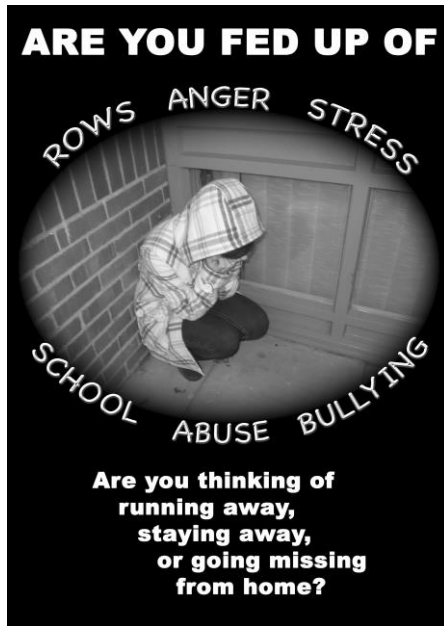


Middlesbrough Children's Fund



Evaluation Report

Barnardo's Missing From Home or Care Service

1st October 2009 – 31st January 2011

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The Project:

Contact Details

Barnardo's Missing From Home Service

East West Centre

Ayresome Green Lane

Middlesbrough

TS5 5BA

Tel number: (01642) 819743

Fax number: (01642) 820597

Wendy Shepherd – Programme Manager

wendy.shepherd@barnardos.org.uk

Mary Robinson – Missing From Home Team Leader

mary.robinson@barnardos.org.uk

What led us to believe the service was needed...

From a Local and National Perspective

Barnardo's Middlesbrough running or missing from home or care (RHMC) support service was influenced and exists through a successful six month research pilot project undertaken by Barnardo's SECOS project during the months of December 2006 to May 2007.

The Pilot Project stemmed from Barnardo's SECOS Project volunteering to undertake the Action Plan to review Missing from Home issues which were due for a review by Safer Middlesbrough Partnership (Prostitution, Exploitation and Trafficking Theme group).

The Pilot Project approached the task by working closely with services such as Cleveland Police (Middlesbrough Neighbourhood Safety Department), CAF Locality Teams and Justice Support who at the start of the review were the main referral route at the point when a young person was repeatedly reported as missing within the then 'Missing Again' protocol. Unfortunately at the start of the pilot project Justice Support lost a large proportion of their funding and had to cease providing a service.

The next stage for the Pilot Project was to update protocols and develop a specialist missing from home service (which did not exist at the time of the reviewing process). This was delivered to young people who went missing for the first time, during which an initial assessment would be conducted, utilising the pre CAF format and Barnardo's Policy & Procedures, internal models of good practice, recording system and volunteers.

The pilot project aims were:

- To offer an assessment and support to young people who had run away from home
- To encourage young people and their families to access and engage with multi-agency support tailored to their needs
- To develop a greater knowledge of issues for young people missing from home living within Middlesbrough up to the age of 18 years
- To reduce the number of young people repeatedly going missing from home.

During the six month period the Project responded to 127 missing from home episodes (99 different young people) averaging 21 reports per month. Of these the young person missing from home was likely to be a girl as a boy, with an average age of 14 years.

In relation to outcomes 51 cases out of 99 young people (52%) the project never made contact with the young person or parents either due to consent not being obtained for information to be passed to Barnardo's or the young person/parent declining a visit due to a lack of awareness about the benefits of accessing the service.

Amongst the 48 remaining cases 23% of them had a visit with the majority of these happy to complete a pre-CAF. 2% should have been a direct Child protection referral.

Despite contact issues the pilot project proved to be very successful evidenced by once the missing service had been put in place 86% of those who were reported missing for the first time were not reported as missing again. Also 72% of young people who had been reported on 2 or more previous occasions prior to the Pilot Project were only

reported as missing during the Pilot Project on the one occasion, this included some young people who had run away on many occasions.

Upon completion of the pilot project several actions were proposed to achieve the initial aim which was to review missing from home issues. The actions included:

- Having a dedicated Missing From Home Officer put in place within Cleveland Police
- Funding to be made available to provide support to young people reported missing from home to enable a pre CAF or full CAF assessment to take place ensuring a continuation of the pilot early intervention approach to prevent a situation leading to crisis point
- Utilise Police missing from home database (those who are 18 and under) to speed up the offer of service support
- Develop multi agency strategic groups focusing specifically on incidents of children and young people going missing from home to ensure they are responded to utilising links to missing from education, the Local Safeguarding Children's Board and the Stay Safe Theme group within the Children's Trust.

The Pilot highlighted the benefit of early service intervention which proved to prevent families reaching crisis point utilising the every child matters outcomes as a framework to meet needs.

The report also included reasons why young people went missing and an evaluation of the service from a young person and parent perspective.

Following the completion of the pilot project in May 2007, Barnardo's continued to fund the service until the end of September 2009 as they believed the service had high future funding potential. This proved to be very worthwhile.

Aim

In October 2009 Barnardo's were successful tendering for a missing young person's service commissioned by Middlesbrough Local Authority to fulfill the new statutory requirement, National Performance Indicator 71. The indicator was introduced to create a focus on the provision of services to vulnerable young people specifically those who go missing from home or care. The overall purpose was to create joint working and support local strategic partnerships and children's trusts in establishing the scale of running away in their local area and to put services in place to respond accordingly and effectively.

Barnardo's Missing from home service aims to undertake an initial assessment (Pre CAF) to children and young people up to the age of 18 years who run or go missing from home. During this process young people and their families are offered and encouraged to access and engage with multi-agency support tailored to their needs to reduce and stop missing from home episodes.

The missing from home service extended the support to Looked after children and young people to meet National Indicator 71 statutory requirement.

The main legislation and policy documents that shape the missing service are:

- The Children Act 2004
- Young Runaways Action Plan
- National Indicator 71
- Staying Safe Action Plan
- Working Together to Safeguard Children
- Children Missing from Education guidance
- Middlesbrough NI71 running or missing from home or care procedure.

The purpose of the service is:

- To identify and support young people 'at risk' and to reduce Missing from Home episodes.
- To prevent young people from becoming involved in unsafe situations.
- To work with and support families to manage family conflict, loss and mediation.
- To work within a multi agency structure and utilise CAF assessments and social care referrals as necessary.

The service user groups are children and young people and their families from 3 to 18 years of age utilising 'Think Family' models, pre CAF and full CAF assessments and direct individual child centred intervention, including education sessions to groups within schools and care settings.

All young people aged 18 years and under who go missing from home or care in Middlesbrough are referred to the service by the police.

Following a referral from the police the service offers an initial assessment (within 5 working days determined by vulnerability and risk factors) to all young people whose parents/carer gave consent to a home visit. The aim of the visit is to provide support and encourage problem solving utilising family strengths. In relation to those who go missing from the care system the service works closely with social workers offering sessions to the young person if it is felt they would benefit from education sessions.

Reflecting on the last 18 months the missing service has experienced huge challenges and demands in relation to service capacity and development.

The service is delivered by two part time workers and nine volunteers. One worker is responsible for managing the service and the other worker, alongside volunteers, delivers the direct work.

Effectiveness in Meeting Project Aims and Objectives

Barnardo's running/missing from home and or care service aims to provide an independent return interview, following the Police return home safe and well check, to all children and young people residing within the Middlesbrough area offering practical, social and emotional support to address risk taking behaviour.

We have been effective in achieving our aims by providing individual and group support to children, young people and their families in a safe, stimulating and child centred environment, where they can be supported and have their awareness raised about protecting self and keeping safe.

Following the Pilot Project the service has grown from strength to strength. Since the start of the commissioned service the increase in consents from parents agreeing to a home

visit (achieved through delivering training to the police response units) has been integral to the increase in service capacity.

The project has made a difference to the lives of missing children and young people by supporting them to:

Be Healthy

Missing from home or care children and young people have improved physically, mentally and emotionally as a result of early intervention from the service. They have also accessed other services with our support to address specific problems such as drug/alcohol misuse and or mental health issues to ensure a coordinated response around the needs of the child.

Stay Safe

Missing from home or care young people are able to talk to missing from home staff about their experiences through individual support sessions, group sessions, telephone and/or text messages. Missing children and young people who have been identified as needing support to address specific issues are presented at CAF panels. Missing children and young people at risk of harm and neglect have been supported and protected through following safeguarding procedures. Issues such as missing concerns and safety are talked through with the child/young person and they are offered opportunities to reflect on their safety and learn about protecting self and keeping safe. The service is particularly interested in establishing what the 'push' (what they are running away from) and 'pull' (what they are running away to) factors that led to the missing episode/s.

Research shows young people who go missing from home are at risk of sleeping rough, sexual exploitation; violence/assault and associated vulnerabilities such as internal and external child trafficking.

Enjoy and Achieve

Children and young people who have engaged in the service are given opportunities to express their thoughts and feelings about the service delivery through ongoing formal and informal evaluation exercises and through taking part in planning and reviewing processes.

Missing children and young people have been able to enjoy and achieve through additional recreation activities such as a Peat Rigg residential outward bound activity trips

away and a 'photo voice' project, for which they received recognition and awards for their achievements.

Children and young people have been able to enjoy and achieve at school, through support from the service in relation to working in partnership with parent support advisors and mentors to address issues surrounding truancy and exclusions. Through this schools have become more aware of the service we provide and often contact us for advice and support.

The service encourages children and young people to develop appropriate relationships with peers to reduce unsafe situations. Reflecting on the last 18 months the missing service has experienced huge challenges and demands in relation to service capacity and development.

The service is delivered by two part time workers and nine volunteers. One worker is responsible for managing the service and the other worker, alongside volunteers, delivers the direct work.

Make a Positive Contribution

When missing children and young people engage with the service they recognise (through the discussion during the independent home visit) the risks surrounding running away/going missing and where they can get support.

A group of young people (all of whom had been missing from home) contributed ideas and produced a leaflet about going missing and to raise awareness about the risks and where to get help.

A number of children and young people have taken part in local and national consultations talking about the link between going missing, alcohol and drug misuse and sexual exploitation.

The service has a participation group named NAIT (No Arm in Trying) in which six to eight young people regularly meet. The group take part in service reviews and are very influential and valuable in shaping service delivery.

The service has two peer mentors who have been influential raising awareness about going missing through a workshop they developed.

One young person was a guest speaker at a European Conference held in Rome to voice their thoughts and feelings about going missing from home and what helped them out of the unsafe situation they were in.

Achieve Economic Well-being

Missing children and young people are encouraged and supported to attend school and engage in training/employment opportunities to promote and improve their life chances to lower the impact of poverty improving their social well-being.

Future Plans

- To reduce the number of children and young people going missing from home or care by delivering the existing model of good practice.
- To work in partnership with the police and social care on both an operational and strategic level.
- To support staff and volunteers to ensure missing children and young people are able to achieve, succeed as they grow and reach their full potential.
- To deliver training programmes to professionals which will include awareness raising about National Performance Indicator 71, Missing from Home procedures unique to Middlesbrough, sexual exploitation, child trafficking and preventing youth homelessness.
- To ask children, young people and their families about how they would like our service to develop, through an ongoing individual review process
- To extend the existing missing from home service to children and young people looked after by the local authority from the Middlesbrough area but placed in another authority
- To increase education, protecting self keeping safe workshops in schools, residential care and youth settings
- To involve children and young people produce a quarterly service newsletter
- To provide opportunities for young people to become peer mentors and volunteers and gain accredited qualifications.

The service will continue to deliver a high quality service addressing key priorities and issues that affect our user group to ensure they are safe from harm, are as physically and

emotionally well as they can be; and given the opportunity to enjoy happy and healthy childhoods.

Impact if not re-commissioned

During the last five years Barnardo's have developed and shaped a specialist missing from home service which is unique to the Middlesbrough area. It has been viewed as a model of excellence within Tees Valley (Chris Saddler – Superintendent Cleveland Police) and has proven to reduce first time and repeat missing from home episodes evidenced through research and service outcomes.

The service is one of two voluntary services within the North-East (Barnardo's SCARPA project – Newcastle) that specifically supports missing children and young people aged 18 and under from the initial independent home visit moving on to further individual or group support sessions if required.

Users

The missing service provides an opportunity for all children, young people and their parents/carers to engage in a problem solving process and access support if necessary to prevent missing episodes increasing and problems reaching crisis point.

The service links into all aspects of the Every Child Matters Agenda supporting children and young people in the home, at school, at the service and any other environment deemed appropriate.

If the service ceased to exist, missing children and young people, particularly those who go missing from home for the first time, would not receive early identification intervention and support. The service has evidenced 84% of children and young people who had a home visit the first time they went missing did not go missing again.

Children and young people who engaged in the service have had the opportunity to work one to one. The focus of the intervention was to give emotional support incorporating keeping safe education sessions.

Through being involved with the service children and young people have had the opportunity to meet peers with similar problems and become part of a supportive peer support group where they can share experiences in a safe, stimulating and none

judgemental environment. Staff and volunteers support the group emotionally and help facilitate decisions about activities within the group. Without the support in both areas of work individuals emotional and safety wellbeing would be greatly affected.

The missing service has delivered education sessions in schools and residential care settings supported by peer mentors.

The service has worked hard raising awareness about the risks surrounding going missing and reinforced safeguarding children is a shared responsibility.

The removal of this service would create a huge gap in specialist service provision leaving a large number (746) of vulnerable (102 highly vulnerable) children & young people and their families' reaching crisis point and possibly not supported until crisis point.

Communities

If the missing service was not in existence children and young people would be less aware of the risks in their communities and potentially this could have an impact on their safety.

The missing service has supported children and young people across many communities within Middlesbrough including those from BME communities.

The service has worked hard to be as inclusive as possible ensuring the needs across all communities has been met. When the service encountered language and cultural barriers it worked in partnership with an agency to promote working inclusively.

Agencies

The missing service has been the lead agency developing a NI71 practice and steering group in partnership with social care and the police. The meetings have been very instrumental shaping the delivery of the service.

The service has embraced a 'count, think, react and prevent' approach to manage the high volume of referrals. The approach enables us to monitor and collate information of the number of children and young people going missing from home or care specifically focusing on the top 10. We provide information at the NI71 practice and Steering Group Meeting to problem solve and react through implementing action plans to prevent

missing from home episodes. Part of the NI71 statutory requirement is to provide information and outcomes. Barnardo's has an existing outcomes monitoring form in line with Every Child Matters.

The service has worked in partnership with social care and the police to develop a missing from home and care local NI71 procedure which will be adopted by all children's and young people's agencies across Middlesbrough in the near future.

We have delivered training programmes about the missing from home work to police response units, social care staff and in schools to raise awareness about intervention and prevention.

The training to Police Response Units resulted in the services independent home visit consents increasing by 30% through raising their awareness about how children, young people and parents/carers benefit from the support from the service.

The service has delivered forced marriage, honour based violence and female genital mutilation training.

The service works closely with social care staff in an advisory capacity to address missing from home issues.

As highlighted earlier, if the service ceased to operate children and young people would remain vulnerable to further missing from home episodes, as there would be no opportunities to intervene particularly as currently all children and young people who go missing in Middlesbrough are referred to the service by the police.

If the service did not exist there would be no specialist independent support available as currently there is no specific missing service in Middlesbrough for the police or social care to refer to, which could result in a drastic increase in vulnerable children and young people and potentially an increase in referrals to the social care department.

Comments from agencies about partnership working:

"Children's Safeguarding service and the Barnardo's commissioned service for those children missing from home and care within the Middlesbrough area have, over the last

year worked effectively to implement and monitor the welfare of those children who are vulnerable due to running or going missing from home or care. The two services, along with Cleveland police have worked in partnership to ensure the safe return and ensuring support networks, where appropriate are in place to ensure the child or young person's safety".

Service Manager – Social Care Department

"Partnership working is imperative from a Police perspective if we are to tackle crime and disorder. A small percentage of those who go missing from home will have come to harm or have been the victim of crime, and it cannot be overlooked that a missing person report could be the start of a major crime enquiry.

Each and every report has to be investigated thoroughly and from a problem solving perspective, once the missing person has returned the continued help and support given to the individual and family is imperative to prevent any future episode, thus preventing exposure of the individual to further potential harm.

Barnardo's provides this help and support and to date, since our close working relationship began, I have been very impressed with the commitment, drive and professionalism of all the staff in providing this service.

The partnership work between the Police, Barnardo's and the Local Authority is clearly making a difference and helping to safeguard those who are vulnerable in our society".

Police Sergeant - Middlesbrough Police

Work with Children and Young People

Activities

The missing from home service provides the following services:

- Individual Support
- Group Sessions

- Volunteer and Peer Mentoring Opportunities
- Residential/Outward Bound Activities
- Education Sessions
- Participation Opportunities
- Counselling
- Art/Drama Workshops
- Family Support

The service also provides a wider range of information and service provision through Barnardo's SECOS project who provide the missing from home service.

The service averaged 20 –30 home visits per month supporting 321 individuals.

The service provided consultation to approximately 10 social workers to ensure the safety needs of Looked after Children & young people (78) were met.

The service identified specific reasons why children & young people went missing going missing from home. They include:-

- Family Conflict (including not getting on along with step-parent)
- Alcohol and Substance Misuse
- Sexual Exploitation
- To be with friends/peers
- Bullying
- Crime
- Health related issues

Approximately 40% of the children and young people's reasons for going missing from home or care was peer influenced. The service identified and has supported 28 children and young people who were at risk of or who were being sexually exploited.

Children and Young Peoples' Comments:-

"The service has helped me realise the dangers in everyday life and make me change a lot of things and make me feel safer"

"Don't go missing you will only get into trouble and wreck your life"

"It has introduced me to other people with roughly the same troubles as me and I feel I can talk to some more people about my personal life"

"I won't go missing again because I could be in danger"

"Knowing that I have someone there for me and that running away will get me nowhere"

"Running away is not worth the trouble and upset. All it does is make your mum and dad not trust you. Therefore you don't get to do things you want to do"

"The service has helped me in many ways it has made me understand how to get along with family and not runaway"

"The service has helped me so much in many ways"

"I like coming to Barnardo's because they give me support to deal with problems and have helped me to get on better with my mam"

Examples from individual service user reviews include:

"I always get the support I need from my worker" (L age 15)

"I attend a group and do lots of fun activities" (L age 14)

"I can talk to my worker about anything. I trust her so much" (N age 16)

"I would like to attend more sessions because I like coming to the group so much" (E age 14)

"I feel good when I'm at my sessions" (C age 13)

Individual work

We have provided individual support to 321 missing young people from October to January 2010. Of those 102 were viewed to be highly vulnerable to risk. The support from

the service has involved brief and intensive intervention addressing issues such as coping with feelings, abusive relationships, peer pressure, alcohol and substance misuse, family conflict, loss and bereavement, bullying and sexual exploitation.

Group Work

We have provided 2 group sessions per week for 30 missing from home children and young people who have been supported to plan activities such as education workshops with a protecting self and keeping safe theme, indoor and outdoor recreational activities, outward bound activity residential and several art projects. On average six to eight children and young people have attended each group session. The group members have developed their own rules and provide peer mentoring such as support to other young people at CAF panel meetings.

Events

15 children and young people have participated in events which included a youth voice residential weekend, a European Conference in Rome and a party in December to celebrate the year's achievements.

Children and Young People Statistics (October 2009 – January 2011)

The service received 746 individual referrals, of those 321 missing young people had initial contact and 110 were regularly supported through one-to-one and group work sessions.

The service has delivered focused work in response to the NI71 statutory responsibility to reduce the number of children and young people going missing from home. The success of the service has been achieved through establishing a co-ordinated multi agency working in partnership response which children, young people and parents/carers have accessed.

All the referrals to the service are from the police. Although we also receive direct referrals from schools to support children and young people who are missing from education.

The majority of children and young people referred to the service are white British (94%) all other referrals have an Asian background.

Social Exclusion Definitions

The following were recorded over the same time period in relation to:-

Low self esteem and confidence	93
Poor school attendance	38
Poor educational performance	29
Poor nutrition and diet	5
Exhibiting risky behaviour	97
Vulnerable	95
Missing From Home Episodes	746
Sexual Exploitation	28

Work with Parents/Carers

We provide support to parents at the initial home visit. The pre-CAF assessment is utilised to gather information, identify support and problem solve. During the process we decide what the priorities of support are. This has led to direct support from the service or signposting to agencies to address issues such as:

- Housing
- Loss and bereavement
- Substance misuse
- Benefits/debt
- **Domestic violence/family conflict**
- Health
- Parenting

We also provide others areas of support such as:

- Working in partnership with other professionals involved with the family to ensure the impact of the missing from home episodes are included in Action Plans
- Advocating for parents in meetings with school, Social Care Services and CAF panels.

Impact of Joint Working with Parents/Carers on Outcomes for Children and young People

Offering support to the parents/carers of the children and young people who go missing from home can help to reduce or stop further missing episodes. The support we have given has helped families to reduce stress, problem solve and prioritise areas of support. Parents have voiced to us on many occasions how much they value our support and felt much better after the home visit having had the chance to talk things through. Children

and young people have said they had not considered talking to parents/carers or safety when they were missing but would now after the discussion during the home visit.

We have learnt through delivering the missing from home work how hard it is for some families to access/accept support due to fear of being seen as a 'bad' parent or believing the problem would resolve. Some parents feel a failure when relationships with their children break down and or they are no longer able to manage their behaviour.

The success of the services high level of engagement is through having an empathetic, non-judgemental and child/person centred approach. Support is provided as flexibly as possible and focuses on family strengths thus giving choice and control.

Parent Case Study Example

J is a single parent of two siblings. J's daughter D is 15 years old. D was referred to the service by the police when she was missing from home. J gave consent for the missing service to home visit. J was present at the home visit. D refused to be present as she felt the home visit was to tell her off.

During the home visit it was established, through the completion of the pre CAF assessment, J's relationship with D had broken down due to a number of reasons but more recently because of D's verbal aggression towards her. J shared lots of information both past and present, which she believed were the route of D's behaviour problems. J blamed herself and felt a 'bad' parent as she had lost the ability to manage and cope with D's behaviour and feared this would have an impact of her 10 year old daughter.

The main concerns arising from the home visit were J's relationship breakdown with her daughter and D's issues at school, binge drinking and going missing.

A decision was made to try and speak to D alone at another time, as J felt D would agree to this, if she was not there. A suggestion was made to complete and full CAF assessment given the number of identified support needs. J agreed for this to go ahead in hope D would agree to be part of the process.

D agreed to talk to the service alone and agreed to the CAF assessment and information sharing at the CAF panel.

The missing service became lead professional due to there being no other agencies involved supporting the family.

Both J and D attended the CAF panel supported by the missing service project worker. An action plan was put in place to address the presenting issues. J and D attended 'Team around the Child' meetings chaired and co-ordinated by the missing service.

D was offered group work through the missing service to reduce involvement in risky behaviours. D accepted the offer and attended regularly.

J received support from D's school parent support advisor.

J's confidence in her parenting has grown and her relationship with D has improved.

D's behaviour at school is much better and she no longer binge drinks or goes missing.

Parent's/Carers Statistics (1st October 2009 to 31st January 2011)

The missing service made contact with 321 of the parents/carers of the children and young people through home visits. 8 of the parents were briefly supported in relation to their own needs and 110 in relation both the child and parent's needs.

The parents who were offered support were supported in their home and where needed signposted to agencies

Initial Contact	321
-----------------	-----

Regularly supported	8
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Participation

Activities

Children and young people have influenced the shape of service delivery by being involved in individual service reviews, delivering peer education workshops to children and young people, designing a leaflet for the promotion of the service and doing a funding application to develop further peer education resources. They were actively involved in the external evaluation of our service.

To avoid a waiting list for children and young people who wanted to join group work the project developed a new group night with the support of the existing Participation Group and peer mentors. This was supported by project workers and volunteers to ensure the group had a clear referral criteria and structured activities to reduce risk taking behaviours as well contributing to the Every Child Matters Outcomes.

Challenges and Learning – User Group

Due to children and young people who go missing not always having settled lives it has not been easy to maintain a high level of regular attendance at users/participation group sessions because of the unpredictable life circumstances. For example when we arranged activities /events we would often have to deal with crisis situations which made it difficult for them to attend sessions.

On many occasions we have intervened utilising crisis intervention techniques to ensure the young person did not drift away from group engagement.

Barnardo's have a participation involvement policy which encourages a flexible model of good practice.

Outcomes:

- Children and young people are regularly given the opportunity to contribute towards key decisions regarding service delivery through planning and evaluation processes
- Children, young people and their families are actively involved in shaping the support they need from the service
- Children and young people are regularly involved in focused sessions responsive to their needs e.g. in relation their life circumstances
- Children and Young people's needs are fully understood by agencies to ensure the fulfilment of the NI71 statutory requirement
- Children and young people are given recognition for their achievements.

Children and young people's feedback about service delivery has been very valuable as it has influenced and shaped service delivery. The most valuable feedback has been them telling us what has and hasn't worked for them. This has played a vital part in making key decisions about future service delivery plans and instrumental developing the model of good practice.

Future plans

We are aware through existing service user review processes how important it is to maintain regular participation in reviews to ensure we respond to what missing children, young people and their families are telling us what works best for them in relation to service response and delivery.

The information from the reviews will enable the service to be performance led in relation to providing the appropriate levels of support to children and young people to ensure they are stay and healthy.

Our aim is to ensure all children and young people who engage in the service are given the opportunity to improve their life chances and achieve their full potential. We want children and young people to be happy and as far as possible reduce unsafe situations so they are free from harm.

To achieve this aim we will continue to provide individual support and expand on group support if needed. We will also raise awareness about the risks surrounding going missing from home in as many secondary schools as possible in Middlesbrough.

We will continue to partnership work with the police, social care and other significant agencies to ensure a multi agency response supporting children and young people who go missing from home or care.

We will fulfil young people's request to be peer mentors and volunteers by offering appropriate support and training.

Contribution to the Every Child Matters (ECM) Outcomes

All services are commissioned and contracted within the ECM outcomes framework. In order to provide a meaningful measurement of how projects meet the ECM inspection criteria we require projects to identify the day to day practice undertaken in delivering activities to children and young people.

The Missing from Home Service uses the following to contribute toward the ECM criteria:

- Children and young people's individual support sessions
- Group work sessions
- Support to parents/carers
- Events, outings and trips

- Outreach work

Be Healthy

Aim

Healthy Lifestyles

Criteria

- Healthy lifestyles are promoted to children and young people
- Action is taken to minimise environmental health risks for children and young people

Activities:

- Home visits
- After school activities
- Healthy snacks and drinks provided
- Allotment Project

Day to day practice:

- Healthy snacks and drinks provided
- Sexual health sessions promoting C Card, Chlamydia screening and safe relationships
- Issued based sessions covering Protecting Self and Keeping Safe to reduce risk taking behaviour.

Aim

Physically Healthy

Criteria

- Children and young people's physical health is supported.

Activities

- After school activities
- Outward Bound Activities

Day to day practice:

- A range of fun activities are planned for children and young people
- Children and young people are encouraged to look after their health.

Aim

Mentally and Emotionally Healthy

Criteria

- Children and young people's mental health is supported.

Activities

- Home visits/Family Support
- Art therapy sessions
- Self esteem building focused sessions
- Drama/Art Workshops

Day to day practice:

- Exploring feelings and emotions through art/photography
- Counselling sessions
- Sessions exploring self-esteem and self-image
- Undertaking pre CAF and full CAF assessments to assess individual needs
- Support through telephone contact and text messages
- Information provided about personal safety
- Educating parents about internet safety
- Support to stop forced marriage and honour based violence
- Stopping bullying
- Monthly supervision to discuss and review cases.

Aim

Choose not to alcohol or drug misuse.

Criteria

- Children and young people are encouraged not to smoke or substance misuse and supported giving up
- Children and young people are supported to access support.

Activities

- Alcohol/drug awareness education
- 'How much am I at risk'? Life style risk assessment

Day to day practice:

- Signposting to specialist agencies such as Platform drug and alcohol service
- Discussion during individual and group sessions about the risk surrounding alcohol and drug misuse and also smoking.

Evaluation Methods

- 'How much am I at risk' Life style risk assessment
- One to one discussions
- Verbal Feedback
- Recording and Reviews.

Stay Safe

Aim

Safe from accidental injury and death

Criteria

- Children and young people are informed about the key risks and how to reduce risk taking behaviours

Day to day practice

- Information provided to children, young people and their parents'/carers about personal safety
- Health and Safety policy in place
- Safe transport provided
- Risk assessments completed
- Health and safety issues discussed during supervision and at team meetings

Aim

Safe from bullying and discrimination

Criteria

- Steps are taken to provide children and young people with a safe environment.

Day to day practice

- Support individuals through one to one session and group work
- Awareness about safety strategies and own rights and others
- Develop group rules
- Equal opportunities, anti bullying and anti-discriminatory practices are followed
- Completion of pre CAF to identify issues and support needs.

Aim

Safe from maltreatment, neglect, violence and sexual exploitation

Criteria

Steps are taken to minimise the incidence of child abuse and neglect

Day to day practice

- Training delivered to professionals to raise awareness about sexual exploitation, child trafficking, honour based violence, honour based violence and female genital mutilation

- Awareness raising during one to one and groups sessions about safe relationships, abusive/exploitative behaviour, grooming, internet safety aimed at reinforcing the importance of keeping safe and protecting self
- Education in schools, youth and care settings utilising peer mentors
- Child protection and safeguarding policy in place
- Support provided to children, young people and their parent/carers during the pre CAF and full CAF process.

Aim

Safe from crime and anti social behaviour in and out of school

Criteria:

Children and young people are encouraged to engage in constructive activities to minimise involvement in criminal activity

Day to day practice

- Provide a wide range of stimulating fun activities in a safe environment
- One to one sessions and group work focused on reducing risky behaviour and discussing the consequences

Aim

Have security, stability and be cared for

Criteria

- Guidance and training is provided to staff, carers and within the community on how to recognise and raise child protection/safeguarding concerns

Day to day practice

- Support and advise given to parent/carers on how to reduce family conflict
- Parents/carers are supported to access services through CAF and Social Care Department
- Delivery of Child Protection/Safeguarding Training
- Education, support and advise to parents/carers on Safe Parenting
- Parents/carers referred directly to agencies such as mediation service
- Policies on Safeguarding, Information Sharing and Managing Allegations in place
- Monthly supervision
- Common Assessment Framework Training
- Service information available
- Working in partnership with agencies

- Daily recording and regular reviews

Enjoy and Achieve

Aim

Attend and enjoy school

Criteria

- Children and young people are enabled and encouraged to attend and enjoy school

Day to day practice

- Support provided to children, young people and their parent(s)/carer on school related issues
- Provide one to one support sessions and group work to improve school/college attendance
- Advocacy and support provided to children, young people and parents/carers in relation to CAF and Social Care Department meetings
- Inform parents/carers of Parent Support Advisors and support them to engage to address school related issues
- Contribute towards National Indicator
- Links with schools established to support staff manage missing from education incidents
- Delivery of education sessions.

Aim

Achieve personal and social development and enjoy recreation

Criteria

- A range of affordable, accessible, challenging and rewarding voluntary learning and recreational opportunities provided

Activities

- Educational visits
- Outward bound residential
- Swimming
- Youth clubs

Day to day practice

- Staff and volunteers support children and young people to plan recreation activities
- Day trips to places of interest
- Free holiday activities
- Art projects

- Activities/events and transport are provided free of charge

Make a Positive Contribution

Aim

Develop self-confidence and successfully deal with significant life changes and challenges

Criteria

- Children and young people are helped to develop socially and emotionally
- Children and young people are helped to manage changes and respond to challenges in their lives
- Children and young people are supported at key transition points in their lives

Activities

- The participation group
- Peer mentoring
- Art projects
- Self esteem sessions
- Home visits

Day to day practice

- Peer support sessions
- Use art to help children and young people overcome problems/issues and or life challenges
- Workshops to build self esteem, self image and confidence
- Setting SMART goals and reward achievements
- Provide opportunities for social and emotional development
- Support provided through one to one sessions and group work to achieve and maintain change
- Children and young people supported during times of change and life transitions such as living independently and leaving school to attend college

Aim

Engage in decision making and support the community and environment

Criteria

Children and young people are encouraged to participate in decision making and support the community

Activities

- The participation group
- Peer mentoring

- Represent and advocate the needs of missing children and young people at key decision making forums

Day to day practice

- Children and young people are involved in planning activities
- Children and young people are involved in service reviews
- Children and young people are involved in recruitment of staff
- Children and young people are involved in community events
- Opportunities are available to complete accredited training and to work as volunteers at the service
- Feedback views of children and young people at operational level meetings

Aim

Engage in law abiding and positive behaviour in and out of school

Criteria

Children and young people are encouraged to solve conflicts constructively and behaviour appropriately

Day to day practice

- Completion of 'How much am I it risk' life style assessment
- Awareness raising on rights and responsibilities
- Awareness raising on the Sexual Offences Act 2003
- Working in partnerships with the local vulnerable person's unit and the police

Aim

Develop enterprising behaviour

Criteria

- Children and young people are encouraged to participate in the planning and management of services and activities

Activities

- The participation group
- Peer mentoring

Day to day practice

- Participation sessions involving children and young people in the planning of activities, residential and education workshops
- Children and young people are involved in the review and evaluation of the service
- Children and young people review their own life style risk assessments supported by project workers

- Children and young people are involved in media coverage about missing from home and sexual exploitation

Aim

Develop positive relationships and choose not to bully and discriminate

Criteria

- Action is taken not to bully or discriminate by children and young people

Activities

- After school activities
- Holiday Activities
- Workshops

Day to day practice

- Staff support children and young people address bullying and discrimination during one to one and group work sessions
- Equal Opportunities, Anti-bullying and Harassment policies
- Negative language, behaviour and attitudes challenged
- Activities tailored and changed to meet individual needs across ethnic backgrounds
- Education sessions looking at power dynamics within relationships, grooming behaviours and keeping safe

Parental Support

Aim

Parental support

Criteria

Direct parental support is an aspect of the work

Activities

- Home visit
- Pre CAF assessment

Day to day practice

- Parent support needs identified during completion of pre CAF assessment
- Information and advice given
- Signposting to appropriate agencies
- Telephone and text messaging support

Evaluation

Impact Evidence

Users - Children and Young People

Since the 1st October 2009 the missing service has supported 321 individual children and young people aged eighteen and under who live across the Middlesbrough area. Alongside this the service has supported the children and young people's parents/carers utilising 'Think Family' models, and CAF assessment.

Comments from Individual service users reviews have been very positive. The comments include:

"I like coming to Barnardo's because I can talk about things that worry me and go home feeling better"

"It's good to do group activities they are fun and better then the things I did before"

Children and young people have regularly told us about their needs and how we have changed their lives and also the things we could do to improve our service delivery.

Individual Reviews

Children and young people's work plans and outcome monitoring forms are reviewed every three months. They are also involved in reviewing their own life style risk assessments.

Children's Group Work

Session Evaluation Forms

Children and young people are encouraged to comment on the activities they have taken part in to evaluate the effectiveness of the service.

Users – Parent/Carers

Children and young people's parent/carers action plans are evaluated through the service and CAF processes.

Although there is no magical formula to stop families reaching crisis point the service strives to provide support as early as possible to implement the education and prevention model we believe to be the success of the work we have delivered.

The service has achieved this by:

- Delivering a wide range of education sessions and activities tailored to reduce risk and build confidence and self esteem

- Working in partnership with services to reduce/stop missing from home as we have demonstrated through our case studies
- Provide problem solving sessions for children and young people and their families to focus on solutions utilising a strength based model
- Reducing life style risks by providing education workshops in schools and youth and care settings
- Raising awareness of 'Forced Marriage' and 'Honour Based Violence' to ensure children and young people who are subject to this are safeguarded.

The work of the missing service has proved to make a difference to the lives of children and young people living in Middlesbrough. Every child and young person who has gone missing from home aged 3 to 18 years has been offered an independent home visit by the service. Children and young people who are in care have also been supported. The service has worked very closely with social workers and foster carers to ensure close monitoring of missing episodes utilising action plans to regularly review cases and address issues/concerns.

Reflecting on the unique specialist service we have developed there are clear examples and explanations of how effective it has been. The service has such a broad service delivery approach ranging from a simple telephone call to signposting, moving onto brief and highly intensive intervention.

Service User Reviews

The service user reviews were completed by 30 children & young people and their parent/carers. The comments regarding the impact of service delivery were:

- 15 children and young people said talking to a worker had helped to sort problems out and make them feel better
- 28 said they enjoyed coming to the sessions
- 14 thought one-to-one support had been helpful
- 1 young person said they wanted to be a peer mentor
- 19 said they kept themselves safer as a result of having support of the service
- 10 of the children and young people said they wanted to keep coming to the group
- More than 20 said they had been involved in planning and decision making.

The reviews provided an opportunity to identify what had the greatest impact in relation to service participation.

Individual Case Study Example 1

Problems – missing from home, family breakdown, school truancy, sexual health, at risk of sexual exploitation.

J (17) was initially reported missing to the Police in September 2009 aged 15 following a period of family relationship breakdown. J would regularly leave the house and spend time at unsafe addresses in the presence of risky peers and adults. The MFH service made contact through a home visit and during discussions a pre-CAF was completed. It was felt that J would benefit from further 1-1 discussions to complete the pre-CAF.

J was also at this time regularly truanting from school despite having previously been known as a grade 'A' student she was rapidly gaining a reputation as a disruptive pupil with ever decreasing attendance. Whilst truanting J disclosed that she would wander around parks and meet up with older males, she had on at least one occasion had unprotected sex in the park grounds with a male she had just met.

A relationship was established with J to allow her to engage in the MFH service and support her and her family through the CAF process.

J had two younger siblings who were mixed race as their father was Asian. J felt that this generated a feeling of two separate families within the household and this had a negative impact on J's relationship with her sibling's father (her mother's partner). Mother's partner lived at a separate address with his wife and family and this caused J some distress as he was not fully supportive to her mother. J was close to her maternal grandmother who lived nearby and she was present alongside J's mother at the CAF meeting.

The outcome of the CAF meeting was to support J in positive activities and to provide her with opportunities to get involved in voluntary work within the community. At the time J wanted to become a paediatrician and was keen to gain experience helping in the community. The school counsellor at J's school was an integral part of the CAF support plan as in order for J to achieve her aspirations she needed support in improving attendance and behaviour at school.

Following the CAF meeting arrangements were made for J to live with her grandmother. This eased the strain on the relationship between J and her mother and they were able to rebuild communication.

J's attendance and behaviour improved dramatically at school, she achieved excellent GCSE results allowing her to proceed to a Health and Social Care course at college (a career path she chose in response to the voluntary work she accessed at Barnardo's). J's relationship with her mother continued to strengthen although she still remains at her grandmother's address she has not been reported missing since MFH service involvement.

J is now an active volunteer peer support worker for Barnardo's. She has developed and delivered a workshop to raise the awareness of the risks of going missing to young people in schools, care homes and to professionals. E has assisted Cleveland Police in their training of newly qualified Inspectors by allowing her case study to be used and by taking part in mock multi agency meetings.

Individual Case Study Example 2

Problems – Sexual exploitation, absconding, non school attendance, alcohol misuse, challenging behaviour.

L was a looked after young person 15 years of age from a residential care home who repeatedly went missing. L was a case presented at the NI71 practice group meeting in November 2010. L was one of the top ten missing young people. At the meeting an action plan was put in place. The social worker managing the case was present at the meeting.

The case was due for a review in December 2010. However soon after the meeting L went missing again and the residential care home raised concern about L's whereabouts. L left early on a morning on school days and weekends but she failed to attend school and often arrived back home late at night.

The missing service became aware L was frequenting a property that was inappropriate and was associating with an older male who was influencing L's decision not to attend school and alcohol use.

This led to the service arranging a multi agency meeting. The manager from the care home, social worker and police were all invited.

The purpose of the meeting was to share information, assess risk and review the action plan put in place at the NI71 practice group meeting. It was agreed at the meeting L was highly vulnerable and at risk.

Taking on board the new information regarding L's safety an action plan was agreed for a harbouring notice to be given to the older male and L be moved out of area, as it was believed through the care home's feedback about L's challenging behaviour within the home, L would continue to go missing and visit the property.

Group Work Case Study Example

Problems – missing from home, behaviour issues at school, negative peer influence, family breakdown.

K (13) was reported missing to the Police in August 2010 and the MFH service made a home visit to complete a pre-CAF assessment. During informal discussions K disclosed that he regularly had arguments with his mother because of problems at school, the friends he was hanging about with and not letting them know his whereabouts.

K was happy to engage in further support and was invited to join a newly formed group at Barnardo's. The group's aim was to provide a variety of constructive fun activities and education workshops to reduce risk taking behaviour. K has attended this group every week since last summer and has reported that he benefits from this as it gives him the opportunity to meet other young people with similar troubles and the support to talk to other people about his private life.

Since K's engagement in the group he has been able to access further group opportunities. More recently K has joined an arts award group where he is supported by professional artists to achieve the equivalent to a GCSE. He is really enjoying this activity group.

K's attitude towards his parents and behaviour at school has improved and there have been no further reported missing episodes since missing from home service involvement.

The level of service intervention in both cases cannot be underestimated, without the support from the service the young person in case most definitely would have experienced further sexual exploitation and the young person in case two life style risks would have increased. With this in mind there is no doubt the missing service needs to be in existence not only to reduce harm but also to safeguard children and young people.

Evaluation Development and Processes

Development and Learning

In addition to service user reviews, formal questionnaires and interviews, the service utilises Barnardo's internal outcome monitoring framework as a tool to evaluate service outcomes. The framework is designed to ensure children and young people are involved in evaluation and decision making processes. The service is in the process of looking at other creative approaches during the evaluation process to ensure inclusive participation.

Collection

Service data is collated, analysed and presented using referral spreadsheets, pre CAF and Full CAF assessments of need, case files, verbal feedback and written reports.

The service records information in individual case files to evidence frequency of attendance at one to one and group sessions. Workers are responsible for recording information about the session. Every session recording has a session aim, content and outcome and the plan for the next session.

Collation

The evidence about referrals and service intervention in relation to input and outcomes is collated and reported to monthly NI71 practice group meetings, NI71 quarterly steering group meetings and at monthly team meetings. Evidence has also been collated in written reports we have produced and used for presentations and professional training.

Analysis

The analysis of evidence from reviews has been completed manually and through using the spread sheet information we have received from the police regarding individual missing from home episodes. This has enabled us to analyse service user feedback and sufficiently evidence what works in relation to service delivery. We have also analysed

information about what areas of services were most/least effective and identified gaps in service for consideration for future planning.

Presentation

When presenting evidence we take into consideration confidentiality. The evidence has been presented in a variety of ways such as artwork, workshops but usually through a written report with photographs.

Conclusions

The services evaluation findings have completely influenced the delivery of our services to children, young people and their parents/carers. We believe the conclusions regarding service outcomes are very clear and extremely positive although we are committed to continuous improvement in our services to achieve the best possible outcomes and life chances for all the individuals who access our service.

We know through the analysis of data there has been a 65% reduction in the number of children who go repeatedly missing from home or care achieved through the NI71 practice group meeting close monitoring of cases. And 84% of children and young people who are home visited the first time they go missing do not go missing again. Undoubtedly we have proved the service really does make a difference!

Service Self Assessment of Evaluation Quality

Early

Developing

Mature ✓

For evaluation definitions see appendix 1

National and Local Drivers, Source Documents and References

Common Assessment Framework

Barnardo's Policy & Procedures

NI71 performance Indicator

Every Child Matters Outcomes

Human Rights Act 1998

Sexual Offences Act 2003

United Nations Convention on the Rights of the Child 1991

Children Act 2004

Running or Missing From Home or Care National Indicator 71 Tees Wide Protocol

N171 Missing From Home or Care National Indicator 71 Procedure

Young Runaways Action Plan (DCSF 2008)

Stepping Up – The Future of Runaway Services – The Children's Society 2007

Barnardo's SECOS Project Innocence DVD

Barnardo's SECOS Project No Honour No Choice DVD

Barnardo's SECOS Project Protecting Self and Keeping Safe Education Pack

Barnardo's SECOS Project Taking Control Education Pack

Safeguarding Children From Forced Marriage – Multi Agency Procedure and Information to Assist Good Practice (Safeguarding Children from birth and up to 18 years of age) South Tees LSCB covering Middlesbrough and Redcar & Cleveland 2007

Forced Marriage (Civil Protection Act) 2007

Sexual Exploitation or Risk of Sexual Exploitation, Through Prostitution Safeguarding Children and Young People – Safeguarding Children and Young People North East England Regional Inter-agency Procedures