

// Foundations

What Works Centre for Children & Families

ENGAGING PARENTS IN REDUCING PARENTAL CONFLICT SERVICE AND SYSTEM DESIGN



BACKGROUND

- As part of the Reducing Parental Conflict (RPC) programme, there is a focus on capturing family voice and lived experience in strategy and service design.
- There is still further work needed to understand and overcome barriers to involving families in RPC service planning.

| September 2024 | Report

Summary of local
area practice

ENABLERS FOR INVOLVING FAMILIES IN REDUCING PARENTAL CONFLICT SERVICE PLANNING

 **Foundations**
What Works Centre for Children & Families

foundations.org.uk





Discovering and Defining: new approaches to Parent Engagement in RPC service planning

WORKING WITH LOCAL AREAS



2 different local areas:

- Bolton a town in the North-West of England with a population of 302,000
- Haringey an inner London Borough with a population of 264,200

And some similarities:

- Both richly diverse populations – approx. 79 different languages other than English spoken in Bolton, and 180 spoken in Haringey
- Both seeking to increase access of under-represented families to RPC parenting support
- Both seeking to develop universal RPC pathways

2 different approaches to parent engagement in service planning and design:

Haringey: a learning log; semi-structured curious conversations between parent and practitioner

Bolton: a family survey for those accessing targeted and universal early help services.

Involving families in reducing parental conflict (RPC) service planning - Foundations

HARINGEY AIMS AND OBJECTIVES



"Closing the circle and keeping the golden thread going."

The project aims:

1. Deliver **inclusive** and **accessible family relationship support** across Haringey
2. To learn from our diverse Parent Carer Voices about what a **universal** reducing conflict offer should look like so that this can be **embedded in service planning**
3. To understand from our parents what a **universal digital and physical footprint** should look like for families experiencing conflict.

What did we want our value and impact to be.

- Build on Haringey's **'be curious'** ethos
- Go **'back to basics'** to understand what Haringey families need before a targeted approach or intervention is required
- Discover from Haringey parents what a clear **universal pathway** for families experiencing conflict looks like
- Capture diverse family voices by using **creative, co-productive methods**
- Developing a qualitative practitioner **learning log** to capture parent voice



Early learnings



BARRIERS

Time

Energy

Understanding why?

Multi Agency Approach

Current landscape of Early Help

OPPORTUNITIES

Multi Agency Approach

Current family feedback process

Networks available to access

Continued Funding

NEXT STEPS

- Range of learning log opportunities
- Connectivity to external evaluation
- Focus on Be Curious ethos and spread to families from just professionals
- Family Hubs
- Focused on Male family influences, Separated Families

BOLTON AIMS AND OBJECTIVES



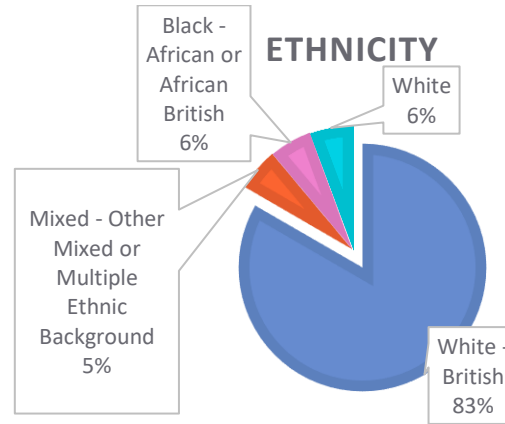
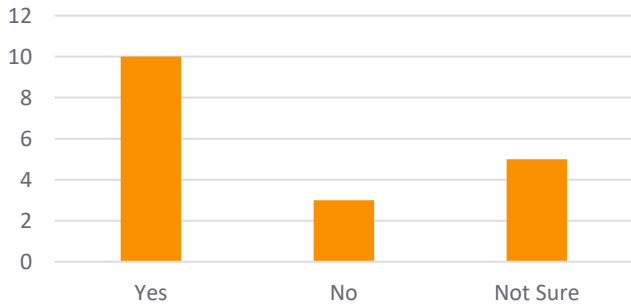
- To seek to embed the voice of the family in service development, firstly within RPC development but also thinking about using the ‘tools’ that are successful to collect views around other areas of service development and to inform the Early Help System Guide
- To understand how services need to work within different communities and how we can meet their needs rather than expecting them to meet our offer
- To build strong links with community groups to support in collecting views and needs to support change and to think outside of typical council run buildings.
- To think about joining improving communication pathways with existing and new parenting pathways



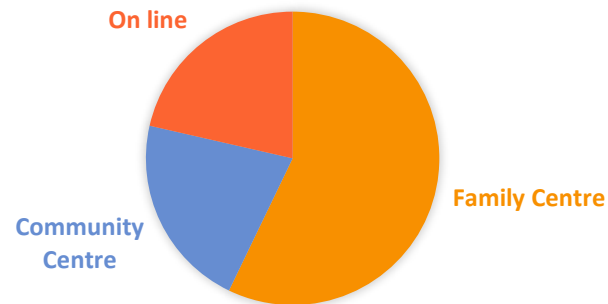
Early Help Bolton Data



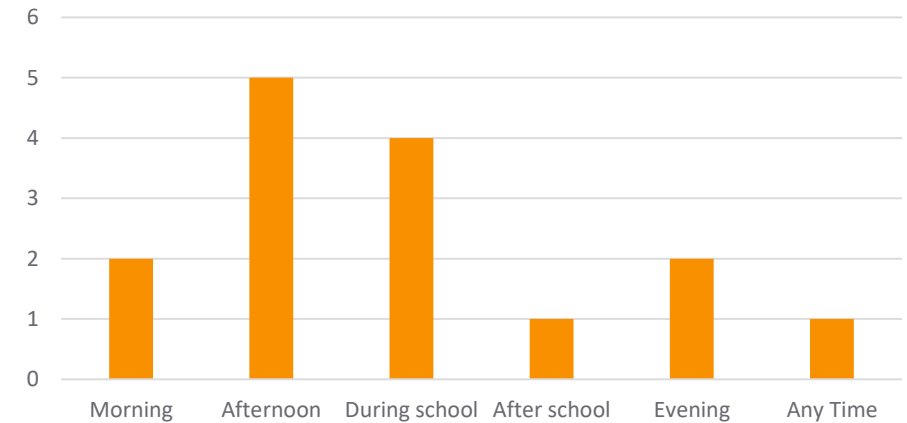
If Bolton were to offer a new community based programme to improve communication and manage any conflict between you and your parent / co-parent would this interest you?



WHAT WOULD BE THE BEST LOCATION FOR YOU? (I.E. FAMILY HUB, COMMUNITY CENTRE, RELIGIOUS CENTRE)



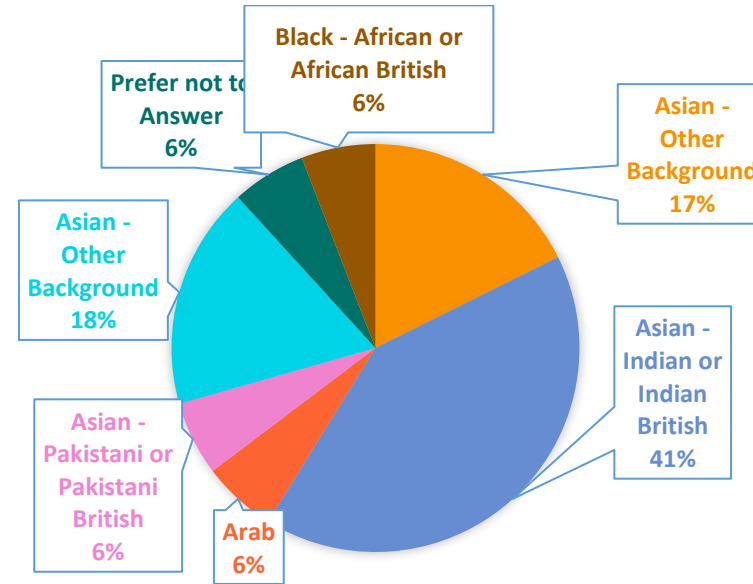
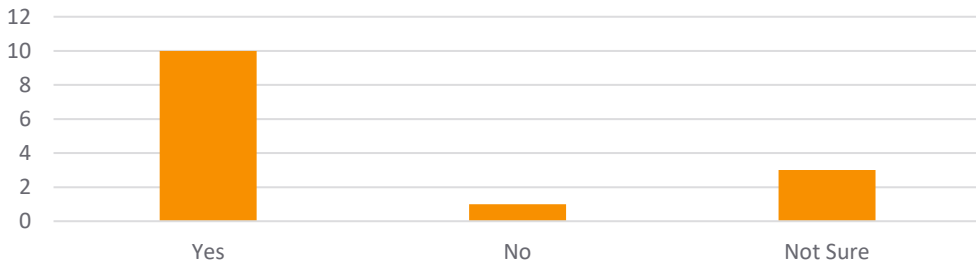
What would be the best time



Flowhession Bolton Data

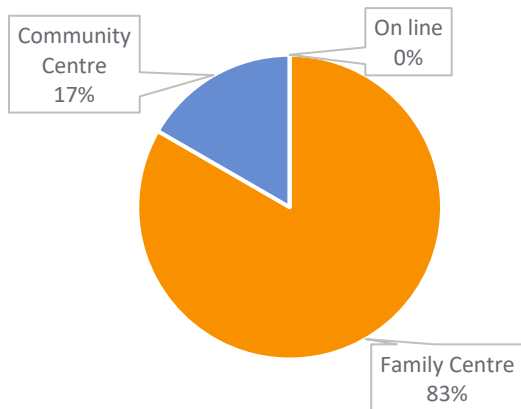
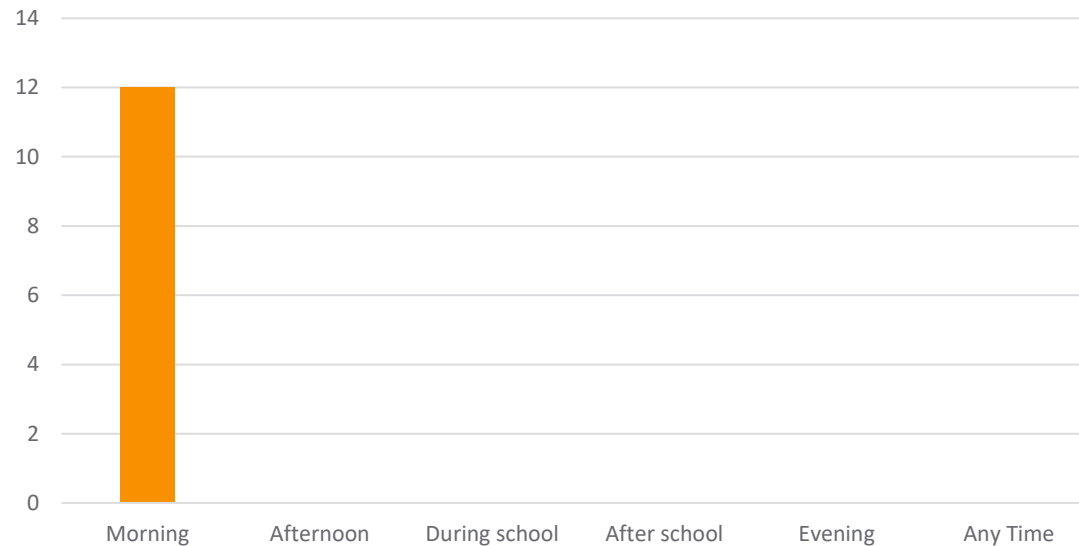


If Bolton were to offer a new community based programme to improve communication and manage any conflict between you and your parent / co-parent would this interest you?

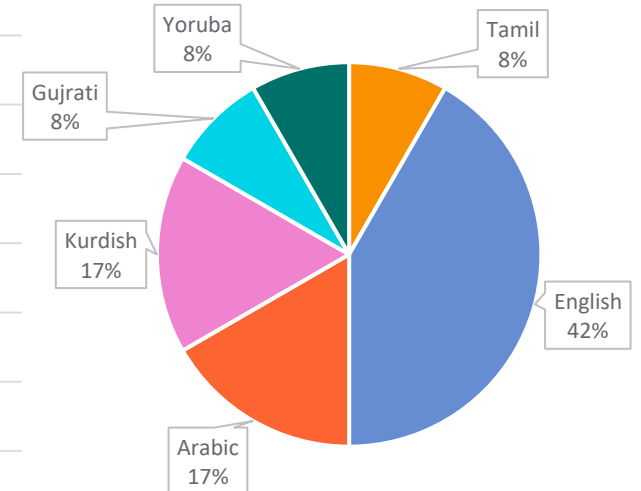


What would be the best time

What would be the best location for you?
(i.e. family hub, community centre, religious centre)



What is your first Language



Bolton: Learning so far



- The Early Help Saturday Offer within the Family Hubs has been changed to include targeted sessions such as RPC and Parenting along side a play and stay (remember cozy and somewhere for the children to play!)
- Using QR codes to gain feedback for Services and to inform Service Delivery, both borough wide and area specific
- To co-ordinate delivery of RPC and Parenting at a universal level as well at a Targeted level
- To create strong community links, not only to inform RPC delivery but wider service delivery, informed by the voice of the Bolton communities and fed through the Early Help System Guide