

Option 2



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Range of Provision

- **Counselling Services**
- **Social Work Teams**
- **Through care from Prison Services**
- **Drug Intervention Programmes**
- **Training and Supervision Programmes**
- **Family and Child Protection Services**
- **Family Support Services**
- **Services for the Homeless / Complex needs provision**

Bridging the Gap

A wide-angle photograph of a modern cable-stayed bridge with two tall white pylons and numerous stay cables. The bridge spans a large, calm body of water. The sky is filled with soft, white clouds, and the overall scene is bright and clear.

Children's Services

Child focussed
Immediate response
Transparency
Risk elimination

Substance Misuse Services

Adult focussed
At the client's pace
Confidentiality
Harm minimisation

The Context

Adult Services

Children's Services

Transparent Intensive Family Service

Build on strengths

*Engage, build trust,
Enhance motivation*

The Context continued

Assessment

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Engagement

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Care Plans

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Collaboration

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Monitoring

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Outcomes

The Wider Context

**The core conditions for change are:
Confidence, Optimism, Self Efficacy and
Commitment.**

The context is:

- **Dominated by assessment**
- **High thresholds**
- **Little collaboration across Adults and
Children's Services**
- **Adults noticed more for the problems they
cause than the problems they face**
- **Doing good with a vengeance**
- **Debilitating not Rehabilitating**
- **Lack of trust and trustworthiness**

The Key

**Empathic skilled relationship capable
of exploring**

“ The grit of change ”

Service Design and Delivery

**Every element of service design
maximising
the likelihood of:**

Engagement

Hope

Optimism

Commitment

Effective Service Delivery

- 1. Select credible interventions**
- 2. Intensive skill development**
- 3. Test the fidelity of delivery**
- 4. Test the impact on the client**

Option 2's Aim

To create a positive change in the way families function, thus enabling children to remain safely at home wherever possible.

Research led models of practice

- We bring together well evidenced interventions to focus on the families values and beliefs and build on their strengths and resources
- Motivational Interviewing
- Crisis Theory
- Solution Focussed Brief therapy
- C B T
- Systems Theory

Option 2's Model

- **4 to 6 week intensive intervention in the family's home**
- **Interventions planned on a flexible 24/7 basis**
- **All agree clear behavioural outcomes**
- **The work is transparent**
- **Maintenance, follow up & boosters**

Option 2's Intervention

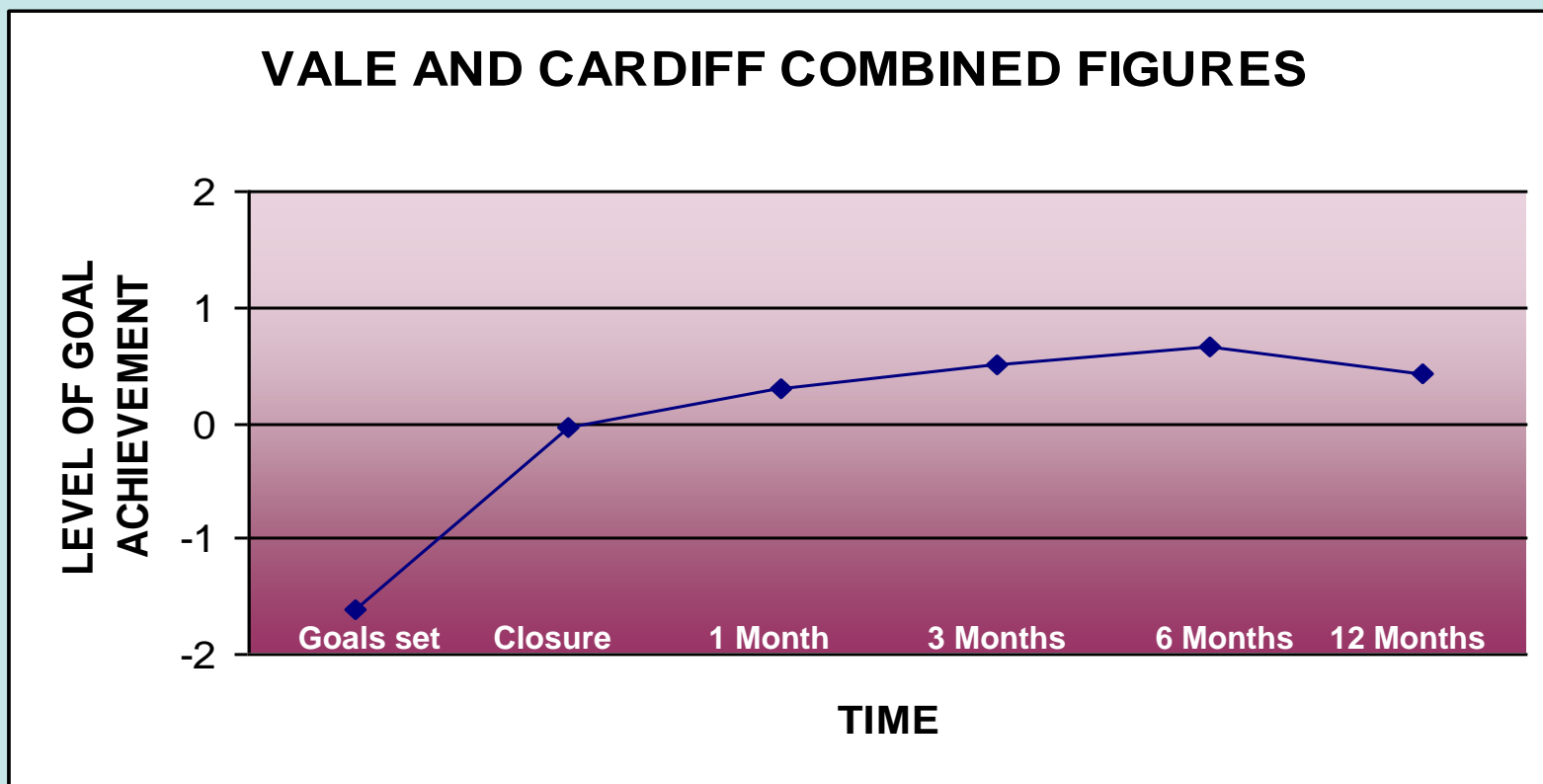
Clear measurable, behavioural goals are agreed

The family's values & strengths are highlighted

The family's preferred future is explored

Skills training is provided in situ

Average Maintained Change April 2000 – March 2009



All goals exceeded or maintained 81%

Substance related goals exceeded / maintained 79%

Families staying together 76%

Some Implications

- **More Time Consuming – Short Term**
- **Better Outcomes for Families – Long Term**
- **Changing Generational Patterns**
- **Reduced costs of a wide range of services**
- **Higher retention of skilled professional staff**

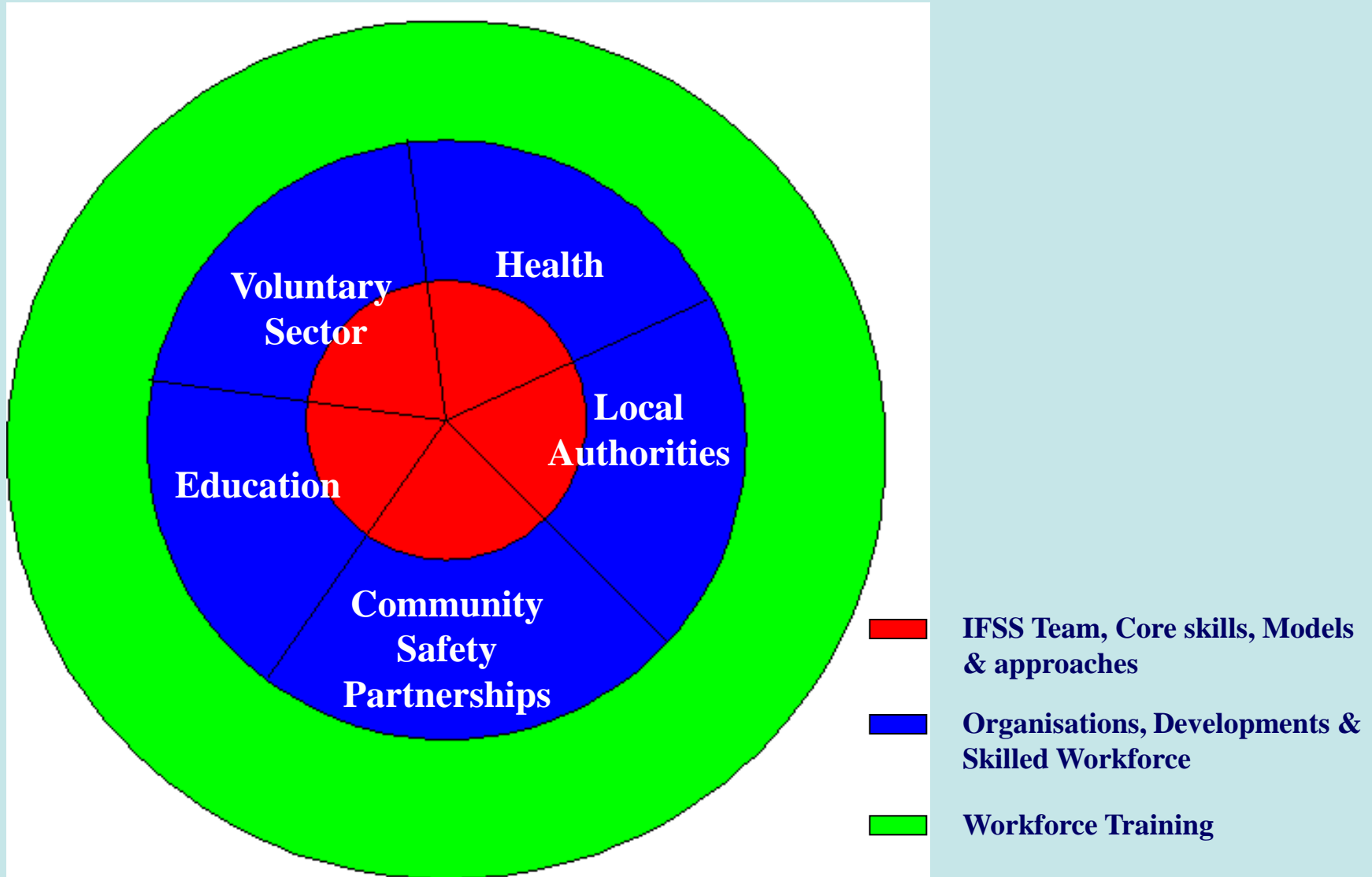
Impact on Policy

- **The Policy context for change –**
- **Integrated Family Support Services**

Policy Mandate for Change Welsh Assembly Government

- Supportive environment for change where managed risk is the norm
- National approach to transform Services that enhance the wellbeing of children and families
- Focus on outcomes as opposed to outputs
- Evidence based interventions delivered by highly skilled staff and systems that allow for the transfer of skills
- A cultural shift to bridge child and family systems
- Workforce: Invest in excellence in Professional Practice

Workforce Development



Change Agencies

- **Legitimacy:**
empathic engagement is our legitimate role
- **Adequacy:**
we are skilled to deliver this well
- **Support:**
my manager, my supervisor, my colleagues

Conclusions

- Innovative practice needs to engage with research and evaluation opportunities
- Best practice needs to be supported by culture and leadership properly resourced and supervised
- Effective delivery requires a focus on design, structure and support

It is as simple and as complex as that

“I feel happy, you know the proper happy, from inside.”

- K, a mother one month after the Option 2 Intervention.

“Option 2 has made me become the person I want to be, not the person I would have become, a druggie, hopeless, lost my kids and everything.”

- L, a mother on an Option 2 evaluation form.

“Without models that help us engage, we risk being too nice or too nasty”

- Social Worker