social work, education, and health professionals. Stakeholders are asked to rate communication, partnership and flexibility of the service and feedback is also gathered in relation to information sharing practice, positive changes in school attendance, attainment levels, behaviours and if the stakeholder would use the service again. Feedback has clearly indicated that the Time 4 Us service is valued and necessary and is making a significant difference to children's lives. Stakeholders have reported that they see the service as instrumental in obtaining positive sustainable change among this exceptionally vulnerable client group, with a particular emphasis on the role Time 4 Us has in safeguarding children and enabling them to have positive future outcomes.

Time 4 Us has previously involved children and young people in the recruitment and selection process for new workers. This involved children and young people in the setting of interview questions and tasks and it was observed that the children and young people brought a different skill set to the recruitment process as they looked for qualities in the candidate that were different to that of the professionals involved. This therefore strengthened and refined the interview process and contributed to improving outcomes for all clients supported by the service.

Children and families are also consulted at times when elements of the service are changing e.g. designing a new logo for the service and developing new assessment and evaluation forms. This involvement sought to ensure that their engagement and influence was reflected in the development of the Time 4 Us service, and that the service continued to be relevant.

The feedback collated to date has been exceptionally positive, with children and young people stating that their experience of the service has made a positive difference to areas of their life that they had previously struggled with.

The service is currently in joint discussions with Barnardo's to develop a children and young person's forum, and consider additional methods and approaches to support adults accessing the Time 4 Us service to develop and enhance their parenting skills. Both these developments form part of the ADP's 2020-2023 delivery plan.

- **What specific geographical areas does this service / organisation cover within the Council area?**

The Time 4 Us service works across the whole of the Forth Valley Area.

The Falkirk local authority area accounts for 48% of all referrals received into the service.

| C ASSESMENT OF PERFORMANCE |
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| <p>1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that. (Performance reports can be attached as appendices.)</p> <p>Time 4 Us submits quarterly reports to the Transform Forth Valley board.</p> <p>Time 4 Us reports annually to each of the three local authorities (Falkirk, Stirling and Clackmannanshire).</p> <p>Time 4 Us reports performance against key indicators to the National Lottery as part of the annual monitoring requirements. Time 4 Us recently submitted the end of year funding report to the National Lottery for October 2019 - September 2020. Feedback was once again extremely positive.</p> <p>As Time 4 Us is a Forth Valley wide service, the monitoring reports combine information relative to entire service delivery.</p> |
| <p>2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.</p> <p>Time 4 Us notes that children are presenting to the service with more complex issues. This impacts on the length of time a child is engaged with the service, as the depth and duration of work required is greater than during previous years. This in turn has an impact on capacity with the service currently operating a waiting list.</p> <p>The range and remit of services that can support children and families across Forth Valley has reduced since the inception of the Time 4 Us service. As a result, the team, continually work to identify new and innovative support packages for children and young people exiting Time 4 Us service.</p> |
| <p>3. When was the last time the service was reviewed and what plans are there to review this?</p> <p>Date of most recent review - 31/10/2020</p> <p>Next planned review - December 2020</p> |

4. Are there any improvements in efficiency or effectiveness that could be achieved?

Appendix 9

Time 4 Us has developed an extensive network of partners across Forth Valley, including social services, schools, health professionals, third sector partners, specialist addictions services, Alcohol and drug partnership and community services.

Time 4 Us has therefore developed positive partnerships across statutory and non-statutory provisions, which enables children and young people to smoothly transition across service boundaries, thus ensuring that each child is fully supported to engage with appropriate supports where needed.

Partnership working has been vital over that past months and instrumental in keeping families functioning especially during lockdown.

The service has recently developed a positive partnership with Police Scotland to develop an information sharing agreement (ISA), so that a suitable pathway can be achieved to reduce children and young people's exposure to the adversities experienced within their family homes resulting in earlier interventions. This is a working progress, and the service is hopeful that this pathway will be up and running soon.

5. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?

Transform Forth Valley has just been registered by the Care Inspectorate for housing services only.

D FINANCIAL / RISK ASSESSMENT OVERVIEW

1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.

Total Funding per annum for Time 4 Us is £125,974 of which £38,869 is provided by Falkirk Council. This is 31% of the total annual income for the core element of Time 4 Us.

Time 4 Us successfully received a 2 year 'Improving Lives' community grant from the National Lottery, which will end September 2021. A commitment was agreed by Stirling and Clackmannanshire councils to continue funding for the following year thereby ensuring continuous service provision.

2. List other sources of funding the organisation has and how much is provided by source.

Audited Accounts to follow as these are due at the end of November 2020.

3. What is the amount of uncommitted reserves held by the organisation?

This information could not be confirmed by the provider at the time of writing and a request to submit this information has been made by end of November 2020

4. What proportion of operation cost do reserves represent?

This information could not be confirmed by the provider as above

5. Last period of submitted audited accounts

2018/2019

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| | <p>6. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded?</p> <p>There are other children and family support services in the Falkirk area, including Barnardos Axis service supporting children and families affected by the impact of substance misuse.</p> |
| | <p>7. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council?</p> <p>Time 4 Us is funded through a combination of sources:</p> <p>As a 'Third Sector' organisation Transform Forth Valley can attract grant funding, furthermore, owing to Transform Forth Valley's business model it is currently putting surplus into the project. This combination of funding reduces the reliance upon Falkirk Council.</p> |
| | <p>8. How can reductions in funding be achieved?</p> <p>As stated above the reliance in Falkirk Funding is mitigated by other funding streams. Is therefore proposed that a reduction in funding is taken forward in financial year 21/22 this will be subject to ongoing service monitoring against agreed outcomes. Time 4 Us is currently supported by a combination of funding from The National Lottery, Transform Forth Valley, Stirling, Clackmannanshire and Falkirk Councils, with most of the income coming from the National Lottery 'Improving Lives' Fund.</p> <p>Funding supports Time 4 Us to deliver an enhanced service to families across Falkirk and the wider Forth Valley area.</p> |
| | <p>9. What is the risk to the Council if these services are not funded?</p> <p>A reduction in funding is proposed commensurate with the numbers of young people and families who receive support from the service. Falkirk Council will continue to support the service with a contribution of 20,000 with a planned reduction from April 2021. Time 4 Us contributes to the delivery of key priorities within the Strategic Outcomes and Local Delivery Plan 2016 – 2020, the reduction in service provision could impact on the achievement of the Council's key priorities.</p> |
| | <p>10. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation.</p> <p>Low</p> |
| E | CONCLUSIONS |
| | <p>1. Summary of the future activities of the organisation that will allow services to continue to be delivered.</p> <p>Transform Forth Valley and Time 4 Us continue to be committed to the delivery of a high quality, responsive service. The organisation has received funding from the National Lottery and successfully secured 2 years continued funding for 2019-2021. This success supports the sustainability of delivery of this service across Falkirk and Forth Valley. The service has hopes to develop the service further, addressing identified gaps where support is needed for children, young people and families.</p> |

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| Monitoring Officer Details |
| Name: Lesley James |
| Designation: Senior Manager / Depute CSWO |
| Service: Children's Services |
| Date of Report: November 2020 |

FALKIRK COUNCIL
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT 2019/20

| | |
|---|------------------------------|
| Organisation Name | Who Cares? Scotland |
| Project | Advocacy Service |
| Agreement Dates | 1 April 2019 – 31 March 2020 |
| Name of Monitoring Officer | Vivien Thomson |
| A. OVERALL ORGANISATION AIMS | |
| <p>1. Summary of key aims & objectives of organization</p> <ul style="list-style-type: none"> • To deliver an effective independent advocacy, advice and support service to children and young people who are looked after away from home. • To liaise with other relevant service providers and particularly to work alongside the Falkirk Children's Rights Officer in the provision of a Children's Rights Service for Falkirk • To collate feedback from looked after young people and assess this information to identify needs and inform the Council's approach. • Alongside Falkirk Council, consult with looked after children and young people about the services they receive to enable those who need a stronger voice to have their views listened to and actioned where appropriate. • To enable looked after children and young people to be involved in decisions about their care. • To challenge discriminatory views and practice. • To support looked after children and young people in ways that improve their confidence. • To act in the child/young person's best interests. • Where required to act as an intermediary between children/young people and Council services. • To involve children and young people in the wider work of Who Cares? Scotland to ensure Falkirk's young people are represented nationally. <p>These aims align with the Children's Services Closer to Home Strategy and the Council Corporate Parenting Strategy and contribute to inspection priorities in relation to hearing the voice of the young person</p> | |

2. What is the purpose of the funding provided by the Council?

In conjunction with Quarriers, the service provided by Who Cares? ensures that the Council fulfill its legal obligations to provide a Children's Rights Service. Who Cares? focus specifically on advocacy for children who are looked after away from home.

The combined Children's Rights Service provided by Quarriers and Who Cares? also has a scrutiny role in terms of ensuring that the council adheres to the UNCRC principles in our actions and policies. Given this, it is appropriate and best practice for the service to be provided by an external agency.

The Children and Young People (Scotland) Act also require councils to provide a children's rights service in line with the UNCRC and to produce a plan and report on this plan. The work of Quarriers and Who Cares? contributes significantly to the Council's ability to meet these duties.

3. Why does the Council fund this?

Provision of the Children's Rights Service internally would not provide the level of independence required to meet what is a core priority for the council.

It is a statutory requirement that looked after children are supported to ensure their views are heard and taken into consideration.

4. How long has the Council funded this organisation to deliver this Service?

Who Cares? has been funded to provide advocacy services to children looked after away from home since the inception of Falkirk Council in 1996

5. Set out the funding provided by the Council over the last five years.

| Year | Annual Funding | Support in Kind | One Off Support |
|---------|----------------|---|---|
| 2019/20 | £27,970 | National events, inclusion in events related to independent care review Access to networking events. | Christmas lunch and other similar events, contribution to work of champions board |
| 2018/19 | £27,970 | Access to national events + research e.g. thousand voices | Provision of support to develop Family Firm Options |
| 2017/18 | £27,970 | Access to national events + research. Funding to equivalent of £10,725 for trainee | Provision of training and support for Champions Board work. |
| 2016/17 | £27,970 | Access to national events + research. Funding to equivalent of £10,725 for trainee | Assistance with developing bid for Champions Board |
| 2015/16 | £27,970 | Access to national events | |

B. SERVICE DELIVERY

1. What does the organisation deliver and to whom i.e. typical service users, customer group targeted etc?

Who Cares? provide, in conjunction with Quarriers, a children's rights service to children and young people up to the age of 21 who are normally resident in the Falkirk Council area. Who Cares? focus on those who are looked after away from home or in continuing care/after care.

2. How many people directly benefit from the organisation?

At any point the following numbers of young people are eligible to access the service:

- 240 children and young people aged from 0 – 18 years who are looked after away from home
- Approximately 200 care leavers
- Young people in continuing care placements

The Who Cares? Advocacy worked with approximately 25 young people over each quarterly reporting period, and had over 300 interactions in the reporting year.

3. Set out what other similar and or complementary services are provided that are similar in function or support the same client / communities. Include any differences in service.

The Who Cares? Advocacy worker is only one part of the Falkirk Children's Rights Service. The full service is made up of the Children's Rights Officer and participation/admin support provided by Quarriers, (subject to a separate Following the Public Pound report) plus the part time Advocacy Worker provided by Who Cares? Scotland. This is not duplication as the service itself is a combination of two aspects of children's rights, the one agency focusing only on advocacy for young people looked after away from home, and the other providing the statutory Children's Rights Officer function plus additional advocacy for vulnerable groups. The partnership approach has allowed the council to achieve best value in terms of resources, and to access significant additional benefit via those organisations.

Examples of Additional Benefits:

- Initial Care Experienced Trainee post for the first three years of the champions Board
- Direct link in to the Independent Care Review
- National Events access e.g. 1000 voices, care leavers week, leadership training for young people, national networking events
- Opportunity to benefit from Who Cares? family firm experience
- Access to Champions Board experience and training, and funding for Champions Board staff
- Supported employment opportunities for Falkirk young people

4. How does this organisation support the Council achieve its priorities?

Corporate Parenting is a priority for the council and this is reflected in the planning structure. The Children's Rights and corporate parenting duties of the council are outlined in detail in the Integrated Children's Services Plan, within which is embedded our Corporate Parenting Plan. The Children's Rights Service, provided by Quarriers and Who Cares? is a core aspect of our Champions Board development and support structure and the current resources form the basis of our plans for continuing this work. The original Life Changes Trust funding for the Board ceased in summer 2019. Subsequent but lower short term funding has been accessed which is supplemented by support from our Children's Rights Service.

In 2021 as the Life Changes Trust funding ends, the Children's Rights Service will form the core of this in addition to work related to the expansion of duties on local authorities in relation to children's rights,

5. How are service users involved in the design and delivery of services?

The service reports quarterly to a Steering Group, which has cross discipline and agency membership, on the themes and feedback from each individual who receives a service, thus influencing priorities and actions in line with the agreed remit to challenge and influence policy and practice. Reporting and monitoring is undertaken jointly with Quarriers and in conjunction with monitoring of Champions Board

Additionally, the support provided to the Champions Board provides direct access to young people who are becoming involved in the design and delivery of the services which affect them.

The Children's Rights Service is designed to reflect the views of children and young people and Who Cares? core work is advocacy on behalf of care experienced children and young people. They raise both individual and general issues relating to children's rights with the council and corporate parent partners, and this influences practice and developments via the steering group and Champions Board.

From 2019, where relevant, themes arising from the Children's Rights Service which may require particular policy or practice work in relation to care experienced children and young people have been taken to the Champions Board for consideration.

6. What specific geographical areas does this service / organisation cover within the Council area?

The service covers the full council area, and is open to any child or young person aged 0 – 21 who is looked after away from home or previously looked after away from home and who is normally resident in this area. This includes those looked after and placed out with the council boundary.

C. ASSESMENT OF PERFORMANCE

1. Set out current agreed performance information alongside previous years and future years. If there is any benchmarking information provide that. (Performance reports can be attached as appendices.)

The service reports on a quarterly basis to a steering group made up of all relevant partners. Alongside this the Service Manager (Children and Families) meets the service managers for Who Cares? and Quarriers to review contractual details and service focus. Reports are provided to these meetings using an agreed format which is developed to allow reporting which demonstrates both the statistical information required and the practice and quality aspects of the work.

These reports are joint with Quarriers and for Who Cares? and demonstrate:

- Over each quarter during 2019/20 Falkirk Children's Rights Service – Quarriers and Who Cares? Scotland support approximately 56 children and young people from Falkirk with a range of advocacy and rights issues to ensure that children and young people's views and rights are at the heart of decisions
- This equates to over 100 individual advocacy or support interactions by Who Cares? with young people.
- Rate of new referrals for each quarter remains steady at 24/25 with a slight dip at the end of the 2019/20 period during the early stages of the covid pandemic
- Themes are collated against the service priorities and reported to the Steering Group and include issues related to out of council placements, contact and additional support needs.
- Who Cares? Scotland continues to work in partnership with Quarriers Children's Rights Service to jointly provide a Children's Rights and Advocacy service for Falkirk Council's children and young people. This has included joint service development work in relation to the future of the Champions Board, joint allocation and project monitoring reports and provision of training to staff. Both parts of the service have been co-located with the Champions Board staff, and provide additional support to this area of work.

Additional support and activities included:

- Young people supported to participate in Children's Hearing Training for Panel Members from the Falkirk Office and various corporate parenting and national events linked to the Independent Care Review which reported in early 2020
- Young Person's Worker remit focused on areas where advocacy is most needed such as issues in relation to older young people, including purchased placements out with the Local Authority area to ensure that young people's rights are upheld.
- Additional agreement for the worker during 2019/20 to work with the kinship care worker to link and support children in kinship care placements. This is an important and developing area of work.
- Who Cares? Is a key partner in the work to develop the Champions approach to corporate parenting and are partners in the successful funding bid related to this. They provided a participation worker for Champions Board throughout 2019/20
- Who Cares? have involved local young people in delivering corporate parenting training within the Local Authority and to partners as part of the new corporate parenting duties and have provided core material on the support needs for staff and young people for our Family Firm development in Falkirk. This has influenced how Falkirk are approaching our corporate parenting training.
- Our young people were been supported by Who Cares? to attend and take part in events such as the Rally for Love, Time to Shine, Global Gathering and Who Cares? Summer camp.

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| <p>2. Exception reporting - Note any areas where there is exceptional performance outstripping expectation or where performance is below what would be expected.</p> <p>Feedback from young people who access the service is universally positive. Falkirk Councils partnership approach to children's rights is viewed nationally as best practice.</p> |
| <p>3. When was the last time the service was reviewed and what plans are there to review this?</p> <p>Date of most recent review 02/09/2020</p> <p>Next planned review - 25/11/2020</p> |
| <p>5. Are there any improvements in efficiency or effectiveness that could be achieved?</p> <p>This funding covers one half time post and has been recognised as insufficient for the need for some time. Efficiencies have been realised by imaginative use of the whole Children's Rights Service resources, as also noted in the FPP report on Quarriers. Reduction of this funding would make the post non-viable, with related loss of the service, including the additional funding which can be attracted by having the service provided externally. Work is underway on a procurement exercise to place the Children's Rights Service as a whole on a stronger footing and ensure that both this statutory duty and the continuation of the Champions Board work are fit for the future.</p> |
| <p>6. Is the organisation covered by any external regulation or inspection? If so please provide a link to the most recent inspection report noting any improvements etc?</p> <p>The service is not a registered service with the care inspectorate. It was however, part of the last Integrated Children's Services Inspection.</p> |
| <p>D. FINANCIAL / RISK ASSESSMENT OVERVIEW</p> |
| <p>1. Set out Falkirk Council funding as a % of the organisations budget. Including financial and in kind contributions.</p> <p>Who Cares? is a national organisation with an income of £4,675,971 for 2018/19</p> <p>Falkirk Council provide funding of £27,970</p> |
| <p>2. List other sources of funding the organisation has and how much is provided by source.</p> <p>Who Cares? nationally also receive funding from other local authorities, and organisations such as Life Changes Trust and Scottish Government to undertake work at national level such as corporate parenting training. Details are contained in their annual report and accounts. Falkirk benefit from this funding.</p> |
| <p>3. What is the amount of uncommitted reserves held by the organisation?</p> <p>£530,954. This is below their target of £550,000 or 8 weeks operational costs. Their annual accounts indicate that their level of reserves is not a concern.</p> |

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| <p>4. What proportion of operation cost do reserves represent? Income for year ending March 2019 for Who Cares? Scotland was £4,675,971, with a surplus of £47,118. Reserves are £530.954</p> |
| <p>5. Last period of submitted audited accounts Year ending March 2019</p> |
| <p>7. What other services does the Council fund that are similar to this organisation including Council provision and to what level are those activities funded? There are no other organisations in the Falkirk area which provide a specific rights service for children. As noted, the full children's rights service is a combination of Quarriers who provide the statutory Children's Rights Officer and an admin/participation worker post, and Who Cares? who provide a part time advocacy workers focusing on advocacy with children in care. Together they ensure that a rights based service is available to vulnerable and priority groups in Falkirk.</p> |
| <p>8. Future sustainability- Are there ways in which the organisation can improve resilience and decrease the money required from the Council? As noted also in the Quarriers FPP report, the stand still nature of the funding since the inception of the service means there is no flexibility remaining to reduce cost without impacting on the basic service and thus the council's statutory duties in terms of a Children's Rights Service for looked after children</p> |
| <p>9. How can reductions in funding be achieved? Maximum efficiencies have been realised by imaginative use of the whole Children's Rights Service resources, as per the FPP report on Quarriers. Further reduction in funding would make the post non-viable, with loss of the service, and the related funding it attracts.</p> <p>We have continued to maximize the opportunities provided by the Champions Board funding by locating the service alongside the Champions Board staff in council property, which allows the service to meet the increased staffing demands, and allows us to 'future proof' our Champions Board work. This opportunity will be more limited in future years as Champions Board external funding comes to an end and the council's property portfolio reduces. We continue to maximize such opportunities to maintain the core service, and utilize the additional capacity provided by funding streams which can be accessed by our partners.</p> |
| <p>10. What is the risk to the Council if these services are not funded? The Council would fail to meet our statutory duties in terms of provision of a children's rights service, and our duties in the Children and Young People (Scot) Act 2014. These duties would still require to be undertaken by the council.</p> |
| <p>11. Overall risk rating (Low/Medium/High). Please note this should note the risk to the Council not the organisation. High</p> |

E. CONCLUSIONS

1. Summary of the future activities of the organisation that will allow services to continue to be delivered.

This service, in conjunction with Quarriers, provides a statutory service to the council's most vulnerable young people. It has had a stand-alone budget since the inception of Falkirk Council. The service is valued and is also a core aspect of our corporate parenting approach and future ability to meet our corporate parenting duties as well as our Children's Rights duties. Monitoring is tight with quarterly reporting against key indicators, and scrutiny of the service.

Additionally, as a result of our Children's Rights work with Quarriers and Who Cares? we have been able to use existing management provision to staff as part of our Champions Board work, also allowing access to funding streams not open to the local authority. This added value has been crucial in developing the Champions Board, providing opportunities to our care experienced young people and meeting our corporate parenting targets.

F. Monitoring Officer Details

Name: Vivien Thomson

Designation: Service Manager

Service: Children's Services, Children and Families

Date of Report: 29.10.20