



Do good, better.



Breaking the cycle for New Zealand children

Family Help Trust

ImpactLab GoodMeasure Report
March 2021

ImpactLab
GoodMeasure Report
Wellington, New Zealand

Prepared for:
Family Help Trust

March 2021

ACKNOWLEDGEMENTS

We would like to thank Libby Robins, Bill Pringle, Ross Haggart, and the Family Help Trust team who contributed to the preparation of this report by sharing their values, processes, evidence and experiences.



Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with Family Help Trust to learn how this organisation changes lives throughout Christchurch, New Zealand.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

A handwritten signature in black ink, which appears to read 'Bill English'.

Sir Bill English
ImpactLab Chairman

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Contents

Who we are	3
Understanding social value	4
How we measure social value	5
Family Help Trust’s people	8
The change journey	9
Outcomes map	10
GoodMeasure results summary	11
GoodFeatures	13
Appendix	14
GoodMeasure summary sheet	15
GoodMeasure for Family Help Trust	16
References and further reading	17



Who we are

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Our partners

ImpactLab is proud to be partnering with trust company Perpetual Guardian. Together we are using GoodMeasure to improve strategic grantmaking and support collaboration with grantees by applying a consistent measurement framework.

"The strength of ImpactLab is a real depth of experience in a public policy context. They understand what evidence would be helpful to enable us to make decisions for the future"

- Debbie Sorenson, CEO, Pasifika Futures



@impactlabnz



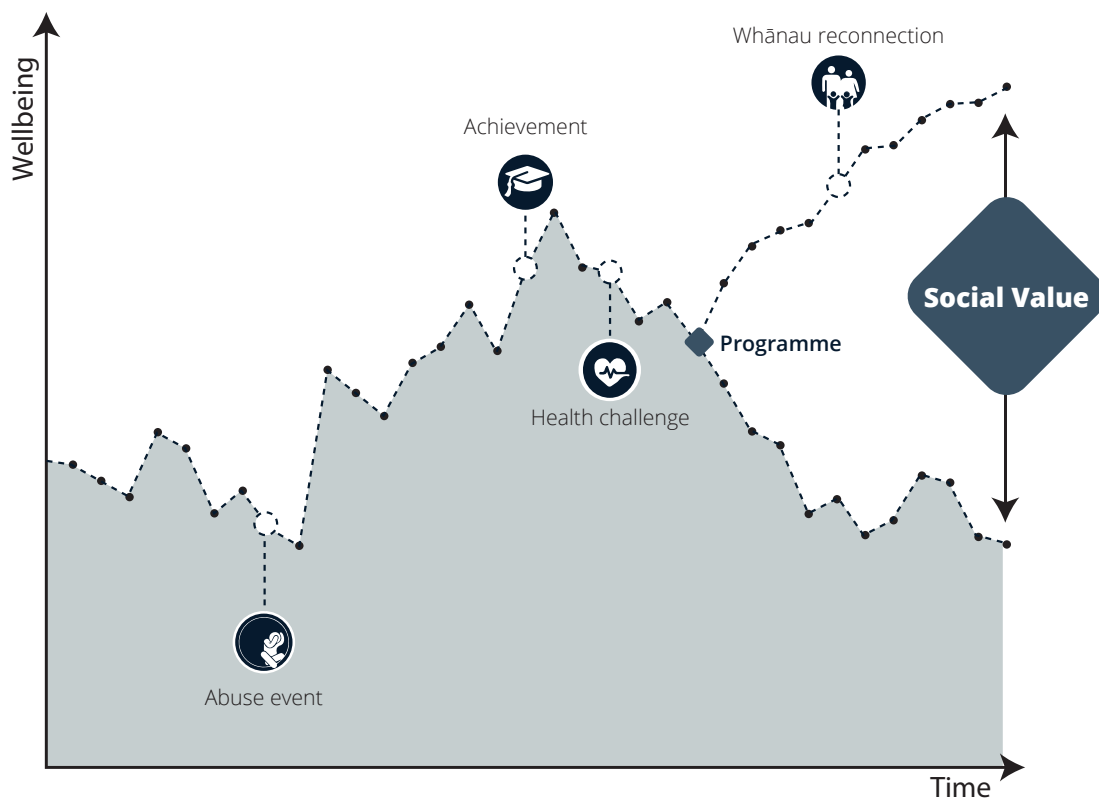
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Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.

Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.



**Collect and
synthesise literature**

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

**Calculate
impact**

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

**Map social value
to frameworks**

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

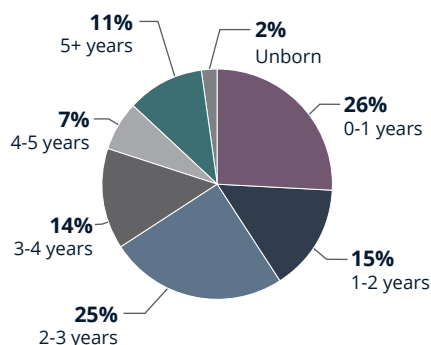
We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.



Participants

143 index children
143 primary caregivers

Age breakdown



Caregiver risk factors

Drug addiction	45%
Alcohol abuse	41%
Abusive partner (in home)	73%
Significant head trauma	29%
Mental health issues	61%
Unemployed	56%
Oranga Tamariki involvement	81%
Hx family violence (as child)	
- Physical violence	71%
- Emotional violence	76%
- Sexual violence	39%
Hx of abuse (as child)	70%
Hx care (as child)	45%
Previous prison conviction	17%
Gang affiliation	18%

Location



Family Help Trust's people

Family Help Trust provides intensive home-visiting to at-risk infants and children and their caregivers, working to break the cycle of intergenerational harm.

Family Help Trust (FHT) works with the most severely at-risk children in the Christchurch area. Their focus is targeted: the most at-risk two per cent of children, identified right at the start of their lives.

In a wider cohort of families, these vulnerable and complex families often fall by the wayside. They are often deemed too difficult to engage or work with. FHT's early intervention, coupled with focussed and intensive support, aims to lift these families out of intergenerational cycles of dysfunction and deprivation.

FHT works with partners in Oranga Tamariki, health services, and social services to identify an 'index' child at risk, any time between pre-birth and three years of age. This identification is based on the background characteristics of the caregiver. Scoring across each of these ten risk factors serves as a guide to the potential risks for the child.

The ten criteria are:

- alcohol and drug use,
- transience or unsettled living situation,
- lack of natural supports,
- poverty,
- care and protection issues for children,
- history of criminal offending,
- history of family harm,
- mental health issues,
- parental history of abuse as a child,
- child disability factors or a history of premature birth or a previous sudden unexplained death of a child.

These families live in chaotic homes, suffer from poverty, and have experienced a world in which violence and abuse have been normalised. At the most basic level, FHT aims to minimise the risk of child abuse in the home and prevent the need for children to be removed from their whānau and placed in state care.

Whilst often the safest option, removing children from their families can cause large emotional ruptures for both the caregiver and child and can lead to alienation from and distrust of the state system. Uplifting children from their caregiver is costly and often entails the removal of subsequent children from the same caregiver.

Outcomes for those abused in childhood are stark and create cycles of harm. 50% of the New Zealand prison population suffered family violence as a child, and 60% of the New Zealand prison population have a conviction for family violence as adults.

Early intervention is critical to creating change, giving families hope, and preventing immediate and long-term harm to children. Physical abuse in childhood creates immediate harm and can cause traumatic brain injury (TBI), resulting in lifelong damage to personality, judgement, and impulse control. The emotional and psychological scars of abuse also have a lifelong impact: establishing patterns of behaviour that perpetuate the cycle of abuse.



Breaking the cycle for New Zealand children

The change journey

Family Help Trust provides intensive, long-term and trusted support to vulnerable caregivers, in order to protect children who have been identified as most at-risk of harm.

Risk-based assessment

Family Help Trust use an entry risk screen to identify complex families for services.

The referrer completes the risk screen based on the best information that they have available. This is scored across 10 metrics, from 0-5 for each, to create an overall risk score.

Families are identified from pre-birth to six months, but can be referred when older.

The intake assessment is a full history of the caregiver up until the last 6 months before entry to the service.

Assessments continue throughout FHT's engagement with the families, with a dynamic progress report collected every 6 months.

The progress assessment looks across multiple areas:

- Household composition and accommodation
- Child's holistic health and education
- Relationship between child(ren) and caregiver
- Health of caregiver
- Court and criminal activity
- Drug and alcohol use
- Employment, education, and economic status

Social workers also undertake a thorough needs assessment to create plans and set goals with the family.

Progress reporting assists social workers in regularly assessing child safety and wellbeing. Joint goal-setting in line with needs helps families achieve goals.

Trusted support

Social workers provide intensive home-based social work services to these families.

Families may see home visiting as intrusive; change can be scary; there may be fear of Oranga Tamariki (OT) – many of the caregivers were in state care as a child.

FHT can be viewed with mistrust, due to involvement at the Family Group Conference. Skilled social workers are needed to break down barriers.

Some social workers themselves have overcome significant challenges in their lives which can engender empathy and enable trust-building.

Interventions are tailored to the needs of the family, and can include:

- Teaching household skills: budgeting, cooking and daily routines
- Building parenting skills, supporting play and interaction with child
- Supporting educational and employment opportunities
- Access to drug and alcohol support
- Supporting while engaging with counselling
- Supporting access to and engagement with health services
- Building self-esteem and confidence

FHT may facilitate engagement with iwi, building a sense of belonging and identity for both the children and their parents.

FHT plays an important role of advocacy and navigation, in engaging agencies and services which a caregiver may have difficulty accessing.

Child-centred

Child protection is at the forefront of all FHT's work and of each social worker's visit to the home.

Social workers continuously evaluate the safety of both the physical home environment and the care provided by the caregiver, every time they go into the home.

Social workers support the caregiver to interact positively with the child, to engage with health and immunisation services for the child, and to enrol the child in education services.

Social workers are all tertiary trained and some have over 20 years of experience in the sector, as well as experience as mothers and grandmothers.

Where the domestic partner is a barrier to child safety or the caregiver's ability to provide adequate care, the social worker supports the caregiver to put a safety plan in place for the child, or supports them if they choose to leave the partner.

Families can be provided with intensive support from FHT up until the index child reaches school age.

For some families, caregivers will be able to 'graduate' earlier than this, if there is consistent evidence of safe care.

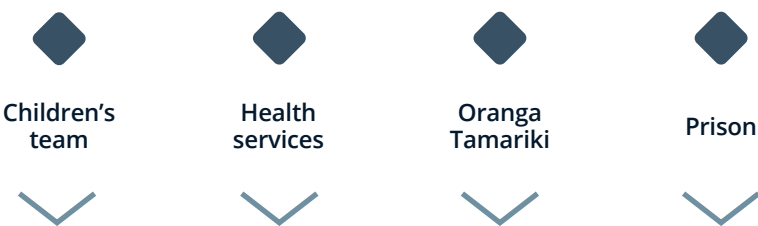
Additionally, FHT's support may mean that other children who are in statutory care may be able to return to the care of their parents or whānau caregiver.

For other families, however, the safest option is for FHT to refer back to OT, due to ongoing child safety concerns.

Outcomes map

The outcomes that Family Help Trust aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

The most at-risk infants and young children in Christchurch, identified by caregiver risk factors.

Intervention structure

Risk-based assessment

Trusted support

Child-centred

GoodMeasure outcomes

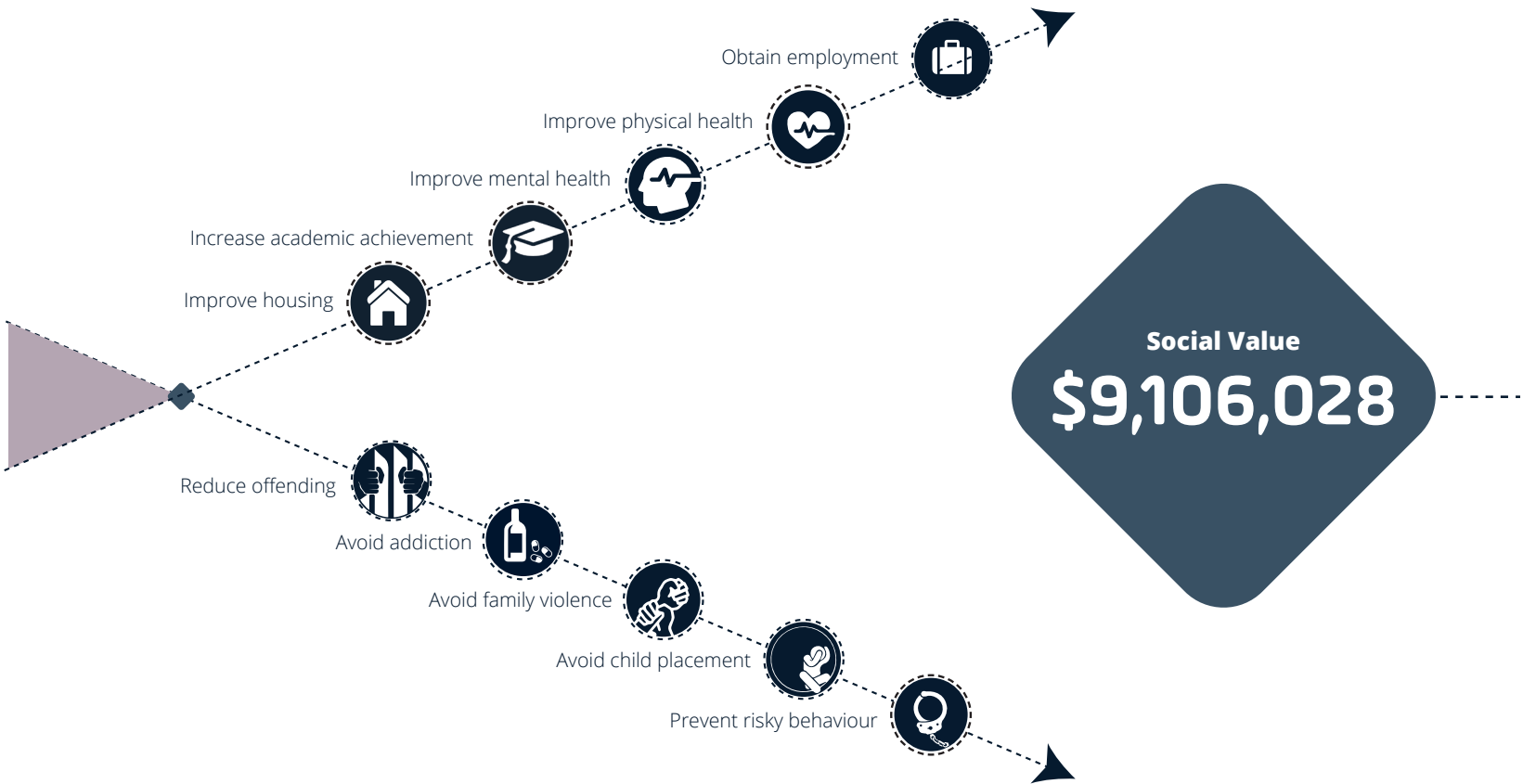
Additional outcomes

<i>These outcomes directly contribute to this year's social value calculations.</i>	<i>These outcomes do not directly contribute to this year's social value calculations.</i>
<div><div>Avoid addiction</div><div>Avoid child placement</div><div>Avoid family violence</div><div>Improve housing</div><div>Improve mental health</div><div>Improve physical health</div><div>Increase academic achievement</div><div>Obtain employment</div><div>Prevent risky behaviour</div><div>Reduce offending</div></div>	<div><div>Improve healthy eating</div><div>Improve home safety</div><div>Improve parenting skills</div><div>Increase health literacy</div><div>Increase immunisation</div><div>Increase emotional regulation</div><div>Reduce family separation</div><div>Reduce intergenerational abuse</div></div>

GoodMeasure results summary

Every year, Family Help Trust delivers \$9,106,028 of measurable good to New Zealand society.

Family Help Trust's real-world value is even greater than this, as some outcomes such as increased social connectivity cannot yet be directly quantified with available data.

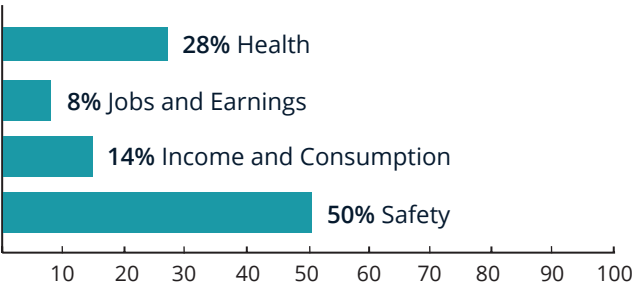


Social value breakdown

Family Help Trust create social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.

Social value by domain (%)



When we consider the operating costs of Family Help Trust, we can calculate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	\$39,939
Measurable benefits as proportion of programme cost:	1390%
Cost of the programme per participant:	\$2,295



This means that every dollar invested in Family Help Trust delivers \$13.90 of measurable good to New Zealand.

(July 2018 – June 2019)

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development’s (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

Definitions

Jobs and Earnings: Freedom from unemployment

Income and Consumption: People’s disposable income

Health: People’s mental and physical health

Safety: People’s safety and security and freedom from risk of harm

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Programme design

- The programme takes a preventative approach to child wellbeing to minimise the lasting impacts of child abuse and increase the probability of intervention success.
- The programme's service is delivered either during pregnancy or within three months of birth.
- The programme targets high-risk families by employing a strict needs-based assessment for intervention access.
- The programme screens for key risk criteria. Specifically, it screens for: past exposure to intrapersonal violence or abuse, severe mental illness, drug and alcohol dependency, cases of unwanted pregnancies, material and financial hardship, and a lack of familial support.
- The programme tailors the intensity of its intervention according to the vulnerability of its clients, with higher-risk families receiving weekly home visits.
- The programme lasts between three to five years to build relationships, establish trust, and ensure long term changes.
- The programme involves parents in goal-setting and evaluation processes to build trust and autonomy and cultivate self-sustained changes in harmful behaviour.
- The programme monitors fidelity monthly to ensure frontline service delivery matches the core principles and model of the intervention.
- The programme increases accessibility, inclusivity, and retention by employing a culturally competent, whole-of-whānau approach to service delivery.

◆ Integrated support

- The programme provides integrated support and tailors this to the needs of families on a case-by-case basis.
- The programme facilitates children's participation in early childhood education.
- The programme provides training to develop parenting skills, increase the client's connection with their child, and build self-confidence.
- The programme promotes children's health and wellbeing by demonstrating healthy practices early in their lives.
- The programme connects families to both formal and informal networks of support for mental health services, substance abuse treatment, as well as financial and housing assistance.

◆ Effective social work

- The programme carefully selects and supervises social workers, ensuring they are qualified, trained, and experienced.
- The programme employs a strengths-based approach to social work.
- The programme's social workers are clear communicators, empathetic, and compassionate.
- The programme supports social workers both financially and emotionally by providing sufficient pay and ensuring caseloads are not overwhelming.
- The programme utilises motivational interviewing techniques and reflective listening statements to gauge clients' needs, establish trust, and cultivate internal motivation and behaviour change.

Appendix

Below is a list of definitions of key terms contained in this report.

Amount invested	Population	Attribution
The dollar amount that has been invested in a specific programme, in New Zealand dollars.	The group of people supported by the programme, in terms of age, gender, and ethnicity.	Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.
Cost per person	Programmes	Disclaimer
The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).	The services delivered by the provider for the amount invested.	This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/ organisation) for our services, including the applicable terms and conditions.
Domain	Social ROI	We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the Information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.
A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.	Social Value	
	The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.	



Whether you're funding change-making organisations or delivering the services that make a difference, GoodMeasure simplifies impact measurement so you can learn what works and make a bigger impact.

We take great pride in providing a research process that our customers can trust. GoodMeasure's power comes from calculations using multiple reputable data sources, including the Living Standards Framework. GoodMeasure also uses the best of the worldwide evidence about what works. This includes published literature and evidence databases from world renowned academics and impact organisations.

Understanding social value

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

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Our team

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|| Helping you do good, better.

GoodMeasure for Family Help Trust

We expect Family Help Trust to deliver \$9,106,028 of measurable good to New Zealand society.

Understanding Family Help Trust's Impact

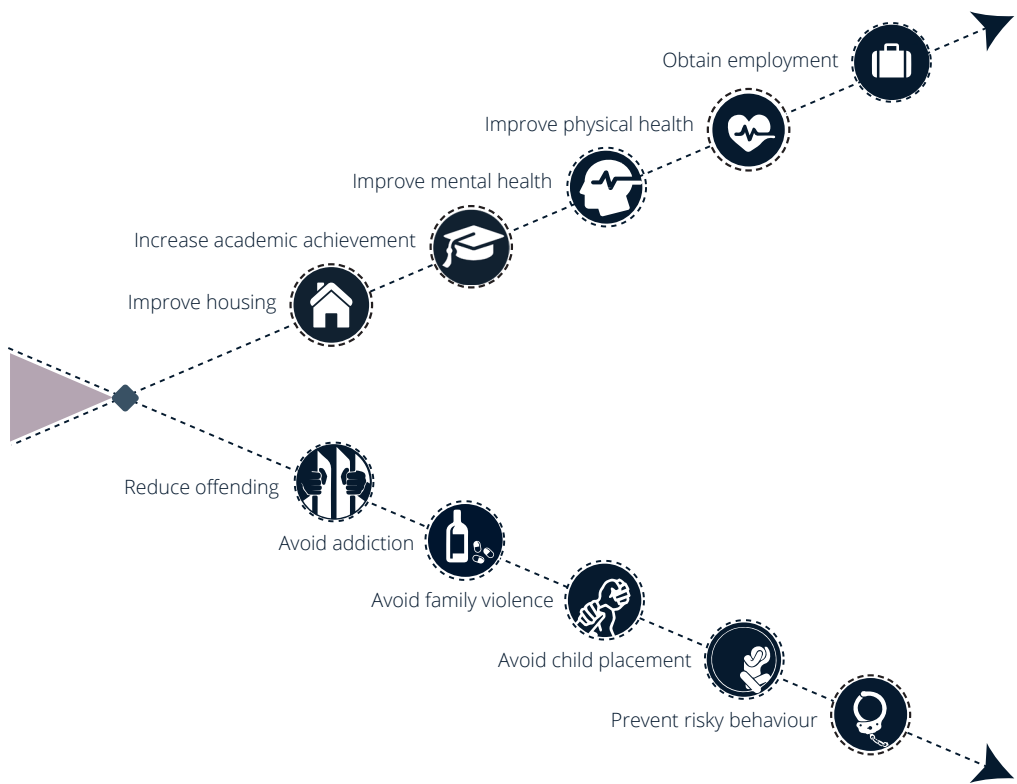
Family Help Trust provides home visitation services for at-risk families in order to prevent child abuse and family separation through state uplifts. By intervening at the start of the child's life, FHT aims to support families to break the cycle of intergenerational harm.

What does Family Help Trust do?

Family Help Trust identifies vulnerable infants and young children by screening their caregivers for risk factors such as previous exposure to abuse, history of criminal offending, and drug and alcohol use. FHT's trained and qualified social workers provide families with intensive and long-term home-visiting services. Families are connected with practical support and equipped with the skills they need to improve their lives, and those of their children.

Whom does Family Help Trust serve?

The most at-risk infants and young children in Christchurch, identified by caregiver risk factors.



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Avoid addiction
- Avoid child placement
- Avoid family violence
- Improve housing
- Improve mental health
- Improve physical health
- Increase academic achievement
- Obtain employment
- Prevent risky behaviour
- Reduce offending

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Improve healthy eating
- Improve home safety
- Improve parenting skills
- Increase health literacy
- Increase immunisation
- Increase emotional regulation
- Reduce family separation
- Reduce intergenerational abuse

Family Help Trust's impact



Social value definition

Social value generated for each participant	\$39,939
Measurable benefits as proportion of programme cost	1390%
Cost of the programme per participant	\$2,295

When we take into account the operating costs of Family Help Trust, we can calculate the social return on investment that is generated for every dollar in the programme.



References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

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