

# i-HOP

Supporting all professionals to work with  
offenders' children and their families

## Evaluation of the i-HOP Service, September 2013 – August 2014

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In partnership with



Funded by



## ACKNOWLEDGEMENTS

Many thanks to all the i-HOP members and service users who have continued to support and inform the development of the i-HOP service, and thanks in particular to those who undertook our Service User survey and Local Authority interviews and thus contributed to this evaluation.

Thanks also to all the services, organisations and individuals who have contributed to the i-HOP website, sharing their practice and resources and helping to ensure professionals across the country are better equipped to provide support to the children and families of offenders.

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## EXECUTIVE SUMMARY

The i-HOP service was developed by Barnardo's in partnership with POPS (Partners of Prisoners and Families Support Group) to provide support and information to all professionals working in England with children affected by parental offending. The project is funded solely by the Department for Education from April 2013 until the end of March 2015.

The evaluation of the i-HOP service reviews the impact of the service in its first 12 months of being 'live' from September 2013 – August 2014.

### 1. i-HOP WEBSITE

#### OVERVIEW

- In August 2014, the i-HOP website directory held 550 pieces of information aimed at supporting professionals to work with offenders' families, including 15 news pieces on the news page
- There were 1014 i-HOP members, of which 85% received the e-newsletter
- i-HOP had produced 8 sector specific briefings, targeted at: schools, safeguarding boards, prisons, health, early years, CJS commissioners, academia and training institutes and local authorities.
- On average, there were 1484 hits per month to the i-HOP website, 65% of which are unique (i.e. first time visitors to the site).

#### IMPACT ON MULTIAGENCY WORKING

- 64% of i-HOP members were from target sectors including CJS, Local Authorities and Education
- Sector specific pages on the i-HOP site (CJS, Education, Health, Workforce development and Early Years) received 55% of overall hits since they were added to the i-HOP site in June.
- 82% of Service User survey respondents had shared i-HOP website information with other professionals.

#### IMPACT ON RAISING AWARENESS OF NEEDS & SUPPORT

- 64% of Service User survey respondents said i-HOP had helped them to gain an improved knowledge about local and/or national support for children and families of offenders and 56% reported an improved knowledge about their needs and the impact of parental offending.

- 94% of Service User survey respondents found the awareness raising e-newsletter useful in their work.

### **IMPACT ON PRACTICE WITH CHILDREN & FAMILIES**

- The i-HOP website lists 36 Hidden Sentence training providers and 12 local policy documents which provide guidelines for working with children of offenders.
- 93% of Service User survey respondents' found items on the website useful in their work, particularly resources
- Research, local policy, practice examples, briefings, training and news pieces listed on the i-HOP website highlight the importance of identifying children of offenders, or enabling self-identification so that their needs are met.

### **SUCCESSSES**

- 73% of Service User survey respondents found what they were looking for on the website. 84% found it easy to use.
- Service users found it useful for gaining a national overview of services and case studies working with offenders' children and families.
- Some service users commented on the volume and diversity of information.
- Others commented on the current and up-to-date nature of the i-HOP website.

### **CHALLENGES**

- 10 service users mentioned the difficult lay out or usability of the website and e-newsletter (however many of their comments were made prior to the re-development of the i-HOP site and the creation of sector specific pages).
- Staff noted the challenges in developing the website at early stages of i-HOP service.

### **RECOMENDATONS**

- Ensure that the i-HOP directory remains current and up-to-date.
- Include more practice-specific information and resources.
- Develop the i-HOP website and e-newsletter lay out for quicker access to information.
- i-HOP to help develop specific resources for professionals to use with their service users such as in prisons and schools.
- Best practice from around the world to be listed.

## 2. i-HOP HELPDESK

### OVERVIEW

- Freephone service which professionals can call for help navigating the i-HOP website or with finding support for children and families of offenders not listed on the site.
- 131 calls were received between September 2013-August 2014, creating 15 hours and 45 minutes of call time.

### IMPACT ON MULTIAGENCY WORKING

- The majority of callers (99 calls or 75%) were signposted onto services or interventions, encouraging multiagency working.
- 100% of Helpdesk Survey respondents said they would share information gained from i-HOP with other professionals.

### IMPACT ON RAISING AWARENESS OF NEEDS & SUPPORT

- 73% of calls were from professionals working in target sectors including CJS, Local Authorities and Education.
- 99 callers were signposted onto services or interventions, encouraging awareness of local support.

### IMPACT ON PRACTICE WITH CHILDREN & FAMILIES

- 97 callers (74%) were signposted to resources to use in their work.
- Service users noted that the helpdesk saved them time which they could then spend with children and families affected by offending.

### SUCCESSSES

- 100% of Helpdesk survey respondents said they would use it again or recommend a friend.
- 100% of Service User survey respondents who had used the i-HOP helpdesk said they found it useful.
- 100% of Helpdesk survey respondents said the response to their request was quick.
- 96% said the response was relevant.

### CHALLENGES

- The i-HOP helpdesk is underused, with a low number of calls (131) over 12 months. 82% of Service User survey respondents had not used it.
- Remit and scope unclear, there have been 33 irrelevant calls to the helpdesk.

### RECOMENDATONS

- Reduce staffing to reflect low call numbers.

- Clarify capabilities of helpdesk staff and i-HOP within publications and promotional materials.

### 3. ENGAGEMENT

#### OVERVIEW

The i-HOP engagement work involved:

- Targeted communications strategy involving: social media, e-newsletter, attending strategic forums and sector specific events, i-HOP hyperlinks on external sites, publicity in local and national publications and dissemination of sector specific briefings.
- Direct engagement with local authorities to raise awareness and encourage development of strategic and practice responses to children of offenders.
- Engagement with academic institutions including the development of a resource pack and delivering lectures

#### IMPACT ON MULTIAGENCY WORKING

- Direct engagement with multiple sectors via
  - i-HOP events
  - Advisory committee and 4 sector specific task groups which informed the development and delivery of the service
  - 53 workshops and presentations were delivered across 19 local authorities
  - Communications and publicity including i-HOP briefing dissemination, i-HOP weblink on 151 external sites, promotion of service in 69 external publications and attendance at 103 strategic events.
- Opportunities for multi-agency networking were provided in task groups and local authority workshops.
- Workshops also promoted a multi-agency approach to supporting families and 6 of the 9 Local Authorities' professionals interviewed said that engagement with i-HOP had had a positive impact on their partnership working.

#### IMPACT ON AWARENESS OF NEEDS & SUPPORT

- 33% of Local Safeguarding Children's boards and 34% of Family information sites have a link to i-HOP
- 846 twitter followers and 658 re-tweets
- 100% of Salford University student nurses felt their knowledge had increased after a lecture delivered by i-HOP
- 76% of i-HOP launch event attendees had an increased awareness of the children of offenders needs and 79% had an increased awareness about support available.

- The majority of Local Authority interviewees noted a positive impact on their awareness. (Those who did not felt that they already had knowledge about the issue.)

### IMPACT ON PRACTICE WITH CHILDREN & FAMILIES

- 89% of student nurses at Salford University felt they had an increased knowledge of practice to support children of offenders.
- The majority of respondents from Local Authorities and Salford University said that i-HOP had led them to more regularly consider the needs of children of offenders in their practice.
- Launch event attendees and local authority professionals noted a commitment to addressing the issues of stigma.
- 3 of the 9 Local Authorities interviewed had committed to developing new initiatives/services to support offenders' children as a result of their engagement with i-HOP.
- The majority of Local Authority interviewees had said i-HOP had influenced the consideration of 'children of offenders' in the development of local policies/strategies.
- As a result of i-HOP engagement and the resources it has produced, details of the website, helpdesk and the issues concerning children of offenders have been integrated into various staff learning and development programmes.

### SUCCESSSES

- The quality of direct engagement was highlighted through the evaluation with the standard of presentations, ability to liaise with various agencies, and commitment to children of offenders identified as positive aspects.
- Breadth of engagement, especially the ability to engage meaningfully with 19 local authorities as well as academic institutions across the country.
- Respondents from both staff and Advisory Group surveys felt that the i-HOP engagement work had exceeded expectations in terms of its reach and impact.
- i-HOP engagement work led to the initiation of further i-HOP engagement. This was illustrated by the increase in calls to the helpdesk in areas where direct engagement has taken place and the fact that once initial engagement had been made the majority of Local Authorities requested additional engagement.

### CHALLENGES

- **Lack of information about numbers of children affected** was commented on by Local Authority interviewees.



- Engagement with Criminal Justice System was noted by staff as a key challenge throughout – only 4 prisons were engaged with during the evaluation period despite this being a strategic priority area.
- Insufficient resourcing was mentioned by staff as a challenge to the engagement work – as it restricted the geographical spread of the engagement work and did not have the capacity to respond to all requests for engagement.

### RECOMENDATONS

- Continued development of the engagement work was recommended for service development by the majority of i-HOP staff, local authority professionals and task group members.
- Further dissemination of i-HOP materials was noted as very important by Local Authority interviewees.
- More publicity of i-HOP was suggested by some Local Authority interviewees.
- Additional CJS targeting was noted as a key priority by staff and Local Authority interviewees.

# INTRODUCTION

## The need

The i-HOP service has been designed to provide support and information to all professionals working in England with children affected by parental offending.

There is a need for the service because:

- There is no routine identification of children of offenders or collation of data about them and therefore their needs remain largely 'invisible'.
- Due to the lack of information about children of offenders, professionals working with children and families have a limited awareness about the impact of parental offending or the services/resources available to support them.
- 7% of children experience the imprisonment of a father during their time in school.
- 65% of boys with a father in prison go on to offend as adults.
- Children with a parent in prison are more than twice as likely to experience poor mental health as their peers. Research also shows that children affected by parental imprisonment and their families often suffer poorer outcomes in health, education, housing, employment and well-being.

## Agreed i-HOP outcomes

Professionals working with children need to be equipped to recognise the impact of parental imprisonment and have access to resources in order that they may help improve outcomes for children affected by parental imprisonment. By providing assistance to professionals in this way, the i-HOP service also aims to contribute to reducing reoffending and intergenerational offending.

To achieve this i-HOP works towards the following:

- Increased awareness and knowledge of issues impacting on, and vulnerabilities of, families of offenders amongst individual professionals and agencies.
- Improved multi-agency working across agencies working with children and families of offenders.
- Increased access to mainstream services by children and families of offenders.
- Improved practice amongst professionals working with children and families of offenders.
- More effective resource allocation by mainstream agencies to meet the needs of children and families of offenders.
- Cultural shifts in how secure estates interact, and engage, with children and families of offenders.

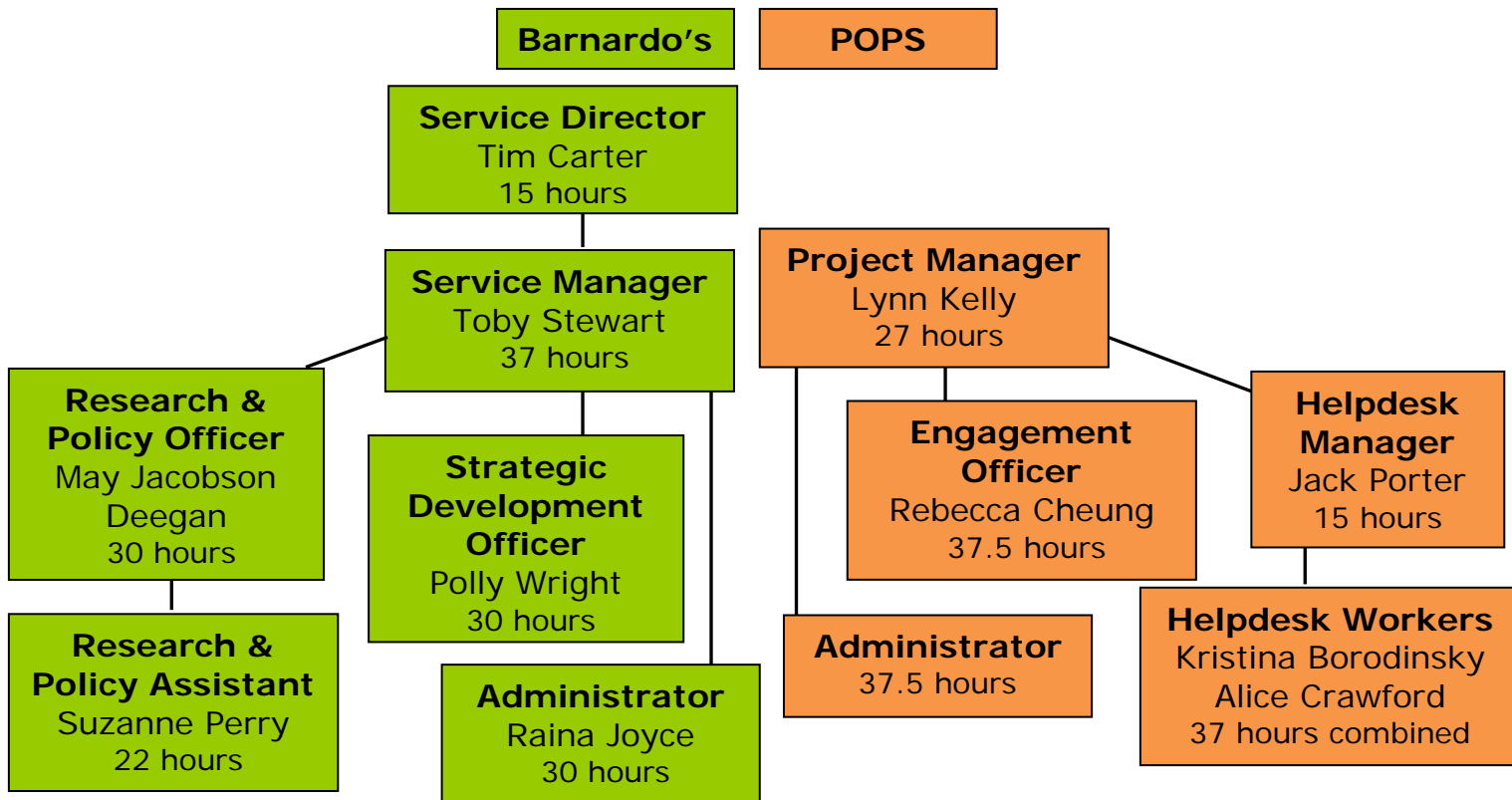
- Improved family support for families of offenders.
- Improved identification of families of offenders at local and national levels.

### Commissioning

The project is funded solely by the Department for Education from April 2013 until the end of March 2015.

### Partnership and staffing

i-HOP has been developed and delivered by a partnership between Barnardo's and POPS (Partners of Prisoners and Families Support Group), a specialist charity based in the North West who provides support to the families of offenders.



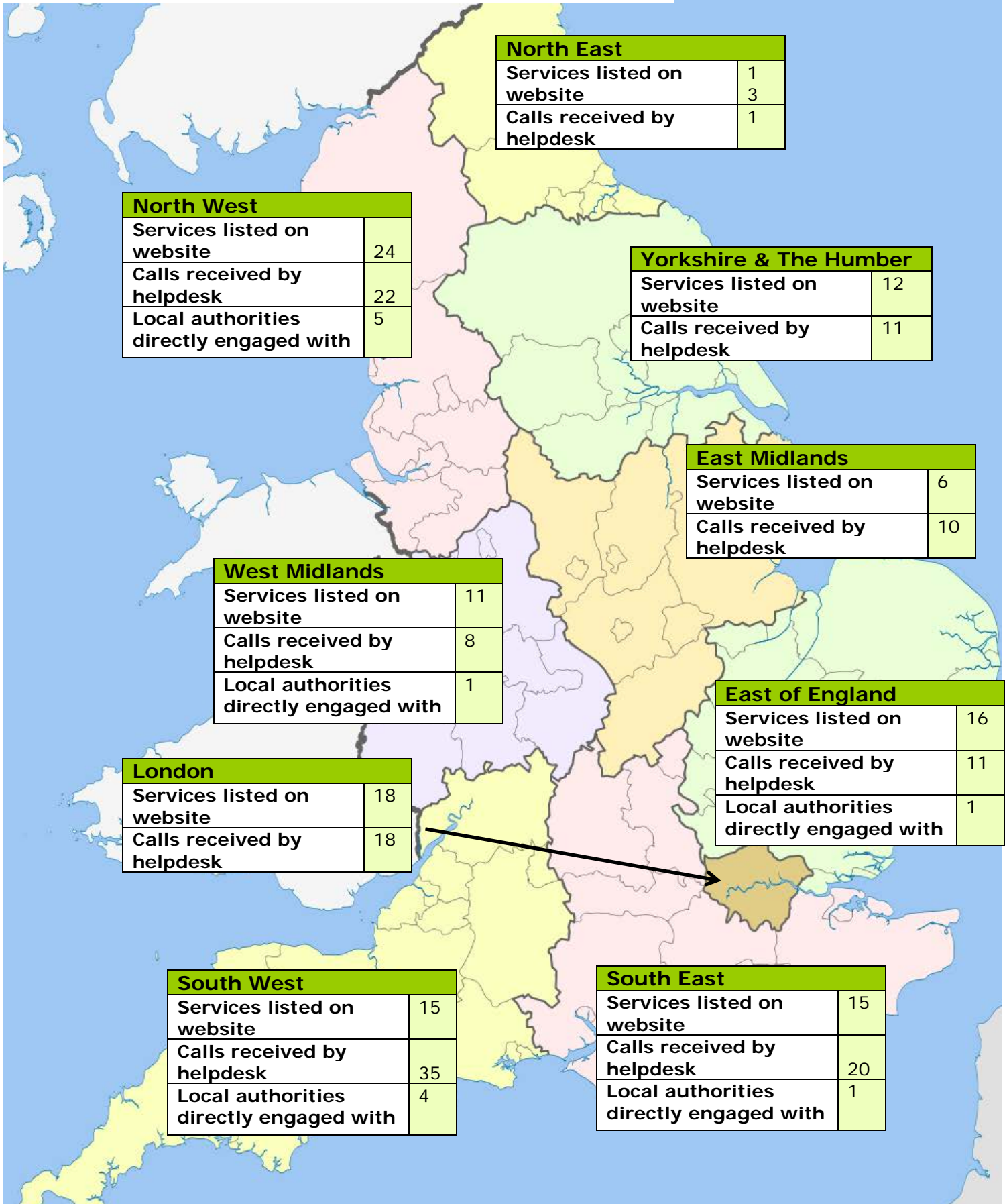
i-HOP have worked with web development company ConnectAssist, to develop the i-HOP website.

## **i-HOP service delivery**

i-HOP has 3 aspects of service delivery:

1. A web-based England-wide directory of resources, research, policy, training, funding opportunities, case studies and services relating to children affected by parental offending.
2. A free helpdesk for professionals seeking support regarding work with children and families affected by parental offending
3. Direct strategic engagement with Local Authorities to raise awareness about the impact of parental offending and to encourage and support them to develop strategic responses.

**Snapshot of i-HOP's Geographical Reach per region**  
 (September 2013-August 2014)



# METHODOLOGY

## **Purpose of evaluation**

This evaluation has been undertaken, by the i-HOP team, in order to demonstrate to what extent i-HOP has achieved its outcomes.

The evaluation reviews each aspect of the i-HOP service (website, helpdesk and engagement work) and explores the extent to which it has had an impact on the following:

- Multiagency working between agencies.
- Practice with children and families.
- Awareness about children affected by parental offending, their needs and the support available to them
- Identification of children and families of offenders at local and national levels

(These areas broadly reflect the proposed i-HOP outcomes as identified in the introduction.)

This evaluation will also serve to identify areas for development of the i-HOP service and inform any future funding applications.

## **Data collection**

This evaluation has drawn on existing and newly collected data in order to evaluate the service from the beginning of September 2013 until the end of August 2014 (12 months of service delivery).

## **Consultation with Stakeholders**

This evaluation has collated data gathered from i-HOP key stakeholders:

- **Site users and i-HOP members**
  - i-HOP invites all members and site users to complete a 6 monthly Service User survey. This evaluation draws on data gathered from surveys completed in March 2014 (100 respondents) and August 2014 (89 respondents). Where responses to both surveys are very similar the data has been grouped and analysed as one data set. Key differences between responses to the first and second surveys have been noted.
- **Helpdesk users**
  - i-HOP helpdesk users are invited to complete a helpdesk survey after every call they make to the helpline. This evaluation draws on data gathered from the 22 surveys that had been completed by August 2014.

- **Advisory and Task Groups**
  - All Advisory Committee and Task Group members were invited to complete an online Survey Monkey survey as part of the evaluation process. 8 surveys were completed.
- **Local Authority professionals**
  - Telephone interviews were undertaken with representatives from Local Authorities who had received engagement support from i-HOP. 10 representatives from various geographical locations and agencies were invited to be interviewed. 9 interviews were undertaken.
- **i-HOP team members (Barnardo's and POPS)**
  - All i-HOP staff members were invited to complete a Survey Monkey online survey as part of the evaluation process. 11 members of staff completed the survey.

Additional information relating to i-HOP service delivery was also used to inform the evaluation. This included analysing the following:

- The i-HOP publicity spread sheet which records all the publicity i-HOP has received and engagement activities.
- Monthly reporting tables as summarised in quarterly reports including information about website use gathered via Google analytics and OracleRightNow (software used to maintain website), helpdesk use and direct engagement work
- Weekly workplan reviews which are completed to record progress across the i-HOP staff teams.
- i-HOP website content.
- Evaluation of i-HOP launch event- analysis of feedback forms from event
- Evaluation of Salford University lecture gathered via 131 evaluation forms completed by students.

# 1. i-HOP WEBSITE

## 1.1 INTRODUCTION

The first aspect of the i-HOP service is a web-based knowledge hub gathering together all available information relevant to professionals in their work with children and families of offenders.

The i-HOP website was developed in partnership with an external agency called ConnectAssist and is maintained via a software programme called OracleRightNow.

### Staffing

The i-HOP website is staffed by;

- Barnardo's Policy and Research officer (30 hours)
- Barnardo's Policy and Research assistant (22 hours)

Who are supported by;

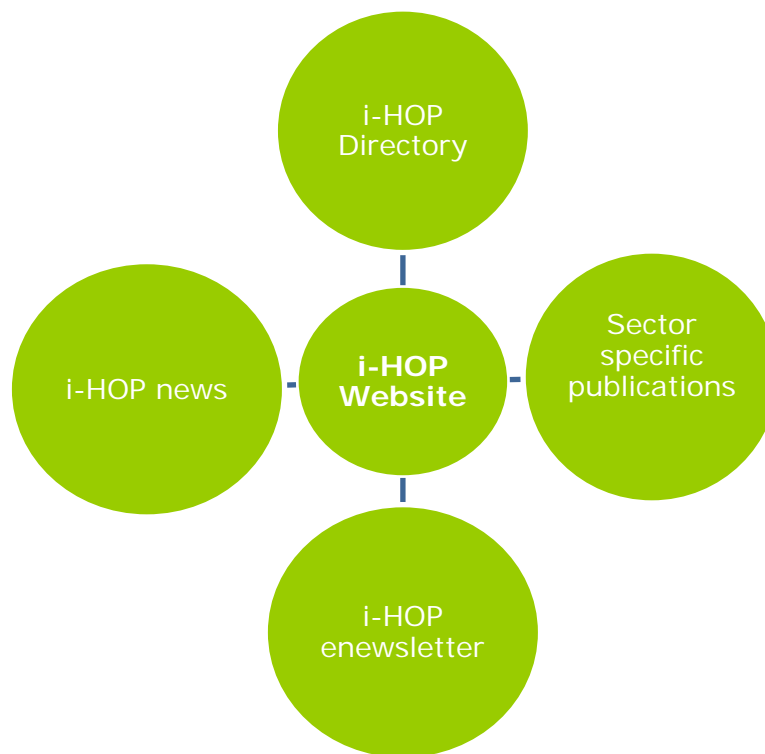
- 2 POPS Helpdesk workers (37 hours in total)
- Barnardo's Administrator (30 hours)

### Timeline

<b>Phase 1</b> April –August 2013	<b>Phase 2</b> Aug '13 – Jan 2014	<b>Phase 3</b> Jan – Aug '14
<ul style="list-style-type: none"><li>• <b>Service Set Up</b></li><li>• Building and designing the website with connect assist</li><li>• Sourcing and uploading sufficient information/website content for the website launch</li></ul>	<ul style="list-style-type: none"><li>• <b>Consultation &amp; Mapping</b></li><li>• contacting FIS' &amp; LSCB's and prisons</li><li>• mapping gaps in provision/awareness</li><li>• maintainance of the website</li><li>• production and dissemination of newsletters</li><li>• ongoing sourcing and uploading of website content</li></ul>	<ul style="list-style-type: none"><li>• <b>Engagement &amp; Delivery</b></li><li>• Producing sector specific briefings to support engagement work</li><li>• maintainance of the website</li><li>• production and dissemination of newsletters</li><li>• ongoing sourcing and uploading of website content</li></ul>



## Overview of provision



### a) i-HOP directory

In August 2014 the i-HOP website directory held 550 pieces of information (the target for September 2014 was 500) organised into 8 categories as per the diagram below. (See Appendix 2 for more information about the navigation pathways on the i-HOP website). i-HOP has a protocol in place to ensure that the information listed on the site is regularly checked and updated.

### Number of entries on i-HOP website per category at the end of August 2014:

<b>Services &amp; Interventions*</b>  Total over year: 141** Current: 129	<b>Resources</b>  Current: 137	<b>Policy</b>  Current: 39	<b>Research</b>  Total over year: 213** Current: 121
<b>Practice Models, Case Studies &amp; Frameworks</b>  Current: 28	<b>Training &amp; Programmes</b>  Total over year: 73** Current: 67	<b>Events</b>  Total over year: 30** Current: 8	<b>Funding</b>  Total over year: 23** Current: 21

\* Please see Appendix 3 for a detailed map of where all the local services and interventions (including visitor's centres) listed on i-HOP are located.  
\*\* Numbers of live i-HOP entries may differ over the year from current numbers due to adding and removal of entries to reflect service closure or end date of a training programme or funding opportunity for example.

### **b) i-HOP news**

The i-HOP website was amended in June 2014 to include a regularly updated news page. News pieces have focused on new and helpful information uploaded to the i-HOP website, new campaigns and services around supporting the children of offenders and insights into multiagency events which the i-HOP team have attended. These are then publicised on twitter through i-HOP's engagement strategy (see chapter 3).

### **c) Membership and e-newsletters**

At the end of August 2014 there were over 1014 i-HOP members (the target for September 2014 was 1000). Membership is free and easy to subscribe to. The benefits include complete access to all case studies and practice models and the choice of receiving the free monthly e-newsletter. 85% of members haven chosen to receive the e-newsletter, which have focused on the following topics:

- Physical and Mental health
- Black and minority ethnic families of offenders
- Workforce development
- Schools
- Prisons
- Mothers involved in the Criminal Justice System
- Siblings involved in the Criminal Justice System
- Early Years
- Multiagency working

### **d) Sector Specific Briefings**

i-HOP have produced 8 sector specific briefings for professionals which aim to raise awareness of the research, practice and policy around children affected parental offending that is relevant to that sector. These have been developed with the view to ensure multiple agencies recognise that the support of the children of offenders is their responsibility. (Please see chapter 3 on i-HOP's engagement work to see which networks these have been disseminated to.)

- CJS commissioners
- Health
- Education

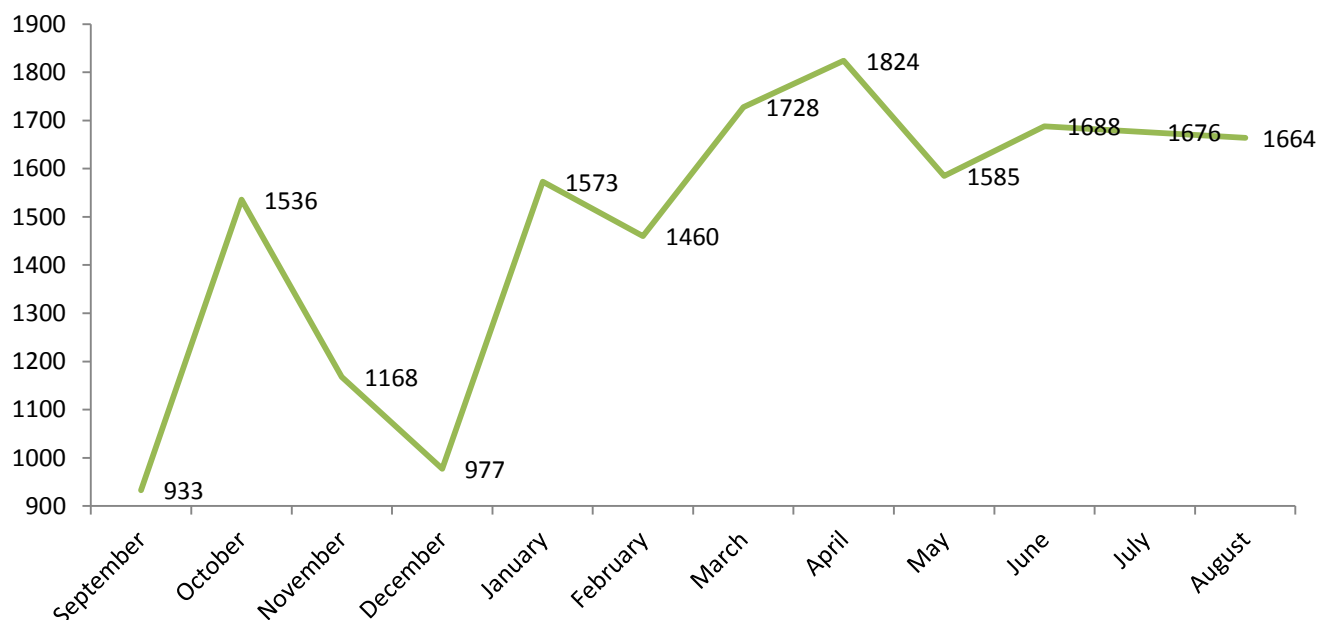
- Academia and training institutions (Workforce Development)
- Prisons
- LSCB's
- Early Years
- Local Authorities

Briefings for Apprenticeship providers, Police and Troubled Families teams and on the specific topics of Babies and Mothers were being drafted at the end of August 2014. Locality specific briefings were also developed to support the engagement work – identifying the specific need to consider the children and families of offenders in a targeted area. At the end of August these had been produced for: Buckinghamshire, Bury, Somerset, Sefton, Greater Manchester and Worcestershire.

### e) Usage

The graph below shows the number of visits to the i-HOP site has increased fairly consistently over the months since September 2013. There was a dip in usage in the run up to Christmas however, numbers using the i-HOP website remained consistent throughout summer 2014.

#### Total number of visits to the i-HOP site per month:



The chart below shows that on average 65% of visits to the i-HOP site over the past year were unique which means they were from users who were using the site for the first time.

	Phase 1 Sept – Dec 2013	Phase 2 Jan – March 2014	Phase 3 April – June 2014	Phase 4 July and August 2014	Total (number) Average (percentage)
Total number of visits to i-HOP site	4614	4761	5097	3340*	<b>17,812</b>
Total number of unique visits to i-HOP site	3058	3 259	3015	2201*	<b>11,533**</b>
% of visits that were unique	58.7%	68.4%	59%	66%*	<b>65%</b>

\* Due to problems with Google Analytics during the month of July, July's reporting has been calculated using an average of June and August's statistics.

\*\* Due to problems with Google Analytics, statistics were only recorded for 1<sup>2</sup><sup>th</sup> – 31<sup>st</sup> August. An average of this period (taking in to account usage differences on weekend and week days) was used to calculate an estimate for those days where we had no statistics (i.e. 1<sup>st</sup> – 11<sup>th</sup> August).

## 1.2 IMPACT ON MULTIAGENCY WORKING

i-HOP aims to impact on multi agency working by targeting numerous sectors to recognise that the needs of children of offenders are everyone's responsibility. i-HOP's multi agency approach aims to encourage agencies to work together to meet those needs.

### Multi agency members

Sectors	Number of members	
Children & Young people services	189	Of members who identified their sector <b>64% are from i-HOP target sectors</b>
Criminal Justice	145	
Education	98	
Health	31	
Housing	4	
Voluntary	196	
Private sector	7	

<b>Did not give sector*</b>	344
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\* Please note that due to a technical website error, not all those signing up for i-HOP membership were asked to state which sector they worked in thus these numbers do not give a full picture of the breadth of the sectors in which our members work.

## Sector specific information

i-HOP launched 5 sector specific web pages in June as a means to ensure professionals could easily access key pieces of information, training and resources relevant to their work with children affected by parental offending. These pages have been well used:

<b>Sector Specific page</b>	<b>Number of hits (June-August 2014)</b>	<b>% of overall website hits (June-August 2014)</b>
<b>Information for Education Professionals</b>	729	14%
<b>Information for Criminal Justice Professionals</b>	584	12%
<b>Information for Early Years professionals</b>	504	10%
<b>Information about Workforce Development</b>	500	9.9%
<b>Information for Health Professionals</b>	492	9.7%
		<b>55.6%</b>

The i-HOP briefings and e-newsletters have also targeted professionals working with the children and families of offenders in specific sectors (as identified previously) with examples of multi-agency practice examples, key research, policy and resources for use in their work with offenders' children and families.

## Supporting information sharing between agencies

Respondents in both the Service User and Advisory Committee/Task Group survey identified the contribution that the i-HOP site made to information sharing between agencies. 82% of March and August's Service User survey respondents said that they had shared information from i-HOP with professionals from other agencies.

*"I shared some of the information i-HOP sent me with the Head teacher of the school the child attends"*

Family support worker (Service User survey)

*"I work for Probation with other agencies in a multi-agency Safeguarding Hub. I shared the launch information with them and have asked for it to go onto the next MASH Agency team agenda."*  
Probation worker, Local Safeguarding Children board (Service User survey)

*"We have had examples of social workers and teachers working together to support a child using the resources available on the i-HOP website."*  
Education task group member (Task group and advisory committee survey)

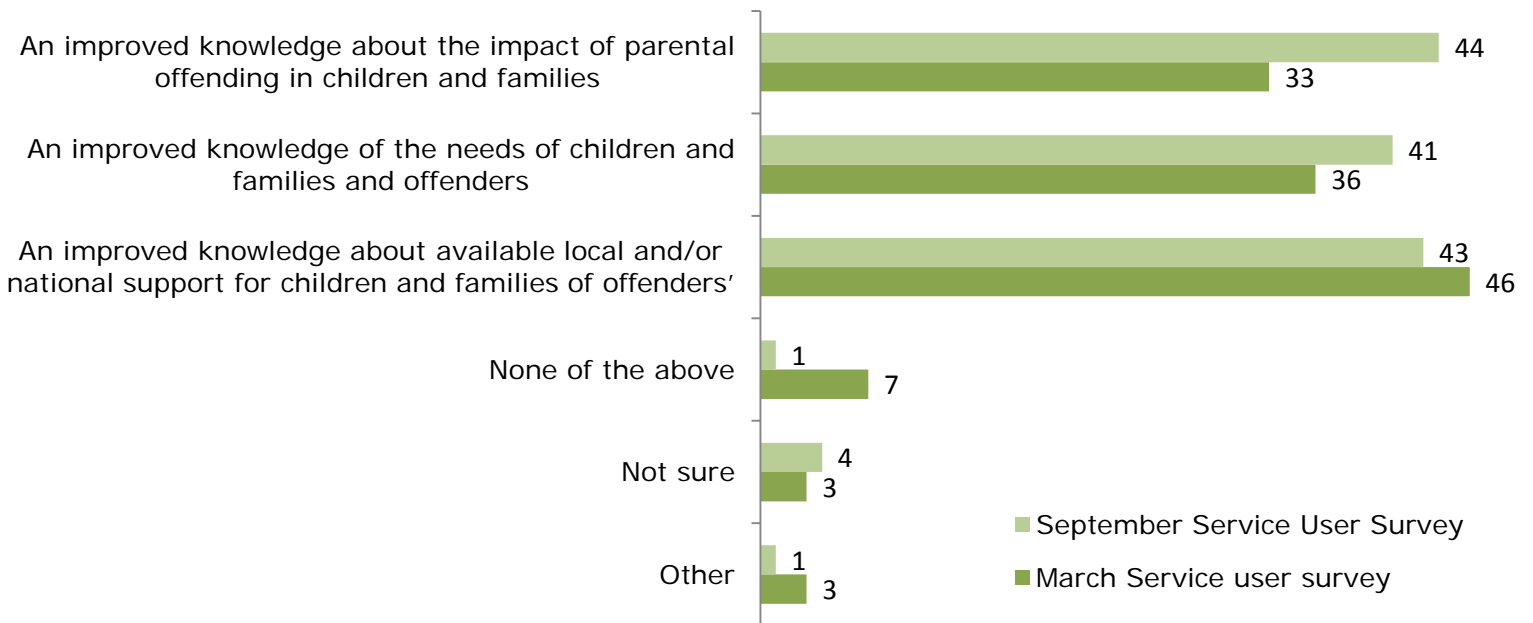
*"i-HOP has improved integrated working by encouraging agencies to think about how they can share best practice and work collaboratively to meet the needs of families affected by offending."*  
Academic/workforce development task group member (task group and advisory committee survey)

### **1.3 AWARENESS ABOUT CHILDREN AFFECTED BY PARENTAL OFFENDING, THEIR NEEDS AND THE SUPPORT AVAILABLE TO THEM**

Feedback from the service user and Advisory Committee surveys and Local Authority interviews identified that the i-HOP website and related products (e-newsletters and briefings) had had a positive impact on raising awareness about the impact on, needs of and support for children affected by parental offending.

- 64% of all Service User survey respondents (March and August) stated that i-HOP had helped them to gain 'an improved knowledge about available local and/or national support for children and families of offenders';
- 56% said that they had 'an improved knowledge of their needs;
- 56% that they had 'an improved knowledge about the impact of parental offending in children and families'.

**This graph shows the difference in the number of service user responses from March to September 2014.**



The number of respondents who felt they had 'an improved knowledge about the impact of parental offending on children and families' increased by 16 per cent.

*"Found i-HOP to be a very useful resource supporting my role as Family Link within a prison. It has supported my base knowledge and encouraged me to seek more detailed information or knowledge about topics it has summarised. Thank you."*

Prison worker and Children and Families Services- Voluntary sector (Service User survey)

*"The leaflets and information were helpful for the child I was working with in explaining the procedures for visiting a prison when you have never been before"*

Statutory Children's Services Worker (Service User survey)

4 Local Authority interviewees and task group and advisory committee survey respondents commented positively regarding the i-HOP website's impact on awareness of children affected by parental offending.

*"It's just raising awareness, general awareness, of available information and where people can go for information if they've got somebody in prison."*

Information Outreach Officer, South East (Local Authority interview)

*"The take up by professionals who have signed up to I-HOP has been very encouraging. This has led to a great increase in knowledge and awareness regarding the impact of parental offending on children."*

Academic/workforce development (task group and advisory committee survey)

The Service User survey also identified the role that the e-newsletter has played in keeping professionals up to date about recent developments in policy and practice concerning children of offenders. In August 2014, 950 i-HOP members were receiving the e-newsletter.

The majority of respondents found the e-newsletter to be useful – 80% in March found it to be between average use and very useful and 94% in December (an increase of 14%).

Comments from respondents noted the usefulness of being kept informed of relevant information in an accessible way.

*"When time is of a premium it is very valuable to be able to skim relevant information in one place."*

Prison/Children and Families Services- Voluntary sector

*"It is highly relevant and highlights current issues, new thinking, research and publications, thus saving me time trawling through various sources in an attempt to keep informed and up-to-date."*

Children and Families Services- Voluntary sector (Service User survey)

*"Because the latest information comes straight to my inbox, it enables me to keep on top of developments"*

Prison worker (Service User survey)

## 1.4 PRACTICE WITH CHILDREN & FAMILIES

### Provision of information to support practice with children and families

i-HOP has helped to develop practice with children and families of offenders by providing details of:

- **Training:** professional development training programmes to support practice in working with children and families of offenders.
- **Policies and guidelines:** frameworks developed by agencies and local authorities to support work with children and



families of offenders that can provide a foundation for replicating policy/ practice in other areas.

- **Resources:** a range of resources to support professionals in working with children and families who have experienced parental offending.

### a) Training

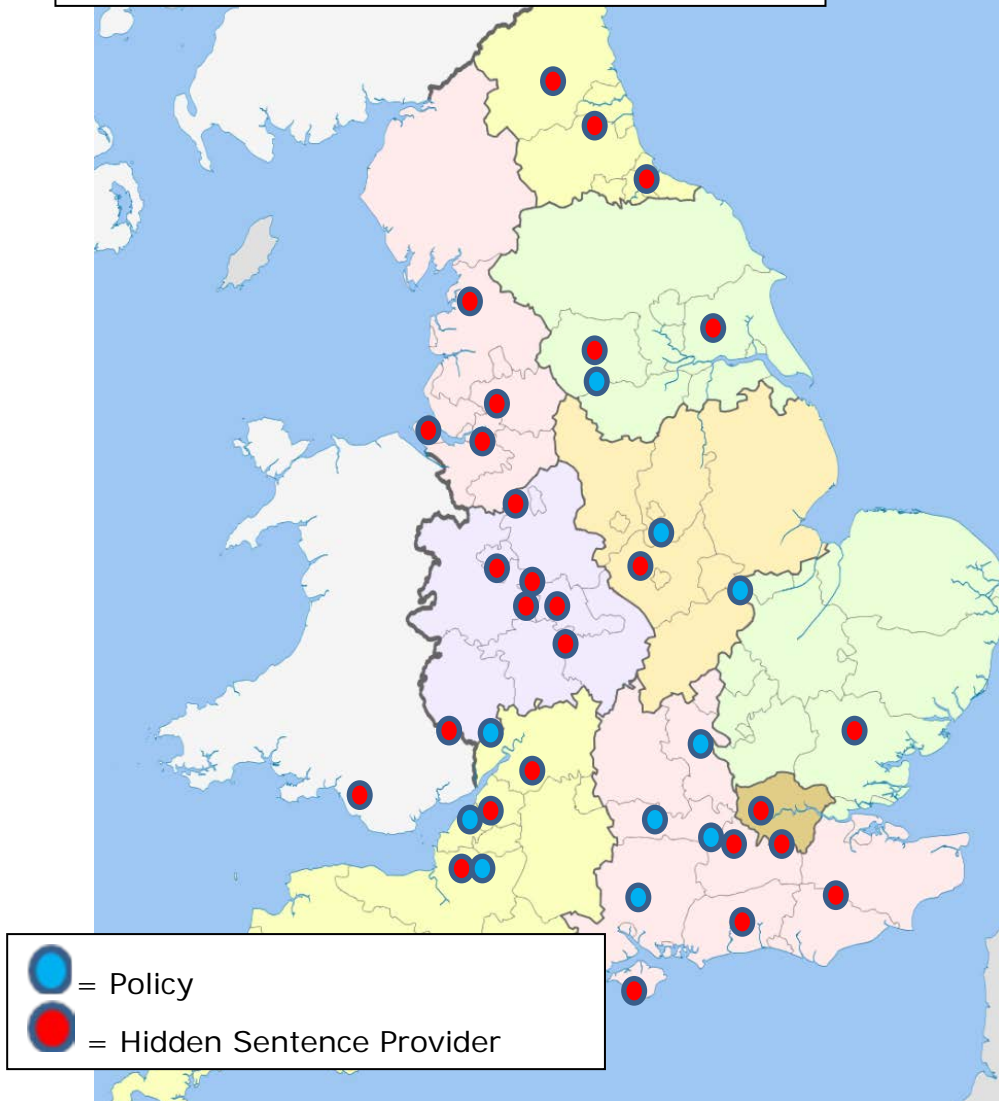
Hidden Sentence, developed by Action for Prisoners and Offenders Families (APOF), is the leading training programme for multiagency professionals around the impact of offending on children and families and how best to meet their needs. It is offered by agencies and individuals from a range of sectors and agencies both nationally and locally. In August 2014 the i-HOP website listed 36 Hidden Sentence training providers located predominantly in the South East, West, West Midlands and North West.

Local Hidden Sentence provider group listed on i-HOP	Total
Children and Families Charities	11
LSCBs	8
County Councils	4
Prisons	2
Community Interest Company	1
Probation	1
University	1
Independent Provider	1

### b) Local Policies

i-HOP lists 12 local multi-agency documents which outline specific guidelines around good practice in different settings when working with the children of offenders listed on the i-HOP website.

**Local Policies and Hidden Sentence Providers listed on the i-HOP website\*\***



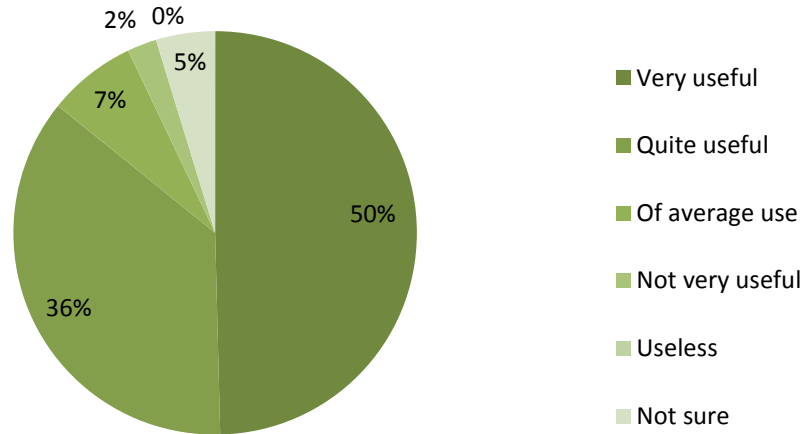
\*\* Please see Appendix 4 for a list of the local area names mapped here.

**c) Resources**

When asked in the March and August's Service User surveys whether the information and resources listed on the i-HOP website were useful in their work, 93% who had used the website said it was between average use and very useful. This message was also reflected in the survey undertaken with Advisory/Task Group members.

## Have items listed on the i-HOP website been useful in your work?

(Data from March and August Service User surveys)



*"The site has given me an insight in what innovations are being done and made me think how we can incorporate them in my area of work."*

Prison worker (Service User survey)

*"I felt it helped them to understand what support was out there for them and also explain what the process would be like on visiting day."*

Children and families, voluntary (Service User survey)

There were specific comments from different sources around the resources listed on the i-HOP website being useful in their work with children and families affected by parental offending;

*"It [the i-HOP website] had good resources on how to work with children whose family members are in prison. And it helped me understand how I can support these young people."*

Prison/Probation/Children and Families Services- Voluntary sector (Service User survey)

*"i-HOP is...a great one-stop site for both knowledge and resources and gives professionals the tools they need. We have had excellent feedback from teachers and social workers about their use of some of the i-HOP resources."*

Education (Advisory Committee and Task Group survey)

## 1.5 IDENTIFICATION OF CHILDREN AND FAMILIES OF OFFENDERS AT LOCAL AND NATIONAL LEVELS

The i-HOP website holds and promotes policy, research and practice which aim to encourage local and national policy makers and front line professionals to ensure the routine identification of the families of offenders. In this way, i-HOP is promoting the importance of being informed about this group of children and families and how best to support them. The examples below are further publicised through our engagement strategy (see chapter 3);

**Research report:** *Just visiting*, (Barnardo's, 2014), this report calls on parliament to ensure that there is policy around the identification of offenders children at the point of sentencing.

**Practice example:** *Reading midwives and health visitors' work* around early identification is noted on i-HOP's Early Years, Health and upcoming Babies briefings.

**Local guidelines:** *Education of children with a parent or close relative in prison or at risk of a custodial sentence* (Gloucestershire County Council, 2002), this is one example of local policy for which encourages a coordinated, education-focused identification and support for children of offenders.

**i-HOP News:** *Fortnightly Feature! Local policies and strategies* (2014), this piece highlighted the different ways that localities have encouraged the identification of families of offenders.

**Training:** *Hidden Sentence training*, listed and promoted through the i-HOP website, briefings, e-newsletters and website news, stresses the importance of professionals identifying offenders' children.

**Briefings:** All i-HOP briefings note the importance of the routine identification of families affected by the criminal justice system.

## 1.6 SUCCESSES, CHALLENGES AND RECOMENDATIONS

### SUCCESSES

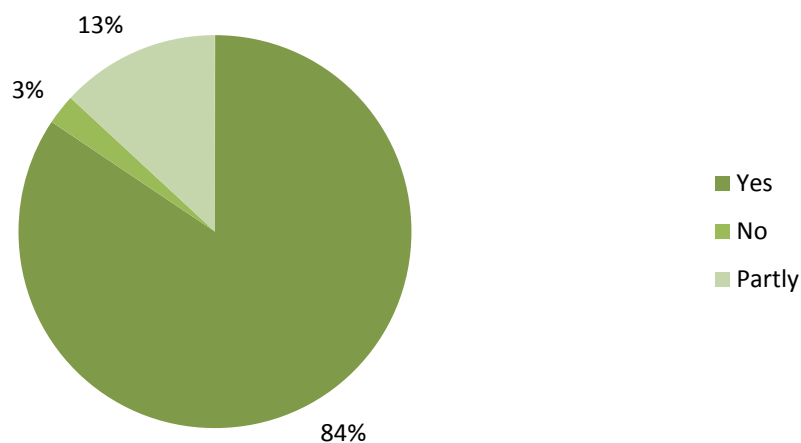
#### i-HOP website functionality

Both respondents in the Service User survey and LA interviews identified the functionality of the i-HOP site as contributing to its success in achieving outcomes

**73%** of March and August's Service User survey respondents who had used the i-HOP website stated that they found what they were looking for.

#### Did you find what you were looking for on the i-HOP website?

(Data from March and August Service User surveys)



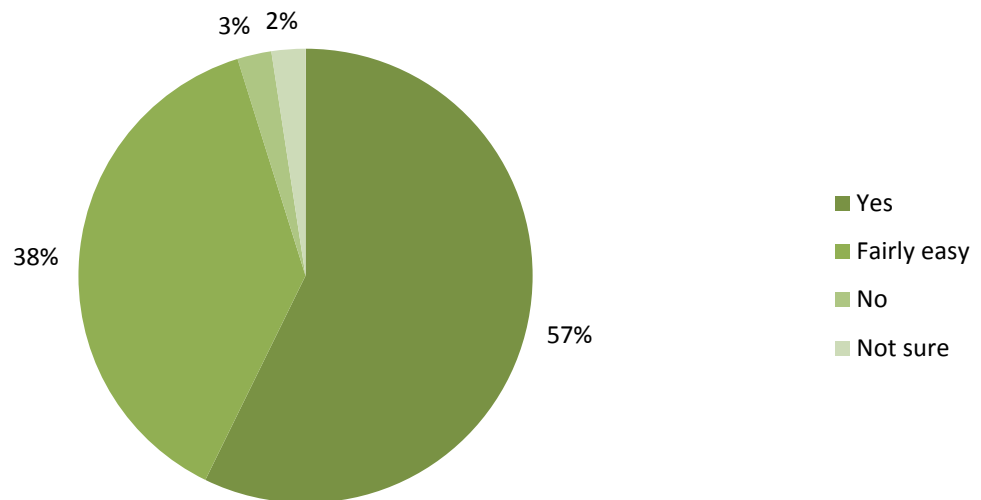
*"I think your website is brilliant... It's about that support, that accessible support without it having to be a problem. I think sometimes you just want a quick answer... and it's about being able to get the information quickly. I think your website, and the information you're putting on there, and your resources, that's a first port of call for a lot of people and always will be."*

Learning Partnership Coordinator, South West (Local Authority interview)

84% of March and August's Service User survey respondents and 5 out of 9 local authority respondents who had used the i-HOP website commented on how easy it was to use.

## Is the i-HOP website easy to use?

(Data from March and August Service User surveys)



*"It's really accessible, it's really clear, it's easy to navigate around. I thought the resources were excellent. I thought it was a great website, it was very appealing... something drew me in because it seemed as if it was very well constructed and informative."*

Learning Partnership Coordinator, South West (Local Authority interview)

*"User-friendly, no problems. I have referred other people onto that website." "Very easy-to-access website"*

Family Support Worker Manager, Yorkshire (Local Authority interview)

### **National overview of services and resources for children and families of offenders**

Respondents from both the March and August Service User surveys and LA interviews identified the benefit of i-HOP providing a resource that pulled together all the information about children of offenders, across England, into one site.

*"I-HOP is now becoming a focal point for capturing information of interventions for children and families of offenders... I use it regularly."*

Children and Families Services- Voluntary sector (Service User survey)

*"I was looking for an overview of services nationally and found relevant information on I-HOP."*

Voluntary sector (Service User survey)

## **Volume and diversity of information**

March and August Service User survey respondents commented on the amount information listed on i-HOP which was relevant to their work around the children and families affected by imprisonment.

*"For my dissertation project I am looking into children of prisoners, what effect this has on them at school, and what services there are to help support their learning. I have found many answers on your website."*

Education worker (Service User survey)

*"Excellent website, easy to navigate and there is a wealth of information"*

Voluntary sector, children and family services (Service User survey)

*"I was searching for information and resources re. offenders families. I found everything I wanted and more..."*

Children and Families Services- Voluntary sector (Service User survey)

## **Current and up to date information**

i-HOP service users have noted the current and relevant nature of the items listed on the website and in newsletters for their work.

*"The articles and other information provided are comprehensive and most importantly current."*

Prison worker (Service User survey)

*"The material is frequently updated and is invariably relevant and pertinent."*

Children and Families Services- Voluntary sector (Service User survey)

## **Quality of products**

The quality and usability of the i-HOP products (including briefings and posters) was commented on by several multiagency service users and i-HOP staff:

*"The information you have been able to disseminate has been very good"*

LSCB chair, South West (Local Authority interview)

*"The leaflets that she left as well, they were also very useful, and the posters. Very clear, very easy to understand, really appreciated getting that."*

GM Probation (Local Authority interview)

## CHALLENGES

### Layout and usability

While the majority of website users find the website easy to use, the Service User surveys saw 10 comments relating to difficulties with the layout and functionality of the website or newsletter. However, the majority of these were in response to the first Service User survey undertaken in March before the new sector specific pages were developed.

*"I find I have to click around a bit to find what I am looking for."*  
Children and Families Services- Statutory (Service User survey)

*"When I searched I found that the website seemed to not be as fluid as I would have liked. It seemed that the first webpage was a newsletter type page and the research I was looking for I had to search a little more for- but not too hard."*

Children and Families Services- Voluntary sector (Service User survey)

*"It is easy to find specific information or topics, but if you don't know exactly what information you need, it is more difficult to find information."*

Prison/Children and Families Services- Voluntary sector (Service User survey)

### Development of the website

Although 3 of the 11 i-HOP team respondents did refer to the development of the i-HOP website as an early success of the project, 5 referred to it as a challenge during Phase 1 and 2 of i-HOP delivery (please see Appendix 1). Specific problems include the building of the website with such a large team, and the limits imposed by Barnardo's formatting.

*"Translating our ideas for the website into the technical language required by Connect Assist the company who built the site."*  
i-HOP worker (Staff survey)



*"Having to develop the site within the parameters of Barnardo's branding/formatting. Having a team who had to very quickly learn a completely new language/skill set re. site-building."*

i-HOP worker (Staff survey)

*"Designing/creating the website working in a large team (each individual with their own ideas and priorities)... Creating and uploading website content in a very short timeframe."*

i-HOP worker (Staff survey)

"Our range of products, many sector specific look very professional and are well received by our users"

i-HOP staff member, (Staff survey)

## RECOMMENDATIONS

### Keeping up to date

i-HOP users including 4 out of 9 Local Authority interviewees said that it was important that information listed on i-HOP was maintained and kept up to date:

*"If they keep their finger on the pulse that helps me, instead of me doing a lot of research around things, I can go on the i-HOP website and see what other people are doing... you've got it in one place, and that's very helpful for me".*

Family Support Worker Manager, Yorkshire (Local Authority interview)

*"For me, it's about making sure that's resourced and as accessible as it can be...Being on top of things".*

Learning Partnership Coordinator, South West (Local Authority interview)

### More information and resources

9 Service User survey respondents suggested that i-HOP could be developed to include additional information:

*"From a probation perspective, guidance, this might include suggestions and advice in relation to sentence planning: what evidence exists to support the inclusion of objectives relating creating/maintaining fulfilling family ties? And how would a practitioner go about setting that objective in a meaningful and realistic way?"*

Probation worker (Service User survey)

*"Improvements would include regional/local commissioning information, examples of good practice, testimonials."*

Children and Families Services- Voluntary sector (Service User survey)

*"More leaflets and information would be welcomed to help with prison visits."*

Prison worker (Service User survey)

## **Newsletter and website layout**

Some professional respondents to the Service User surveys said that the layout of the website and newsletter could be improved so that information relating to their work with offenders' children and families could be found quicker.

*"The format of the newsletter is very 'wordy' and is not user friendly. I would like a more magazine approach to allow the opportunity to digest the information in a more relaxed way."*

Prison/Children and Families Services- Voluntary sector (Service User survey)

## **Development of resources**

3 out of 9 Local Authority interviewees spoke about the potential for i-HOP to help develop resources to support work with children and families of offenders. One interviewee suggested the development of toolkits for twilight homework sessions in prisons in order to roll them out to other prisons in Yorkshire;

*"I can use those kits to help me to help them [other workers] with their strategy and help them with child protection, how they do it, their planning... Easy-to-access, easy-to-read information for people like me to be able to use in a more effective way in terms of supporting the establishment or wherever you work".*

Family Support Worker Manager, Yorkshire (Local Authority interview)

Another interviewee who works in schools suggested developing an e-learning toolkit for professionals and a package to be used directly with children to deliver in schools and perhaps incorporated into PSHE:

*"I like the idea of e-learning. I think that's brilliant. Staff can do it in their own time, there's no pressure, they don't need to leave work etc... We'd love to pilot something like that if that came up."*

Learning Partnership Coordinator, South West (Local Authority interview)

### **The development of an international resource hub**

One task group and advisory committee survey respondent expressed a wish for there to be more best practice from around the world promoted through i-HOP.

*"I think developing i-HOP to include best practice from across the world would be very beneficial."*

Academic/workforce development task group member (Task Group and Advisory Committee survey)

## 2. i-HOP HELPDESK

### 2.1 INTRODUCTION

The second element of the i-HOP service is the free phone helpdesk. It provides telephone support to professionals who want help navigating or finding information or services to support their work with offenders' families. Helpdesk workers also respond to questions from service users which come via the i-HOP website.

#### Staffing

The i-HOP helpdesk is staffed by;

- POPS helpdesk manager (18.5 hours)
- POPS helpdesk workers x 2 (37 hours combined)

#### Overview of provision

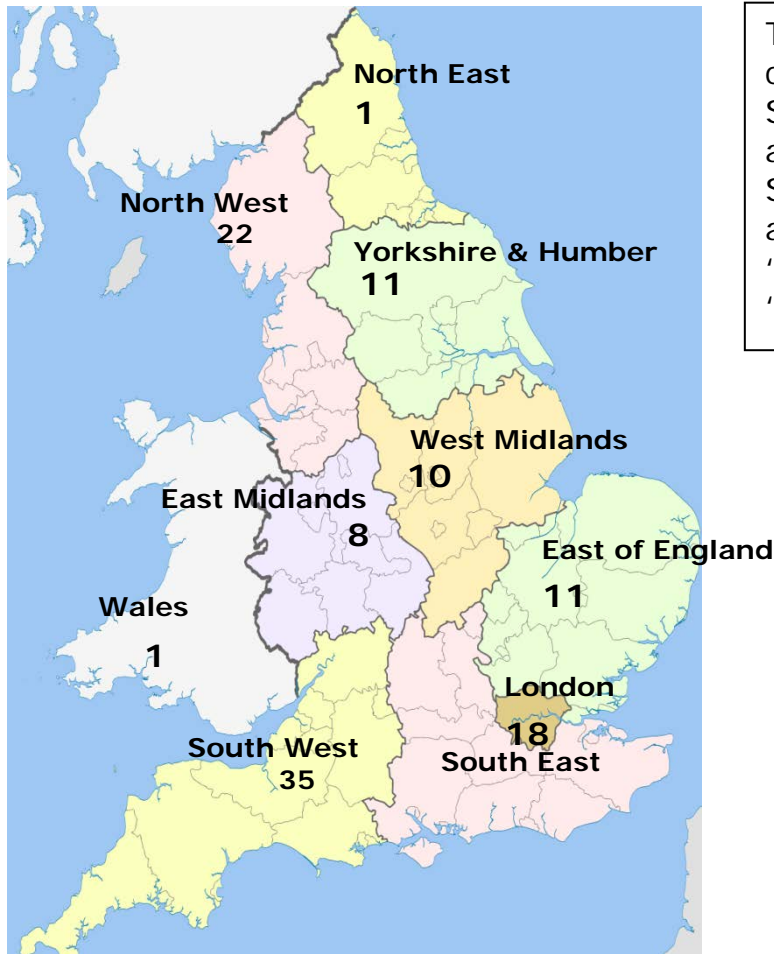
i-HOP helpdesk workers receive calls and messages through the website from professionals requesting help sourcing information relevant to their work concerning offenders' children and families. Helpdesk workers will then endeavour to provide callers with information about resources, services or guidance relevant to their request (utilising the information listed on i-HOP as well as information gathered through general internet searches). Helpdesk workers also assist the i-HOP website team with maintaining entries on the i-HOP website and mapping services and contacts for the engagement workers.

#### a) Calls received

A total of 131 calls were made to the i-HOP helpdesk between September 2013 and August 2014. In total, 15 hours and 45 minutes was spent providing support to professionals via the helpdesk:

	Phase 1 Sept – Dec 2013	Phase 2 Jan – March 2014	Phase 3 April – June 2014	Phase 4 July and August 2014	Total
Total number of calls received	64	61	56	50	131
Total number of minutes spent on i-HOP calls	04:09	04: 22	04: 3 3	0 2: 40	15:45

**Number of calls made to the i-HOP helpdesk by geographical region between January<sup>1</sup> to August 2014:**



The majority of calls come from London, the South East, North West and predominantly the South West. There were also 11 calls recorded as 'national' and 3 as 'international'.

**b) Number of calls to the helpdesk from different sectors:**

	Phase 1 Dec '13	Phase 2 Jan-Mar '14	Phase 3 Apr-Jun '14	Phase 4 Jul & Aug '14	Total	
Education	2	31	13	4	50	7 % of total calls from target sectors
CJS	2	7	4	5	18	
Children and Families	5	12	17	8	42	
Health		0	3	5	8	
Voluntary Sector		0	5	4	9	
Other		17	2	5	24	

<sup>1</sup> Although calls to the helpdesk were being made from September, information about where calls were coming from only started to be recorded in January.

## 2.2 IMPACT ON MULTIAGENCY WORKING

The i-HOP helpdesk contributes to partnership working by signposting professionals to services, interventions and information provided by other agencies.

### Signposting

75% of helpdesk calls signpost professionals to services for the children and families that they support. Those professionals and their agencies may then go on to form working relationships with other agencies which could create a more joined up approach to supporting children and families of offenders .

	Phase 1 Sept – Dec '13	Phase 2 Jan – March '14	Phase 3 April – June '14	Phase 4 July and August	Total 2014
<b>Total number of calls signposting to services/interventions</b>	12	41	27	19	<b>99</b>

### Information sharing

The helpdesk acts as a catalyst for information sharing, making links with external agencies and gaining information from them in order to share with professionals who call the helpdesk:

*"The member of staff made contacts for me and linked with a prison service to find out more information on behalf of a very distressed family."*

Education worker (Service User survey)

Further, 100% of Helpdesk survey respondents and some of the Service User survey respondents who had used the helpdesk said that they either had or that they would tell other professionals about i-HOP or information they found on i-HOP.

*"In my professional opinion sharing knowledge aids to improve outcomes for both families and professionals"*

Social worker (Helpdesk survey)

*"I shared some of the information i-HOP sent me with the Head teacher of the school the child attends"*

Family support worker (Service User survey)

## 2.3 AWARENESS ABOUT CHILDREN AFFECTED BY PARENTAL OFFENDING, THEIR NEEDS AND THE SUPPORT AVAILABLE TO THEM

The provision of a free helpdesk offers professionals another way to easily access and engage with information about children affected by parental offending, what their needs are and what support is available to them.

### **Awareness amongst agencies**

By signposting professionals to both local and national services and resources the i-HOP helpdesk has had an impact on increasing practitioners' awareness about the support available to the children and families of offenders. As previously demonstrated, the helpdesk workers have signposted 99 callers (75% of their calls) to services and interventions between September 2013 and August 2014. Callers commented on how it had increased their awareness of support for the families in their local areas.

*"It was a useful link to find out more about services available".*  
Voluntary sector, East Midlands (Helpdesk survey)

*"Relevant information to the family and the area that they live. Extremely positive experience".*  
Children and Families Services- Statutory, South West (Helpdesk survey)

*"I called to seek advice on supporting a family in crisis and was given a lot of support."*  
Education worker (Service User survey)

## 2.4 PRACTICE WITH CHILDREN AND FAMILIES

The evaluation of the i-HOP helpdesk has identified that this element of the service has had a positive impact on practice by encouraging practitioners to access targeted resources and enabling them to save valuable time.

### **Encouraging practitioners to access targeted resources and services**

As previously identified 75% of calls to the i-HOP helpdesk resulted in signposting practitioners to targeted services for children of offenders. The helpdesk also signposted professionals to appropriate resources either for themselves or for them or their families to use with the children of offenders:

	Phase 1 Sept – Dec 2013	Phase 2 Jan – March 2014	Phase 3 April – June 2014	Phase 4 July and August 2014	Total
<b>Total number of calls signposting to resources</b>	11	38	27	21	<b>97</b>

*"I've also been able to get hard copies from i-HOP as well for the information that I require... so they've been very helpful there, very helpful... [The helpdesk workers have given] not just verbal [help] but also written documentation, which have got packs being sent to me to help support me promoting that within the prison and with partners."*

Family Support Worker Manager, Yorkshire (Local Authority interview)

### **Time saving**

Being able to speak to someone who can find information on their behalf made some callers to the helpdesk more able to concentrate on their work with children and families of offenders:

*"Makes my life easier and means I can spend more time working with families and safeguarding children instead of chasing other agencies and exploring websites".*

Children and Families Services- Voluntary Sector, South West (Helpdesk survey)

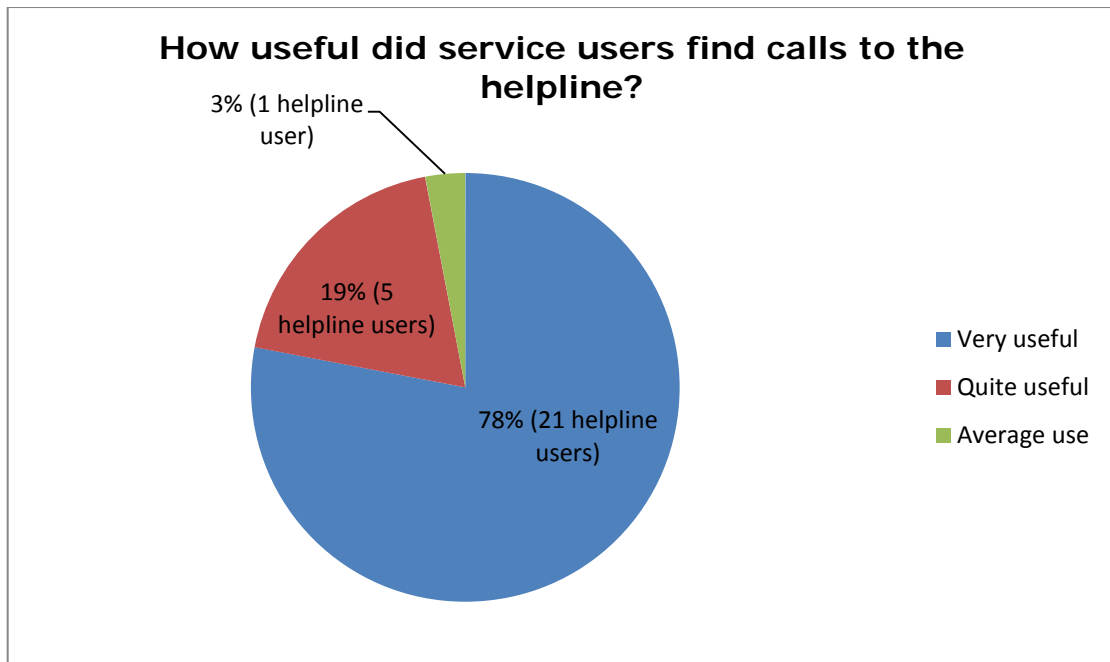
## **2.5 SUCCESSES, CHALLENGES AND RECOMENDATIONS**

### **SUCCESSES**

#### **Quality of helpdesk responses**

95% respondents of the Helpdesk survey provided entirely positive comments when asked what they liked about the service and what could be improved – demonstrating the quality of the service provided. 100% said that they would both recommend the service to other professionals and that they would use the helpdesk again themselves. Further, of the 27 respondents in March and August's Service User surveys who had used the helpdesk, 100% found it of above average use.





(Data gathered from the 27 service users who completed the service user surveys in March and August and had used the helpline)

*"Clear guidance to start me off when I first contacted you."*  
Education worker (Service User survey)

*"The lady who answered the phone was very helpful and sent me some information via email".*  
Family Support (Service User survey)

### **Timely responses**

Helpdesk users, including 100% of Helpdesk survey respondents, have reported that the response to requests to the helpdesk have been quick.

*"The quick response made the request for advice really helpful and more meaningful to the family".*  
Education/Children and Families Services- Voluntary sector, South West (Helpdesk survey)

*"The response was 'quite quick' due to the amount of research and effort the member of staff put into answering my query. Very, very helpful".*  
Children and Families Services- Statutory, South Wales (Helpdesk survey)

## Relevance of response

96% of Helpdesk survey respondents and some Service User survey respondents said the response from the helpdesk was relevant to their request.

*"Relevant information to the family and the area that they live. Extremely positive experience".*

Children and Families Services- Statutory, South West (Service User survey)

*"I phoned i-HOP and spoke to [helpdesk worker]- she sent me lots of information relevant to my request. She was very helpful."*

Education worker (Service User survey)

## Alternative method of accessing support (i.e. not just web-based provision)

2 respondents from the Local Authority interviews highlighted the value of being able to access the helpdesk as an alternative to the web-based provision:

*"I know professionals like the opportunity to use a phone line if there's something complex or difficult they want to talk through and understand", to be able to "talk about the pros and cons of a situation with a human person on the other end of the line".*

LSCB Manager, South West (from Local Authority interview)

*"I think it's excellent that there's a helpdesk there as well. I know it's all very well and good having these websites sometimes, but not everyone's IT-savvy. And obviously you can't store all the information on that website, so I think the helpdesk's particularly useful for professionals to be able to use."*

Senior Probation officer, North West (from Local Authority interview)

## CHALLENGES

### Under used

82% of March and December's Service User survey respondents (112 people) had not used the i-HOP helpdesk. The target number of calls to the helpdesk was set by the i-HOP team at 350 by the end of September 2014. i-HOP business cards encouraging calls to the helpdesk were printed in May 2014 and handed out at events in attempt to meet this target. However, there were just 131 calls made to the helpdesk between September 2013 and August 2014.

This may indicate that professionals generally prefer to use the i-HOP website in order to find information to support their work with the children and families of offenders.

### Remit and scope

Although numbers show that the remit of the helpdesk has become clearer over time, one respondent to the Helpdesk survey said the information that the helpdesk provided them was 'not very relevant' to their request. This respondent clarified at another point in the survey that this was due to a lack of available information for their original request regarding funding of activities. i-HOP staff have also given feedback which indicates that calls or requests to the helpdesk were made which were not within i-HOP's remit.

	Phase 1 Sept – Dec 2013	Phase 2 Jan – March 2014	Phase 3 April – June 2014	Phase 4 July and August 2014	Total
<b>Total number of calls inappropriate to i-HOP</b>	1	17	11	4	<b>33</b>

*“The helpdesk, when used, is useful but I think the ways in which the helpdesk can help is often misleading (perhaps via briefings/wording) as professionals misunderstand the extent to which we can help”*

i-HOP worker (Staff survey)

## RECOMENDATIONS

### Reduce staffing

Feedback from service users throughout the majority of this chapter proves that the helpdesk is useful for and appreciated by those who use it to obtain relevant information to their work with children and families of offenders. However the lack of calls indicates that there may need to be a staffing restructure to mirror the call volume.

### Clarify capabilities

The challenges around remit and scope suggest that there may need to be clarification within the i-HOP team and on publications around the remit of the helpdesk e.g. unable to advise on particular problems a professional is having with a child or family of an offender.

## 3. i-HOP ENGAGEMENT

### 3.1 INTRODUCTION

The third element of the i-HOP service focuses on engaging with professionals within the strategic priority areas (safeguarding, education and prisons) to raise awareness about children affected by parental offending and how they can be supported effectively.

This was achieved through delivering:

- A targeted communications strategy.
- Direct engagement with Local Authorities
- Direct engagement with Academic institutions to influence workforce development.

The engagement work was supported and informed by the i-HOP Advisory Committee and Task groups which were co-ordinated by the engagement team. Evaluation of these forums is included in the Chapter: i-HOP Service Delivery Model.

### Staffing

The engagement strategy was co-ordinated and delivered by:

- Strategic Development Officer- Southern regions (30 hours per week)
- Engagement Officer- Northern regions (37 hours per week)
- Service Manager- Midlands (37 hours per week)

### Timeline

Phase 1 April –August 2013	Phase 2 Aug '13 – Jan 2014	Phase 3 Jan – Aug '14
<ul style="list-style-type: none"><li>• <b>Service Set Up</b></li><li>• Development of communication strategy</li><li>• Identification of key partner agencies</li><li>• Initial promotion of i-HOP service</li><li>• Launch of i-HOP service</li></ul>	<ul style="list-style-type: none"><li>• <b>Consultation &amp; Mapping</b></li><li>• Development of engagement strategy with priority sectors</li><li>• Mapping of priority sector service provision (LSCB, Education &amp; prisons)</li><li>• Promotion of i-HOP service through communication strategy</li></ul>	<ul style="list-style-type: none"><li>• <b>Engagement &amp; Delivery</b></li><li>• Direct engagement &amp; strategic development at Local Authority level</li><li>• Creation of workforce development materials</li><li>• Promotion of i-HOP service through communication strategy</li></ul>

## Overview of provision

### a) Communications strategy

The aim of the i-HOP communications strategy was to:

- Raise awareness about the i-HOP service and what it offered professionals working with the children and families of offenders.
- Raise awareness about the potential needs of children and families of offenders.

The strategy aimed to achieve this through utilising the following communication tools:



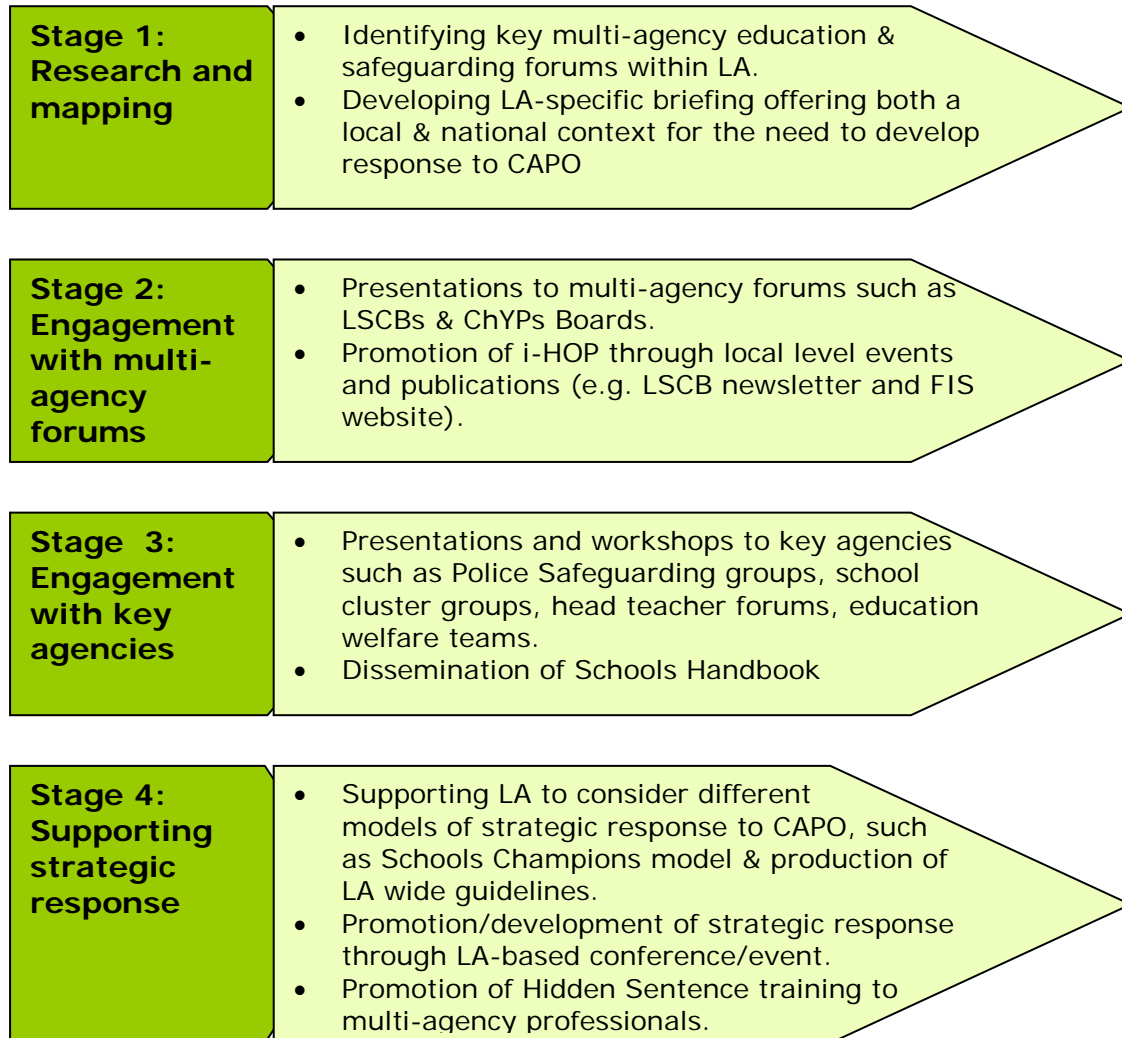
### b) Engagement with Local Authorities

i-HOP provides direct support to Local Authorities, targeting Local Safeguarding Children's Boards and education, with the aim to achieve the following:

- raise awareness about the needs of children affected by parental offending (CAPO)
- raise awareness about the role of schools/safeguarding Boards in meeting the needs of CAPO

- raise awareness about the resource offered by i-HOP and encourage professionals to use both the website and helpdesk (so that they are more aware of the local and national services available to them to support CAPO)
- support the development of multi-agency strategic responses to working with CAPO.

Within each local authority engagement was achieved through undertaking the following process:



Although engagement within each Local Authority followed similar processes, it varied to some extent depending on:

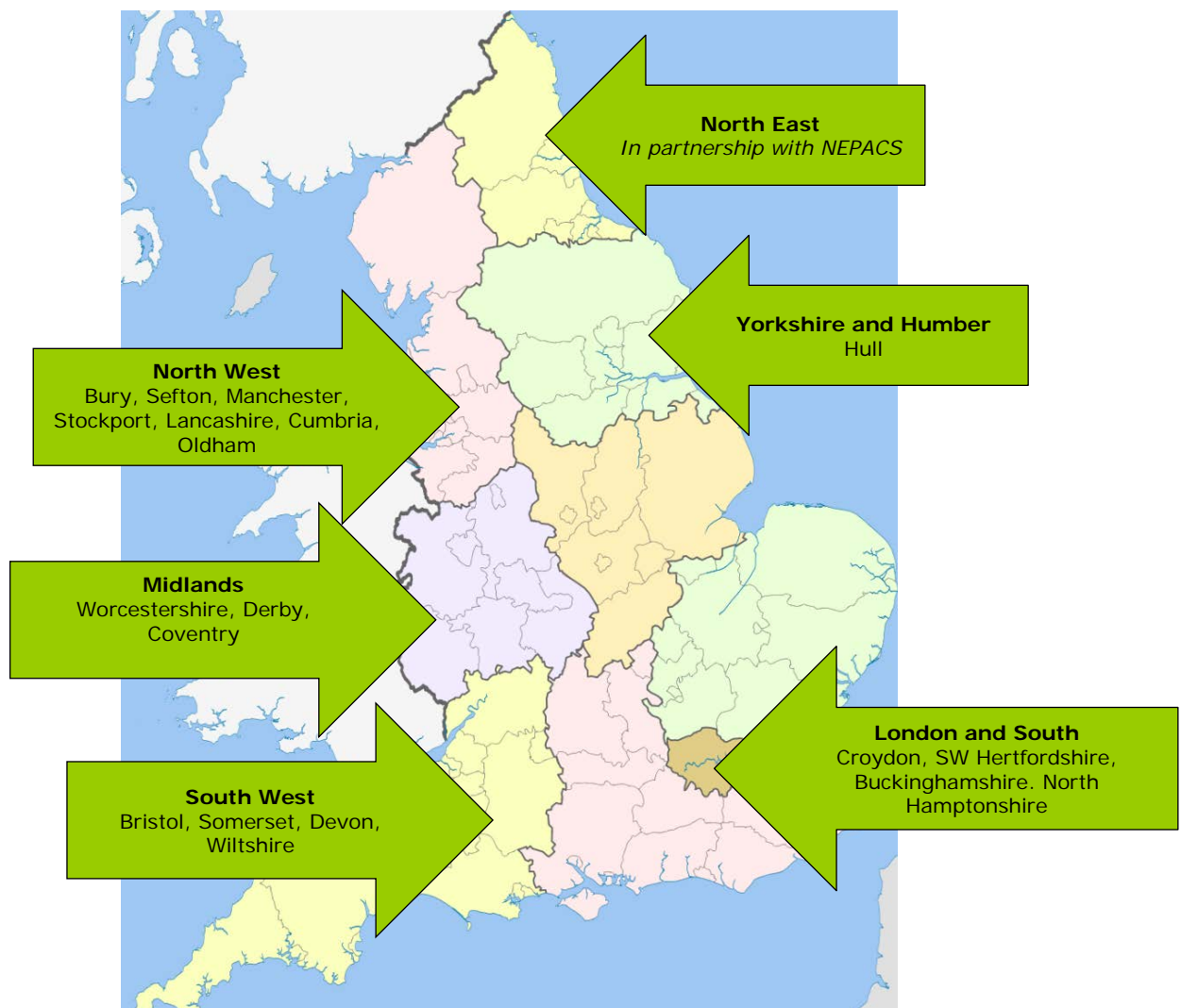
- How much the Local Authority had already achieved in recognising needs of CAPO/developed a strategic response to CAPO (some already had strategic guidelines in place and simply needed support to raise awareness about the importance of recognising CAPO and how i-HOP can be used to support implementation of the guidelines).
- The local picture in terms of: CAPO service provision (for example, whether their local prison has family support services

available), existence/effectiveness of LA forums/strategic multi-agency groups, education provision (for example whether there is an education welfare service in place or the number of schools with academy status) and the local environment (rurality, socio-economic diversity, population demographic).

- How long i-HOP had been engaged with the Local Authority.
- The Local Authority's commitment to developing a co-ordinated strategic response to CAPO and capacity to utilise i-HOP support.

A total of 19 Local Authorities were worked with directly (either through delivering presentations or workshops) between September 2013 and August 2014 (the majority of engagement however, occurred after January 2014 as prior to this the workplan focused on mapping Local Authority contacts).

**Chart to demonstrate which Local Authorities i-HOP undertook direct (i.e. presentations and workshops) engagement with September 2013 - August 2014**



In addition to working directly with Local Authorities, i-HOP worked with voluntary sector agencies across England, to ensure that they promoted i-HOP through their engagement with Local Authority education and safeguarding forums. For example:

- **Action for Prisoners' and Offenders' Families** integrated details about i-HOP into their Hidden Sentence training materials.
- **NEPACS** integrated a slide about i-HOP into their Hidden Sentence training for school staff and LSCBs in the NE of the country. They also disseminate i-HOP LSCB and schools briefings through their education/safeguarding networks.
- **Pact** integrated information about i-HOP into the information that they made available to schools across Surrey, disseminated the i-HOP schools briefing across their networks and integrated information about i-HOP into their Family Engagement Worker (prison based posts) induction training.
- **Barnardo's CAPI services and POPS** integrated information about i-HOP into all their Hidden Sentence courses and disseminated i-HOP briefings across their professional networks.
- **Families Outside (Scotland)**, highlighted i-HOP as a resource in their training delivered to teachers.

### c) Engagement with academic institutions

In order to influence workforce development, i-HOP developed a workforce development resource pack to support academic institutions to integrate 'children affected by parental offending' into both under graduate and post graduate courses.

The resource pack drew on the resources and research collated on the i-HOP directory as well as the awareness raising materials developed as part of the local authority engagement work undertaken.

The resource pack included:

- Lesson plan and teaching notes
- PowerPoint lecture/seminar presentations
- Multi-media teaching resource list
- Practice examples: different agencies supporting children of offenders.
- Case studies to inform discussion (as well as studies specifically for education students)
- Offender journey activity and teaching notes
- Suggested essay titles, presentation topics and discussion points
- Reading list



The materials are being piloted at 6 Universities between September 2014 and January 2015. Lectures/seminars are either delivered by the academic staff themselves or by the i-HOP Strategic Engagement Officer as a guest lecturer (with the hope that the University will then continue to deliver the lecture in-house). Both students and academic staff are invited to complete an evaluation form after the lecture to assess how relevant they thought the material was to their courses and whether it had impacted on their practice/knowledge.

The pilot Universities were identified through networks/relationships established via the i-HOP academic Task Group and collation of research for the i-HOP site. The following academic institutions are involved in the pilot phase:

Academic institution	Course	Delivery
Salford University	Children and Young people's Nursing	i-HOP guest lecture
University of the West of England	Early Childhood Studies	i-HOP guest lecture
Newman University, Birmingham	Early Childhood Education and Care	In-house delivery
Liverpool John Moores	Applied Psychology and Forensic Psychology	i-HOP guest lecture
University of Huddersfield	Childhood Studies	In-house delivery
Edge Hill University	Personal and Professional Development module on PGCEs	In-house delivery

### 3.2 IMPACT ON MULTIAGENCY WORKING

#### Direct engagement with broad section of sectors

Although i-HOP engagement in Local Authorities was targeted at the 3 strategic priority areas (schools, LSCBs and prisons) review of the engagement activity demonstrates engagement with a much broader set of agencies, via:

##### a) i-HOP events

The i-HOP launch event in September 2013 was attended by 93 delegates, the following table demonstrates the diversity of agencies attending:

<b>Attendance by Sector</b>	<b>Number</b>	<b>Percentage</b>
Voluntary sector	46	49%
Probation	6	6%
Children's Services	5	6%
Criminal Justice	6	6%
Prison service	20	21%

The second year of the i-HOP Delivery Plan (May 2014 – April 2015), includes the delivery of i-HOP Local Authority events to consolidate work undertaken in local areas and act as a catalyst for multi-agency strategic responses to supporting children affected by parental offending. At the time of the evaluation the first of these events was being planned for Somerset Local Authority in November 2014. The following table demonstrates the agencies that had, at the time of the evaluation, been invited to attend:

<b>Invitees by sector</b>	<b>Number</b>	<b>Percentage</b>
Charity	2	1.5%
Probation	3	2.3%
Children's Services	12	9.2%
Criminal Justice	20	15.4%
Prison	4	3.1%
Youth Justice	3	2.3%
Education	47	36.2%
Educational Psychology	1	0.8%
Local Authority	4	3.1%
Unspecified	11	8.5%
Health	12	9.2%
Safeguarding	10	7.7%
Housing	1	0.8%
<b>Total</b>	<b>130</b>	<b>100%</b>

#### **b) i-HOP Advisory Committee and Task Groups**

As chapter 4 demonstrates a broad range of agencies were involved in supporting and developing the i-HOP service via the Advisory Committee and Task Groups, in particular the engagement activities. Individuals on these groups represented: education, safeguarding, children's services, voluntary sector, universities, probation, prison service and the voluntary sector.

#### **c) i-HOP workshops and presentations in Local Authorities**

As the table below demonstrates, a number of different agencies were engaged with within each of the 19 Local Authorities during the evaluation period. As identified in the table, i-HOP engaged with schools and LSCBs most frequently within Local Authorities – reflecting its strategic priorities. Prisons, despite being the third strategic priority for the service were only engaged with in 4 of the Local Authority areas.

It should be noted that this table does not demonstrate the *extent* to which i-HOP engaged with each sector, such as the number of schools within each Local Authority.

At the time of the evaluation, the majority of the Local Authorities listed below had requested additional engagement from i-HOP post August 2014.

Local Authority	Agencies directly engaged with								
	LSCB	Schools/PRUs	CYP Board/Trust	School support Services	Police	Probation	Health	Prison	Other*
Bristol		X				X			X
Somerset	X	X		X	X	X	X		X
Devon		X							X
Wiltshire								X	
Worcestershire	X							X	
Coventry		X				X		X	
Bury	X		X						
Sefton	X								
Manchester	X								
Stockport	X		X						
Lancashire	X								
Cumbria	X								
Oldham	X								
Hull								X	
Croydon		X		X					
SW Herts				X					
Bucks		X	X	X					
N Hants			X						
<b>Total</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>

\*This category includes multi-agency forums (such as Children Affected by Parental Imprisonment strategy groups) and Early Years provision.

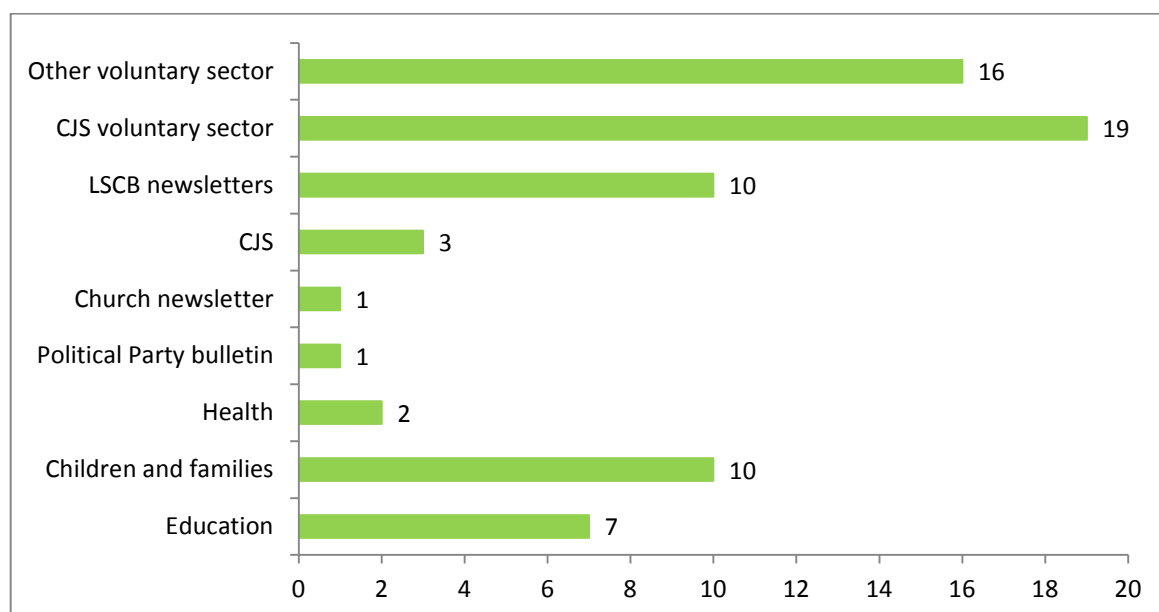
## i-HOP communications and publicity

Analysis of i-HOP communications and publicity demonstrates that the service engaged with agencies from across all sectors.

i-HOP staff promoted the service and raised awareness at 103 separate events and forums between September 2013 and August 2014. Although the largest proportion of these events was within Children and Families Services (33%), they also included health, criminal justice system, education and the voluntary sector.

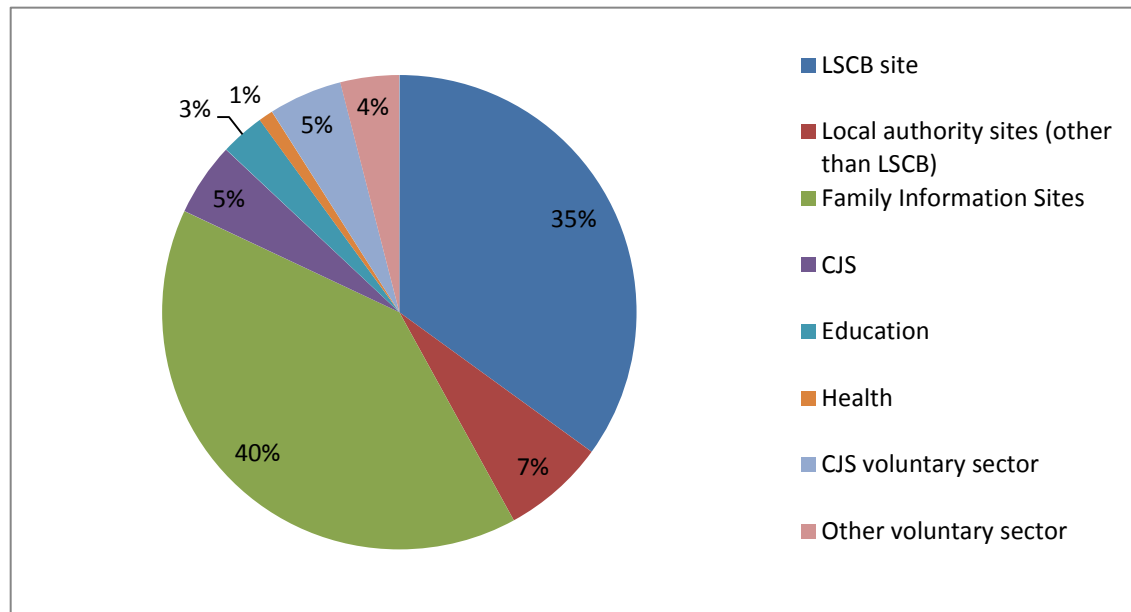
Sector	Presentation given	Delegate	Stall	Update Given	Workshop	Total
Children and Families Services	19	4	5	4	2	34
Education	11	1			3	15
Health	3		1		1	4
Other	2	6	1	4		13
Prisons	1		1	5	1	8
Voluntary	6	7	4	6	1	26
Probation	3	1	3			7
<b>Totals</b>	<b>45</b>	<b>19</b>	<b>14</b>	<b>17</b>	<b>8</b>	<b>103</b>

In the 12 month period analysed for this evaluation, i-HOP had featured in 69 newsletter articles, briefings or bulletins and was again publicised across a range of sectors:



Hyper-links to the i-HOP website were also established on a total of 151 sites by August 2014, again in a variety of sectors (however,

the majority of sites hosting the i-HOP link were Family Information Sites and Local Safeguarding Children’s Boards):



In addition, each i-HOP sector specific briefing produced was disseminated via a variety of networks to ensure it was targeted at the most appropriate audiences and had the greatest potential impact. The following table demonstrates where each briefing was sent to. It must be noted that this does not include dissemination via direct engagement work (for example relevant briefings were disseminated via i-HOP workshops, presentations, conference stalls and Local Authority contacts).

Briefing	Networks mapped and disseminated
Early Years	Clinks CJA
Health	Clinks CJA
Education	Academy clusters Clinks CJA Barnardo’s education based services Place 2be disseminated to heads and service managers NEPACS disseminated to schools Women in Prison All Somerset schools Educational Psychology services Education forums (children and young people’s partnership board, strategic partnership, workforce network, head teacher forum, Education safeguarding, Governor forums)

Academia and training institutions (Workforce Development)	Clinks
Prisons	Every prison visitors centre (this was completed twice, to ensure maximum exposure) Clinks CJA Women in Prison Independent monitoring boards
LSCB's	LSCB's Association of Independent Chairs Clinks CJA Women in Prison
CJS Commissioners	Clinks CJA Women in Prison
Local Authority	Clinks CJA Education forums (as above)

### **Opportunities for multi-agency networking**

The i-HOP engagement work also provided opportunities for multi-agency networking and sharing of practice.

The i-HOP Advisory Committee and Task Groups enabled professionals from a range of sectors to come together and share practice with one another.

*'[The i-HOP Task Groups have contributed to the success of the service] by sharing good practice and helped understanding of different organisations.'*

Task Group member (Task group and advisory committee survey survey)

The i-HOP launch event also enabled practitioners to network and hear about one another's practice in regards to supporting children and families of offenders.

In some local authorities, such as Devon, i-HOP offered awareness raising workshops to multi-agency audiences which engaged professionals from agencies including education, police, early years and health:

*"[Types of agencies who are involved in our i-HOP workshops have included] safeguarding hub, a bit of youth work (which is strictly speaking outside of our remit), education, health, social care, the police."*

Children's Centre manager, South West (Local Authority interviews)

It must be noted however, that one Advisory Committee member suggested that the voluntary sector organisations involved in the criminal justice system already had good working relationships and therefore i-HOP did not have an impact on their partnership working:

*'Whilst I hope that i-HOP has improved access to a range of agencies for professionals working in both prison and community settings, I think that agencies in the voluntary sector already have relatively good integrated working practices. I don't think that our organisation's experience of integrated working has improved due to our involvement with i-HOP.'*

Advisory Committee member (Task group and advisory committee survey survey)

### **Encouraged and supported a multi-agency approach to supporting children and families affected by parental imprisonment**

Evaluation of i-HOP's engagement work also demonstrated that the service had had a positive impact on agencies working together to support children and families of offenders. 6 of the 9 Local Authority workers interviewed said that i-HOP had improved multi-agency work. No-one completely disagreed with this; one interviewee said they were not sure and 2 said 'no', but qualified their responses by stating that they were only in the initial stages of involvement with i-HOP, and believed that their planned future actions would facilitate multi-agency working.

*"When we are in a TAF (Team Around the Family) meeting, it'll be one of the things we discuss and there is multi-agency there... The schools are aware of it now as well because we put stuff in our newsletter... It's just not awareness for our team, it's awareness in schools as well".*

Manager of a team of school family workers in the South East (Local Authority interview)

*"I've already got people who want to come into the prison, have a look around here, looking at how they can support the children that they work with."*

Because of i-HOP *"rather than just a stand-alone family worker (in our service), you have a buy-in for a more partnered approach."*  
Family Support Worker Manager, North West (Local Authority interview)

Feedback from the i-HOP launch event in September 2013 also identified that some delegates had felt inspired to create more multi-agency approaches to working with children of offenders:

*"Need to engage more with the police, need to address needs of the BME population impacted by imprisonment and training on cultural competence"*

Charity worker (i-HOP launch event evaluation)

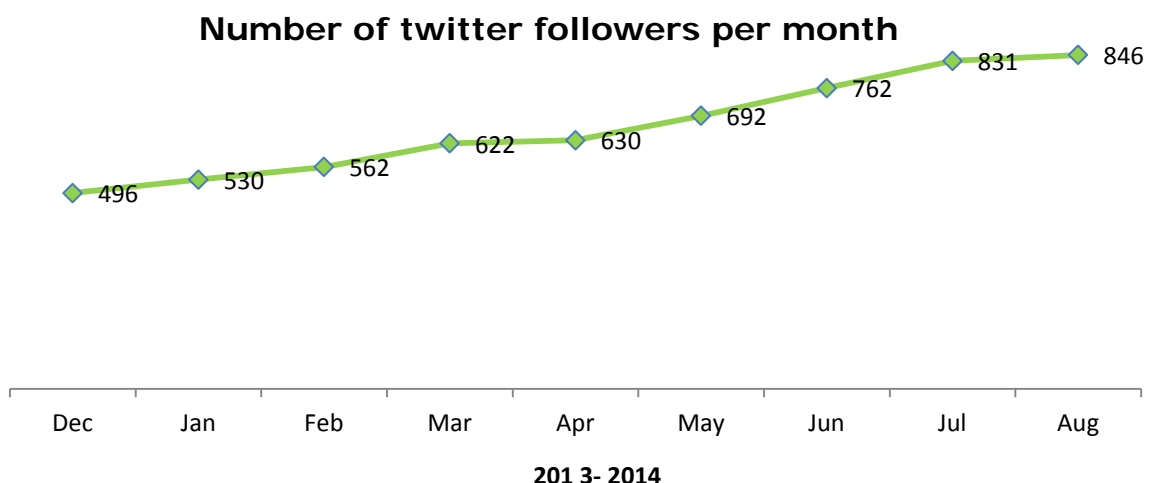
*"Yes - finding ways of disseminating info to other organizations in local area, and looking at developing services together with local criminal justice system colleagues"*

Children's services worker (i-HOP launch event evaluation)

### 3.3 AWARENESS ABOUT CHILDREN AFFECTED BY PARENTAL OFFENDING, THEIR NEEDS AND THE SUPPORT AVAILABLE TO THEM

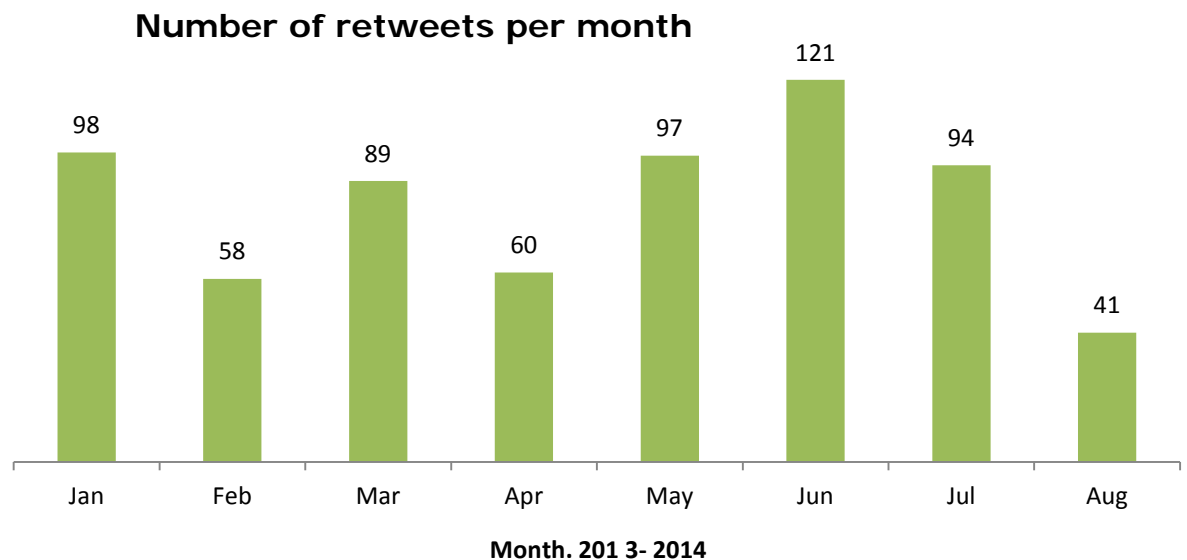
Analysis of the communication and publicity achieved by i-HOP suggests that the service will have raised awareness about children of offenders simply through promoting its service. 33% of Local Safeguarding Children's Boards in England provided a link to i-HOP in August 2014 and 34% of Family Information Sites.

The number of i-HOP twitter followers also grew at a constant rate during the evaluation period (the Twitter account was started in December 2013) and the service had a total of 846 followers by the end of August 2014.





The i-HOP twitter account also received significant numbers of retweets that suggests that followers are both reading i-HOP tweets and disseminating them across wider audiences:



Qualitative feedback from i-HOP events, academic lectures and engagement with Local Authorities also demonstrates that the engagement work has had a positive impact on raising awareness about children affected by parental offending and how they can be supported.

27 paediatric nursing students at Salford University completed an evaluation form following a lecture from i-HOP on the impact of parental offending. 100% felt their knowledge or understanding had increased in the following areas:

- the *role of different agencies/services* in providing support to CAPO
- *why* it is important to consider needs of CAPO
- the various *services available* to support CAPO'S needs
- the *impact* of parental offending on children.

*'Made me realise that I have very little knowledge in this area and I now am going to continue learning.'*

Salford University student (University engagement evaluation)

*'Very interesting presentation. Eye opening. Made me think about needs and effects of children who have offending parent(s).'*

Salford University student (University engagement evaluation)

76% of delegates attending the i-HOP launch event in September 2013 also felt that they had developed an increased awareness about the needs of children of offenders and 79% felt they had an increased knowledge about the support available:

*"...more informed on strategies to support and the other agencies available"*

Charity worker (i-HOP Launch event evaluation)

*"...gained ideas about what to do about those needs"*

Criminal Justice worker (i-HOP Launch event evaluation)

*"...(I feel more informed) about ideas for practice/ resources/ interventions/ approaches"*

Criminal Justice Worker (i-HOP Launch event evaluation)

Of the 9 practitioners interviewed from Local Authorities, **7** stated that engagement with i-HOP had had a positive impact on their awareness of children affected by parental offending. The remaining 2 respondents felt that they were already aware of this need.

*'There is a heightened awareness of the impact of parents who offend on their children in this local authority area. Albeit at an early stage it's certainly further than we would have been without the i-HOP programme. If that hadn't been there we wouldn't have raised it as an issue, we wouldn't have waved it around in front of the LSCB in terms of something we need to be mindful of, and we certainly wouldn't have invited anybody in to give information to those specific groups.'*

LSCB Manager, South West (Local Authority interview)

*"I suppose within the partnerships, I think a greater understanding has definitely been gained. And I think an awareness because some people didn't really know anything about it at all. If they did, they chose not to be interested... they definitely did change their outlook a little bit."*

Family Support Worker Manager, Yorkshire (Local Authority interview)

*"She [i-HOP worker] was fairly persuasive, she had a fair amount of evidence. She pointed to some of the resources you've already got... The main thing for me is that I wasn't aware of this, and actually my role is around partnership working... But one quick meeting with [the i-HOP worker], that was very well rectified."*

Children's Trust Manager, North West (Local Authority interviews)

*"It has had a massive impact on raising awareness... I'm sorry to say this, but as a practitioner and a strategic manager I knew little of the impact of this. Actually just hearing the facts and the data and the numbers around the number of children that are affected by*

*this I was completely astonished, and I was also quite embarrassed from my own point of view that I didn't already know this".*  
Learning Partnership Coordinator, South West (Local Authority interview)

*"She was preaching to the converted really. It wasn't that she had to convince anybody that that was something we needed to do. I think the problem is [i-HOP worker] is 1 of 100 people that come to tell us that there are things we should be doing."*  
LSCB Manager North West (Local Authority interview)

### 3.4 PRACTICE WITH CHILDREN & FAMILIES

Evaluation of the i-HOP engagement work has identified a number of ways in which it has impacted positively on practice with children and families. Professionals interviewed from Local Authorities, students from Salford University and delegates from the i-HOP event identified the following ways in which i-HOP had impacted on their practice:

- Increased consideration of the needs of children of offenders.
- A commitment to addressing the issues of stigma associated with parental offending.
- The development of new initiatives/services to support children of offenders.
- The development of policies/strategies which address the needs of children of offenders.
- Integration of the needs of children of offenders in staff learning and development programmes.

#### **Increased consideration of the needs of children of offenders.**

Following the lecture delivered by i-HOP, 100% of the nursing students at Salford University felt that the needs of children of offenders were relevant to their course:

*"There's a lot of children who have parents who are offenders, professionals/children's nursing need to be aware so they can provide the best care possible."*  
Salford University student (University engagement evaluation)

*"Many families are affected by parental imprisonment so it is very important that we know how to deal with these situations and how to support children and their families."*  
Salford University student (University engagement evaluation)

The majority of students felt more confident in being able to support children of offenders in their practice, 89% reported that their knowledge about practice to effectively support CAPO increased.

*"May need to change approach to a particular child affected by this in the healthcare setting and can now advise on agencies/services available."*

Salford University student (University engagement evaluation)

The majority of the Local Authority professionals interviewed also suggested that engagement with i-HOP had led them to more regularly consider the needs of children of offenders in their practice:

*"It's invaluable. The way that we have benefitted from it and it's highlighted the need for children - certainly something that should be rolled out to other multi-agency professionals... On my case form now, I have actually put a tick box to say one of the questions to ask is, is there a parent in prison... It's changed our way of thinking. We wouldn't have questioned the fact that they hadn't seen an absent parent for a while."*

Manager of a team of family works in 86 schools in the South East (Local Authority interviews)

*"Certainly the staff, or the practice staff, they tend to focus more on child protection cases or where it's highlighted that there's specifically a need to respect the child, so child neglect, or a child in need. So they were considering the actual impact the sentence has on the child or children"*

Senior Probation Officer for CRC, North West (Local Authority interviews)

*"When we're thinking about why children aren't in school or where behaviour's changing, previously we perhaps would have thought maybe everything wasn't alright at home, but we wouldn't have thought about parental imprisonment."*

Learning Partnership Coordinator, South West (Local Authority interviews)

This was also echoed in responses from the launch event delegates, particularly amongst staff from the criminal justice system:

*"The concerns and issues relation to prisoners' families and children"*

Prison worker (Launch event evaluation)

*"The need to start thinking of our cases' families again after a period of not doing"*

Probation worker (Launch event evaluation)

**A commitment to addressing the issues of stigma associated with parental offending.**

Delegates from the launch event and one of the Local Authority professionals interviewed also stated that they would be addressing the issues of stigma associated with parental offending in their work, as a result of engagement with i-HOP:

*"The need to raise issue of associated stigma, and possibility of key workers in schools"*

Educational Psychologist (Launch event evaluation)

*"Focus on reducing stigma, resources for family, and practical help and advice regarding family relationships"*

Criminal justice worker (Launch event evaluation)

*"It has that stigma attached to it and people don't willingly want to offer that information... The way we do it is we talk generally so if somebody has known someone or a member of their family in prison they know that that information is on our website."*

Information Outreach Officer, South East (Local Authority interviews)

**The development of new initiatives/services to support children of offenders.**

As a result of i-HOP engagement 3 of the 9 Local Authorities interviewed had committed to developing additional support for children of offenders: Somerset developed a Champion model for a cluster of 17 schools, Devon developed a peer support group based in Children's Centres and HMP Hull has developed twilight homework sessions for children of offenders. It must be noted that for many of the other Local Authorities, they were in the early stages of engagement with i-HOP at the time of the evaluation and therefore further services may develop in the future.

*"What it's done for us is highlighted that there is no current provision in our area, and so it's sort of encouraged us to get something up and running. As an offshoot of that we've actually created a group for parents and children who are affected by parental imprisonment."*

Children's Centre Manager, South West (Local Authority interviews)

*"All of our schools next week will be attending the Hidden Sentence training in Bristol. We will then facilitate a discussion around a champions model and what this might look like."*

Learning Partnership Coordinator, South West (Local Authority interviews)

*"You've got the twilight homework sessions, so that's a change in practice... an element of family learning... Also more support regarding the family days, more people on board, more people buying into it. Soft outcomes, not particularly measurable, but good outcomes."*

Prison based family support worker (Local Authority interviews)

### **The development of policies/strategies which address the needs of children of offenders.**

6 of the 9 Local Authority practitioners interviewed said that their engagement with i-HOP had begun to influence their policies and/or strategies.

Referring to the recently renewed Children and Young People's Plan: *"[CYP Plan] talks about vulnerable children, doesn't specifically mention children of parents in prison, but it [CAPI strategy] fits entirely with that vulnerable children category and how we target those more proactively. So we're going to look at putting that in from this point forward"*

Children's Trust Manager, North West (Local Authority interviews)

*"They're actually going to amend the induction packs so there's more detail and a bigger section for children in all families, not just child protection cases. That we get names, dates of birth, primary school details, we'd get the names of the professionals engaging with those families."*

Senior Probation officer, North West (Local Authority interviews)

Another interviewee, a SCB worker, said that inclusion would be minimal because of the number of issues the SCB have to tackle but that she planned to amend the common set of procedures to expand on children affected by parental imprisonment. The 2 that responded negatively commented that their agency is not where a change of policy would take place/be needed. When asked how children of offenders might be considered in future policy/strategies they answered:

*"There's probably work to be done with the courts and with the legal judiciary in terms of saying when you're sending people to prison or*

*considering sending people to prison please be mindful of whether they have children and what the impact will be".*

LSCB Manager, South West (Local Authority interviews)

Referring to their common set of guidelines/ procedures. *"We have for example children visiting custodial settings, but we should probably have some kind of guidance for a social worker for people who have got parents in prison. We should definitely do that."*

LSCB Manager, North West (Local Authority interviews)

### **Integration of the needs of children of offenders in staff learning and development programmes.**

- Review of the i-HOP work plans demonstrated that details of i-HOP and the resource that it offers have been integrated into various training courses and workshops concerning the needs of children and families of offenders:
  - o Action for Prisoners and Offenders' Families have amended both their Train the Trainer and Hidden Sentence training packs to include i-HOP as a listed resource.
  - o NEPACS have amended the training that they deliver to Local Authority workers to include details about i-HOP.
  - o Barnardo's and POPS' Hidden Sentence courses now include details about i-HOP and the relevant i-HOP briefings.
  - o Training courses developed by Pact for their Family Engagement workers and Local Authority contacts now also include details of i-HOP and the support it offers.
- i-HOP routinely refers to Hidden Sentence training providers in their workshops for Local Authorities and encourages practitioners to access the training or become trainers themselves through the Train the Trainer programme.
- In addition to the 5 3 workshops and presentations delivered by i-HOP between September 2013 and August 2014, information about i-HOP has been integrated into the following staff development programmes:
  - o Staff induction in a family unit at HMP Erlestoke
  - o Staff induction for all prison-based Family Engagement Workers through the Prison Family Support Alliance.
  - o Staff development for Avon and Somerset Police Safeguarding Leads
- 5 of the Local Authority professionals interviewed (over half) suggested that the i-HOP engagement workshops would lead to further workforce development regarding the needs of children affected by parental offending:

*"That [initial training] will target a few individuals who will hopefully bring it back to their settings and their agencies and their organisation and be able to say, 'yeah, this was really powerful stuff and we ought to try and get more people on it'"*

LSCB Manager, South West (Local Authority interviews)

*"[My manager] said yes, we will look at implementing that at some point in the future. I think I'd like to look at making it mandatory training, I would like to personally, for all staff that have contact with offenders, but whether that's actually possible due to cost I'm not sure... We would offer that across the whole Greater Manchester area".*

Senior Probation officer for CRC North West (Local Authority interviews)

*"It will certainly support me in working with the safeguarding board, and the partnerships, because I'm going to be doing some Hidden Sentence training. I think working with [i-HOP worker] directly has been very supportive and has made me more a little bit further into exploring child protection issues within the establishment, so that I can help with the training of prison staff and professionals."*

Prison based Family Support Worker, North West (Local Authority interviews)

*"Because of the economic climate the amount of face-to-face with our partners is reducing, but with the e-learning we are getting thousands and thousands of practitioners accessing that. When [i-HOP worker] gets her specific module on there we know full well it'll be accessed by a large number of people".*

North West Children's Trust Manager (Local Authority interviews)

### **3.5 SUCCESSES, CHALLENGES AND RECOMENDATIONS**

#### **SUCCESSES**

*'Our engagement work with Local Authorities, whilst time-consuming and dependent on local enthusiasm and cooperation, has proved to result in significant change in practice and i-HOP use.'*

i-HOP worker, (Staff survey)

As the above analysis demonstrates the i-HOP engagement work has been successful in achieving outcomes within the targeted sectors. The following aspects of its work were identified as contributing to its success:



## Quality of engagement

Several staff and Local Authority interviewees noted the impact and high standard of i-HOP's direct engagement work. The quality of the worker's presentation skills, ability to liaise with various agencies and commitment to children of offenders were all commented on by respondents.

*"It did not go on for too long but was full of facts and information. The speaker made the lecture interesting."*

Salford University Student (University engagement evaluation)

*"The engagement strategy has blossomed into the services "hidden weapon": where deployed their impact has been considerable."*

i-HOP worker, (Staff survey)

*"More [i-HOP worker] please... It's amazing work, [she] has been fantastic."*

Children's Centre Team Manager, South West (Local Authority interviews)

*"I think they're doing a very good job... certainly for here children and families are a very small element of running a prison. We come very low down on the list. However, I think when [i-HOP worker's] been... it was very positive. She has a very good way of engaging with people".*

Prison based family support worker (Local Authority interview)

*"She came to the business managers group as well. She's fantastic at the presentation, she really is. But what's really amazing about her is the way she follows everything up. She is absolutely masterful at that."*

LSCB Manager, North West (Local Authority interviews)

*"I just want to say thank you. [i-HOP worker] is doing an amazing job and it's been brilliant to work with a professional from an organisation who is just trying so hard to do something for quite a vulnerable group that people don't really know enough about. For us it's a privilege as a learning partnership just to take it forward".*

Learning Partnership Co-ordinator, South West (Local Authority interviews)

## Breadth of engagement

Several staff, local authority professionals and task group members talked about the extent to which i-HOP's engagement work had developed and made a difference.

This is also illustrated by the 13 local authority contacts who contacted i-HOP (following the dissemination of the i-HOP schools briefing) who the team did not have the capacity to engage with (they were signposted to their nearest Hidden Sentence trainers and i-HOP web-based materials instead). Work plan reviews also demonstrate that the engagement team had to revise their engagement strategy to focus on only 3-4 Local Authorities at any one time to ensure they had a manageable workload.

*'Exceeded my expectations... the amount of direct engagement is much greater than I had anticipated we would be able to achieve.'*  
i-HOP worker, (Staff survey)

*'Exceeded - I think the service has had a significant impact on a range of services nationally, raising their awareness of the children of prisoners. It has shared resources and encouraged many LAs and other services to ensure this group of children are firmly in everyone's planning.'*

Task Group member (Task group and advisory committee survey survey)

*"Another thing [i-HOP worker's] been really excellent at is as a contact. I've had quite a bit of contact in the meantime getting details of people she needs to contact... She had contact with the designated nurse who's a safeguarding manager here, and had contact with all the GPs through that... ... it's cascaded really well".*  
LSCB Manager, North West (Local Authority interviews)

*"We've had to turn people away (from the i-HOP workshop) because they are so far out of our reach area... It was intended for North Devon, but the responses we're getting are saying that there's nothing else around."*

Children Centre Manager, South West (Local Authority interviews)

One Task Group member referred to the academic workforce development pack as an example of how the service had extended to influence a broad range of potential practitioners:

*'The most impressive and exciting thing for me is the workforce development/academic development bit. Excellent to know that a generation of early years/social work/psychology students/workers will learn about the impact of imprisonment on children at uni.'*  
i-HOP worker, (Staff survey)

## **Initiated further i-HOP engagement**

As the earlier table in this Chapter illustrates, in the majority of Local Authorities (14 of the 19 engaged with), i-HOP engaged with more than one agency – suggesting that once initial contact had been made, requests from additional agencies often developed as a result.

Mapping of the number of calls received to the i-HOP helpdesk also demonstrates that there has been a far greater take up of this service in the areas that have received greatest engagement support – the SW and NW of the country.

## **CHALLENGES**

### **Lack of information about numbers of children affected by parental imprisonment**

Feedback from the engagement team in work plan meetings and analysis of the Local Authority interviews demonstrates that the lack of evidence about the number and location of children affected by parental offending acted as a barrier to Local Authorities wanting to develop this area of work:

*"It's not that the safeguarding board wouldn't think that it's really important, they would. They've got other pressing problems at the moment and those would take precedence. The numbers of children who we can know who've got parents in prison would completely dip below the surface. What would be really helpful, and I don't how you'd ever gathered this, is if we knew how many parents [in prison] we have, for example".*

LSCB Manager, North West (Local Authority interviews)

### **Lack of engagement with the Criminal Justice System**

The lack of engagement with the CJS, specifically and especially police and prisons, was mentioned by 7 of the 11 staff members as a key challenge faced by the service. This is reflected in the fact that despite engaging with 19 local authorities, i-HOP only engaged with 4 prisons during the same time period (despite sending prison briefings out to all prison Governors via the National Offender Management Service and to every Visit Centre provider).

### **Insufficient resourcing**

3 members of staff referred to the limited resources – in terms of **time and staffing**, as having a negative impact on the ability of the service to have a wide enough geographical spread:

*'Due to the lack of engagement workers, the i-HOP has not been able to reach out to as many services/organisations/professionals as possible.'* i-HOP worker (Staff survey)

*'Due to the limited time available, significant surges in increased knowledge and awareness has been limited to the geographical areas directly engaged with. Generally increased awareness will have been more patchy.'* i-HOP worker (Staff survey)

*'Engagement has only been with a small proportion of England's local authorities.'* i-HOP worker (Staff survey)

## RECOMMENDATIONS

### Continued development of the engagement work

9 of the 11 Staff survey respondents and 5 of the 9 Local Authority interviewees referred to the value of direct engagement and the need for it to be continued and extended. Many of the Local Authority workers referred to the fact that engagement had to be of a more long term nature in order to initiate any change in policy or practice within a Local Authority. In order for this expansion to be possible it would require additional staffing resources across the country.

*"I believe that expanding the model of engagement will greatly speed-up changes in practice across workforces supporting CAPI."*  
i-HOP worker (Staff survey)

*"She has been very clear how much she can commit to any project... It would be so much nicer if we could have more input, I totally appreciate how stretched you are that's just not possible. We're trying really hard to promote our group and make those sorts of changes but having someone behind us really driving that forward."*

Children's Centre Team Manager, South West (Local Authority interview)

*"Keep doing what you're doing, because I think (the i-HOP engagement worker's) ability to get out and meet people and meet different groups has certainly given us the bit of momentum we have here, so more of her time or others to get out and do that face-to-face stuff"*

LSCB Manager, South West (Local Authority interview)

*"If there is a way for this to be more sustainable and more long-term that is almost a requirement, because it's going to take a while to get this fully embedded in people's consciousness and in agency training... if it disappears after however long, it won't have been a wasted time, but the opportunity would have been partially missed".*  
LSCB Manager, South West (Local authority interviews)

### **Further and continued dissemination of i-HOP materials**

4 of the 9 interviewees mentioned that they felt it was important to continue to ensure materials were disseminated.

*"Continuing to provide material that would help us to do partnerships in all the local authorities and be able to promote and support i-HOP's activities. So, keeping it refreshing, keeping us engaged in, or helping you with the dissemination of information and keeping our partners engaged. If you're producing new material, punt it out to us and we'll get it out to our network"*  
LSCB Manager, South West (Local Authority interview)

### **Additional publicity**

2 of the 9 Local Authority interviewees and one task group and advisory committee survey respondent mentioned that i-HOP should further publicise itself. Suggestions were made to do this via e-newsletters and publications.

*"If you've got conferences or whatever, have stalls on the day, for example. People always take literature off of stalls, if you're at a safeguarding conference or something like that."*  
LSCB Manager, South West (Local Authority interview)

*"Doesn't seem to have had enough publicity"*  
Task group member (Task group and advisory committee survey survey)

### **Additional targeted work with the prison service**

As noted in the challenges section, staff survey and Local Authority interview respondents called for more targeted engagement with the CJS.

*"What I get back in feedback from family workers is that sometimes, with our local prison service... there aren't those facilities, or understanding within the prison service about the need for the children when a parent has been incarcerated".*  
Family Support Manager, Yorkshire (Local Authority interview)