

Social Exclusion Task Force Families At-Risk Review

Section A: 'Whole Family' approaches to delivery of services for at-risk families

We are interested in exploring your views about the potential of 'Whole Family' approaches to improve outcomes for families with additional or complex needs. For example, services and practitioners who take a whole family approach might:

- consider their clients within their family context, identifying and assessing the needs of all family members;
- share information with other professionals in the interests of providing the best possible services for the family;
- configure support around the needs of the whole family;
- recognise and respond to diverse family circumstances.

We would like you to answer the following questions thinking about your general experiences of providing, researching and managing services for at-risk families. All the sections may not apply to you so please skip questions that are not appropriate.

Section A: 'Whole Family' approaches to delivery of services for at-risk families.

Section B: Specialist areas of adults' services expertise

Some of the questions that now follow relate to specialist areas of service provision for adults. You can select **one primary and one secondary area of expertise**.

We are aware that some organisations will focus upon more than two areas, and are happy to receive additional submissions by email should you wish to answer questions for further topics (full contact details for further documentation will be provided at the end of the questionnaire). **If you do not feel that you have appropriate specialist knowledge please choose the first option from the following list which will take you to the next section.**

First, could you select one of the following options to indicate your primary area of expertise – the main area that your work focuses on, and about which you will be asked further questions:

- None of the specialist topics below
- Family poverty and debt
- Adults with poor basic skills
- Worklessness (and poor quality jobs)
- Adult mental health
- Adult disability and poor health
- Relationship conflict and breakdown
- Adults who misuse illicit drugs
- Adults who misuse alcohol
- Domestic violence
- Poor housing and homelessness
- Adults who are offenders or exhibit antisocial behaviour

And which, if any, would you say is your secondary area of expertise? If you only wish to answer questions about one area, please choose the first option from the following list. Otherwise you will be asked questions about both your primary and secondary areas of expert knowledge.

- No further areas of expertise
- Family poverty and debt
- Adults with poor basic skills
- Worklessness (and poor quality jobs)

What do you see as the main advantages of such a 'Whole Families' approach – especially for clients with additional or complex needs? (1000 character limit)

Are there specific circumstances in which a 'Whole Families' approach might be inappropriate or undesirable for service users?

- Yes
- No

If yes, why (1000 character limit)

In general, do you think that adults', children's and community services currently work together well on the ground to achieve positive outcomes for families with additional or complex needs? Please say why and provide any specific examples.

- In general 'yes'
- In general 'no'

Please provide any specific examples: (1000 character limit)

- Adult mental health
- Adult disability and poor health
- Relationship conflict and breakdown
- Adults who misuse illicit drugs
- Adults who misuse alcohol
- Domestic violence
- Poor housing and homelessness
- Adults who are offenders or exhibit antisocial behaviour
- Only wish to answer questions about one area

Section B: Your primary area of adults' services expertise.

The next set of questions relates specifically to your primary area of expertise: {Q4}

In general, do you think that these adult services take into account whether their clients are parents or carers?

- Yes
- No

What do you think are the benefits of this approach? (250 character limit)

What do you think the risks are of this approach? (250 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In general, do the eligibility criteria for the services take into account the clients' children and their wider family circumstances?

- Yes
- No

If yes, what is taken into account? (250 character limit)

With regard to your primary area of expertise: {Q4}

What kinds of links are there between the agencies delivering these adults' services and other agencies delivering services to clients' families (e.g. schools and family doctors or health services)?

For example:

- systems for sharing data
- formal/informal arrangements for multi-agency working (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In general, how well do you think these services recognise and respond to the specific needs of:

| | Very well | Well | Not well | Not at all well | Don't know | Not relevant |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Men as fathers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Teenage parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are single parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are parents of large families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are gay or lesbian parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parents from ethnic minority groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parents from faith groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults with caring responsibilities for grown up children and other relatives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Step-families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Men as fathers' you said '{Q9a}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Teenage parents' you said '{Q9b}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are single parents' you said '{Q9c}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are parents of large families' you said '{Q9d}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are gay or lesbian parents' you said '{Q9e}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Parents from ethnic minority groups' you said '{Q9f}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Parents from faith groups' you said '{Q9g}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults with caring responsibilities for grown up children or other relatives' you said '{Q9h}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Step-families' you said '{Q9i}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Men as fathers' you said '{Q9a}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Teenage parents' you said '{Q9b}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are single parents' you said '{Q9c}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are parents of large families' you said '{Q9d}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults who are gay or lesbian parents' you said '{Q9e}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Parents from ethnic minority groups' you said '{Q9f}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Parents from faith groups' you said '{Q9g}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Adults with caring responsibilities for grown up children or other relatives' you said '{Q9h}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In response to the question on how well services respond to and recognise 'Step-families' you said '{Q9i}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

In your experience, are services in this area appropriately configured to enable a smooth transition between children's and adults' services?

- Yes
 No
 I do not have appropriate experience to answer this question

Thinking specifically of your primary area of expertise: {Q4}

You said services in this area are not configured to enable a smooth transition between children's and adults' services.

What are the specific problems? (1000 character limit)

Thinking specifically of your primary area of expertise: {Q4}

How could the transition between children's and adults' services be improved? (1000 character limit)

Section B: Your secondary areas of adults' services expertise.

Thinking specifically of your secondary area of expertise: {Q5}

In general, do you think that these adult services take into account whether their clients are parents or carers?

- Yes
 No

What do you think are the benefits of this approach? (250 character limit)

What do you think the risks are of this approach? (250 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In general, do the eligibility criteria for the services take into account the clients' children and their wider family circumstances?

- Yes
 No

If yes, what is taken into account? (250 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

What kinds of links are there between the agencies delivering these adult services and other agencies delivering services to clients' families (e.g. schools and family doctors or health services)?

For example:

- systems for sharing data
- formal/informal arrangements for multi-agency working (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In general, how well do you think these services recognise and respond to the specific needs of:

| | <i>Very well</i> | <i>Well</i> | <i>Not well</i> | <i>Not at all well</i> | <i>Don't know</i> | <i>Not relevant</i> |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Men as fathers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Teenage parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are single parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are parents of large families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adults who are gay or lesbian parents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parents from ethnic minority groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parents from faith groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parents with caring responsibilities for grown up children or other relatives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Step-families | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Men as fathers' you said '{Q37a}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Teenage parents' you said '{Q37b}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults' who are single parents' you said '{Q37c}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults' who are parents of large families' you said '{Q37d}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults' who are gay or lesbian parents' you said '{Q37e}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Parents from ethnic minority groups' you said '{Q37f}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Parents from faith groups' you said '{Q37g}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults' with caring responsibilities for grown up children or other relatives' you said '{Q37h}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Step-families' you said '{Q37i}'. We would welcome any examples of good practice that you can share with us. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Men as fathers' you said '{Q37a}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Teenage parents' you said '{Q37b}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults who are single parents' you said '{Q37c}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults who are parents of large families' you said '{Q37d}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults who are gay or lesbian parents' you said '{Q37e}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Parents from ethnic minority groups' you said '{Q37f}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Parents from faith groups' you said '{Q37g}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Section C: Details of research and good practice

The final couple of questions ask you to provide details of any research and practice that you think will be helpful to this review.

Do you know of any current examples where a 'Whole Families' approach with excluded families is working well?

- Yes
 No

Section D: Details of research and good practice

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Adults with caring responsibilities for grown up children or other relatives' you said '{Q37h}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In response to the question on how well services respond to and recognise 'Step-families' you said '{Q37i}'. We would welcome any examples you can share with us of barriers that services face when responding to these parents. (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

In your experience, are services in this area appropriately configured to enable a smooth transition between children's and adults' services?

- Yes
 No
 Do not have appropriate experience to answer this question

Thinking specifically of your secondary area of expertise: {Q5}

You said services in this area are not configured to enable a smooth transition between children's and adults' services? What are the specific problems? (1000 character limit)

Thinking specifically of your secondary area of expertise: {Q5}

How could the transition between children's and adults' services be improved? (1000 character limit)

You said you know of current examples where a 'Whole Families' approach with excluded families is working well on the ground.

Please provide a brief description of the example, contact details for key people involved and any references to reports or published information on the example. (1000 character limit)

Section C: Details of research and good practice

Finally, do you know of any other research (including papers, reports, cost effectiveness data, case studies etc.) which you think will be particularly relevant for us to consider in relation to any of the questions raised in this questionnaire?

- Yes
 No

Section C: Details of research and good practice

You said you know of other research (including papers, reports, cost effectiveness data, case studies etc.) or practice which you think will be particularly relevant for us to consider in relation to any of the questions raised in this questionnaire?

Please provide any contact details or references to reports or published information that would help us. If you have electronic documents you would like to send then please email beejalparmar@cesi.org.uk. If you would like to directly send documents by post then please address them to Beejal Parmar at Inclusion, 89 Albert Embankment, 3rd Floor, London, SE1 7TP.

Section D: Your contact details

To conclude, we would appreciate it if you would provide us with your contact details. To allow us to analyse our findings it is mandatory for you to provide your job title, the level of operation and sector of your organisation and whether your submission comprises a personal or a corporate response

Full name

Job title

Email address

Name of organisation

Level of operation

- National*
- Regional*
- Local*

Sector

- Public*
- Voluntary*
- Private*

Type of response

- Personal response*
- Corporate response*

Thank you for the time that you have taken in filling in this questionnaire and contributing information and evidence to this important review.

The review will be published in Summer 2007.

If you know of anyone else with important information to contribute to this call for evidence please do forward on the questionnaire link to them.