

CHILDREN, PARENTAL CONFLICT & PUBLIC SERVICES

How local services must
reduce parental conflict to
improve outcomes for
children and young people



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WELCOME

Dr Jo Casebourne
Chief Executive,
Early Intervention Foundation

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Ambitions for today: **Reducing Parental Conflict, Everyone's Business**



Engaging new set of public service leaders and commissioners

Setting out the case for change

Describing the support and challenge available

Calling for local action

Mobilising change-makers

EIF: Who we are



Making the case
for EI

Generating
evidence

Influencing policy
and practice



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EIF and Interparental Relationships



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WHAT WORKS TO ENHANCE
INTER-PARENTAL
RELATIONSHIPS AND IMPROVE
OUTCOMES FOR CHILDREN



GORDON HAROLD, DANIEL ACQUAH, RUTH SELLERS & HAROON
CHOWDRY
EDITED BY LEON FEINSTEIN

Conflict between parents



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- Normal ?
- Constructive
- Destructive



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THE CASE FOR CHANGE

Donna Molloy

Director of Policy and Practice,
Early Intervention Foundation

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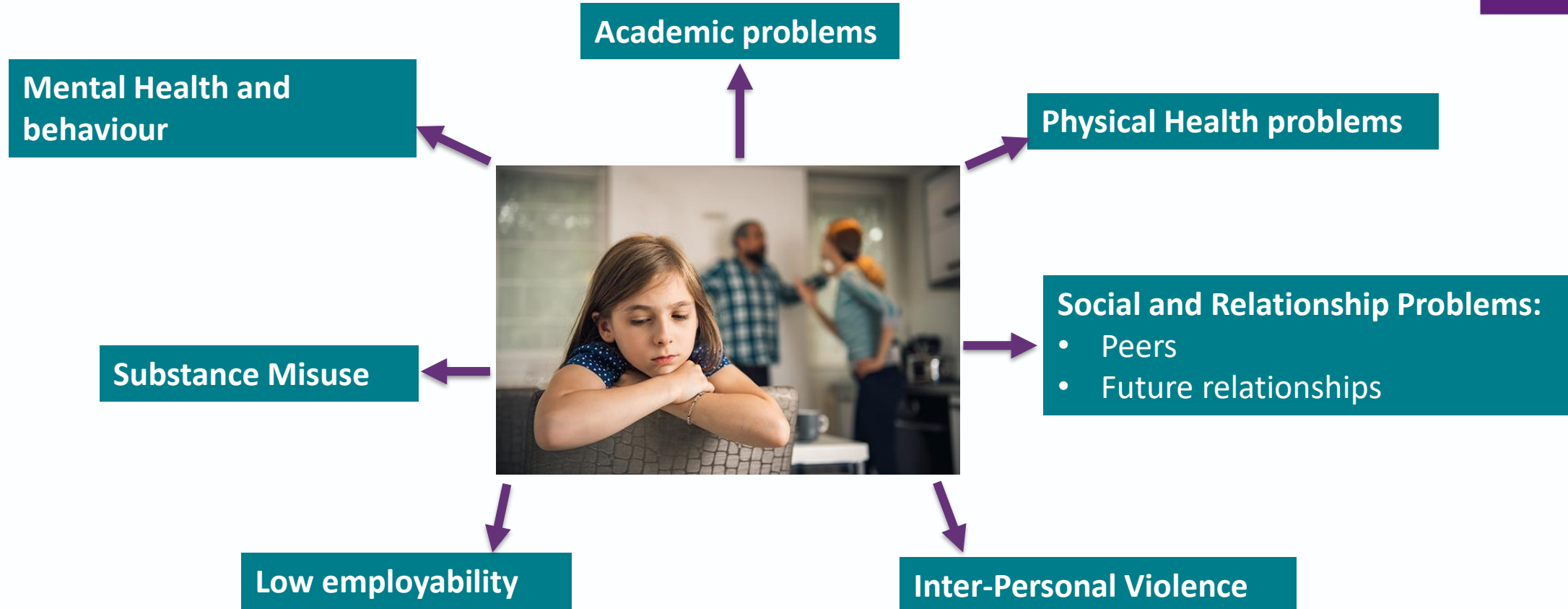
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How parental conflict impacts on children





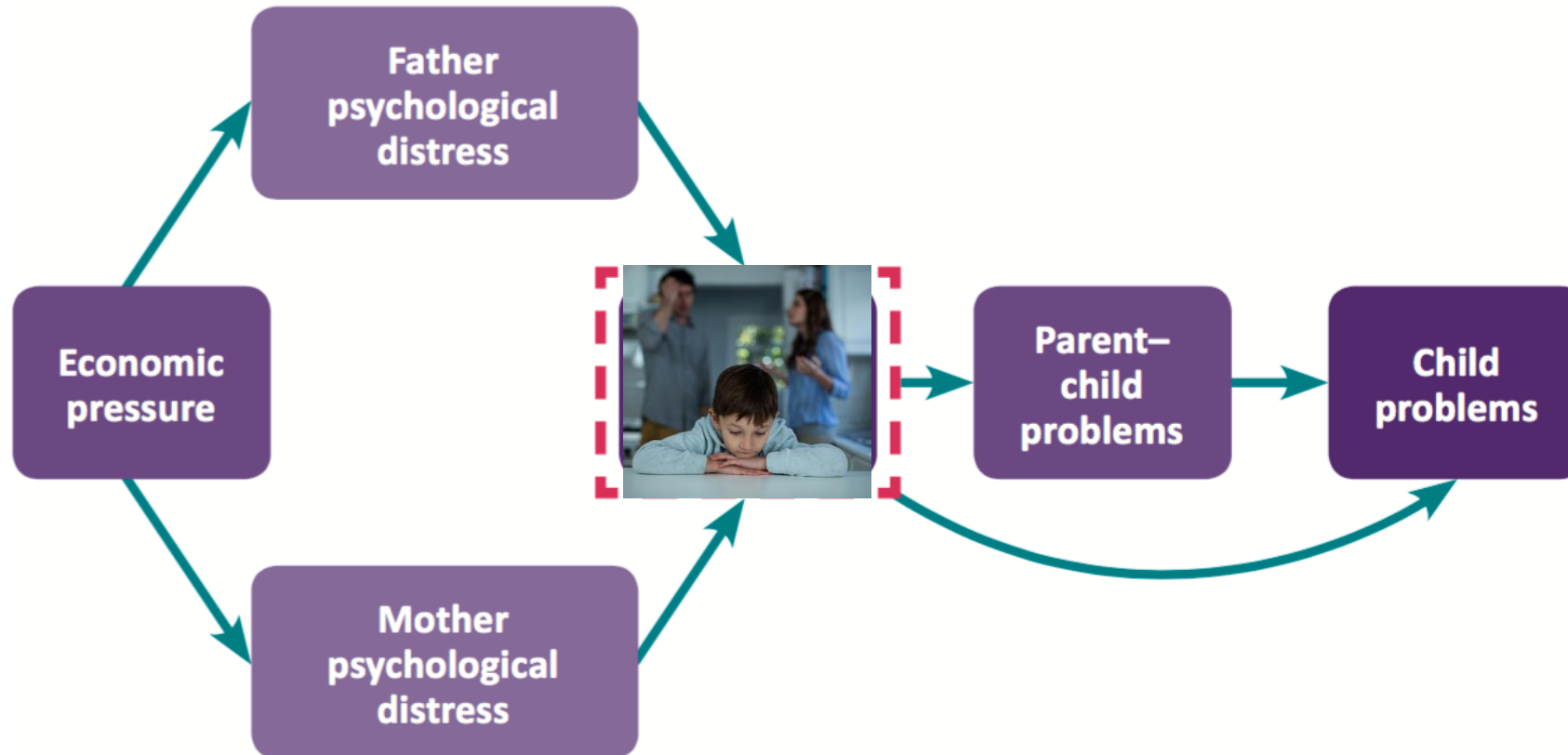
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What is the scale of the issue?



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Family Stress Model





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Are family services missing the target?

Not dealing with the underlying issue for some families ?

Not reaching those who need support the most?

Yet the consequences of conflict are a **significant cost** for public services





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There are reasons why this is such 'neglected territory for early intervention'

Separate planning and
commissioning between
children's and adults services

Concern about
'interfering in the private
matter of a relationship
between two adults

Front-line practitioners
lacking confidence, tools and
knowledge to identify and
deal with relationship conflict

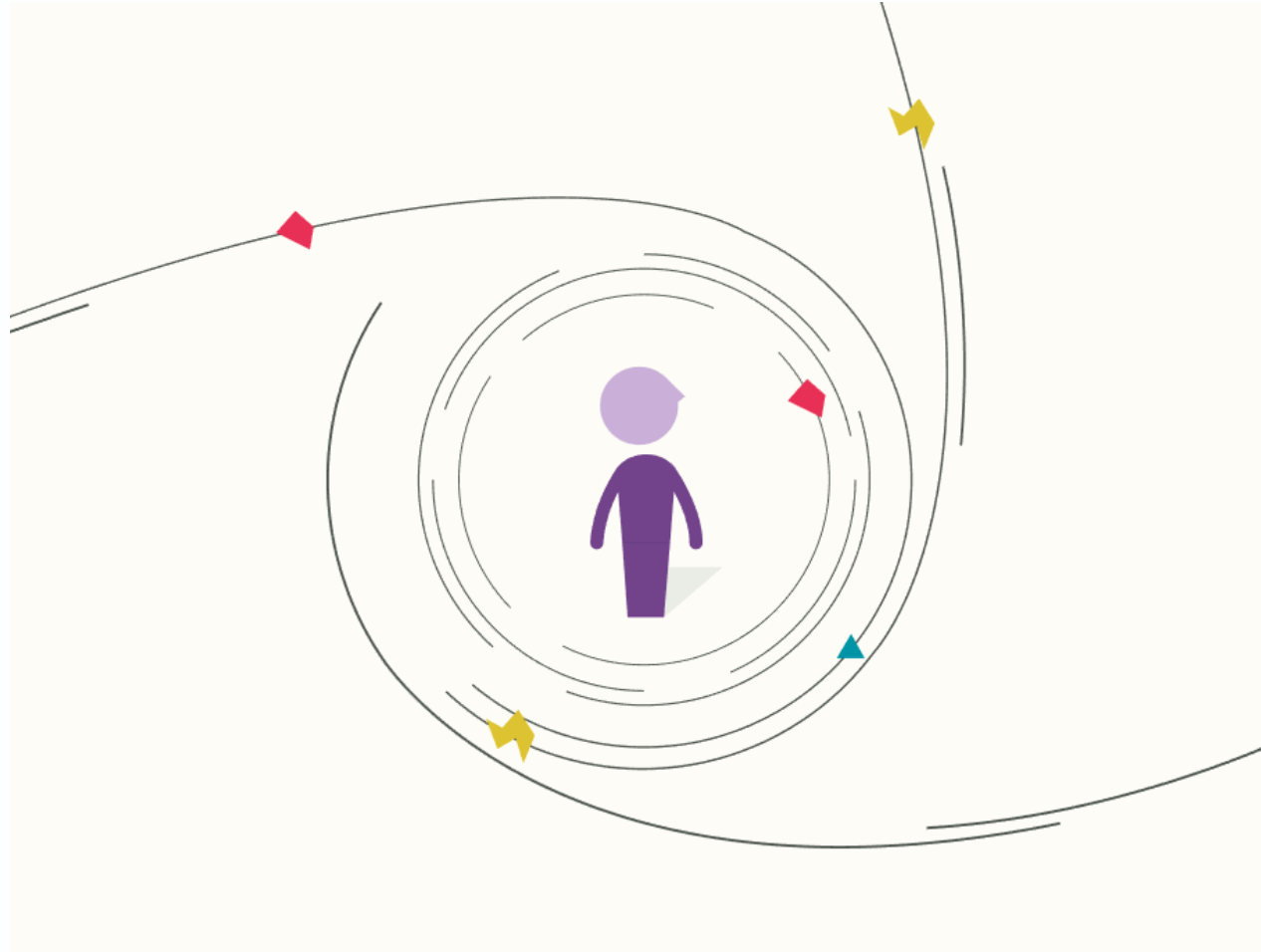
Couples only seek help when
they have already reached
crisis point







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Reducing Parental Conflict

Why does it matter to children, and why does it matter to services?

PANEL: WHY PARENTAL CONFLICT MATTERS FOR PUBLIC SERVICES



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PANEL: WHY PARENTAL CONFLICT MATTERS FOR PUBLIC SERVICES

Jayne Moules
Project Lead, Healthy
Relationships Hartlepool



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Healthy Relationship Partnership Objectives & Campaign Rationale

- ▶ Objective One: To promote healthy organisational systems
- ▶ **Objective Two: To improve the take up of relational services in Hartlepool**
- ▶ Objective Three: To support better couple /co parenting relationships
- ▶ Objective Four: To promote HRP learning and to ensure sustainability of parental relationship work

The campaign was developed to achieve the 2nd of the HRP strategic objectives.

100

When it comes to relationships you're kind of left out there on your own...

The image shows seven hand-drawn yellow t-shirts hanging from a string, each with handwritten text:

- T-shirt 1:** "Joining me into my world
getting things done
creating happy memories
because you cannot have
them without having me"
- T-shirt 2:** "Love Happiness
Fun Guidance
Advice to help
Routine Grateful
Memories Pride
Making memories"
- T-shirt 3:** "having fun with children
Sticking together
When I have had people to unload to in the past
being able to help the community
being optimistic → what kids to have bright future"
- T-shirt 4:** "get advice on where to go for support
- have to listen to by services difficult to trust other adults
- hard to remember"
- T-shirt 5:** "I am a student
Education rules in secondary school are shocking
- my ex kept changing partners that I do not know or trust with my kids
My son goes to college
university can't make it a nightmare"
- T-shirt 6:** "Struggling financially
Mental health issues
and need for mental care
looking after your future
- my dad who was always there
but now he's gone
leaving a gap behind"



Partnership Hartlepool
February 2018



What we heard and our response



Relationship problems are common

There is help available in Hartlepool to make things better for you and your children

Visit www.hrphartlepool.co.uk to find out more
#throughtheireyes



Awareness of the services available.

The majority of parents said they didn't know where to go for relationship support

- ▶ Reduction in the stigma around talking about relationships

Fear of what people will say, of being judged

- ▶ Reduction in the barriers families feel stop them from accessing support

Access through community based, low threshold support, via family and friends networks



What we did

#ThroughTheirEyes Campaign Week

- ▶ Events at central library, shopping centre and community centres. Enabled by Volunteer Relationship Advisors



What happens next?

- ▶ Continued push locally and through partner organisations to promote use of the HRP website and self help materials
- ▶ Talk to parents again to evaluate the impact and to refine our messaging
- ▶ Further community activity through Volunteer Relationship Advisors and Family Relationship Network members to raise awareness and signpost parents to available support
- ▶ Future development of self help materials based on needs of local parents

www.hrphartlepool.co.uk

PANEL: WHY PARENTAL CONFLICT MATTERS FOR PUBLIC SERVICES

Rebecca John
Business Transformation
Analyst, CAFCASS

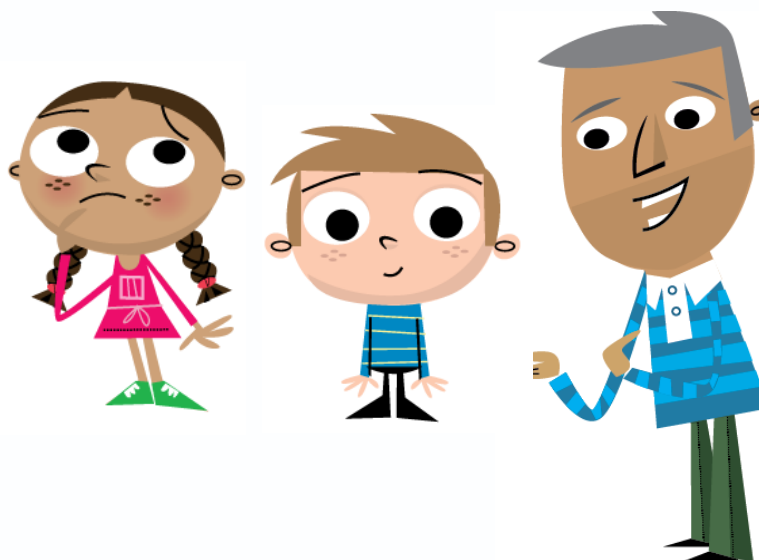
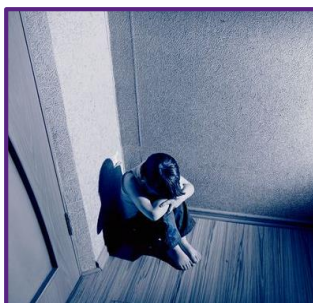


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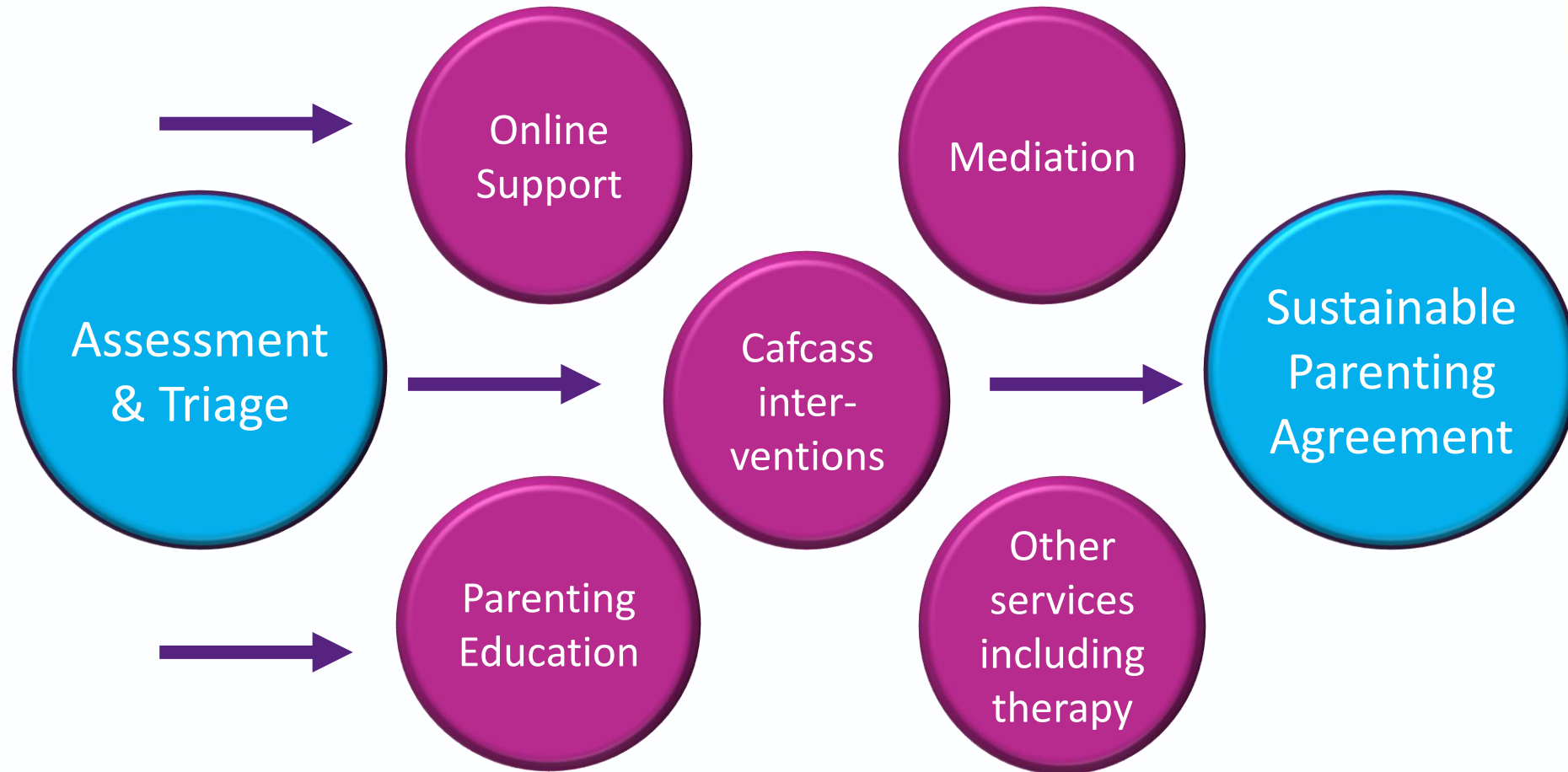
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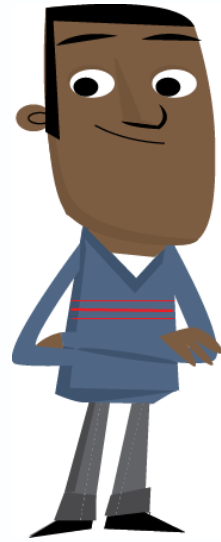
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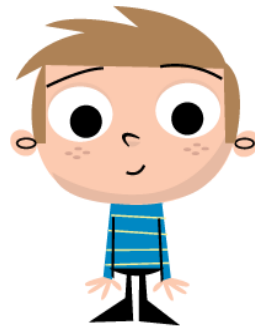


Manchester support with making child arrangements pilot





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PANEL: WHY PARENTAL CONFLICT MATTERS FOR PUBLIC SERVICES

Angela Houghton
Senior Manager, Early Help and
Prevention Service, Cheshire
West and Chester Council



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Consider why addressing parental conflict is important

“A staggering 2.87 million people across the UK are living in relationships which would be described within clinical practice as distressed, according a new study by Relate, the UK’s leading relationships charity. This equates to 18% of married or cohabiting couples and 1.4 million UK families.”

response is important



Work in West Cheshire

- Appointment of parenting practitioners
- Agreement to core output from the in house parenting service
- The launch of the parenting platform
- The establishment of a parenting strategy board
- Build on our Improving Relationships, Better Parenting conference
- Need a truly effective multi-agency response to offer effective parenting support, adapted to parent's needs and circumstances

PANEL: WHY PARENTAL CONFLICT MATTERS FOR PUBLIC SERVICES

Questions



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VIDEO: CALL TO ACTION

Kit Malthouse MP

Minister for Family Support,
Housing & Child Maintenance,
Department for Work & Pensions

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REDUCING PARENTAL CONFLICT NATIONAL PROGRAMME

Donna Ward
Director - Children, Families and
Disadvantage,
Department for Work & Pensions



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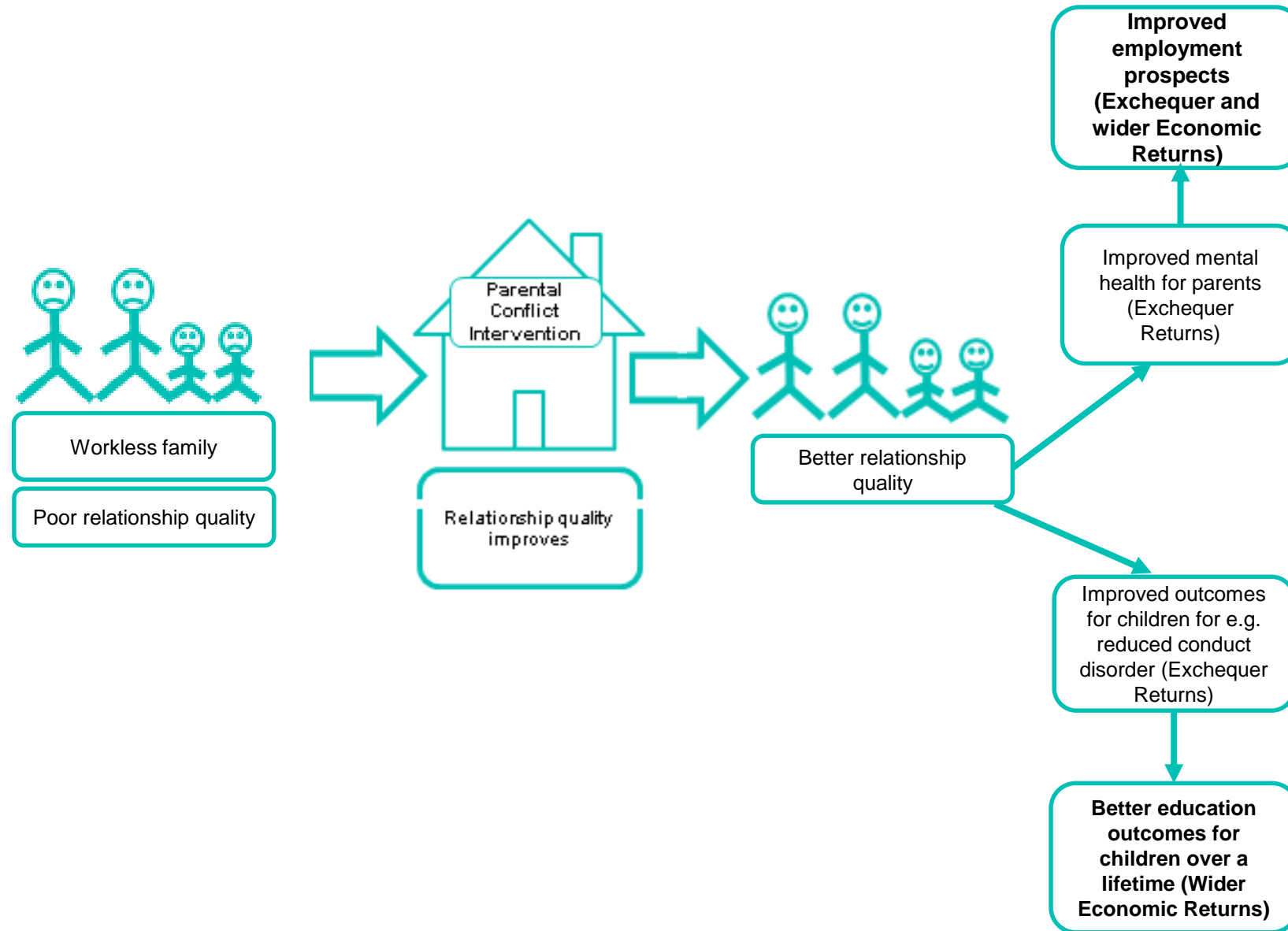
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Reducing Parental Conflict - impact on families



Prevalence of Parental Conflict

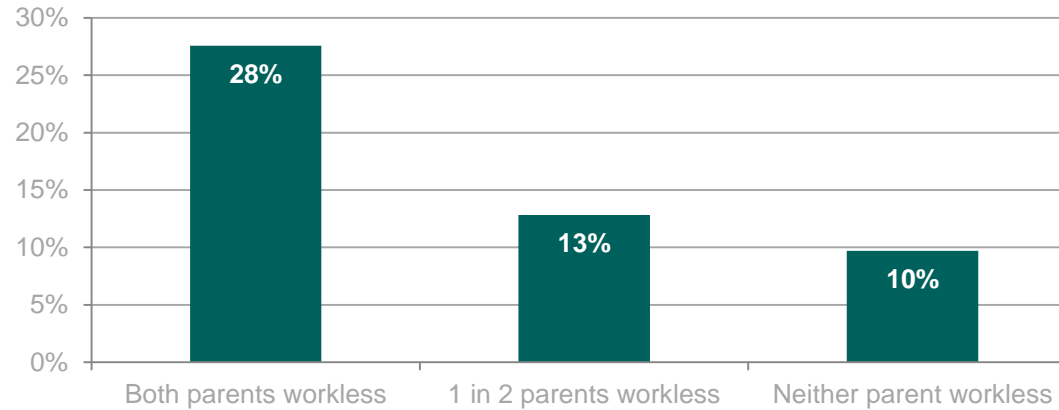
28%

Out of all children living in workless couple-parent families (this is 5% of all children), live with parents who report having a distressed relationship.

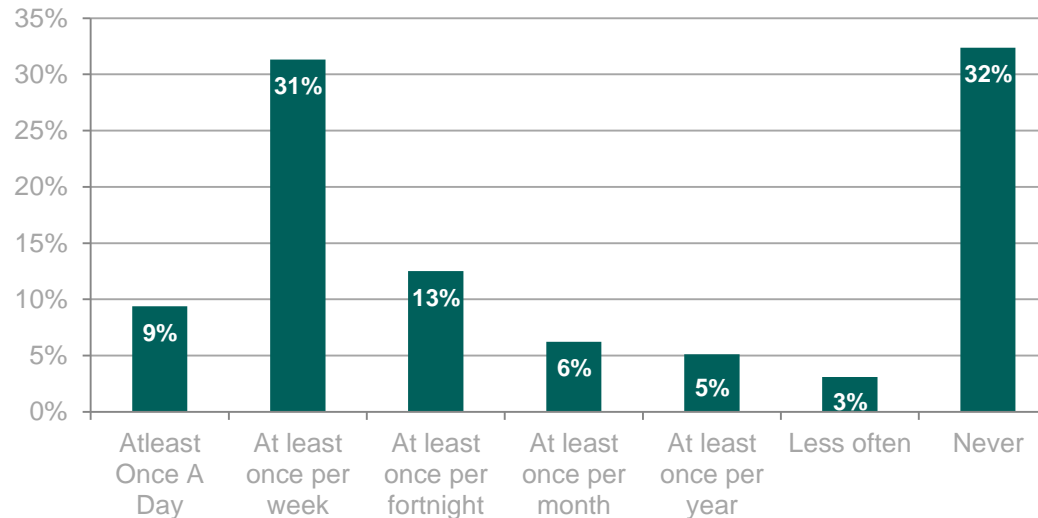
Almost three times as prevalent compared with where both parents are working.

53% children in separated families see their non resident parent at least once a fortnight

Proportion of children in couple-parent families reporting relationship distress by parental workless status



How often resident parents report that the child 'usually sees' their non-resident parent during term time (2013-2014)



Local Family Offer (LFO) findings

We have been working with twelve local authorities since 2015 to test local strategies – evidence and insight from these early adopters has had significant impact on the design of the programme

The LFO areas found the following the most helpful aspects:

- **Consultancy support:** DWP provided individual consultancy support to:
 - Understand why intervening to reduce parental conflict is important and how to intervene successfully
 - Support the development of evidence based strategies
- **Workforce Development and Culture Change:** Training from awareness to delivering specialist interventions
- **Measuring success:** LFO areas developed an evaluation strategy, inputting to the national evaluation including performance measures.

There are two key objectives of the programme

1) Creating new markets for face-to-face services in four geographical areas

- New services will be delivered in each area, procured directly by DWP, with LAs referring parents
- These new contracts with suppliers will be managed by DWP

2) Supporting areas to integrate parental conflict support within existing services

- Investing money in staff training, including of front-line staff
- Setting up a What Works Centre through the Early Intervention Foundation

Face to Face Support

The Contract Package Areas:

Lead Authority	Geographical Coverage	
Westminster	Westminster Brent Croydon Fulham Lambeth	Kensington & Chelsea Camden Hammersmith &
Gateshead	Gateshead Sunderland South Tyneside Middlesbrough Redcar & Cleveland	Newcastle Northumberland Hartlepool Durham
Hertfordshire	Hertfordshire Cambridgeshire Southend	Essex Buckinghamshire Peterborough
Dorset	Dorset Somerset Bournemouth Plymouth	Devon Wiltshire Poole Torbay

The Range of Interventions



1. Within my Reach
2. Family Check Up Intervention
3. Focus on Kids
4. Parents Plus



5. Couple Coping Enhancement Training
6. Enhanced Triple P
7. Incredible Years
8. Mentalization
9. “4Rs 2Ss” Family Strengthening Programme
10. Family Transitions Triple P

Reducing Parental Conflict – Face to Face provision

Overview of LA role:

Identify parents with parental conflict needs
determine level of support needed

Eligible Population

- Identify and support both parents to participate
- Confirm eligibility

Identification/Referral

- Obtain data consent
- Complete referral form, send to DWP

Screening Questionnaire

- High or moderate need or no support required
- Share information with supplier & DWP.

Start Programme

- Encourage engagement and participation

Completion

- Provide MI/ Data
- Supplier to share details of completed programme

RPCP Evaluation

STRAND	EVALUATION AIMS	EVALUATION APPROACH
Face to face services	The evaluation will provide evidence on the implementation, delivery and perceived impact of the F2F provision.	The evaluation will include both quantitative and qualitative elements as appropriate for each aim. We will consider experience of participants, providers and Local Authority staff.
Training	Examining whether training has changed practice on the ground, in terms of the identification, support available and the extent to which practitioners' feel skilled to deliver support/ the interventions.	
Local Integration	Examining whether and how local authorities have integrated elements of parental conflict support into mainstream services for families.	
Digital support	The scope of the evaluation of this strand will be confirmed following user research to determine digital needs.	

What other support is DWP putting in place?

Building on the findings from the Local Family Offer trials the Programme will include the following:

- **Peer support:** funding LFO areas to be Ambassadors for the programme to share their knowledge, skills and expertise around parental conflict
- **Integration Leads:** secondees from local areas with the relevant skills and knowledge to design and support local areas
- **Building capability:** making funding available for all local areas for training and workforce development
- **Maturity Matrix:** The Programme will be working with LAs and EIF to develop a range of tools to support the integration of services to reduce parental conflict within local delivery.
- **Online resources:** There are a number of online resources available to support local areas who want to find out more

Regional Integration Leads

40% of our time gathering quality management information and evidence and report to the Senior Integration Lead in the Programme, providing meaningful reports on local progress made a local level.

40% of our time working with stakeholders including Local Authorities, Troubled Families Co-Ordinators, Jobcentre Plus etc to plan and develop local strategies to transform service delivery.

20% of our time working together to share learning, expertise and best practice



Available resources and next steps

Online resources currently available:

[Lessons from the Local Family Offer](#)

[EIF Commissioner Guide](#)

[What works to Enhance Inter-parental Relationships and Improve Children's Outcomes](#)

[Family Resource Tool](#)

Future activity:

Maturity Matrix: We want to consult LAs to determine the support they need to successfully integrate change or if there are other products/support they need.

Training offer: We are currently designing our training offer to be available later this year.

Working Together

- Thanks for taking the time to come today and hear more about the Programme
- We welcome your support and input to find out more about what works and to make a difference for children
- We know what the problem is – join us to help us find the answers!
- Register today by emailing us rpc.programme@dwp.gsi.gov.uk and we will link you in with our Integration Team so you can benefit from the support available

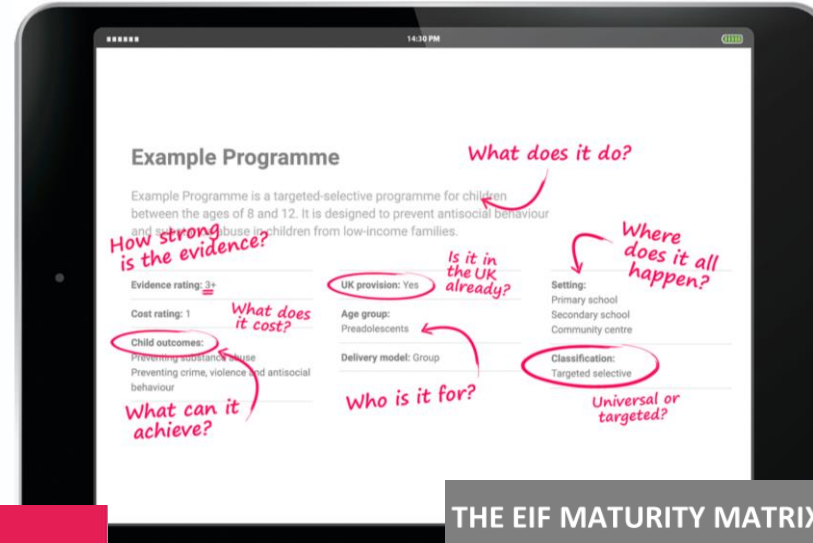
Reducing Parental Conflict EIF Offer



The RPC Hub



The
Commissioner
Guide



The Guidebook

The Maturity
Matrix

THE EIF MATURITY MATRIX on Reducing Parental Conflict

4 DIMENSIONS		10 KEY ELEMENTS	4 PROGRESS LEVELS			
PLAN		1 STRATEGY	1 Basic level Principle accepted and commitment to action	2 Early progress Initial development	3 Substantial progress Initial results achieved and positive outcomes evident	4 Mature Embedded good practice, others learning from achievements
		2 COMMISSIONING				
LEAD		3 PARTNERSHIP				
		4 LEADERSHIP				
DELIVER		5 COMMUNITY ENGAGEMENT				
		6 CO-ORDINATED WORKING				
EVALUATE		7 INFORMATION & DATA				
		8 WORKFORCE PLANNING				
		9 OUTCOMES FRAMEWORK				
		10 USING & GENERATING EVIDENCE				

BREAK / MOBILISATION WORKSHOPS



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Mobilisation Workshops: 11:50 and 12:30

1. Planning for change: Maturity Matrix	Whitworth Suite
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2. Applying the evidence in practice	Joule Suite
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3. Building workforce confidence and capability	Lovell Suite
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4. Making an evidence based programme work for you	Dalton Suite
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