



Manchester
Big ideas, big efforts, big results

Big Manchester

Developing Family Minded Practices

Monday 22nd June 2015

Background to Big Manchester

Lottery outcomes (IF):

- Improved outcomes for children in families with multiple and complex needs
- Improved learning and sharing of best practice
- New approaches to local delivery
- Stimulating the Voluntary Sector and promoting collaboration and joint working
- Learning from Serious Case Reviews – Impact of 3 key areas

Big Manchester is...

- A partnership funded by The Big Lottery Improving Futures Programme
- £900,000 over 4 years, until Aug 2016



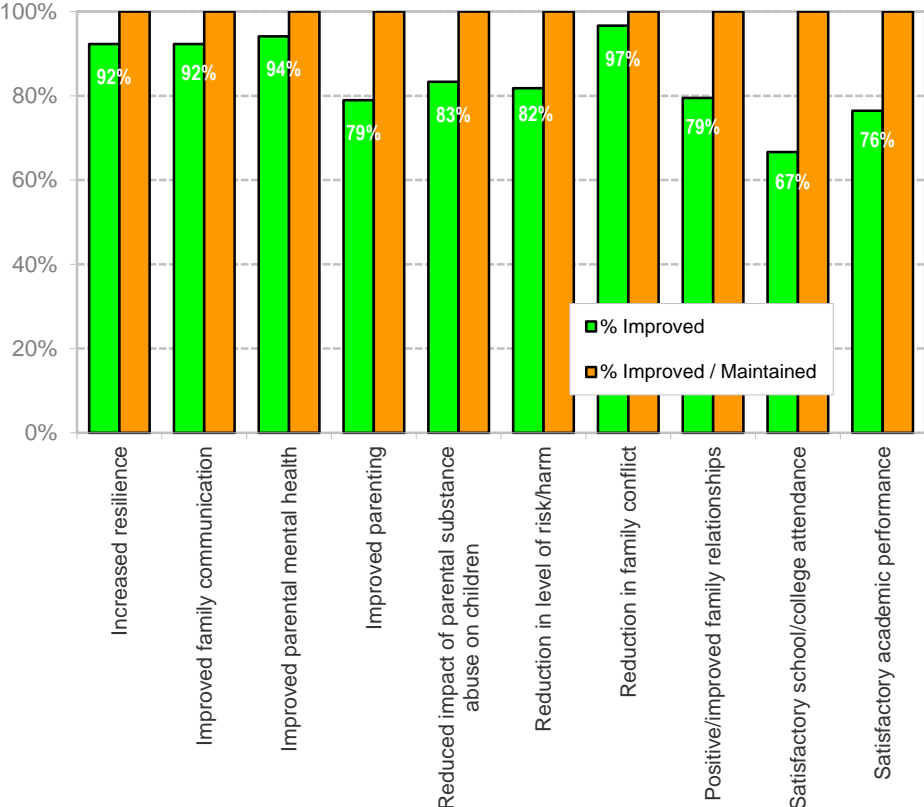
Our service offer...

30 families with children 5-11 years in North Manchester per year, for an average of 9-12 months support...

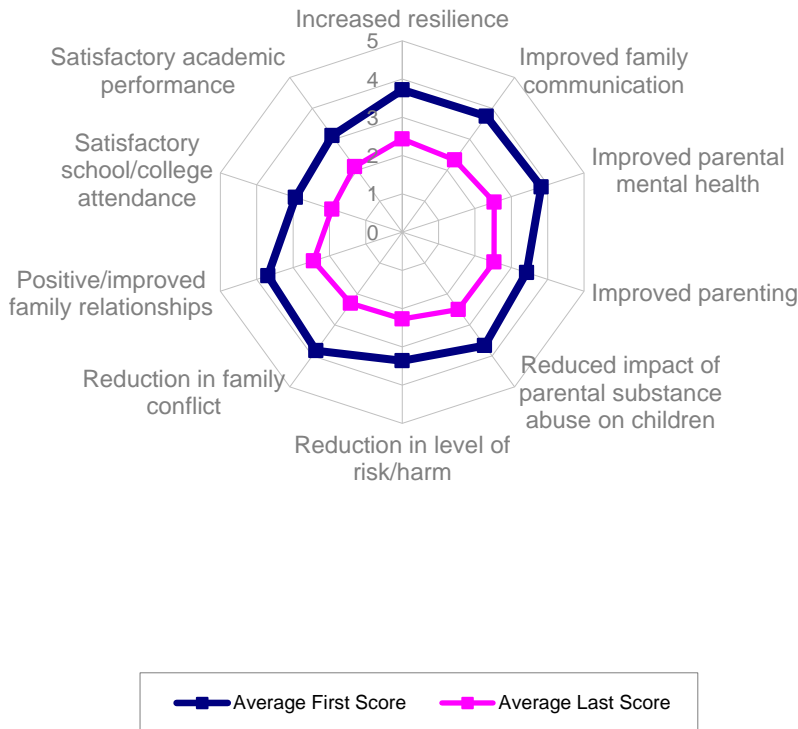
- **Family key worker:** Intensive holistic support
- **Play therapeutic:** Interventions with individual child
- **Regular Group-work:** Triple P, You and Me Mum, Children's Resilience based group
- **Mentors and peer support:** Parents activity, Community engagement
- **Personal family activity budgets:** affordable chosen activities
- **Whole project Activities:** Water Adventure Centre, Picnics; Seaside
- **Spot Purchase of specific services:** Relate, Family Group Conferencing

Outcomes and impact

Barnardo's West - Big Manchester - Outcomes Improvement and Maintenance Open Cases as 25-Feb-2015



Barnardo's West - Big Manchester Average Baseline and Last Outcomes Scores for Open cases as at 25-Feb-2015



The Big Manchester approach...

- *Strength based and collaborative*
- Development of an intervention with relationships based upon trust and respect – leading to sustainable change
- Effective multi-agency working, drawing on skills and expertise of all agencies- ‘the whole is greater than the sum of the parts’
- Professional practice with a commitment to learning, critical self-reflection and change
- Sophisticated models of leadership and management, combining an understanding of families’ needs, the ways key agencies meet those needs and the local context within which the initiative is located

**Professor John Diamond, Institute of Public Policy and Professional Practice,
Edge Hill University, March 2015**

“BM is offering something new for families–The main difference seems to be in the service’s approach, which is softer, more therapeutic, and more flexible, with a stronger focus on building resilience, confidence and support networks. ...The other aspect that is new and innovative is the co-location of services. All involved felt the approach was effective, building the knowledge and skill-sets of practitioners”.

(James Ronicle- Ecorys, Big Lottery Fund Programme

“I don’t flip my lid anymore, we talk. It’s like they gave us chill pills.”

“It’s really different. We’ve had services for years but this one wasn’t just about me and all my problems, or just about the kids, but about all of us as a unit. We began to feel like a family. That’s been massive”

“Anybody that knew me a year ago to now, I’m a lot more outgoing. I’m a different person to who was then.”

Supported families



“It was all the different things, they don’t just help you in one area, they work with everything, they do so much. I’ve never come across any support like it and I’ve had a lot! If they can’t help they put you in touch with someone who can.”

“Life was rubbish before. We were always arguing, everything was up in the air. Now it just feels easier, we’ve got more going on, we’re not stuck.”

Supported families



Big Manchester in context...



The last Word !

" I am different now.....I had come out of a violent relationship and my children were affected. Social Services referred me to Big Manchester, they came to my house and I was horrible to them....(they worked with my child using play therapy) they opened my eyes....I didn't have anything . Big Manchester work with compassion, they have stuck by me and (my child)."

"They listen - find out what you need , they are still supporting us. They are a text or a phone call away."

Supported Families