



Capa First Response

Together for safer families

Supporting families experiencing
Child Against Parent Aggression and/or harmful
behaviours

Year 2 Report for the National Lottery Community Fund

Assessing Progress and Impact

23 Jan 2024 - 22 Jan 2025



The story of our project this year

In the last 12 months to January 2025, Capa has sought to address the pressures it reported in its last annual report to the NLCF - particularly addressing the ever growing waiting list, resultant of the growing demand from families experiencing CAPVA.

Capa is pleased to report that, in a year where we have seen an over 70% increase in enquiries, and an almost 100% increase in referrals, with the additional funding support agreed by NLCF, and support from other funders including The Kelly Family Community Trust, and The Basil D'eath Trust, Office of the Sussex Police Crime Commissioner, and our own growth in income from training sales, we have significantly reduced the average waiting time for families from point of referral, to receipt of service, and have created a more agile service offer that enables us to ensure no family is left behind.

The introduction of a triage service has enabled us to target our support to those most in need. High risk families are contacted for initial assessment within 2 days of referral and have immediate access to our advice and support service. Medium risk families can be offered Advice and Support or a parenting group within 4 weeks, and low risk families can access a parenting group within 3 months (13 weeks). This shows a huge improvement from a year 2 midway point, where all families were experiencing an 18 week wait, and is a result of evidence based service redesign.

To ensure families are not left alone during the wait for advice and support, or parent/carer groups, we have also introduced our bi-monthly parent/carer forum, and weekly live Q&A sessions which mean as soon as a family is referred to us, they can be confident they are connected with us within a week of their referral being processed no matter their level of risk. This enables families dialogue with us, and to highlight increasing risk, meaning our triaging ability remains agile.

We also continue to broaden the information and guidance available to families on our website, and through our blogs, and our popular podcast series' which reached no. 3 in the non-profit charts during this year. We are about to develop series 3, and have now received targeted funding from a local authority recognising the value of commissioned podcasts to reach communities in rural areas.



Over the year, we have grown the team, with practitioner hours = 1.9 FTE, and an additional 0.8 FTE substantive practitioner starting at the end of Feb. The practitioners are supported by a small support team = 1.3FTE. Given what we have delivered within these resources, there is clearly an opportunity to grow what we offer through new funding for additional practitioner hours and associated support.

Finally, with the additional funding we received for strategic management: our CEO has been able to focus on the development of our training programme which continues to go from strength to strength, and broadened our connections with other agencies, a good example of which is the London VRU. We have achieved accreditation during this year for all of the training we offer. We have also developed a risk assessment tool which is currently being tested with a Sussex local authority, and we hope will provide another income stream, through its introduction as a best practice tool for practitioners across sectors, across the country. We continue to develop connections and opportunities, and can also announce that we have a partnership agreement in place with Durham University to lead in the delivery of the renowned Holes in the Wall website following the retirement of its founder, Helen Bonnick MBE.

Here's what we have been able to achieve this past 12 months:

Expanded the Capa team from **11 to 16**

Offered **605** Advice & Support sessions

Held **104** of our more intensive 1-2-1 family support sessions

Received 835 requests for services and **465** referrals

Started new Parent/Carer Groups as an alternative to 1-2-1 work with families

Achieved **4** new grants, and held our first fundraising quiz raising **£400**

Launched the Capa podcast, with the first series of **6 episodes**, and reaching **no. 3** in the UK non-profit podcast charts

Trained over **240** professionals, and networked with **149** at **2** Community Connections events

Began to offer a much wider range of services, more tailored to the situation and risk level of families, and also to help with the growing demand for our support



We have collaborated with: Merseyside Youth Association, Al Coates from Adoption First, Dr Thien Trang Phan, Dr Nikki Rutter, the London Violence Reduction Partnership, Sunflower Network, schools in Hertfordshire and Harrow, West Sussex Council, the New Zealand government, the Ollie Foundation and David and Carrie Grant.





Section 1

The differences we are making

In 2024 we continued to see a big increase in demand for our support. Throughout the year our free Advice & Support sessions for families remained at the core of our offer to families. However, this has been a huge year of learning and development at Capa First Response, which is reflected in the differences we have made. We have developed what we offer families after Advice & Support, when further support is needed. We have developed additional support services for families waiting for Advice & Support, to complement and build on the Parent/Carer Forums already established last year, resulting in a broader range of activity to share within this Year 2 report. Finally we have also introduced a new triage system for families, so we have a more responsive, tailored way of best meeting the needs of individual families, as family situations can vary greatly.

Demand

Demand has continued to rise from families and professionals, and below is a summary of enquiries made and referrals received.

Enquiries

	Year 1	Year 2	% Increase
Enquiries for services	485 (40 pcm)	835 (70 pcm)	72%

During 2024 we continued to see a large increase in enquiries for support from families and professionals - with over a 70% increase in Year 2 compared to Year 1 of the project.



Examples of emails we receive from parents/carers looking for support:

“My daughter has been physically and verbally abusive to me and was recently taken into custody as a result.”

“I have been sent your details to get in contact with yourselves as we are struggling at home with my youngest son who is 9 years old attacking us, wrecking our house. I have tried every support out there and they have all turned us down for help, we really need some help.”

Referrals to service

	Year 1	Year 2	% Increase
Referrals received	234 (19.5pcm)	465 (39pcm)	99%

In line with the steep rise in enquiries, **we have received almost double the number of referrals in Year 2 than in Year 1**. Capa First Response is a provider of specialist support for families, and we believe that the work we do around awareness-raising of CAPVA and training of professionals is contributing to more families being able to find the support they desperately need.

Advice & Support and other services for families

Advice & Support sessions and feedback

Advice & Support sessions have remained our core service, with families able to access up to 3 sessions. We also continued to offer sessions to professionals seeking advice about individual families.

As in year 1, we have reviewed support for families following Advice & Support, and have developed a new alternative pathway, which is for families to join our new Parent/Carer Groups. We are still providing 1-2-1 sessions for families where this most meets their needs, but during 2024 Parent/Carer Groups have become our core offer to families following Advice & Support, with 1-2-1 sessions being used only for a relatively small number of families in 2024, and where families have requested this or a more intense approach is required.






The year in numbers

circa 60 Advice & Support sessions offered PCM	605 Advice & Support sessions taken (28% increase on year 1)	256 first sessions	192 second sessions	157 third or additional sessions
39 sessions held with professionals	1 session held with a young person	249 families supported	498 Total beneficiaries (direct impact)	> 900 Overall beneficiaries (estimate)

Feedback after Advice & Support:

The number of evaluation forms completed after Advice & Support sessions provided directly to families (not to professionals) by Capa in Year 2 was 86. This is a completion rate of around 40%, which is a big increase from our previous completion rate of around 16%.

Our outcomes:

-  **99%** of families (85 out of 86) found our Advice & Support sessions either helpful or very helpful.
-  **99%** of families (85 out of 86) felt that they had a better understanding of what child to parent abuse is.
-  **100%** of families (86 out of 86) felt that they were given new strategies to help change the situation in the home.
-  **77%** of families (66 out of 86) felt better able to seek support from others around their situation, with the remaining families not feeling this.
-  **98%** of families (84 out of 86) felt that the support they were offered by Capa had helped improve their relationship with their child.



Feedback from families regarding our Advice & Support sessions:

'You've been the answer to my prayers. You need to write a book and share your wisdom because this is golden.'

"I just feel like he's my son again, I feel a million times better in myself. I just want to say thank you, I know that this has really worked."

"Thank you so much for your support. It has made a real difference to our lives. I don't think we could have got here without it. Thank you."

"Throughout our journey [...] we have attended many support services and received advice & recommendations from various sources. We both agreed that we learnt more from your sessions than from anywhere else and they were delivered with true knowledge and experience in an empathic manner. Thank you both so much, you are great at what you do and it really makes a difference."

Parent/Carer Groups and feedback

As noted above, Parent/Carer group work has now become our core offer to families who are in need of additional support after Advice & Support. We have held **4** Parent/Carer groups in Year 2, with weekly sessions for families over 4 weeks. The Parent/Carer groups offer small group work and peer support, with only 3-4 families attending together.

Number of families attending Parent/Carer Groups	Number of sessions provided
14 families	53 sessions

Feedback after Parent/Carer Groups:

"For me the group session has been the safest place, and unlike individual sessions the presence of other parents who understand exactly what I am going through has been a big source of healing. Thank you very much for your amazing work."

"Aside from the teaching part of the session, we had plenty of opportunities to share and listen to our own experiences. Matt listened very carefully as usual and asked important questions for us to think about."

"The most supportive place I've ever been in this struggle I'm in."

"The whole atmosphere is inclusive and supportive, it really felt like a safe space to share difficult experiences"



1-2-1 family support and feedback

1-2-1 sessions after Advice & Support: During 2024 we supported 13 families with 1-2-1 sessions, with an average of six sessions per family.

Private 1-2-1 sessions for families on A&S waiting list: Alongside this, we offer private 1-2-1 sessions before Advice & Support, as part of our waiting list management, and to contribute towards income generation. These are single sessions provided to families on the A&S waiting list.

Grant funded sessions provided after Advice & Support 82	Private sessions offered before Advice & Support 22	Total 1-2-1 sessions 104
Number of families 13 (6 sessions per family on average)	Number of families 22 (1 session per family)	Total number of families 35

Private 1-2-1 feedback:

“I really appreciated the conversation earlier today - I found it hugely beneficial and I felt you took the time to fully understand the situation, which is rather a rare experience for me”

“The session was so helpful - warm, practical and chockfull of very pragmatic advice. I do not underestimate the amount of expertise that goes into being able to provide such a targeted session and it was invaluable for us to be able to access your services so quickly. Thankyou for setting up such a fantastic and much needed organisation - we are full of gratitude.”

Feedback from families who accessed 1-2-1 work after Advice & Support, and what they took away from their 1-2-1 work:

“I can’t fault you, you’ve been brilliant.” Mother of 17 year old Oct 24

“Learning when to stay quiet and not react. I don’t feel like the victim, I can see how [he] is suffering. I am able to calm things quicker and better and we can communicate a lot better, he’s starting to trust me.”

“The session made a lot of sense and helps me think about what I experienced as a child (ADHD) and the difficulties it presented with my family and friends. I can relate this to my child’s experience.”



Parent/Carer Forums

In January in Year 1 of our project, we held our first Parent/Carer Forum, with 15 families attending, and we referred to this in our Year 1 report. During 2024 we have continued to provide regular Parent/Carer Forums around every 2 months. Invitations to the Forum are sent to all families where we have recently received a referral. The purpose of the Forums is to establish contact with our families while they are waiting for Advice & Support sessions to begin, and share strategies and resources with them.

In Year 2 we held 6 forums and 109 families attended.

Feedback from Parent/Carer Forums:

“We found it inspirational and have learnt more than the 14 months Socials Services have been”

“The way things are explained is done in a much easier way to understand straight away, a lot better than any of the courses etc I have done over the last 15yrs.”

“Thank you this has been brilliant. I don’t feel so alone or scared now.”

“These case studies are AMAZING and the perfect thing for me to hear tonight. Thank you. Now I have some hope.”

“I attended the parents forum and this really helped me to seek changes”

Our learning & development this year

Development 1 : Tailoring our response by a new triage approach

Capa has been conscious of the very real risk that many of our families face on a daily basis, and it has been important to us to respond proactively, particularly given the rate at which our waiting list was growing. The organisation has stepped up, using our knowledge of demand, and the evidence our data brings, to redesign our services- but at the front end, it has been crucial to ensure all families are triaged at the point of referral.

All new referrals are screened using risk indicators, and established as high risk, medium risk, or low risk. High risk cases are contacted immediately to discuss the family situation, and onward referrals are made where appropriate. All families, at all levels of risk, are sent information on how to contact the organisation in the event that their risk of harm increases. Our weekly Q&A sessions present an opportunity for families to raise concerns too. Families are always encouraged to call 999 and request support from the police should they feel unsafe.



Development 2: More support options for families waiting for Advice & Support

As a result of our triage approach, high and medium risk families will have shorter waits for individual practitioner support than low-risk families. Our current wait for Advice & Support sessions for low-risk families is 5-6 months, because despite additional practitioner resources there has been a rising demand for our services . During 2024 we introduced a number of additional resources to support our families on our waiting list.

Weekly Q&A drop-ins: From October 2024 we began to offer Weekly Q&A drop-in sessions. The first of these were offered on a Thursday lunchtime, but additionally now an early evening session is available, so that the drop-ins are more accessible. It is early days for the drop-ins, where numbers were quite low to begin with, but are now picking up as information is being shared with families - 15 families have engaged with us this way so far. The drop-ins are currently available for all families, whether just referred, on a waiting list, or already receiving other Capa services. However we have just widened our accessibility via the platform Eventbrite, with any parent/caregiver or professional registering, via this site, being able to attend. Although evaluation will develop over time, informal feedback is that some families really appreciate the option to join the weekly drop-in.

Feedback from weekly Q&As:

“So helpful to hear others stories and not feel alone.”

“Over the two months I have been attending I could not have believed the change in my teenage son's behaviour. This one strategy you spoke about has been amazing, and made a huge difference”

Parenting Groups: From January 2025, we have introduced Parenting Groups for low-risk families on the waiting list. These families are being offered a place in a Parenting Group within 3 months of referral, alongside the other offers of the Parent/Carer Forum and the Weekly Q&A drop-ins. Two Parenting Groups have started in January, and are planned to run for 6 weeks each. We are able to offer these groups due to the additional practitioner resources, and by building on the experience of the Parent/Carer Group work that was developed earlier in 2024.

Parenting Groups	Number of families attending
2	8



More resources provided for families on the waiting list, digital and online: In year 2 we focussed our efforts on producing and sharing additional online resources for families, particularly due to the demand on services and to support families on the waiting list. From the first contact from families, we respond via email with a list of our services and a referral form, but also with links to all our online resources - including:

- Our Website
- Youtube channel
- Blog Hub
- Podcast Hub

Impacts achieved during Year 1:

- **32 blogs** were shared on our blog hub and via social media.
- **97 followers** on spotify, and over **1000** all time plays of our first podcast series.
- **5000 pages** viewed on our website in Dec 2024.
- **Over 1000 instagram impressions** in Nov and Dec 24.
- **34 videos** shared on our youtube channel, including new for 2024 recordings of our Community Connection events.

Development 3: New pathways to reduce waiting times for families needing more intensive support

As noted above, in 2024 we began to offer Parent/Carer Groups as an alternative offer to families still needing support after Advice & Support.. These groups offer an inclusive and bespoke space for families to connect and get peer support. They have a psycho-educational approach, and have also helped us reduce our waiting list for 1-2-1 sessions, where families have accepted invitations to Parent/Carer group work. There have been 4 groups this year, which each run weekly for 4 weeks, with 14 families benefiting. We intend to continue providing Parent/Carer groups during 2025.

Case study from our Advice & Support service

How did you find out about Capa First Response:	Family member listened to Radio 4 episode and contacted Capa First Response
Reason for referral:	YP refuses to take medication, has had little or no education for 3 years, self harms, engages in risky behaviour outside the home and has admitted to the use of drugs, alcohol and having sex. The family relationship has broken down and they are unable to communicate. YP parents are exhausted and feel unable to keep YP safe outside the home. After a violent incident outside the home Social Services have just actioned a section 47 and a child protection conference is being arranged. Social Services have been involved for 14 months and no real improvement



Family Make Up	Mother Father YP aged 14 yrs
Additional Diagnosis or needs?	ASD, ADHD, ODD
School	Hospital education
Have you been offered additional support?	CAMHS, Social services, EHCP, Hospital education
Can you outline your hopes and fears for support	<i>"We need professional advice and support to put a specific and achievable plan in place to help us keep YP safe and identify ways to establish appropriate communication between us . We fear that YP is being groomed and that without help YP could end up with lifelong mental health issues, possibly with addiction, or involvement in the criminal justice system and no education and therefore little chance of employment or independent living."</i>
Household working	One parent working One parent unable to work

Behaviour displayed:

Been called names Almost every day	Using Intimidation Once a week	Screaming and yelling Daily	Threatens to hurt you Once a month
Grabbing, pushing, shoving Once a month	Put you or family members down Daily	Makes unrealistic demands of you Daily	Says things that scare you Once a month
Slaps, hits or punches you Once	Smashes things and destroys property Once a week	Threatens to hurt self Once a week	



Outline of support

Offered:

- x 1 extended 121 session
- x 3 advice and support sessions

Overview of sessions

Family member paid for a contribution based extended 121 session as she wanted the family to get immediate support due to her concerns around the relationship and the impact on the family's mental health.

121 session 60 minutes:

We looked at the root causes to the behaviour which included ;

- Hates feeling and being different to peers
- Labelled by school as 'bad'
- Labelled by parents as 'bad and difficult' child
- Difficult relationship with Mum and Dad
- Older sibling no longer at home

Recommendations:

Labelling theory
Communication Pie
Drama Triangle
Validation

Advice & Support

Session 1:

Went on holiday and for the first time they saw YP laugh and smile with them.
Discussed Pathological Demand Avoidant and anxiety alongside ASC diagnosis

Recommendation: Capa First Response podcasts, ND Podcasts, Facebook PDA peer support group, Bringing in my colleague from Capa First Response who is Neuro Divergent aware, to help with peer support and recognising not the only family.

Session 2:

Parents feel they are becoming more aware of how to parent a ND child
Realising traditional parenting techniques do not often work .
They are feeling more confident and realise it has not been about them doing something wrong but more about not understanding what their child needs.
They have been focusing on punishing YP for not complying rather than validating how difficult things are for YP.



Recommendations: Invites to spend time “Sometimes your child has to say NO before they can say yes”.

Session 3:

Things have been going really well. They have taken on board validation and have been using this. It has made a huge difference to how YP responds to them. They are also using low demand parenting techniques which has also helped. They wanted to give an example of how things have changed:

Example: YP threw something in anger and put a hole in the wall

Old parenting style - you must apologise, you must clean up, there must be punishments

New approach - Validation - they could see YP was upset and punishing themselves by giving themselves a hard time. They didn't have to add to this.

Parents acknowledged things must have been difficult for YP. They patched the hole up temporarily and said “we can fix that another time”.

Observations

Body language and presentation from mother in particular was very different and seemed to sit straighter and look more relaxed. When asked about this she stated “I feel so much better and happier, we had no hope when we first got in touch with you and now we are getting on so much better with YP and feel hopeful”

Feedback from family:

“What we found most shocking in everything was that SS put YP on a child protection plan because they were not seen to put in tougher boundaries or consistent boundaries.

Parents explained when they put in boundaries YP behaviour was so much worse Professionals not understanding the issue making them feel like bad parents and making them believe that what they were doing was causing the violence

We have seen such a difference in our child we felt so helpless. We were on a CP plan as we were told our parenting was to blame for how our child was behaving. We felt people would talk about us saying 'that's the family with the naughty child' We attended your parents forum and had advice & support sessions and listened to what you had to say. We started using validation with our child and looked at low demand parenting and it just worked for us. We feel more relaxed, hopeful and I couldn't have dreamed that my child would send me texts recognising we are trying to be the best parents we can be and how much they appreciate us”.



Evaluation

How satisfied were you with the sessions **5 - very helpful**

- Do you feel you have a better understanding of why your child is using aggressive and/or harmful behaviours towards you **Yes**
- Were you given strategies to help change your relationship with your child? **Yes**
- Do you feel better able to seek support from others around your situation? **Yes**
- Do you feel the support you were offered with Capa has helped improve your relationship with your child? **Yes**
- Would you recommend Capa to anyone in a similar situation? **Yes**

“We found our sessions very helpful and supportive. Communication felt very easy and open from both sides. We felt we learnt some good, new parenting techniques, in particular ‘low demand parenting’. We can not think of any areas for improvement.”





Section 2

How we've involved the people from our community

Connections and Communities

During 2024 we have launched some major new initiatives with our communities, and feel we are beginning to expand a great deal both the families that we are reaching, and also the contribution we are making to local and national discussions around CAPVA.

Launch of our first Capa podcast series

In February 2024 the Capa podcast was launched. The first series of 6 episodes, and a bonus introductory episode were shared across March and April 2024, and covered a whole range of topics: The podcast is available on Spotify, iTunes, Amazon Music and YouTube, and can be found on a dedicated section of our website <https://capafirstresponse.org/podcast>

We often hear from families directly or via evaluation forms that they have listened to our podcasts, and in May 2024 we reached **number 3** in the UK non-profit podcast chart. We now have over **1000** all time plays of the podcast.



Apart from supporting our families on the waiting list, we launched the podcast with the aim of reaching a new audience of families, families who may not yet be in touch with early help, for example. We know how popular podcasts are, and their potential to help spread the word about an issue to new groups and communities.

Following the launch of the first podcast series, and the production of a series 2, due to be released this February, we have now been commissioned to produce a third series for East Sussex County Council.



Feedback from our families about our podcast series:

“The podcasts alone are hugely useful, should be compulsory listening for parent carers!”

“I think it's amazing, it's been really helpful, the Q&A sessions, the podcasts, these sessions, it's all been one of the most valuable resources I've found.”

Local and wider outreach with schools

During 2024 and due to additional practitioner resources, our CEO has been able to respond very positively to requests from schools for outreach. A significant number of families who self-refer to us say that they were signposted by their child's school. Given the risk of young people missing education, and the pressure on school communities, we would like as many schools as possible to know where families can find help. We are seeing an upward trend in school staff attending training events. We also introduced our virtual coffee mornings for working with schools in Harrow, Hertfordshire and Folkestone, as well as in Brighton & Hove.

Feedback from all-day training:

“Very inspiring sessions. I have pages full of ideas to go away and implement at school. Thought provoking and interesting. Hopefully I can provide some thought for parents to think about their situation in a different way, giving them hope :) Thanks so much <3.”

Feedback from a SENCO:

“It's brilliant for parents who are struggling to understand something that is so difficult. I am a SENCO at a school. Things you shared have really helped and I didn't know them already. If I don't know about this, what about others who don't work in this field?”

Feedback from virtual coffee mornings::

“What a fabulous service, it is so helpful for our families and as teachers, thank you”.

London Violence Reduction Unit Parent Carers Champion Network

We undertook face to face training for the London Violence Reduction Unit's Parent Carer Champions Network. The Network helps enable community-based peer-to-peer support for families experiencing issues related to violence. We already have links with the London VRU, and we were commissioned for this training following our accreditation during 2024. To evaluate the training, we worked with the VRU's evaluation partner Equality Collabs.

Feedback from the training:

“Really interesting and useful training session. Feel that I am more equipped to support families experiencing CAPA and scaffold other team members understanding of the issue.”

“Brilliant strategies, tools & delivery. Thank you.”



BBC File on 4 episode “The Trouble with Parenting”

We were proud to be involved in this File on 4 episode that focused on CAPVA that aired in March 2024. Following the broadcast, we did interviews with Radio 5 Live breakfast show, BBC Scotland and 9 local radio stations - with an estimated overall audience of 19m listeners. Some families self-referring had found us by hearing this programme.



<https://capafirstresponse.org/trouble-with-parenting/>

Panellist at an Ollie Foundation event

The Ollie Foundation aims to prevent young people taking their own lives. The charity does this by a very wide-ranging programme of training and events. In November 2024 the Foundation held an event with Carrie and David Grant “Behind Closed Doors: Understanding and Addressing Child-on-Parent Violence” which had ticket sales for over 1000 people.

This was an opportunity to connect with a specific community raising awareness of the many challenges that can lead to the suicide of young people, and was followed in December by Q&A sessions held for professionals and families. Our participation has signposted new families to us.

Working with our local and other councils

This year we have developed our partnership working with our local councils. We were commissioned by West Sussex County Council to provide three large training events for their different locality staff. This has resulted in a very big increase in referrals from family support teams in West Sussex, showing the value of our training, and allowing us to provide specialist CAPVA support to a great many more families in our local area than previously. We are currently bidding for grant-funded work with West Sussex.

Alongside this, we have established strong links with East Sussex County Council, where at the moment we are receiving far fewer referrals in comparison to West Sussex and Brighton & Hove. We have now been successful in our bid for grant-funding from East Sussex, and have started our project for East Sussex as of January 2025, where we will offer a combination of training of professionals and a podcast series - both developments that have proved successful already.

Also this year we have worked with Warrington Council and the Hampshire Council Adoption team.



Our Capa Community Connections events (renamed this year from Network Events)

We held 2 further networking Connections events for professionals

In July 2024 we held an event with Al Coates MBE, who led a discussion around “Adoption and children who display challenging behaviour.”. 91 professionals came to hear Al speak at our Community Connections event, and many felt this was such a big topic that other events on the same theme might be useful to follow up.

In October 2024 we held an event with Dr Thien Trang Nguyen Phan, who has 13 years experience researching VAWG. At our Community Connections event, she presented her recent research on mothers’ experience of abuse from their adult children, and 58 professionals attended her talk.

Feedback from Capa Community Connections events:

“Thanks for speaking so openly about your own experiences and especially helping us see beyond our cultural narrative of what is 'normal' family/parenting behaviour.”
(Al Coates event)

“This was a fantastic event, as a Family Support Worker and IDVA I take the lead on CPVA but am identifying more and more clients where they are experiencing abuse from their adult children so I have been looking for more information around this. Thank you.”
(Dr Thien Trang Nguyen Phan event)



FREE Capa First Response **COMMUNITY CONNECTIONS** Online Networking Event

with guest speaker: Dr Thien Trang Nguyen Phan

Dr Thien Trang has over 13 years of experience working in the field of domestic abuse and violence against women. Her doctoral research focuses on mothers' experience of abuse by their adult children. She has drawn on her professional and academic expertise to further research and practice in domestic homicides and domestic homicide reviews.

Topics covered:

- Background and context: abuse of parents by adult children
- Key findings: parent abuse over the life course; complexities & the urgency of interconnectedness
- Q & A Session

17th Oct 2024 11.30 - 12.30pm Book your free place via Eventbrite



2nd July - 12 to 2pm On Zoom
Online Networking for Professionals
With guest speaker **Al Coates MBE**

Al shares his experience working with adopters, kinship, fostering, SEN parents and his specific work with family systems. There will be a Q&A session too - join our community to help support safer families

The session is FREE to attend but please register via Eventbrite

Capa First Response **Al Coates**
Adoption.Fostering.children.Social work



Our training events

We continued to offer 3-hour and all-day CPD accredited training events. We have also continued to experience demand for bespoke training, either virtual or in-person. Over Year 2, as already mentioned, we trained 3 teams from West Sussex County Council, members of the London Violence Reduction Unit's Parent Carer Champions Network and teachers in Hertfordshire - 5 bespoke trainings overall.

	How many events offered	Total of attendees
3-hour training	3	46
All-day training	4	73
Bespoke training	5 teams trained	127
Totals	12	246

Feedback from training:

“Jane was such an engaging teacher. Her compassion alongside her extensive experience shone through and I really feel energised to make positive changes to my clinical work after this training. Thank you so much.” (All day training attendee)

A summary of our other awareness-raising work this year is below:

Our media events	<ul style="list-style-type: none">• A Radio 4 “File on 4” programme about CAPVA was aired in March, in which our CEO Jane participated. That day Jane then gave separate interviews about CAPVA to the Radio 5 Live breakfast show, BBC Scotland and 9 local radio stations - estimated overall audience of 19m listeners. Referrals were received from families who had heard the programme or interviews. https://capafirstresponse.org/trouble-with-parenting/
Major collaborations	<ul style="list-style-type: none">• Participated in the panel for an Ollie Foundation Q&A event in November, with guest speakers Carrie and David Grant, and 1000 attendees.• Participated in follow-up Q&A events.
Webcasts and podcasts and other projects	<ul style="list-style-type: none">• Supported Egg Foundation Phototherapy project at a Manchester School• Joined podcaster Josh Brooks for an episode of “Tell us who you are” focussed on CAPVA• Joined Esther Freeman’s for an episode of the SEND Parents Survival Guide podcast



Supporting policy development, research and other knowledge-sharing	<ul style="list-style-type: none"> • Filmed with Merseyside Youth Association in April • Participated in the CAPVA Strategic Working Group in May • Attended a Forensic CAMHS conference in London • Knowledge-sharing event with Warrington Council
Outreach events	<ul style="list-style-type: none"> • Virtual coffee morning at an infant school • Worked with schools in Harrow, Hertfordshire, Folkestone and Brighton & Hove • Attended West Sussex SPOA team meeting • Worked with Hampshire adoption team • Presented about CAPVA at a Sunflower Network event

Plans for Year 3

Under our plans for Year 3, we will outline in more detail some new major collaborations and initiatives, where development has begun in Year 2, but where we will be particularly building our connections in Year 3.



Our learning this year

One of our main challenges this year included all the implications of expanding the practitioner team. In the early part of the year we aimed to develop a team of freelance practitioners, but not all freelancers were able to commit sufficient hours or develop in their Capa roles sufficiently - which delayed the expansion of services. However, we learned from this experience, and in the second half of the year, and with the uplift funding, we have now been able to put in place a very committed and knowledgeable freelance team, and provide sufficient resource for internal training and supervision for the new team. This extra capacity is now having an impact on waiting times.

Our other main challenge this year has been managing the almost 100% increase in referrals. As outlined earlier in the report, we have introduced a new triage system, we have offered alternative services and we have greatly expanded the number of ways in which we are supporting families. However, it has been a challenge to expand and make a number of service adaptations, while being extremely reliant on administrative systems designed for a much simpler service model and a smaller practitioner team. For example, towards the end of the year we tried to free up practitioner time by moving some appointment booking to our admin team, which has then led to pressure on our admin resources. As a result of this, we are now looking with some urgency towards adopting a CRM in 2025.





Changes this year and Year 3 plans

As already outlined, our major developments this year have been the introduction of a new triage approach, the expansion of service for families on our waiting list, and a shift from 1-2-1 to Parent/Carer group work for families needing additional support after Advice & Support.

However, in Year 2, and with the significant support of our NLCF funding, we have had a secure platform to become more ambitious in terms of our partnership working and our focus on making new connections locally and across the country. There are two main initiatives that are representative of this - our collaboration with Durham university for Holes in the Wall, and our development plans for the Capa Podcast. Our other main targets for this year are our own sustainability and infrastructure, and to build on opportunities to influence policy and practice.

Holes in the Wall collaboration with Durham University

The Holes in the Wall website was established by our patron Helen Bonnick in 2011, and has for 14 years been a key resource for everyone in the field of CAPVA. In November last year Helen announced her retirement from running [Holes in the Wall](#). It has been a key part of our work in the latter part of 2024 to build on our existing links with Durham University, and to reach a stage of collaboration which has enabled our partnership to carry forward Holes in the Wall for the future. Holes in the Wall is a vital resource for the CAPVA community of practitioners and families. We are actively working to identify additional funding, with Durham University, to develop and diversify the information available to those who subscribe to Holes in the Wall. We intend to use 2025 to effectively transition operations, maintain, and then grow the information resource.

Further reaching collaborations

We co-founded the Roundtable Strategic Working Group, collaborating with other CAPVA organisations to raise awareness of this issue, look at national policy and collect the first national collection of stats in the UK. Membership includes Respect, Who's in Charge, Adfam, Silenced, Building Brighter Futures and Carrie Grant MBE.

We have also collaborated with Koala NW, a family support service, working with them to bring CAPVA support to families and practitioners in the North West of England. This has resulted in a successful funding bid, enabling us to offer Capa Support for 12 months.



The Capa Podcast invites guests

As already described, our first podcast series focussed on a conversation between members of our own Capa team including our patron - sharing their own insights and decades of experience helping families. Creating the first series built on and developed the skills of our existing team, and it was also a great learning experience for the whole organisation. Not only was it a very big project to undertake and deliver successfully, it has helped us achieve new funding, and has provided a very dynamic platform for the kinds of connections we have been seeking to make.

For series 2 of the podcast, due imminently for release, our conversations have focused particularly on involving and engaging with our communities and focused on making new connections. There are three episodes where families talk to us about their lived-experience of CAPVA, alongside a mother of a demand avoidant child who has written a book about PDA. We are also joined by an academic who has published about CAPVA and primary-aged children, and a parent through adoption who has become a leading specialist in the field of adoption & CAPVA.

Sustainability and infrastructure to support our impact

Our other year 3 plans especially focus on our sustainability and improving our infrastructure.

Sustainable Business Development: Our CEO and Business Development Lead are exploring various routes to secure funding to expedite essential service development- the implementation of which will create longer term, sustainable income, and develop the organisation's reputation as a trusted partner in tackling the issue of CAPVA. Options include preparation for an extension or new bid to The National Lottery Community Fund, and developing partnerships within Local authorities to develop bespoke training, as we have done successfully with West Sussex, leading to an increase in direct income. We have spoken with representatives at Big Issue Invest, who are supporting us to make a bid to The Reach Fund, in order to bring in specialist advisors to work with us to revisit and develop our business plan, and budget forecast, accounting for realistic income forecasts from direct income.

Growth: With ongoing increases in demand, our development commitments include the important extension of our training programme to include e-learning and toolkits, saleable to a larger market, and offering us a foundation for direct income growth. This in turn will enable us to incrementally grow our practitioner team, further supported by anticipated grant income from local authorities (our model, now funded by East Sussex County Council, and now in the Cheshire area, forms the basis for several new bids as we move into year 3).

We are aiming in year 3 to build our substantive practitioner team from two to three, complemented by our freelance team. Expanding from one to two practitioners has been the foundation for the new service offers we have made, so strengthening the team again is a high priority. It also gives us the resource to continue to expand our local and national connections, and contribute to research and policy development.



Infrastructure: We are also committed in Year 3 to adopting a CRM. With doubling of demand for our support, an expanded team, a broader range of services, and additional funding streams, our previous administration and evaluation systems are now straining at the seams. Adopting a CRM will provide:

- Efficiency to processes within our service pathway, reducing admin for practitioners and increasing their direct work with families.
- A new platform for our evaluation work. We want to measure how well we are connecting with more hard-to-reach communities, and to monitor more closely the outcomes we might be achieving for some families and enable more opportunities for learning within Capa.
- Assurance that all digital information kept about families is as safe as possible.

Practice and policy

Through Holes in the Wall and the Roundtable Strategic Working Group, we are aiming to enhance knowledge-sharing around CAPVA. There are many aspects of CAPVA where policy and practice are still under-developed. As one other initiative, during 2024 we have moved to a new triage system, and more tailored support for families. As part of this, we have developed our own new risk assessment tool - specific to CAPVA families - which we will be implementing in 2025. We intend to contribute actively to local and national debates on appropriate risk assessment for CAPVA families.

“There has been a shift in the three sessions we've had, and it's making a big change already. My son may not notice it, but it will benefit him so much. I don't think enough people know about this service, which is sad as so many people need this help. I tried to brush it off, saying to myself that "it was ok" after the first or second time that he hurt me. But eventually I knew I needed support. Having these strategies has made it easier not to call the police. I now have strategies that mean there can be a different outcome. It means a lot.”





Appendix A: Summary of performance against KPIs

Here is a breakdown of the activity delivered against our National Lottery Community Fund targets for Year 2. These numbers exclude some 1-2-1 and Advice & Support sessions that we have delivered to local Sussex families funded by a smaller grant from the Office of the Sussex Police and Crime Commissioner (OSPCC), and also some activity funded by some small grant funding that we achieved in 2024. There can be more practitioner slots available than sessions booked, because coordination can be quite difficult due to the pressures families are under. As a result, we are now exploring some new approaches to filling more appointment slots.

We have noticed that we have offered more appointments to families than have been taken. This is often due to the pressures families are facing, and the unpredictability of when there may be an 'issue' a parent has to manage, therefore missing appointments or not responding to emails to confirm appointments. However, as across the team we have a slightly lower booking rate than last year, we are now exploring bespoke new approaches to filling more appointment slots.

Finally, when our KPIs were assigned, they reflected 3 KPIs for each of our 2 core services at the time. However, overall we have far more tailored services for families than previously, and the position now is that Advice & Support is our core service, with 1-2-1 sitting alongside the range of other services we provide. So for this report, we have provided some evaluation data from our core Advice & Support sessions against all the 6 KPIs, as this gives a more complete picture of the core service than previously. We are reviewing our evaluation processes at the moment, and part of that review includes a focus on evidencing the reduction in CAPVA incidents in the home. Although a reduction in incidents might strongly be implied by our overall outcomes and satisfaction rates when families leave our support, we are seeking to evidence this more directly this year.

	Year 2 NLCF target	Year 2 NLCF actual
1-2-1 support sessions completed	231	77
Advice & Support sessions offered	404	479
Peer Support sessions (Capa Parent/Carer Groups after Advice & Support)	NA	53
Parenting Group sessions (offered before Advice & Support)	NA	23
Weekly drop-ins	NA	15
Total sessions offered	635	647



	Year 2 NLCF target	Year 2 NLCF actual
Live 3 hr webinar Up to 40 each one	4	3
Live one day training Up to 40 each one	3	4
Network events 60-80 participants to each	3	2
Online webinars and trainings	Live and ready to go 4 local authorities 500 carried over +1000	5 bespoke training events - 3 events held for different teams in West Sussex County Council, training of teachers in Hertfordshire and training for the London Violence Reduction Unit. The subscription service for LAs is under development.
Trainings provided	10	14



Advice & Support Sessions	
KPI 1:	<p>Increase public understanding of C/APVA = 75% of all people participating</p> <p>85 of 86 families (99%) completing evaluation forms after Advice & Support sessions felt that they had a better understanding of why their child may have been using harmful and/or aggressive behaviours towards them.</p>
KPI 2:	<p>Reduce isolation and improve support networks for people affected by C/APVA = 50% of all people participating</p> <p>66 out of 86 families (77%) of families felt better able to seek support from others around their situation.</p>
KPI 3:	<p>Increased confidence to manage C/APVA in the home = 90% of all people participating</p> <p>86 out of 86 families (100%) felt that they were given new strategies to help change your relationship with your child.</p>
Additional Advice & Support feedback	
KPI 1:	<p>Reduced C/APVA instances in the home = 75% of all families that receive counselling</p> <p>To develop evaluation in 2025 via our new evaluation process.</p>
KPI 2:	<p>Reduce parental isolation = 75% of all families that receive counselling</p> <p>66 out of 86 families (77%) of families felt better able to seek support from others around their situation.</p>
KPI 3 :	<p>Improved family relationships = 100% of all families that receive counselling</p> <p>84 out of 86 families (98%) felt that the support they were offered by Capa had helped improve their relationship with their child.</p>

Overall, after Advice & Support sessions, 85 out of 86 families (99%) had found the sessions either helpful or very helpful.





Appendix B: Finance Summary

Please find Finance Summary linked below

[Finance Summary.](#)





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