



Giving Warwickshire's children the best start in life

# Views of Frontline Staff

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## Focus Groups with Frontline Workers

Dec 2015-May 2016

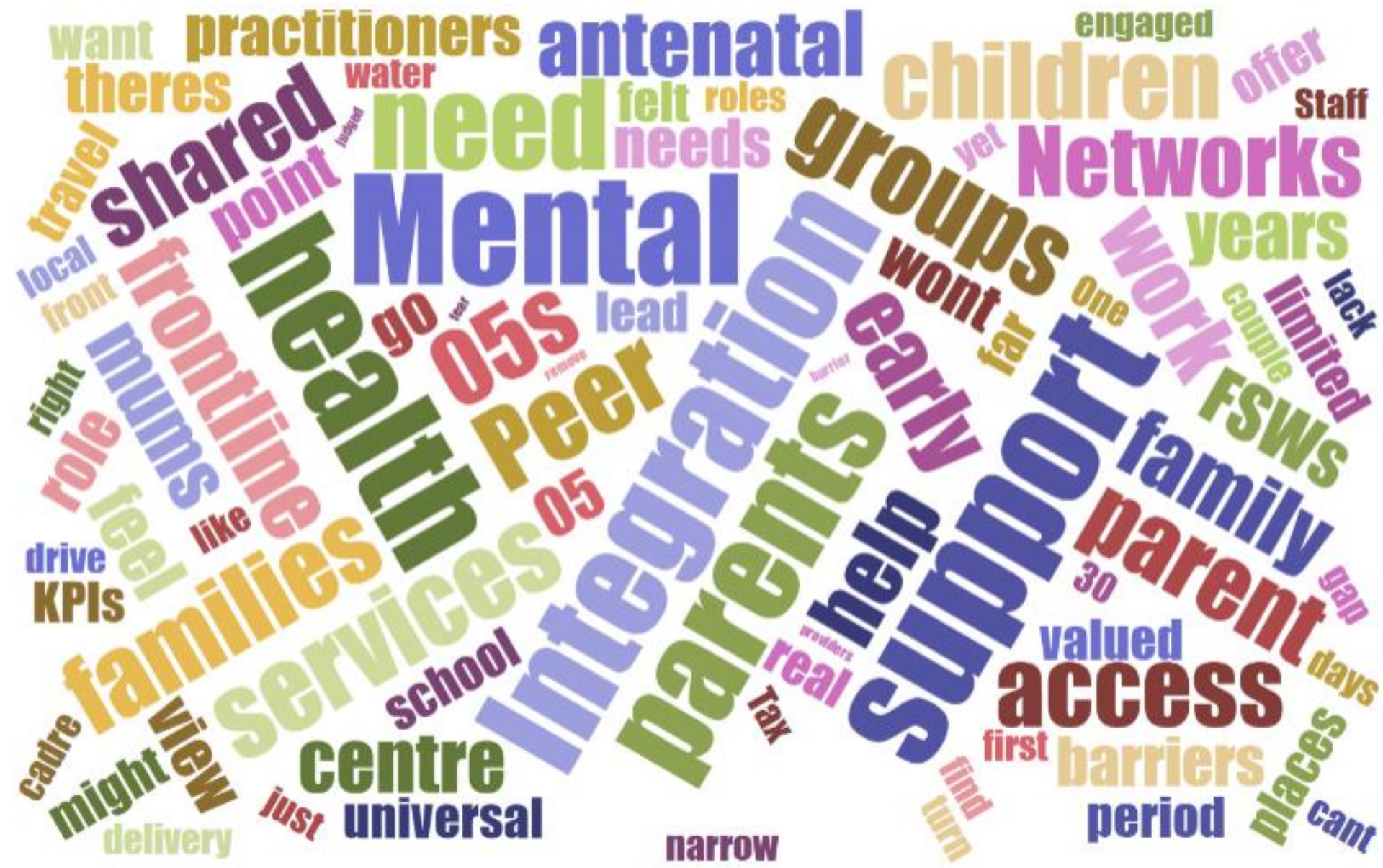
**29** Focus Groups

**71** interviews

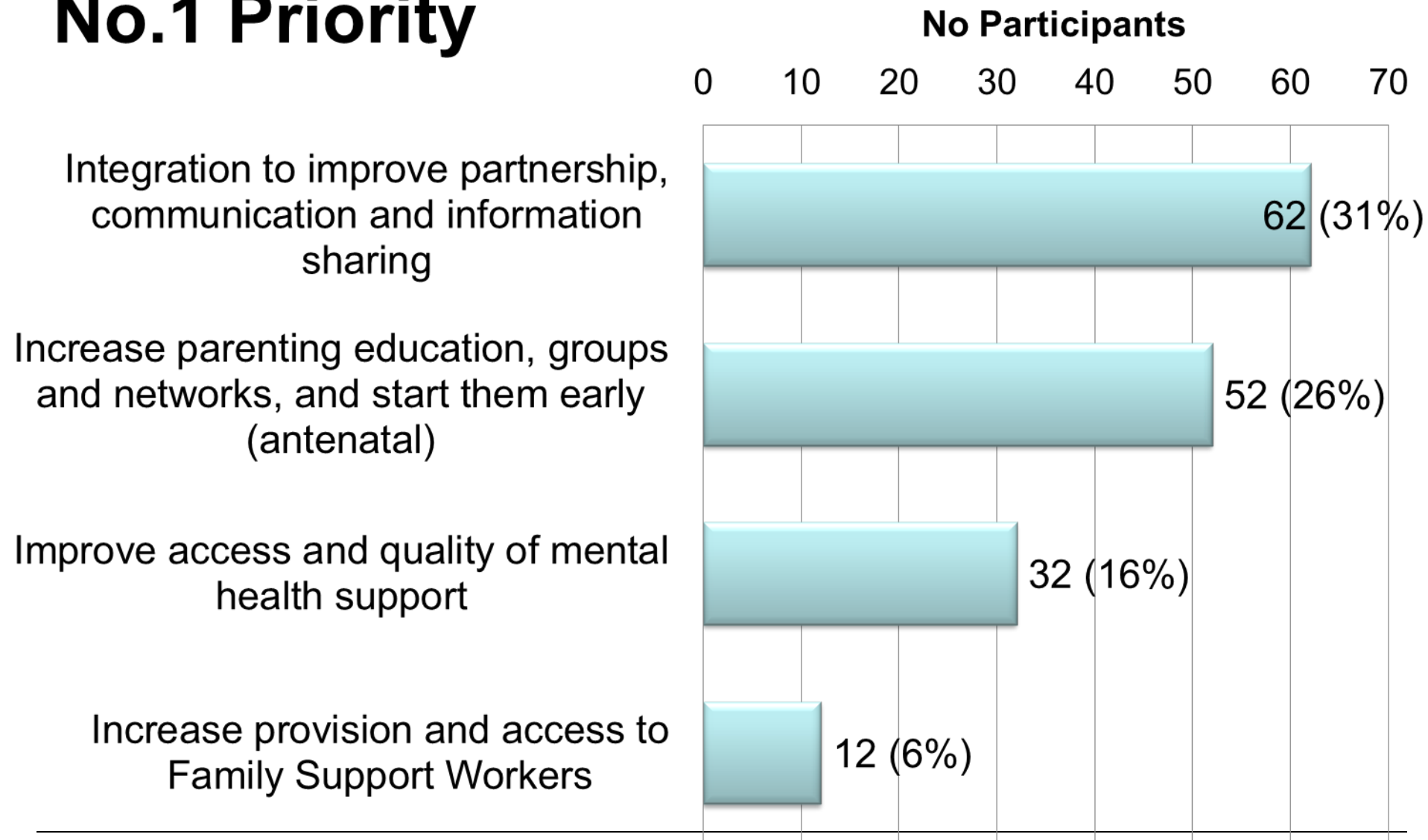
**274** Participants



# What frontline staff tell us....



# No.1 Priority



# All Together Better

"There's less resource and we need to co-work better."

*(Children's Centre)*

"We spend far too much time making arrangements on how we can work together."

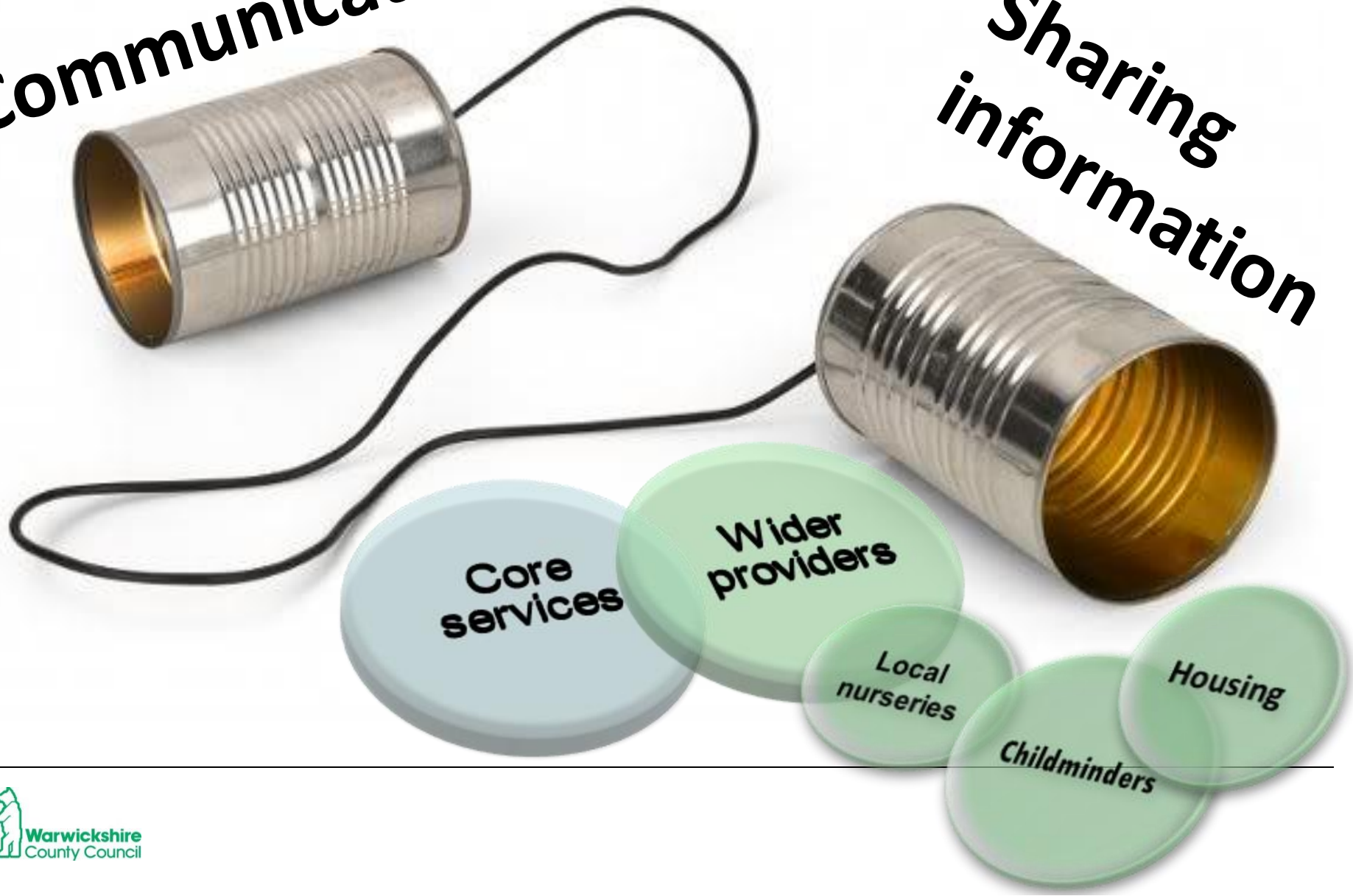
*(Children's Centre)*

"We need more joint working, as no one service is going to make the difference to children and families." *(health)*




# Communication

# Sharing information



# Pressure of targets



“FSWs need flexibility to fulfil their roles better - take out targets and that related pressure, so they can do this.”  
(FSW manager)

“We are **constantly bogged down** with our KPIs....children centres have their own target pressures too.”  
(Health Visitor & Children Centre manager)

# High Thresholds

# 'Holding' Families



**Family Support  
Workers**

**Prevention**

**Targeted vs  
universal**

**Starting early**

**Support groups**

# Mental health



“Children who are most needy in our nursery have mothers with a history of poorer mental health, it's a common thread. It often shows as behaviour and learning development issues.” (Nursery)

"I'd say 8 out of 10 children we have in school with social, emotional and mental health problems have mothers that have had mental health problems... Lots of them have suffered post-natal depression and problems bonding with their child." (Primary School Head)





Infant  
AND  
Parent

infant

Parental

**Help and Support**

## Tiered approach to parent-infant services

Psychiatric and parent-infant  
treatment  
i.e. in-patient mother & baby unit.

**1001  
critical days**

**TIER 4**  
Severe  
mental illness

Specialist Clinical Intervention  
i.e. PIPUK, NorPIP, OxPIP, LivPIP, Anna Freud

**TIER 3**  
Specialised services for  
families experiencing  
high levels of stress, where  
problems are already apparent

**Smart Start  
Strategy (draft)**

Programmes include:  
Family Nurse Partnership, Baby  
Steps, Parents under Pressure, Watch,  
Wait and Wonder, Video Interaction  
Guidance & Mellow Babies

**TIER 2**  
Additional care for parents  
identified as needing extra  
clinical & universal care

GPs, Maternity Services,  
Health Visitors, Children's  
Centres, Paediatrics

**TIER 1**  
Universal support for every parent:  
Prevention & early Identification

# Special educational needs/disabilities

"IDS funds have been cut back....Some families will not get a look in now." (*Nurture nursery*)

"We've lost a lot of our Child Development Service (CDS). There's a pathway for child with ASD but for global delay... we don't have that pathway anymore." (*HV*)

**Transition**

"They say you can't diagnose (ASD) that early, and it should be left till school age: *"school will deal with it"*. But that's not an answer. You end up with a child who disrupts and is unhappy in school." (*PVI*)

"If they don't have autism, or fit the criteria of a special nursery, there's a gap then." (*HV*)

# More.....

Out of hours  
provision

Parenting  
Programmes

Domestic abuse

Use of common  
assessment  
framework  
(CAF)

Interpreting  
provision

Clinical  
supervision

Debt advice

Geographical  
inqualities

Children  
Affected by  
Parental  
Imprisonment

# First-steps to Co-production

“This has been great today, let us be involved in decisions and creativity....We want to be part of it.” *(Family Support Worker)*

“There’s such a lot of wisdom in this room. We’d have a lot of ideas...What’s really worked before and why we lost it...What we tried really hard with, but did not work....”. *(Social Care)*

