
Annual review

Capa First Response CIC

Child to Parent Abuse

June 1st 2021 - May 31st 2022



Overview of Capa First Response CIC

"I am so grateful; it is the best thing that I could have done and influenced so many other areas in my life. My child bought me a Christmas present I was so taken back by this. My child spends time with me, they help out around the house. They take responsibility for their actions. There is no longer violent or abusive behavior from my child."

Parent of 14 yr. old.

"Hard to use abuse with my child, but that is what it was and felt like so much shame and embarrassment around it, but once I reached out for help, I felt much better. I can understand it more and encourage other parents to ask for help as hard as it can feel."

Parent or 12 yr. old

"I came across an old diary recently where I say how impossible it is with my son and how he seems to hate me. I have always struggled with him and his anger. However, since working with Capa, our relationship has improved massively. I would never have believed possible 6 months ago - that we would be disco dancing in the kitchen together while he washes the dishes."

Parent of 13 yr old

Overview of Capa First Response CIC

This report is authored by Jane Griffiths Founder and the lead practitioner of Capa First Response. It is intended to inform the directors of Capa First Response, our funders and any other interested parties.

"Our understanding about children and young people's use of violence and abuse towards their parents and carers is growing all the time, but one of the things that is clear is that each member of the family is hurt by this behavior, and so working with each individual is essential if we are to help develop healthier ways of relating and increased safety for all. Listening to all, compassion for all, support for all - these are the guiding principles that Jane brings to Capa, underpinning the work and ensuring effective and safe practice. As the organization grows and moves forward, these are the principles which must remain at its heart".

Helen Bonnick - Patron of Capa First Response



Overview of Capa First Response CIC

Capa First Response CIC is an online/remote first response service for families and professionals impacted by child to parent abuse. We are unique in that we provide support to the whole family, offering holistic wrap around care. Established as a CIC in May 2019 we are the only stand-alone organization in the UK offering Whole family support.

We support any adult who has parental responsibility for a child under 18yrs or 25yrs with SEN or additional needs. We also provide training and support to professionals who are working with families around child to parent abuse.

Capa has 4 core areas of work:

1. Advice and Support sessions Upto 3, free 20 -minute session available for families and professionals. They offer the first opportunity for families and professionals to talk about what is happening in the home and receive strategies and hope for change.	2. 121 Support for the whole family Capa provides a more intensive bespoke 121 service, focusing on reducing conflict and decreasing harmful behaviors in the home. This support is offered to the whole family as we recognize the impact on the entire family.	3. Training, consultancy and development work. We collaborate and work with agencies throughout the UK to train staff, develop inhouse interventions and provide support to those who are seeing more and more families where child to parent abuse is a primary factor.	4. Raising Awareness Capa is involved with professional forums, research and media awareness raising. One of our values is to increase knowledge of child to Parent abuse. We provide free network events for professionals to build development, knowledge and skill sharing in this still little-known and understood area.
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National Lottery Community Fund

£50,150 grant awarded for 12 months.

In the past 12 months we have increased capacity by the following:

Freelance Digital and marketing consultant - 8 hours per week.
Freelance Administration and monitoring officer - 7 hours per week.
Management support - 7 hours per week
Clinical supervision - 3 hours per month

Additionally, we have:

Answered over 500 enquiries

Offered over 250 helpline sessions

Delivered 200 1-2-1 sessions

Trained over 200 professionals

Supported over 100 professionals at network events

Participated in roundtables, team meetings and research, webcasts, podcasts and media work.
Collaborated with the Home office.

Our community and how it is involved in the work we do

For the past 12 months we have been working closely with agencies and families to create a service that meets the needs of the community we have collaborated with:

MOPAC - The Mayors office for Policing and Crime - on a groundbreaking research and consultation report.

- Merseyside Violence Reduction Partnership - offering consultation

- Podcasts - Adoption First, Children & Young People Now and Al Coates MBE

- Media:

- ITV news BBC Wales
- Local Radio Radio Islam
- Sunday Times

- Producer and writer based in L.A - consultation work around screenplay based on the novel 'Baby teeth'

- NSPCC Barnardo's RESPECT PACE (Parents against child exploitation)

- Youth Justice teams throughout the UK Schools - working around prevention and reduction

- Parents looking at raising awareness via websites, podcasts and research.

Standing Together Who's In Charge

Local Authorities throughout the UK Early Help Services

Police including, Northumberland, Merseyside, Sussex, MET

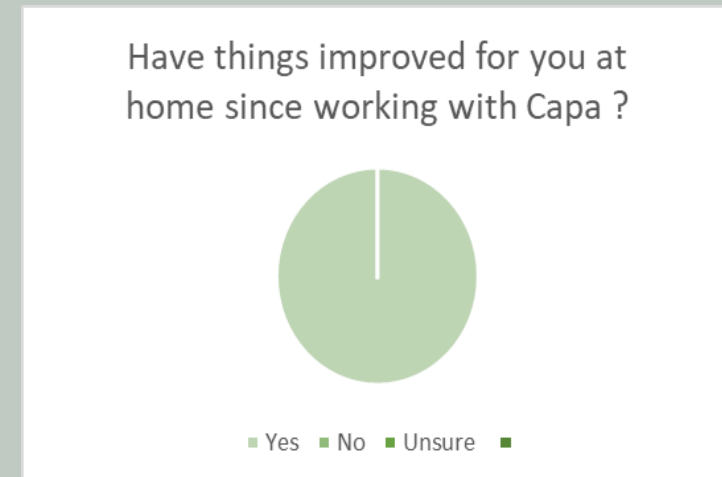
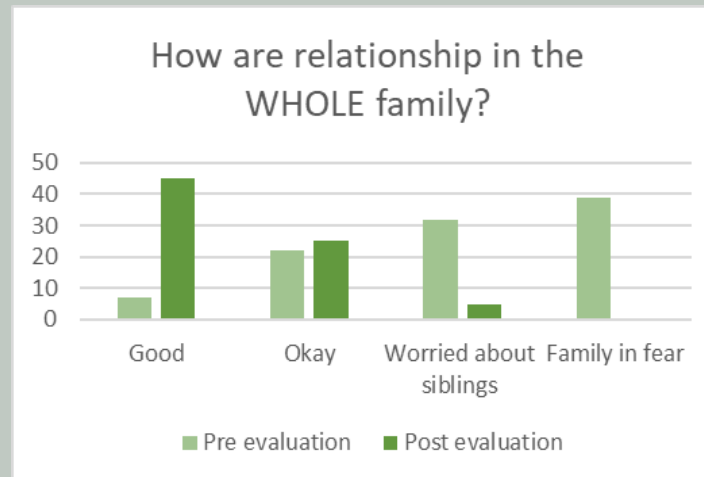
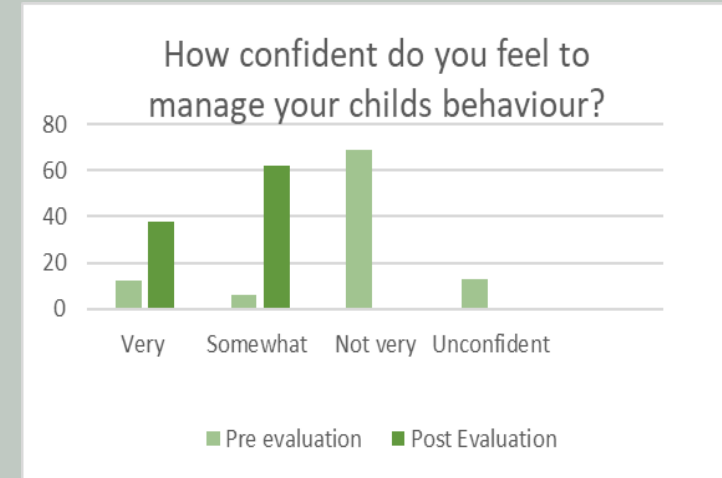
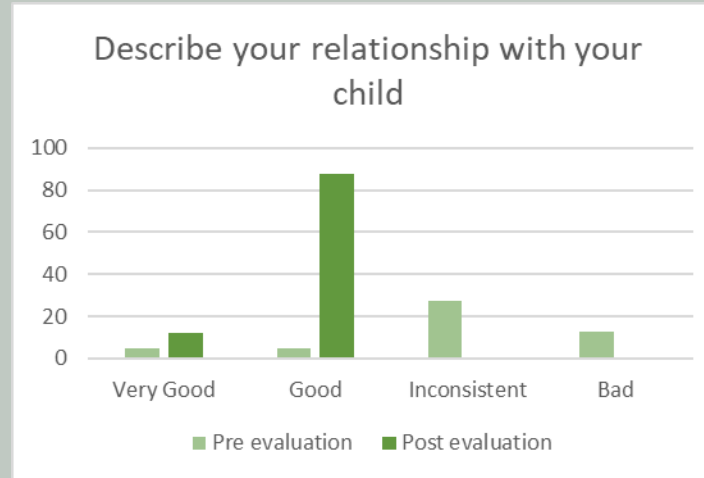
Our community and how it is involved in the work we do

We complete regular consultations and evaluation with our community and have adapted our approaches to ensure our service remains accessible and continues to meet the needs of the community we serve.

<p>Flexible appointments:</p> <p>We are able to offer flexible appointments to meet families needs this includes</p> <p>Evening , Saturdays and during holiday periods.</p>	<p>Observation opportunities for professionals</p> <p>Enabling professionals to increase their knowledge and confidence to work with families.</p> <p><i>“The opportunity to gain observational experience with Capa has been enriching; the learning has been invaluable and will come with me into practice. It has allowed me to explore my conscious and unconscious biases and challenge my thoughts through discussions with Jane and hearing lived experiences of families. The observational experience has enabled me to look at my practice and how I will develop my communication skills using empathic and anti-oppressive practice by exploring cultural beliefs and building a more developed understanding of the reasons behind the behaviors we see and look at the why through professional curiosity”.</i></p> <p>*These sessions are offered with the consent of Families.</p>	<p>Expanding our Network events</p> <p>We have opened our popular Pan Sussex professional's development events to enable any professional seeking support and information about child to parent abuse to attend, regardless of location.</p> <p>All these event topical discussions and learning are those requested by professionals</p>
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Outcomes

These charts show the outcomes for our 121 work with families.



Outcomes

Feedback from families we
have supported

"Capa First Response has provided invaluable support to our family. Without their input, my son would not be in full time education. I am now able to leave my child with other adult caregivers without fear of escalation in his behavior. Capa has left me feeling more confident as a parent and has provided unrivalled support.

Parents of 9 yr. old

"Since working with Capa First Response, my relationship with my son has improved immeasurably. I was in despair before we began, counting the years till he left home. I felt like a total failure with him. Daily he would say he hated me and most days there was shouting, he would thump me or push aggressively past me on a regular basis.

I have asked friends for advice, my dad for help, nothing, even my retired child psychologist friend couldn't give me anything that would help.

What Capa has given me, apart from a listening ear is strategies and most importantly hope".

Parent of 14 yr. old

"Merseyside Violence Reduction partnership in collaboration with Capa First Response CIC hosted a half day workshop event looking at the issue of Child to Parent abuse and the impact on the Merseyside area. The outcome of this event co-produced with Capa First Response CIC has been to commission a comprehensive mapping exercise combined with a PHD research programme that will seek to push for a strategic delivery plan for Merseyside. On an immediate practical delivery level, Capa First Response CIC will assist in the development of 'bize size' training sessions for professional practitioners across Merseyside.

The Merseyside VRP is extremely grateful for the services of Capa First Response to help significantly in the understanding and formulation of an effective plan of action in approaching the multi-layered and complex issues of Child to Parent abuse and to make a meaningful impact upon Merseyside".

Ian Noble. Inspector VRP. Violence Reduction Partnership

What we have learnt and what we are building on

Our business is good

We are meeting the needs of our community and demand for our services is growing.

We have received positive feedback and unrestricted commissions have been coming in, along with repeat customers.

Capacity

Demand for our services has been evidenced with over 500 enquiries and a waiting list for all our services.

We are hoping with extended funding to offer a fixed term contract to a practitioner to help meet this need.

Budgets and Funding.

In trying to meet the demand for the service and having only one part time practitioner, sourcing and applying to funders has been difficult.

There is likely to be a gap in resources towards September 2022 while new funding is applied for.

IT and Social Media

Due to an issue with the domain name account holder and email attached to this, Capa had to create a new website and change its email address. This issue took 2 months to resolve, during which time we had a noticeable slow down in traffic reaching us.

Ensuring these accounts are held by Capa and not individuals will help us stop this issue happening again.

We're leaders

We have established ourselves as a specialist standalone service. And made many professional connections and collaborations, and are invited to participate in ongoing training, support and research.

Working together

Establishing how we work together as a team and having clear guidance and expectations of roles is vital.

Creating clear goals on a weekly basis has proved useful in providing staff this clarity.

How we are changing what we do

121 sessions – We have recognized that not all families require 12 sessions that we set out to offer. All families are different in their needs, so we have a much more flexible approach to our offer. For some families there is 2-4 sessions needed, for others they require all 12.

Advice and Support Sessions – more flexibility is required to meet families and professionals needs. Our current offer is this service runs Friday afternoon 1.00–4.30. From September 2022 we are looking to offer Monday – Friday morning or afternoon slots.

Create a board of trustees – In order to drive Capa and bring a strong wealth and depth of knowledge to the organization, we are looking to expand on the board of directors and invite a range of trustees to support the work and CEO

Building Capacity – A priority for us this year is to offer a new practitioner post on a 3-year fixed term contract.

Financial Overview National lottery

Spend June 1st 2021- May 31st 2022	Allocated	Actual spend
Manager/Lead practitioner 7 hrs PW	£7,200	£6540
Administrator/ Evaluation Officer part time 7 hrs PW	£4,870	£2,800
Digital marketing officer - Part time 8 hrs pw	£8,300	£6,370
Practitioner costs live web chat 240 appointments per year	£7,500	£7,540
Freelance Practitioner 6 family sessions per week 300 session per year	£15,000	£10,000
Finance Officer 50 hours per year @ £20 ph	£1,000	£1,000
Accountant - one off cost filing accounts	£500	£500
Clinical supervision	£2,700	£1200
Additional needs support interpreter, sign language	£500	£500
phone and internet	£1580	£1,092
Equipment. Phone x 1 Computer x 1		
Volunteer Costs		£2,000
Travel		
Training Costs	£1000	£290
Total	£50,150	£35,825
Underspend		£14,325

Financial Overview

– Additional Income

Activity	Income
Private 121	690
Webinars	2401
Training	1475
Guest speaking	500
Supervisions	775
Consultation & Development	2180
Fundraising	1340
Total	£9361

Financial Overview – OSPCC £5,000

Activity	Spend
121 support 36 sessions	£1875
Live Web Chat 48 sessions	£760
Network Events	£800
staff & Business costs	£1300
Total	£4735
Network event June 2022	£265
Actual spend	£5000

Data Outputs

1st response forms. These forms have to be filled out in order to receive a service from Capa

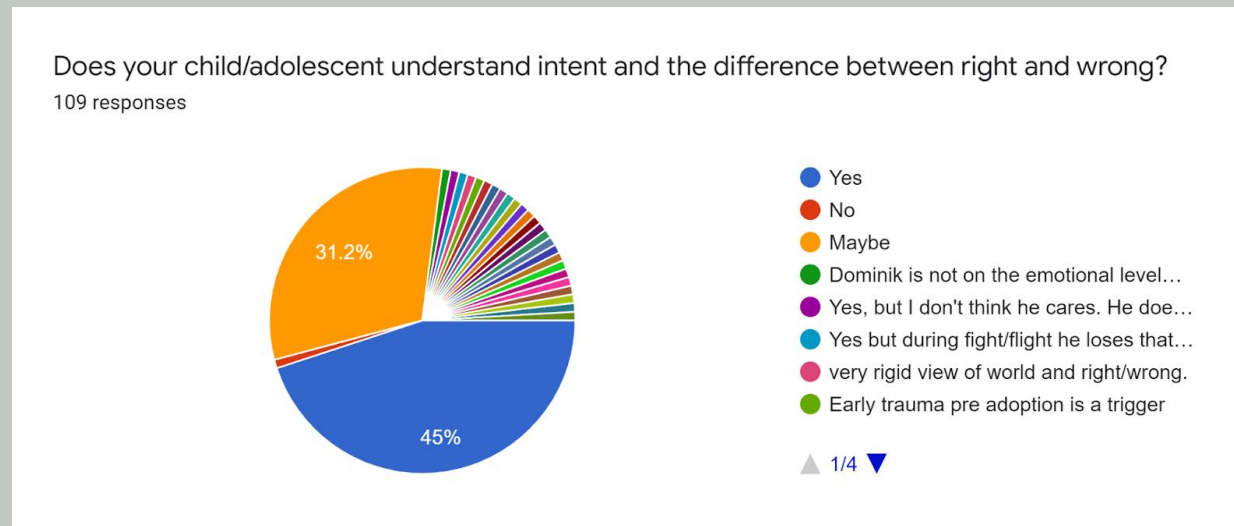
Forms sent out

209

Completed forms received

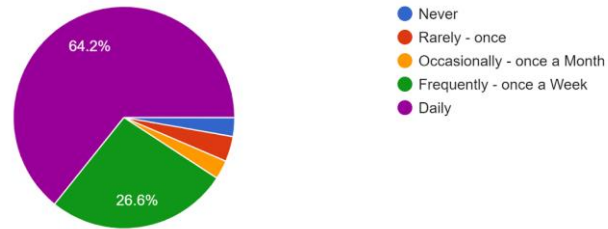
109

Yes n=49
No n=1 = 0.9%
Maybe n=34

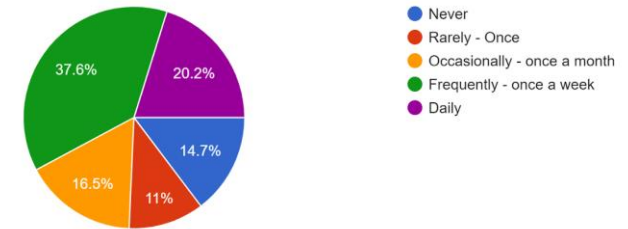


Data Outputs – based on 109 responses

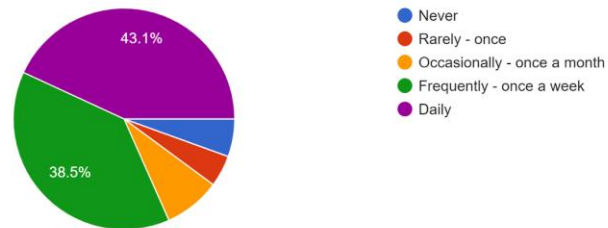
Screamed or yelled at you
109 responses



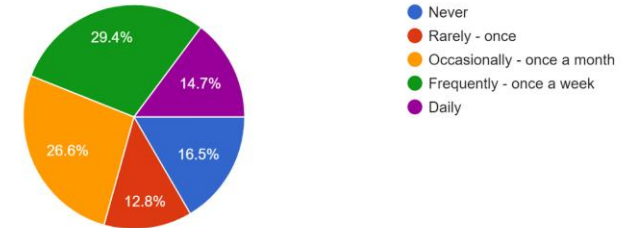
Threatened to hurt you
109 responses



Demanded that you or other family members do what they want.
109 responses



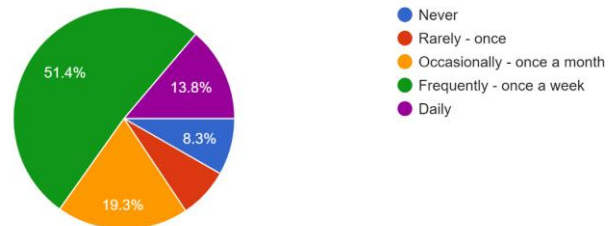
Slapped, hit , kicked or punched you
109 responses



Data Outputs – based on 109 responses

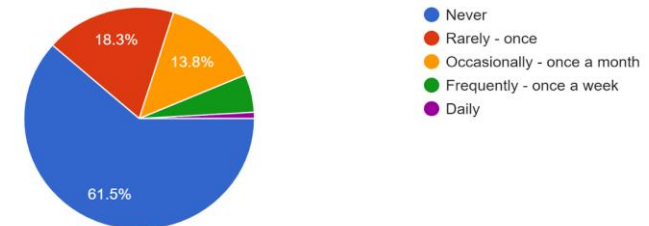
Threw, hit or smashed something during an argument.

109 responses



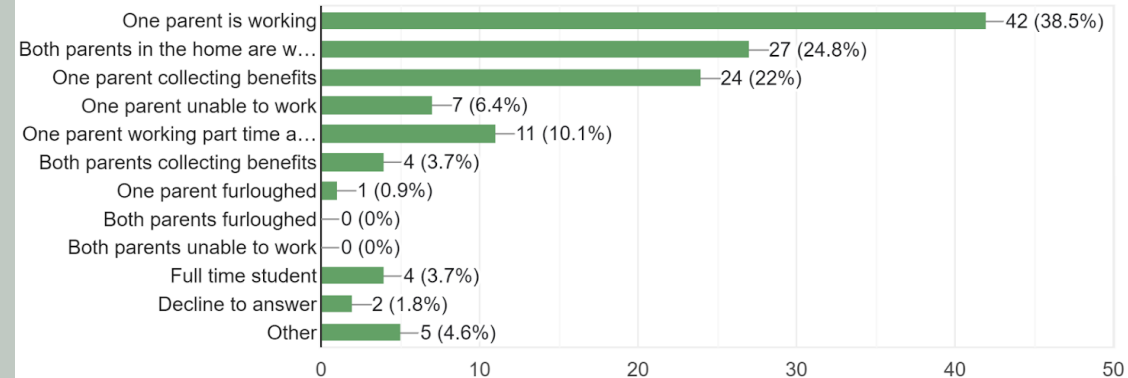
How many times have you called the police, in the past three months.

109 responses

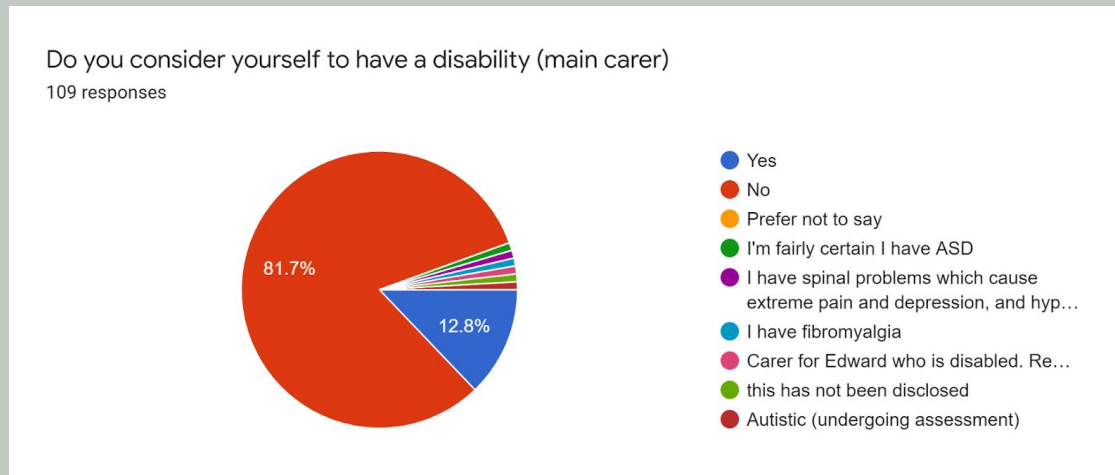


Who in the household is working? Please check any of the following that apply to your situation.

109 responses



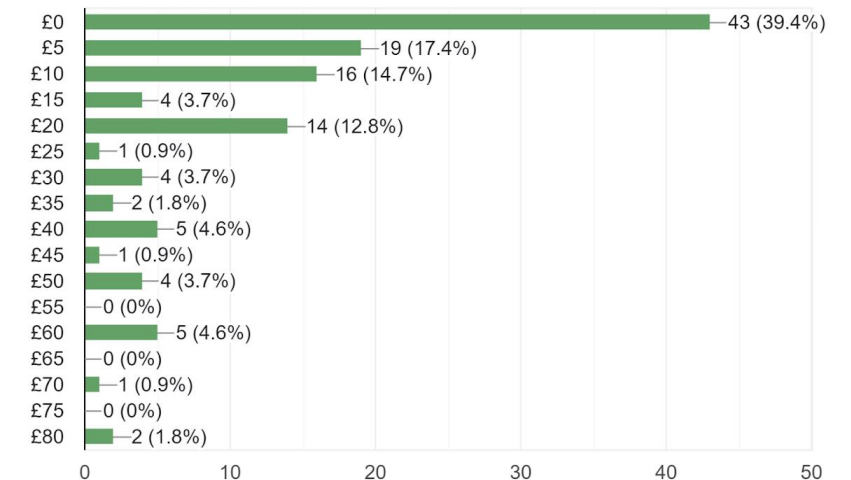
Data Outputs – based on 109 responses



75% would only be able to contribute 25% or less to the cost of a 1-2-1 session.

39% would not be able to contribute at all

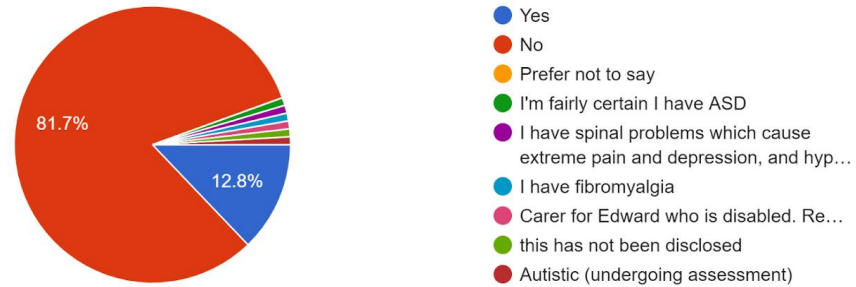
Due to our funders we are able to make all 1-2-1 sessions accessible to everyone. We offer free or low cost 1-2-1 support to anyone who needs this ...h you would be able to contribute to each session.
109 responses



Data Outputs – based on 109 responses

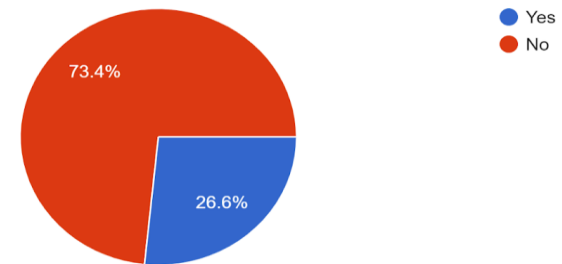
Do you consider yourself to have a disability (main carer)

109 responses



All 1-2-1 sessions cost between £60-£80 each. Would you be able to access 1-2-1 support from Capa if we were not able to offer a contribution based system?

109 responses



Team feedback

"I am delighted to be part of the CAPA service. Jane has developed a fantastic service that is much needed by parents and their children. The benefit of this service is that it provides support to parents and a service to young people if they are willing to engage, which, very often they are as there is very little for young people to have a space for themselves and think about their family relationships."

Pam Nicholls Clinical Supervisor



"Since joining Capa last year I have learnt about the importance of raising awareness in an inclusive forum i.e. working/collaborating with other CPA orgs and community groups. Together we're a much louder voice – I'm realising more the benefits of co-creating policy moving forward. This also ties in with networking and building good relationships with external orgs". Make sure to speak to lots of different people (colleagues, volunteers, community members, partner organisations) to see what they think as well.

Saba Ali- Marketing and social media collaborator.

Team feedback

JUSTIN SLATER - Chair of directors.

"In the past 12 months I have seen the awareness around child to parent abuse significantly raised, with more research, data and support becoming available.

What we have learnt this past year is that there is a business model and the need for our services is strong and growing. There is momentum to the topic that we are helping to facilitate but the opportunity must be captured while interest remains strong.

Our model of intervention is working with us receiving positive feedback and delivering tangible outcomes. Our presence is now well known as a national voice in the CPA debate, and we're being invited to represent the topic within the media and discuss with leading policy-makers.

Despite strong interest, we have not been able to recruit practitioners to meet expanded demand and this has hindered further growth. This is because we do not have the security of funding to offer the employment certainty of annual contracts.

This has led to an unsustainable burden on our lead practitioner and CEO who has had to take the weight of practitioner support while growing the CIC.

The interest from practitioners wanting our support and to network on CPA suggests that they are seeing it as an area they need to increase their awareness / obtain tools to deal with

a rising trend. The fact that a larger percentage of our clients / service users are

Neurodiverse is an interesting statistic requiring further research and is likely to influence the way we tailor future projects.



Team feedback

Jane Griffiths – Founder and CEO

It has been an incredibly fast paced year with recognition of child to parent abuse taking a more prominent role in the media, professionals and for families. With the publication of several new reports, fresh data and clear recommendations for moving forward in this area it really feels like the momentum for understanding this issue is gaining speed.

The families I have worked with this past 12 months has ignited further curiosity and a desire to get it right within me. I have stood by my principles of working in a holistic and multi agency way in order to get the best for families and this has created a wealth of collaborations and joint discussions.

The issue around terminology and definitions has been at the forefront of this shift in my practice. Aware that for many families the stigma and shame they live with can be magnified by how a professional terms what is happening in the home. The term 'harmful behaviors' seems to be a more inclusive term that families relate to and understand, one that feels more family orientated and less professionally labeling. It moves away from the connotations of domestic abuse and adult focused services.

Capa has created a much-needed service this past 12 months, one with a reputation for supporting the whole family include siblings and those children and young people using harmful behaviors.

I am so proud of what we have been able to offer this year, creating network events for professionals, supporting many families and professionals and providing training and Supporting the community in raising much needed awareness.

