

# Islington's Approach to Families with Multiple Problems

C4EO – Excellence and Evidence Training Workshop

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# Islington's Continuum Approach to Family Support

- Delivering better outcomes for families affected by low employment skills and worklessness AND
- Early intervention and prevention where those families also have multiple problems
- Delivered through tiered approach to family support
  - Universal : strengthen resilience through services that families access e.g. children's centres and schools
  - Targeted : early support open to all families but targeting those experiencing many disadvantages
  - Specialist : single access point for families with adolescents with complex needs

# How AMASS approach shaped



ISLINGTON

- Started with evidence base – ICON pilot
- Cash commitment across partner agencies – DoH, Health, Children’s Social Care, Education, Regeneration
- Manualised treatment approach, programme and intervention fidelity
- Comprehensive Evaluation : Shared vision for service to adolescents and their families with complex needs
- Responding to service user requests for reduced handovers between services – non refer on service

# Aims of AMASS

## Prevention and safeguarding

To provide intensive support via multi agency team to parents/carers and children/young people between ages 10 – 16 to :

- Prevent children becoming looked after
- Stabilise foster placements
- Enable young person to return home (to care of family member)



# AMASS Client Group

## Interventions with high end complex needs

- Open CIN / CLA
- Post universal / targeted services, Tier 3 - 4 - hard to engage
- Persistent violent and aggressive behaviours (conduct disorder / SEBD)
- Self harm, substance misuse, sexual exploitation, absconding, offending, gang membership, school exclusion and poor attendance

## Complex needs young people and their families


- 85% history or current experience of domestic violence
- 38% have provision other than or additional to mainstream education e.g. Mainstream and BSU
- 42%, are subject to the SEN code of Practice
- 36% young people have received YOS orders and interventions, 51% known to YOS



## **AMASS – Multi Agency Team Around The Family jointly delivered with statutory team**

- Operational and Social Care Manager, Clinical Psychologist, Senior Social Workers, Outreach Worker, Outreach Teacher and Assistant psychologist
- Jointly delivered with case holding social workers
- Skilling up workforce – wider benefit
- Returning direct work to Social Work interventions
- Weekly group supervision

## Intervention model

- Parental change model, increasing parental confidence, understanding and skills in managing young person's behaviour
  - Ecological model, behavioural approach, goal focused
  - Time limited
  - Assertive outreach
  - Building on network and increasing engagement with helping agencies
  - High levels of contact
  - Independent evaluation at key points
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# Internal evaluation framework

- **Primary outcomes**
  - Family breakdown
  - Rates of offending
  - Engagement in education/training
- **Secondary outcomes**
  - Young person's emotional/behavioural well-being
  - Young person's anti-social behaviour
  - Family relationships
  - Parenting
- **Tertiary outcomes**
  - Acceptability of intervention to parents/carers and young people
  - Engagement with goal focussed approach
  - Usefulness of AMASS ideas to parents.



## Internal Evaluation - Service Outcomes

- Encouraging outcomes in reducing and avoiding family breakdown, 85% at 12 months, 69% over service history.
- Improvements in parental confidence, young people's emotional well-being, reduced antisocial behaviour at home
- Modest gains in educational engagement. No significant changes in rates of offending
- Potential saving of 970k per year in placements costs
- Sustained engagement with 85% of hard to reach parents and carers.

## Key enablers

- Senior Management representatives from partner agencies on AMASS Board
- Single agency Operational Manager, with joint agency Practitioner Management
- Evidence based and clear intervention framework
- Evaluation and service user involvement
- Local and national profile
- Experienced and 'can do' team

# Research Findings and Contacts

Executive Summary of Islington AMASS Evaluation Report, Feb 2009, Dr Donald Forrester, Dr Isabelle Brodie and Claire Lanyon (Bedfordshire University)

<http://www.commissioningsupport.org.uk>

<http://www.c4eo.org.uk/themes/general/vlpdetails.aspx?lpeid=249>

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