

ANNUAL REPORT

Assessing Progress and Impact

1st June 2022 -
31st May 2023



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1 OVERVIEW OF CAPA FIRST RESPONSE THIS YEAR



This annual report looks at the work Capa First Response completed in the period 1st June 2022 - 31st May 2023.

Alongside the services we provided to families, young people and professionals, we focused in the first part of the year on trying to achieve greater funding stability, which would allow for longer term planning and expansion. Over the period we were successful in attracting continuing support from the National Lottery Community Fund, this time for a new programme of increased grant funding, and we also received our Year 1 grant funding from the Office of the Sussex Police and Crime Commissioner. Both these organisations now support us with 3 year funding programmes, creating a significant new period of stability for Capa, and supporting an exciting period of growth.

During the second half of the year, we looked to increase our staff team and start to deliver on some of the step changes that we had included within our funding bids. The period Jan-May 23 saw our staff of substantive post holders and freelancers double from 5 to 10 members.

In particular, Capa was able to recruit into a substantive Senior Practitioner role, and was able to start planning ahead for the significant impact it would have for another practitioner to be on board from August 2023.

We carried out a project to renew our website (successfully relaunched in July 2023), we migrated our emails to a provider that could support the requirements of our growing team, we redesigned our logo, set up a YouTube channel and began to share more video and audio content. We had a strong social media strategy in place for our 3rd anniversary in May 2023, with a variety of content across our platforms. This resulted in, for example, a particularly high Facebook reach in May 2023.

Throughout the year, we were fortunate to maintain our Patron, Chair, team of Directors and Clinical Supervisor, with a cycle of quarterly director meetings and weekly team meetings established. We renewed our vision and mission statements, began a structured and focused approach to our strategic and business planning, started work on establishing a Community Advisory Board, and were involved in many exciting and rewarding collaborations.

It was also a year of learning and change - we adapted our terminology to come away from the term 'abuse' and instead use aggression to help reflect our understanding around this behaviour and intent. We adapted some of our service to offer longer advice & Support sessions changing from 20 to 30 minutes and are looking to offer a range of new services to support families.

Our word this year was 'Connections' and this was a theme we used throughout the year. Helping us to look at how we connect with our community, our partners and as a virtual team. We are striving to continue to connect into 2024, building on our existing partnerships, forge new relationships and continue to support the community.



Jane Griffiths

Founding CEO

Context for the year

We have seen the demand for our services continue to grow this year. From February 2023, due to new funding, we were able to start increasing the resources available to families and professionals however, we did not have all our staff team in place until August 2023. As a result of increased demand with previous resources, this extended our waiting times during the year. We hope to see waiting times stabilise across this coming year, and are also submitting some specific funding bids aimed at targeting the waiting list.

Capa in Numbers

Answered over **400** enquiries for services, & nearly **200** for training

Offered **341** Advice & Support sessions

Offered **3** A&S sessions to children and YP

Completed **108** 1-2-1 sessions

Collaborated with: the Domestic Abuse Commissioner, the London VRU unit, Merseyside Youth Association, Sussex Police Reboot team, Rochdale, Essex and Torfaen councils, Al Coates from Adoption and Fostering podcast, Dr Annie Clements from Autism &ADHD and Dr Nikki Rutter from Durham University

Increased public & professional awareness

Trained over **220** professionals

Held **3** network events attended by over **100** professionals

Expanded the Capa team from **5** to **10** staff

Referrals up 59%

Advice & Support sessions up 39%

Families supported up by 74%



Our Vision and Mission statements:

Vision

To stop harmful and/or aggressive behaviour in the home from a child or adolescent towards a parent or caregiver; For no parent or caregiver to feel alone in their experience and for whole families to have access to the support they need to improve their family situation.

Mission

To facilitate development of a nation-wide network of consistent, accessible, quality support for families, and to raise awareness amongst families and professionals around children/adolescents who use harmful and/or aggressive behaviour towards a parent/carer.



Capa First
Response

Core aim 1

Advice & Support sessions
(previously called live webchat)

We offer up to 3 free 30 minute sessions available for families and professionals.

This is the first opportunity for families and professionals to talk about what is

Core aim 2

1-2-1 support for the whole family

A more intensive bespoke 1-2-1 service, focusing on reducing conflict and decreasing harmful & aggressive behaviours in the home.

This support is offered to the whole family as we recognise the impact on the entire family.

Core aim 3

Training, consultancy and development work

We collaborate and work with agencies throughout the UK to train staff, develop in-house interventions and provide support to front line workers who are seeing more families enter their services seeking support.

Core aim 4

Raising awareness

Capa is involved with professional forums, research and media awareness raising.

Providing free network events for professionals.

Attending team meetings, open days, guest speaker events & collaborations.



This section covers our core areas of activity, how much work has been achieved and our outcomes.

Enquiries and referrals from professionals and families

This year we had 413 enquiries for services and 173 referrals were received, relating to 176 young people. This is a 59% increase on referrals compared to Jun 21 - May 22.



413

All enquiries for services (excluding training enquiries)

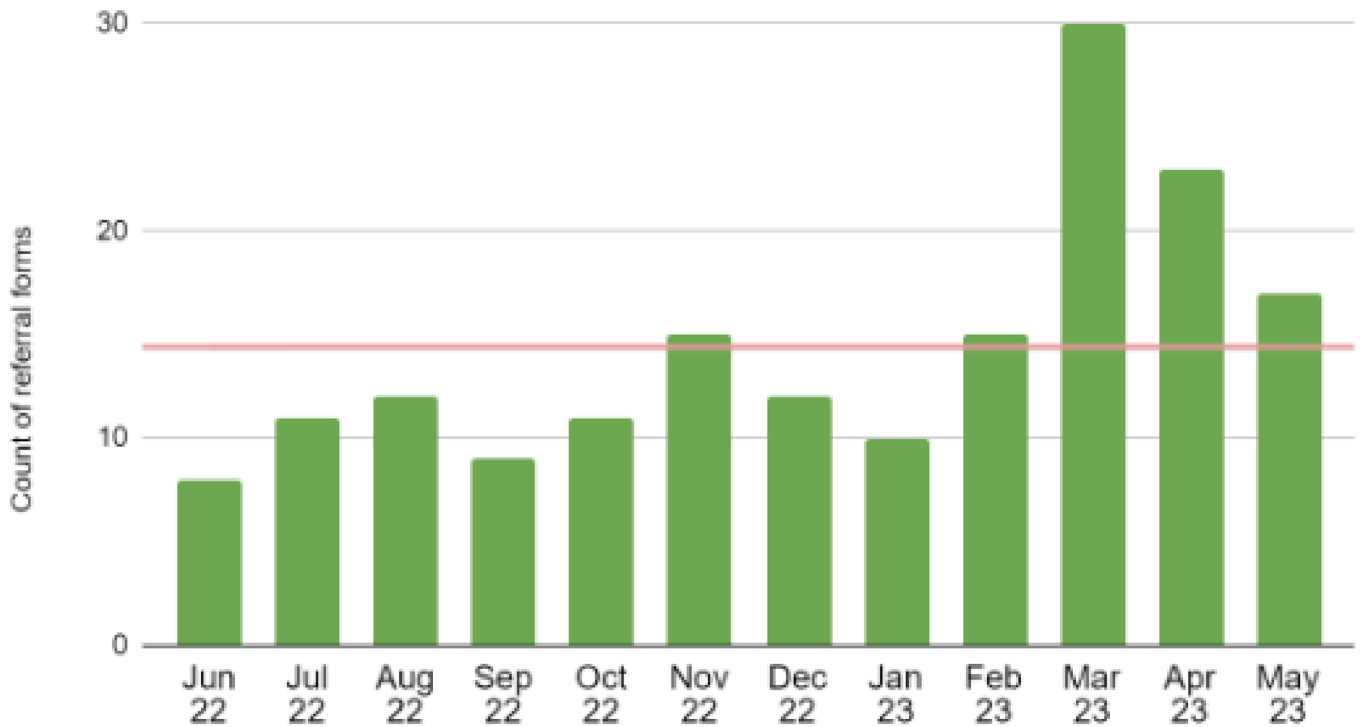
1st Response forms
(referral forms) returned

173

14.4

Average
forms received per month

Referrals forms received by month



Examples of emails we receive from parents

"My son has been abusive physically and mentally towards me for years but it's at its worst. I'm at the point where I can't even get out of bed. I'm so low. I desperately need some support for us both. He had extreme complex needs but the violence and verbal is out of control now."

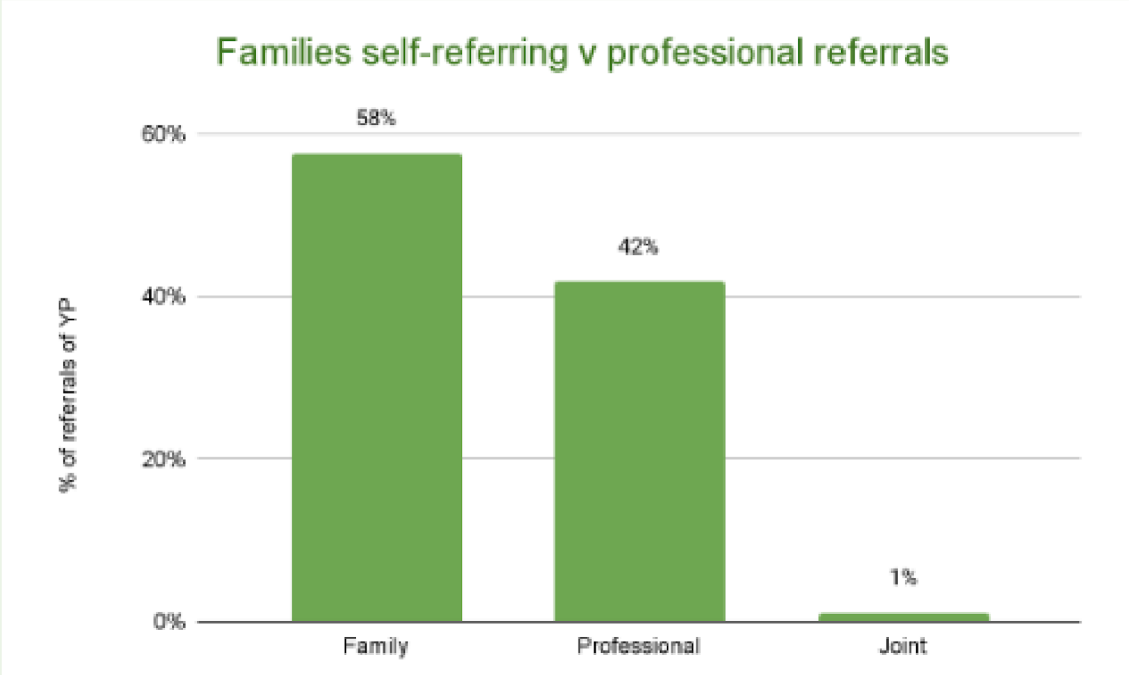
"Hi, I'm sorry to bother you but I'm currently in a desperate situation regarding my son, social services and the police, I have no idea where to turn to for help. Would it be possible for someone to try and help me find the right advice on this horrible horrible situation."

"I was referred to your website by my child's teacher. I'm suffering at home with violent and aggressive behaviour from my 8 year old daughter and I don't really know what to do. I feel like she needs to speak to someone other than me about what's going on in her head and her emotions."

"Hi, I am a mother to an 18 year old girl, who has a diagnosis of adhd, complex ptsd and suspected autism (undiagnosed due to her lack of engagement). She is unable to regulate her emotions and is physically aggressive towards me. This has steadily gotten worse over a number of years. She is known to social care, mental health and police, but I have been ignored or blamed and left to get on with it. We are both in an extremely vulnerable position and I have nowhere to turn, even at crisis point. I would really appreciate some support. Many Thanks."

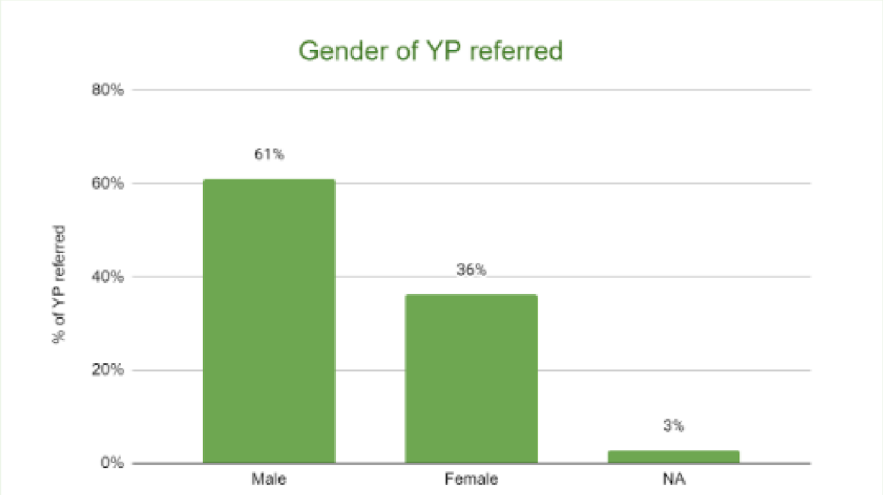
Professional v family self-referral

The following data shows the number of referrals split between professionals referring and families self-referring, with 58% of families self-referring. This is a change from the split of referrals found during the 16 months of the first National Lottery Community Fund project (Jun21-Sept22), where 73% of referrals were self-referrals by families.



Gender split of young people

Over this year, we have seen a similar gender split of the young people as we found when evaluating our first project for the National Lottery Community Fund (Jun21-Sept22). Over that 16 months, we found that 62% of young people referred were male and 36% were female. For the Capa year Jun22-May23, we found an almost identical gender split - 61% of young people referred were male, 36% were female, with 3% where gender was not indicated at referral.



Our learning from this is that Capa does not find harmful and aggressive behaviours in the home to be as gendered as might previously have been understood, where these behaviours have mainly been discussed as presented by male young people.

Advice & Support sessions - activity and feedback

This year we have continued to provide up to 3 free Advice & Support sessions for families. We worked with 179 families this year, either directly or by providing support to a professional or team of professionals working with a family.

This represents a significant amount of direct client work, 341 sessions offered this year compared to 245 sessions the previous year. This increase in available sessions helped us manage the 59% increase in referrals during the year, although it has put pressure on waiting times, which has varied between 8 and 11 weeks for a first Advice & Support session.

| Advice & Support sessions offered | Advice & Support sessions taken | 1st sessions | 2nd sessions | 3rd sessions |
|-----------------------------------|---------------------------------|--------------------|-------------------------------------|---------------------------------|
| 341 | 325 | 179 | 99 | 47 |
| Sessions held with professionals | Sessions held with YP | Families supported | Total beneficiaries - direct impact | Estimated overall beneficiaries |
| 51 | 3 | 179 | 358 | >600 |

Of the families supported, we know at a minimum we have impacted the lives of at least one carer and one young person, which we describe as our direct impact. But on average our families have 3 to 4 people in the household, so we estimate our overall beneficiaries to be over 600 family members.

The number of evaluation forms we received back for Advice & Support sessions provided directly by Capa to families was 16, which at 13% is not a very high return rate. Unfortunately, over the year we did not have the resources within Capa to focus on receiving back more evaluation forms from families but, due to our successful funding bids and expanded staff group, we are now resourced to improve this over the coming year.

Although not a large sample, of the small number of forms returned, on a scale of 1 to 5 (where 1 is “not helpful” and 5 is “very helpful”) all of our families scored Capa at either 4 or 5 for our Advice & Support sessions.

Alongside comments that families included on their feedback forms, some families choose alternatively to email our team to describe the impact we have made. A selection of qualitative feedback from families is below.

Feedback from families after Advice & Support sessions

“I was so concerned about us as a family, I thought dreadful things about my son and thought he would have to go into care. All the parenting courses didn't help as they were about putting into place punishments, my social worker was concerned when I said I couldn't go on yet another one. You have given us more in 20 minutes that I feel I have had for years. Everyone should hear what Capa do and should have access to your support.” Mother of 13 year old

“the advice you provided has been amazing! The violence has reduced massively. The carpet 10 minutes has been a miracle, L is now asking to do it every night and we regularly go over the 10 mins as it's been hilarious and fun. I was desperate to be able to thank you again” Father of year old

“From the very first session with Jane, I felt so empowered and less alone. I was amazed Jane seemed to understand my family situation so well, even though she had never met any of us, and she gave me some practical tools to try at home. I did have some very rough moments with my teenage daughter between my sessions with Jane, but every time I felt lost I tried to remember the advice Jane gave me. I feel so fortunate I found CAPA and I am extremely grateful for Jane's compassionate approach to family conflicts.”

1-2-1 family support - activity and feedback

In 2021-22 we were able to offer around 200 sessions of intensive 1-2-1 work with families, in the event that more support - above three Advice & Support sessions - was needed to achieve the best outcomes for a family. However, during this year, we have had to scale back this work somewhat due to lack of resources and while working on our funding bids to consolidate Capa for the future. Given our funding success, we have since expanded our team of freelance practitioners able to undertake 1-2-1 work. However, through the need to scale back 1-2-1 work for part of the year, we have been exploring alternative approaches that might also support families and reduce waiting times, and we will continue this during the coming year. For example, this year we have offered less 1-2-1 work, but have alternatively offered additional Advice & Support sessions for some families.

1-2-1 family support - activity and feedback

From Jun 22-May 23 overall we provided 108 1-2-1 support sessions for families, compared to 200 the previous year. Of these sessions, 94 were provided free supported by grant funding, and a further 14 were offered privately.

Although the same challenge in obtaining feedback from families arose as for Advice & Support sessions, we did receive back 4 evaluation forms. Of these 4 families, all felt that things had changed since working with Capa. 3 out of the 4 families now described their relationship as “good” with their child with only one family still finding it challenging. Similarly, 3 out of 4 families now felt more confident in managing their child’s behaviour, with one family feeling “not very confident”. Nonetheless, the less confident parent did want to thank Jane for her support for herself and her husband over the past months, and added:

“We have certainly moved in a positive direction and will continue to keep her [Jane] informed in this next stage.”

Although we don’t receive many forms back, we do receive many comments and emails back from families after 1-2-1 work.

*“We have started to work together and be collaborative in our approach rather than me instructing my daughter”
Parent of 12 year old*

*“just to let you know we had a potential huge escalation yesterday, but me and son aged 15 managed it really well and it was so clear that seeing you was why.
Thankyou” Parent of 15 year old*

“Jane’s support was invaluable. Her empathy and insight was the life buoy our family needed” Parent

“communication with my mum is so much better, we have a much better relationship than before” 15 year old

“Jane’s support was invaluable. Her empathy and insight was the life buoy our family needed” Parent

4 TRAINING, CONSULTATION & DEVELOPMENT



During 2022-23 we continued to offer 3 hour online training, but for the first time also offered all-day training events. In the first instance these were bespoke events for some local authorities (ie Rochdale and Essex), but due to the success of these, it was also trialled as open booking. Our bespoke training events have established strong working relationships with Rochdale and Essex council teams, and have also been an important stepping stone for Capa to expand its freelance practitioner team.

| June 2022 - May 2023 | How many offered | Total of attendees |
|----------------------|------------------|--------------------|
| 3 hour training | 2 | 66 |
| All-day training | 3 | 76 |
| Bespoke training | 2 teams trained | 82 |
| Totals | 6 | 224 |

Feedback from 3 hour training

We received back 9 evaluations from our 3 hour training, which is a response rate of 14%. When asked how satisfied they were with the training, and where 1 is “not very” and 5 is “very much”, 8 out of 9 responders gave Capa a score of either 4 or 5.

“I enjoyed the style of the webinar, I found it friendly and easy to take part. I particularly liked being able to connect with a wide range of other professionals.”

“Gave me the confidence to work in a complex area. A lot of the resources are things that I use - attachment based frame, Karpman triangle etc, but pulled together in a way that helps me to have the confidence to think about and engage with families in these situations.”

“fantastic great training, really insightful and helpful to my work”

Feedback from all-day hour training

We received back 16 evaluation forms from our 3 all-day training events, which is a 21% return rate. When asked how satisfied they were with the training, and where 1 is “not very” and 5 is “very much”, all 16 responders gave Capa a score of either 4 or 5.

“thank you for all you do in championing awareness & effective responses to CAPVA”

“Very comprehensive training and could have done with 2 days to digest it all”

Feedback from bespoke training

“WoW! this was very useful training I really enjoyed it. Jam packed with knowledge, advice and tools. Brilliant”

“really informative, interactive and interesting training, Loved it learnt lots and feel more confident”



5 RAISING AWARENESS - NETWORKING AND COLLABORATIONS



During the year, we continued to hold free networking events for professionals, with our network now well established on a national level after its origins as Sussex-wide. We make a note of issues and topics of interest to professionals when planning future Network Events. This year we held a Sussex-wide network evaluation event in June 2022, with 20 attendees. A speaker event was held at the end of November 2022, where the presentation was given by Prof Nikki Rutter from Durham University on the subject of primary aged children and harmful behaviours in the home, which was attended by 50 professionals. In April 2023 we held a third network event, where we had a presentation from Dr. Annie Clements from Autism & ADHD about how neurodivergence impacts on harmful behaviours in the home. This event was attended by 42 professionals.

Feedback from Network Events is always very positive:

“the research speaker was brilliant, not only sharing findings of recent research but expanding on what this could mean in practice”

“I really enjoyed it, I felt I came away with a lot of new knowledge”

“Thanks so much for organising this..... this content is fascinating! We {...} are really reflecting as a team on the adaptation of materials and approach and use of terms like 'abuse' in the work we do, as so many families are impacted by ND. I value these networking opportunities and I really like having speakers presenting and opportunities for learning, reflection and discussion.”

“Great insightful and informative session and will certainly be useful within our practice, thank you.”

“Thank you so much. Very insightful, useful tools and language to consider & use with some of our ND families.”

5 RAISING AWARENESS - NETWORKING AND COLLABORATIONS



Alongside our professional network, we have continued this year to engage in as many ways as possible to raise awareness about harmful behaviours in the home. Below is a sample of our collaborations, activities and media work this year.

Research & Consultation

Guest speaker at London VRU launch of research report, and continue supporting London VRU

Supported AVA Hear Me Research

Consultation work with SWIFT in Sussex - looking at screening tools for professionals to help identify CAPVA

Continued to offer consultation support to Merseyside Youth Association - supporting research, training films and building services for families

Invited to Festival of Practice in Manchester presented by The Domestic Abuse Commissioner, and co-hosted a festival workshop

Participating in Liverpool John Moores University research into CAPVA in the Merseyside area, commissioned by the Merseyside VRU

Multi Agency Working

Discussions with Sussex Police Reboot Lead about development, pathways and training

Media

Interview with BBC Radio Kent

Podcasts

Al Coates MBE's Wednesday podcast

Adoption Shared hosted by Eddie Elliot - We are Family in partnership with Adopt London podcast

Team Meetings/ discussions

Families First team meeting in Wales
School parents support group in Sussex
National Roundtable events - hosted by Helen Bonnick

6 GENERAL LEARNING THIS YEAR



Learning: Advice & Support sessions - being flexible about how we support families to best meet need.

In order to keep our 1-2-1 list as short as we could we made the decision to, where required, offer additional Advice & Support sessions to families. This felt like a very positive step, enabling us to offer an additional 1 or 2 sessions for families, ensuring they feel confident to move forward in a positive way with their child and keep them off a 1-2-1 list, where they could be for over almost a year in some cases.

Families have feedback to us how helpful this has been.

“Thankyou for your flexibility we have really appreciated this”

“Knowing we were going to speak again made a real difference to how I felt, it gave me the confidence to continue putting into place what we had spoken about and reassurance when we did speak that things were going in the right direction, Thankyou”

Learning: Regular cycle of Director meetings

Over this year we have established a regular cycle of Director meetings, which has allowed us more opportunity to listen, review and learn through contact with our chair and director team. We have taken on some specific learning from this, and also through our collaborations and through our interaction with our commissioners. Separately, we held a successful strategic planning awayday on 28th September 2022 with the team and Directors. To follow up from this, and to develop it further in response to our expanded team, we are holding an all-day AGM and team event this September 2023, and will be supported by a facilitator for the day.

Learning: Strengthening our business and strategic support

During this year we have been fortunate to be joined by an experienced Business Lead. This brings much needed expertise to the Capa team, and allows us to have a more professional and focused approach to creating business security for Capa in the medium and longer term.

Learning: Expanding the expertise and support available to Capa

Over the year we have realised the importance of expanding the expertise and support available to Capa overall and to the CEO. As a result in the later part of the year we discussed and began to put in place steps towards establishing a Community Advisory Board (our first meeting was held in September 2023). We have experts from a range of fields agree to join our Community Advisory Board, and look forward to this strengthening Capa as an organisation over the next few years. In addition, the CEO now has access and support alongside the Patron, Board of Directors and Clinical Supervisor increasing the resilience of Capa.

Learning: Renewing and improving our internet and social media presence

During this year we aimed to use additional resources that we had received to renew our website and social media presence, in order to engage more proactively with families and professionals. Our previous website had outlived its usefulness and couldn't support the kind of interactive content that we were aiming for. Our previous logo was also quite understated and it felt time for a refresh. Major achievements in the year were to build the foundations for the new website (launched July 2023), create a new logo that was a meaningful emblem for Capa's approach and the sharing of more audio and video content. Finally, we began discussions about content for newsletters, blogs and podcasts. Having built the new foundations towards the end of last year, we are hoping over the coming year to offer a greatly enhanced and interactive digital presence for Capa.

Learning: Establishing team Connections Space and shared calendars

Due to the expanding team, and because of remote-working, we discussed over the year how to be productive, make the best use of everyone's time, communicate effectively and embed and enhance the spirit of the Capa team. This resulted in use of shared calendars for understanding availability, a flexibility around team meetings but ensuring everyone reads the minutes and reviews actions, and specifically the establishment of a protected Connections Space, where team members can connect with Jane and the broader team over work or specific projects that they want to progress.

7 FINANCE SUMMARY



Profit and Loss

CAPA First Response
For the year ended 31 May
2023

| Account | 2023 | 2022 | 2021 |
|---|------------------|------------------|------------------|
| Turnover | | | |
| Client income - 121 Sessions | 710.00 | | |
| Client Income - Development Work | 700.00 | | |
| Client income - Guest Speaking | 650.00 | | |
| Client income - Supervisions | 525.00 | | |
| Client income - training & webinars | 10,397.80 | 8232 | 7926 |
| Donations received | 335.00 | 1300 | |
| Grant Income | 61,061.91 | 38198 | 10500 |
| Total Turnover | 74,379.71 | 47,730.00 | 18,426.00 |
| Cost of Sales | | | |
| Grant Writing | 590.00 | | 478 |
| Practitioner fees - 121 sessions | 4,748.00 | 940 | 290 |
| Practitioner Fees - Advice & Support Sessions | 7,264.00 | | |
| Practitioner fees - Development Work | 8,156.00 | | |
| Practitioner fees - guest speaking provided | 96.00 | | |
| Practitioner fees - Supervisions provided | 3,106.00 | 1120 | 530 |
| Practitioner fees - trainings & webinars | 6,618.00 | 30004 | 16495 |
| Total Cost of Sales | 30,578.00 | 32,064.00 | 17,793.00 |
| Gross Profit | 43,801.71 | 15,666.00 | 633.00 |

| Balance Sheet | | | | |
|---|--|--------------------|------------------|------------------|
| CAPA First Response | | | | |
| As at 31 May 2023 | | | | |
| | | | | |
| | Account | 31 May 2023 | 5/31/2022 | 5/31/2021 |
| | | | | |
| Fixed Assets | | | | |
| | Tangible Assets | | | |
| | Office Equipment | 365.23 | | |
| | Total Tangible Assets | 365.23 | | |
| Total Fixed Assets | | 365.23 | | |
| | | | | |
| Current Assets | | | | |
| | Cash at bank and in hand | | | |
| | CAPA First Response | 41,123.20 | 24063.00 | 3247.00 |
| | Total Cash at bank and in hand | 41,123.20 | 24063.00 | 3247.00 |
| | Accounts Receivable | 100.00 | | |
| Total Current Assets | | 41,223.20 | 24063.00 | 3247.00 |
| | | | | |
| Creditors: amounts falling due within one year | | | | |
| | Accruals | 915.00 | | |
| | National Lottery Grant | 19,005.00 | | |
| | NIC Payable | (0.97) | | |
| | PAYE Payable | 2,893.73 | | |
| | PCC Grant | 8,500.00 | | |
| | Wages Payable - Payroll | 0.20 | | |
| | Woodward Trust Grant | 1,000.00 | | |
| Total Creditors: amounts falling due within one year | | 32,312.96 | | |
| | | | 22863.00 | 3348.00 |
| | | | | |
| | Net Current Assets (Liabilities) | 8,910.24 | 1,200.00 | (101.00) |
| | | | | |
| | Total Assets less Current Liabilities | 9,275.47 | 1,200.00 | (101.00) |
| | | | | |
| | Net Assets | 9,275.47 | 1,200.00 | (101.00) |

It is estimated that 3% of families in the UK are impacted by a child who uses harmful behaviours in the home. There is support available for families.

YOU ARE NOT ALONE

“Capa provided what I needed at the lowest point of my life, something other professionals failed to do: they listened so I felt heard and did not judge me as a parent”.

“I was provided with techniques to help with my son's behaviour and really useful resources and recommendations to help me to understand and communicate differently”.

“Services such as Capa provide a vital lifeline to parents who are suffering and they do not receive enough funding. Before I came to Capa I did not have a name for what was happening and now I do and now know that I am not alone. I felt no-one understood before I came to Capa. There needs to be more awareness generally so that services do not blame parents or make unnecessary referrals which only makes the situation harder to bear”.

“Jane said something which has stuck with me, that I have a lifelong relationship with my son, it gave me hope and determination to improve things and I feel more confident knowing it is not my fault. Thank you for your support.”

APPENDIX A - COMMISSIONER OUTCOMES & KPIS



Alongside our own monitoring and evaluation, we are working to the KPIs and outcomes of our 2 major commissioners, the NLCF and Office of the Sussex PCC. We are a national even international organisation, but our NLCF funding is for England only, and our PCC funding is for Sussex only, so this requires a breakdown of our activities.

National Lottery Community Fund

This funding is running from mid February 2023 to mid February 2026, and so about 4 months of NLCF activity fell within the Capa year Jun 22-May 23. The KPIs and outcomes associated with this funding are below:

Targets 1-3 years

| | Year 1 | Year 2 | Year 3 |
|-------------------------------------|--------|--------|--------|
| 1-2-1 support Sessions completed | 164 | 231 | 264 |
| Advice and support Appts. offered | 300 | 404 | 500 |
| Peer Support group Sessions offered | | | 38 |
| Target totals Sessions offered | 456 | 599 | 814 |

| | Year 1 | Year 2 | Year 3 |
|--|--|---|---|
| live 3 hr webinar Up to 40 each one | 4 | 4 | 4 |
| Live one day training Up to 40 each one | 2 | 3 | 4 |
| Network events 60-80 participants to each | 2 | 3 | 4 |
| Online webinars and trainings | Live and ready to go 2 local authorities Up to 250 staff =500 | Live and ready to go 4 additional local authorities 500 carried over +1000 | Live and ready to go 8 additional local authorities 1500 carried over + 2000 |
| Trainings provided | 8 | 10 | 12 |
| Projected Total audience | 900 | 1520 | 2780 |

Key Performance Indicators

| | |
|-----------------------------|---|
| Advice and Support Sessions | |
| KPI 1: | Increase public understanding of C/APVA = 75% of all people participating |
| KPI 2: | Reduce isolation and improve support networks for people affected by C/APVA = 50% of all people participating |
| KPI 3: | Increased confidence to manage C/APVA in the home = 90% of all people participating |
| 121 sessions | |
| KPI 1: | Reduced C/APVA instances in the home = 75% of all families that receive counselling |
| KPI 2: | Reduce parental isolation = 75% of all families that receive counselling |
| KPI 3 : | Improved family relationships = 100% of all families that receive counselling |

Impact Statement:

CAPA First Response early intervention service aims to support families experiencing Child / Adolescent to Parent Violence and Abuse (C/APVA) and:

- Increase public understanding of C/APVA
- Increase people's confidence in overcoming C/APVA
- Reduce social isolation for people affected by C/APVA
- Improve relationships for people affected by C/APVA

Office of the Sussex Police and Crime Commissioner (OSPCC)

This funding was due to start on 1st April 2022, but there was an administrative delay in the first year funding being passed over to Capa. Therefore Capa began this work as of 1st October 2022. Capa's use of this funding will therefore run until 31st September 2025. There are no formal KPIs or target outcomes associated with this funding, but instead ongoing conversations between Capa and the OSPCC about the kind of work for Sussex families that the OSPCC funding is supporting. We are also asked to submit a very detailed quarterly report about our activities for Sussex families, including numbers on waiting lists, number of families who have had their case closed during the quarter and demographic data for example. We are also asked to present/align our own outcomes data with outcome measures suggested by the OSPCC, such as "Ability to cope and hope for the future". We can currently provide some but not all of the requested information, which we have explained to the monitoring team, so we will work on this over the next few months. A combined report was presented in 2022-23 for Oct-Dec22 and Jan-Mar23, and then a further quarterly report for Apr-Jun23

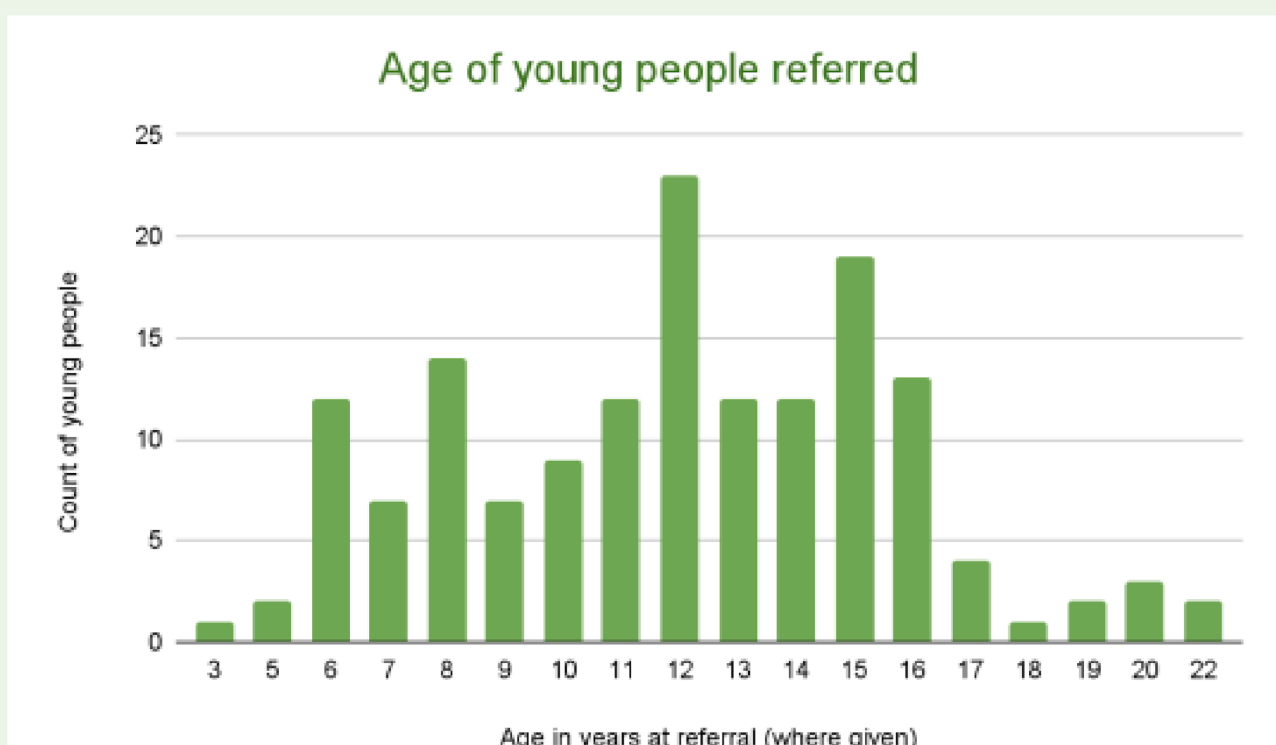




For our End of Project Report for the National Lottery Community Fund, we explored our referral data in order better to understand our community of families. We used referral data in the round, including free text, so we are aware that this approach will not be completely robust, and we will aim to develop this further over time. However, following this same approach, for this report we have charted just two additional aspects of our community, and we will take a broader view across more areas of interest for our End of Year 1 project report for the National Lottery Community Fund in February.

Age of young people referred to Capa

At Capa, we work with families with young people aged under 18 years, or up to the age of 25 years if there is a neurodiverse diagnosis or a learning disability. This means that Capa works with a very broad age range of young people, as can be seen below, including a significant number of young people of primary age. During the last year we developed a relationship with Prof Nikki Rutter at Durham University via our Network meetings, and who has a specialist research interest in CAPVA and primary-aged children. She is also a part of our Community Advisory Board. At a future network meeting, we are aiming to have a speaker event for secondary-age school children.



Location of families

Capa provides a national and international service for families needing help. Previously we have looked at the location of families by county level, but it was noted that it might be useful to collate instead by regions, to provide an alternative overview. Last year 57% of our referrals were from outside the south-east region. Within the south-east regional area itself, 75% of referrals were from outside Brighton and Hove, with Capa supporting families in West Sussex, East Sussex and across the broader South East region as a whole (ie referrals from Hampshire, Kent, Berkshire, Oxfordshire etc). We are using the collation of this data, alongside our information about attendees for training events, to help support our training strategy.

