

# The Power of Family Networks in Prevention and Early Help

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# Welcome

Please put your camera on.

We want people to participate but please use the 'raise hand' facility to ask questions and contribute when others are talking.

Please be considerate to others - together we want to create a safe, open and reflective space to learn.

You can turn live captions on by clicking the 3 dots at the top of your screen if you need this.

Please do take the time to provide us with some feedback towards the end of the session.

# Thank you!

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# Unlocking the Potential of Wider Family Networks in Early Help

- Norfolk Context and Principles of Practice
- Motivation
- Benefits
- Moving From Barriers to Opportunities
- Extending the Reach

# Norfolk Context





## **f**amily and friends

Children and young people are safe, connected and supported through positive relationships and networks

## **l**earning

Children and young people are achieving their full potential and developing skills which prepare them for life

## **o**ppportunity

Children and young people develop as well-rounded individuals through access to a wide range of opportunities which nurture their interests and talents

## **u**nderstood

Children and young people feel listened to, understood and part of decision-making processes

## **r**esilience

Children and young people have the confidence and skills to make their own decisions and take on life's challenges

## **i**ndividual


Children and young people are respected as individuals, confident in their own identity and appreciate and value their own and others' uniqueness

## **s**afe and secure

Children and young people are supported to understand risk and make safe decisions by the actions that adults and children and young people themselves take to keep them safe and secure


## **h**ealthy

Children and young people have the support, knowledge and opportunity to lead their happiest and healthiest lives



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## Principles of the Family Networking Approach

1. Everyone has a network
  2. Networks help develop and maintain a sense of belonging and identity
  3. Connected networks = Positive outcomes
  4. The network *will* help plan and make decisions for their child
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# Motivation

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- Families need to be part of decision-making and planning
- Problems need to be tackled early
- Families need to take ownership of solutions
- Interventions and plans are family led
- Engage partners in working **with** families
- Shared focus – NC@FC (network conversation @ first contact)
- More consistent sustainable support for families
- Reduce need for formal intervention where possible

# What have we seen so far?

**Currently linked with over 180 schools**

**Builds on family strength and resilience:**

“The family that we have been working with has **greatly appreciated the help** that Family Networking gave the family. It has been working well for the past 6 months. We have just **had a blip** in the road with it, but it has all been **sorted now** and the family are back to being on board with each other.

Having an **advocate** almost, as nanny is the calming voice, has helped considerably. They had been asked to attend a meeting in school and when they all came in they were all very much **together in their approach**. So refreshing to see.”

Pastoral Lead



# What have we seen so far?

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## **Gives the family space and opportunity to work together:**

Separated parents who struggled to communicate with each other were encouraged by the use of the approach to begin **having open conversations** reducing the Pastoral Support in school needing to be involved in issues the parents were unable to talk about together previously.



**flourish**

# What have we seen so far?

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## Family able to support planning for the child:

A **young person's aunt identified** in a Family Network Meeting that he liked to grow plants. As part of the plan to encourage regular attendance the school arranged for the young person to bring his plants in to school and to care for them there. This has resulted in regular attendance from the young person.

“Following on from an initial conversation with the young person and their network around attendance the young person was in school every day since the conversation with no need for any escalation from school.”

Designated Safeguarding Lead

# What have we seen so far?

## **Increases understanding of family, dynamics and functioning:**

Introducing the Family Networking Approach to schools has enabled us to understand the dynamics in 'split families' and gives a greater understanding of the whole network rather than just one side of a family.

Head Teacher

# What have we seen so far?

## Embed the approach into processes:

“The Family Networking Approach has been a great resource! I use it **in almost every parent meeting, I explore the wider family network and how these identified people help** and on occasions they have also attended further meetings.

The first Family Network Meeting that we were supported with meant we did not have to initiate an Early Help Assessment Plan and by using the approach we have not had to initiate any Early Help Assessment Plans for 9 months.”

Designated Safeguarding Lead



**flourish**

# Moving From Barriers to Opportunities

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## “That won’t work in my organisation”

- Bespoke approach – Our work has shown that how each organisation views FNA, and its applications is different. Working alongside the organisation enables them to embed the approach.

## Engaging families in decisions is different to co-production

- This is not just about creating a plan together, it is about the family networks voice being at the heart of that plan.
- Plans should “look, sound and feel” like their plan, not ours



# Moving From Barriers to Opportunities

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## Need to change 'hearts and minds'

- The work of embedding FNA in any team or organisation is to win the hearts and minds from senior leadership down to the frontline workers
- More than that it is about winning the hearts and minds of the families we support, encouraging ownership and desire for change, and involving the whole network – Professionals, Family Networks, Community Networks

## Embed as a way of working (culture/leadership) and into 'processes'

- For FNA to be truly embedded it needs to be part of the culture but also part of the process, visible in the work being done
- When in processes FNA can stand the test of time and staff changes



# Moving From Barriers to Opportunities

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## Needs to be right offer at right time for partners and families

- Like most services FNA works best when both families and organisations are ready for it, and in the right place to use it to its fullest

## Rebalances the system towards help at an early point

- FNA changes the journey and trajectory of our work with families, seeking natural sustainable support first, owned by the family and their network, only seeking professional referrals and interventions when they are needed



# Extending the Reach - Just One Norfolk

- Norfolk parent and carer digital platform - offering NHS advice for children, young people and their families – ensuring ease of access to help and support whenever it's needed, any time day or night.
- Launched in 2018, to support delivery of Just One Number – Single point of clinical access for Healthy Child Programme.
- Co-produced with Norfolk families and wider system – from design through to delivery.
- Used as a joint response to COVID in Norfolk, enabling families a safe place to access wider information and support.
- Continued to grow and learn – being data led and responsive to need.



# Extending the Reach – DIY Family Networking

- Opportunity to offer families accessible information – enabling access to advice and support early and when needed. Building on an already embedded self-care approach in Norfolk.
- Supporting all families – including those outside or before the early help arena.
- Improve outcomes for more by making information universally accessible but also widening access to targeted resources.
- Written how to content, alongside real story animation and downloadable resources to support approach.
- Opportunity for embedding within early intervention practice. Even when people think they have no network, usually with a bit of help they can identify one.

## Quick Data

Average 250 – 300 visits per month to family networking content

'I think meeting with my network has involved more family members especially my brother and how he can now support the children. My network now knows what they can do to help me and the children.'

'It was nice to be included in the plan. Even though I'm only around at the weekends, it's good to know I can help the family next door.'

# Just One Norfolk

Trusted NHS help, self-care resources and information during pregnancy, birth and throughout your parenting journey.

Access for parents / carers, professionals and young people (via FYI) to validated self-care resources, videos, tailored quizzes and training.

Built in accessibility and translation features.

Integrated into service delivery throughout Norfolk and Waveney.

Public Health (Norfolk), Norfolk County Council, Safeguarding Partnership, Acute Trusts, Integrated Care Board, GPs, Local Maternity and Neonatal System (LMNS), Pharmacies, Mental Health Services, Education, Parent/Carer networks.

## Professional Logins

Launched March 23 with resources and training for all professionals working across Norfolk & Waveney.

## FYI (For Your Information)

Launching soon – Self-care platform for 11-24 year olds in Norfolk & Waveney.

Average monthly page views 87,000  
(Annual 1,044,356!)  
Average monthly users 70,000

### Top Accessed Resources – Parent/Carer

- What Stage Am I At?
- Speech & Language
- Mental Health – Request for Support
- Just One Number and Parentline
- Services To Support You & Your Family
- Child Development & Additional Needs

### Top Accessed Resources – Professionals

- Occupational Therapy Digital Library
- Health Topic Resources
- SCLN Training
- Sensory Regulation
- SEND Training

Answers for your  
parenthood journey

Get help, advice and information during pregnancy,  
and your parenthood journey

Enter your search term

Search

Tags:

Just One  
Number

Feelings

Communication



Any Questions?



# Please let us know what you think



<https://forms.office.com/e/nFDzqZWk4i>





Norfolk County Council



Thank you



# Our presenters were:

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