

**Coventry and Rugby CCG GP Family Support Worker**  
**Evaluation Report April 2016**

## Summary

- The Rugby Family Support Worker Project provides a good example of joint WCC and CRCCG working to support vulnerable children and families in line with national guidance and local commissioning intentions.
- The project has provided support through an agreed process by which GP's can refer and gain flexible outreach support for their referred families.
- The FSW has built relationships by working directly with GP's on the recurrent themes they see in families.
- The pilot has been enthusiastically adopted by local GPs. Four volunteer practices covering one third of the Rugby population made 37 referrals in 9 months.
- It has been well received by families. There was an 83% response rate via an anonymous Google Evaluation App with 100% of responders rating the service as excellent.
- The numbers of CAFs originating from primary care in Rugby increased from 0 to 6 in this time period.
- Health information was helpful to the FSW in working with families with existing CAFs and knowledge of an existing CAF was helpful for GPs in accessing support via this process for their patients.
- 24/46 families worked with had no under pinning assessment (i.e. 24 of the 37 referred by GPs) and new avenues of help were identified in all cases. There is evidence to suggest that GP's are seeing and referring families who are in need of Early Help, when such families are not accessing additional services or support through other avenues of referral.
- There is also evidence that the assessment and outreach work of the FSW is able to identify areas of concern not already identified by the GP e.g. Young carers and school attendance.
- 3 families, as a result of FSW concerns, were escalated to social care. After the FSW intervention one family was stepped down from Child protection to Child in Need to CAF
- 3 young carers were identified and supported by the FSW.
- Parental Mental Health problems were an issue in 10 families, 6 were already accessing appropriate services and 4 were identified by the FSW and signposted to specialist services.
- Domestic violence was an issue in 5 families, 2 of these was identified by the FSW.
- 3 children were receiving support from CAMHs at the time of referral. One family no longer needed this after help from the FSW with parenting strategies. The FSW identified 2 further children requiring CAMHs support and 1 child who accessed counselling support as part of the CAF process, initiated by the FSW.

- 13 of the 46 families met the criteria for Priority (Troubled) Families. This FSW project helps identify families with health needs and helps families' access additional support.
- The FSW identified 6 children with school refusal and established a support plan to help them access mainstream education with the appropriate services such as the Ill Health Team, CAMHS and Early Intervention Services. Attendance in 3 out of an additional 5 children with poor school attendance, increased to above 90% meeting the Priority Family criteria for success whilst a 4th improved but due to poor physical health did not reach 90%.
- All interventions used an evidence based approach known as Triple P. Group Triple P courses were advertised in GP surgeries. Two GP Families attended an 8 week group programme.
- There is evidence within 3 case studies of a cost benefit to delivering the service of £13,120 expenditure to a prevented cost of £149,136.

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