



CHILDREN
& FAMILY
SUPPORT

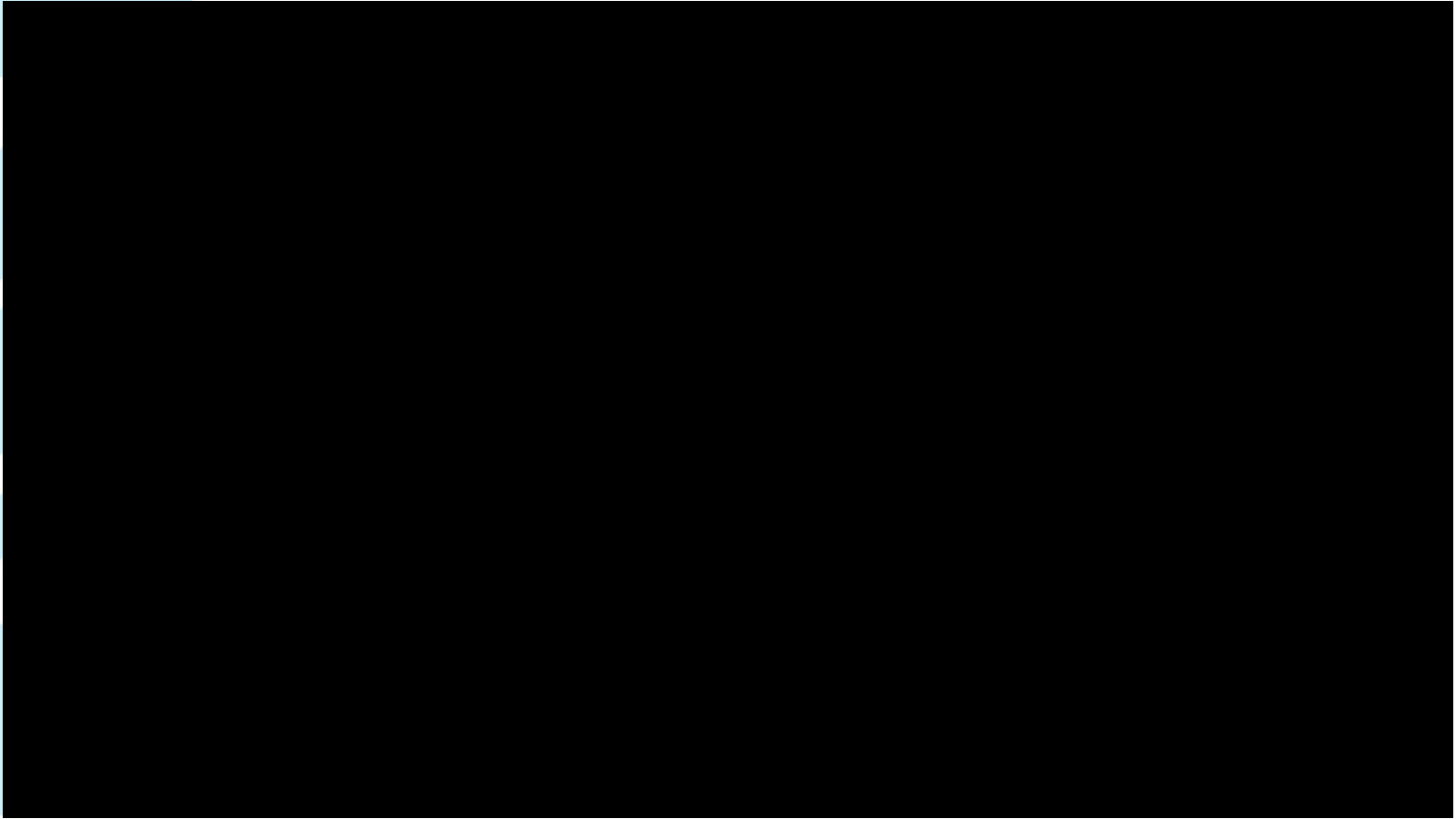
Children & Families Service

Headteachers Conference 2019



Warwickshire
County Council

Children & Families - Successes





John Coleman
Assistant Director
Children & Families Service



Agenda

John Coleman	Working together to support children & families
Lunch	
Marina Kitchen	Revised Early Help offer
Table presentations	
Jo Rolls & Maura Rosser	Family Information Service & MASH
Stacey Gill, Mark Roden Dave Jones	Early Help & Targeted Support
Vicky Woodfield & Richard Hamlett	Initial Response
Amy Burnage & Rob Harris	Early Help Assessment: Pathway to Change
Ramandeep Sandhu & Kim Higgins	Restorative Practice
Avis Johns & Toby Blume	Social Engine - Supporting DSLs
Q&A panel	Questions and comments
Close	



Warwickshire County Council is investing in services for Children & Families, specifically Early Help

This means more support for schools and improved partnership working

Support will be available locally, simple to access and easy to use

What is restorative practice



Helping communities and families to **build** on their **strengths** and **relationships** to find their **own solutions**.

Social Discipline Window

High



TO:
Authoritarian

**WITH:
Authoritative**

NOT:
Neglectful

FOR:
Permissive

Low



High





How we implement restorative practice

- Keeping the child at the centre of everything we do
- Understanding that parents need support
- Recognising that families are the experts in their lives
- Creating a plan together, focusing on strengths and routes for change
- Promoting health, wellbeing and education
- Identifying solutions together to keep children safe

Change happens by building relationships

Shared language and understanding

In restorative conversations, there are different views:

- Your view
- My view
- Our view



“What happened?”

“Who was affected, and how?”

“What needs to happen now?”

Pathway to Change planning tool

Pathway to change _____

Name _____

Date _____



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Situation

Understanding

Actions

What happened in the past?

What is happening now?

What keeps the issue going?

What changes need to happen?

What triggers this now?

How will we do it?

What positives and strengths are there?

What could happen if things don't change?

Who is affected and how?

What will it look like when it has changed?

How likely is this? 0-10

How serious is this? 0-10

(0 not likely/serious at all - 10 extremely likely/serious)



A Restorative Approach

Effective and timely information sharing by all professionals with families

Shared understanding of the family's current situation, using a similar language

Collective ownership of the child's plan which is created and agreed together

Good use of time. Shorter and more focused meetings with families and professionals



You said, we did

Situation	Solution
Systems for referral were too complicated	Direct access to Children & Family Centres and clearer defined roles in MASH
Assessment processes weren't effective	We've developed the Pathway to Change planning tool
You asked for more support and resources	We are introducing a locality model with increased investment
Social care interventions weren't always helpful	New ways of working to enable the right support to be delivered at the right time



New approach and resources

- Train 10,000 practitioners and community leaders in restorative practice
- Introduce Family Group Coordinators (FGC)
- Introduce the safeguarding families programme
- Parent trainers to train professionals in parenting programmes
- Youth workers focussed on alcohol misuse
- Youth worker delivering group in schools, summer hubs and residential
- Establish a Family Drug Alcohol Court (FDAC)
- Free books for children in care
- £1 million Community Youth Services Fund for 2020-2021 to support voluntary and community organisations





**Together, we can all get better
outcomes for children and families,
why wouldn't we?**



**Come back after
lunch to find out
more.....**





Marina Kitchen

Early Help & Targeted Support
Children & Families Service





Early Help

Early help refers to all support available to children, young people and families before formal intervention (such as when children are placed on child in need or child protection plans, or taken into the care of the council).

This includes universal services that are designed to improve outcomes for all, such as children's centres, open access youth services and health visiting.

While early help is strategically led by local authorities, the local offer includes the delivery of work by a wide range of agencies, including: the health system; schools; the police; and the voluntary and community sector.

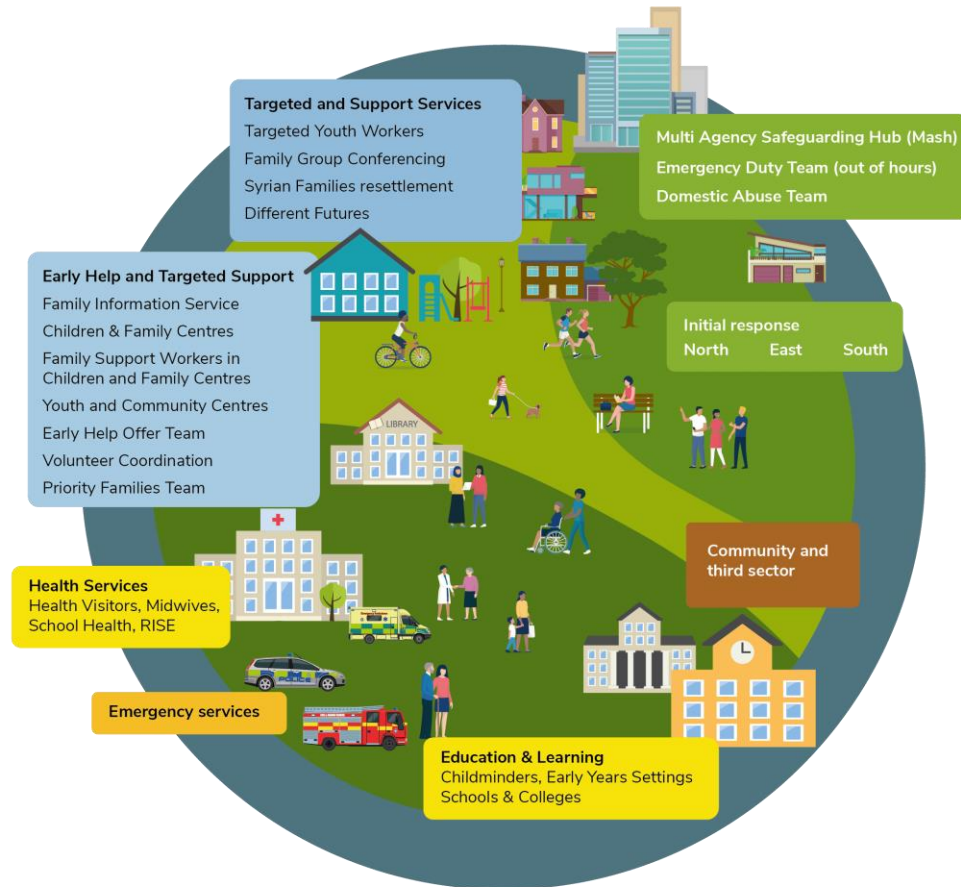
Outline of service area

Early Help is everyone working together in an ecosystem

To ensure Children & Families receive

- **Right support**
- **Right time**
- **Right person**

This can start as soon as you recognise the family need help






Investing in the right support, at the right time

We have designed a system that will enable **rapid access** to Family Support, Parenting Work, Advice guidance **easily and locally**

- Easier access to Family Support
- Parenting Programme
- Children & Family Centres
- Family Group Conferencing
- Special Guardianship support team
- Other extra help
- Initial contact and response
- MASH digital solution
- Domestic abuse



Additional support for schools and the early help network.

- FSW Network Meetings
 - Early Help Clinics in schools.
 - Multi Agency Collaboration Clinic (MACC)
 - Named locality Targeted Help and Coordination Officers
 - DSL Support Network
 - 121 Formal Support
- 



Learning and development

We are committed to working with our multi agency partners to upskill and share skills and knowledge between us

We will develop training package to include.....

- Reducing Parental Conflict
- Increasing understanding the impact of Adverse Childhood experiences
- Domestic Abuse - Barnardo's risk assessment to practitioners
- Trauma Informed Practice
- Accredited Early Help qualification

Signposting (services for all)

Children & Family Centres
Duty Family Support Workers

Children & Family Centres

Citizens Advice Bureau

Parental Mental Health support

RISE Drop ins and Dimensions tool

Family Information Service (FIS) Online

Family Information Service (FIS) Helpline

Family Information Service (FIS) Brokerage

Compass

School Health Service

Midwives & Health Visitors

Health Services e.g. GPs and Pharmacies

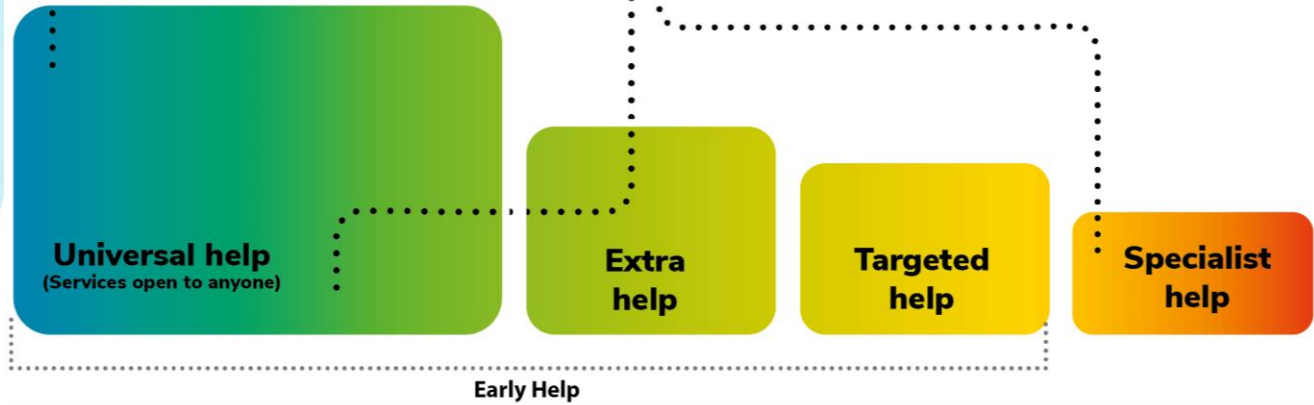
School staff



Accessing the right support



A family may be accessing one or many of these types of service at a time



Accessing the right support

Non-safeguarding

Family Relationships	Finance
Grants/Charity Funding For Families	Housing
Special Educational Needs & Disabilities	Childcare
Health And Wellbeing Services	Legal advice
Parenting worries/concerns	Sleep advice
Behaviour Management	

Family Information Service

Family Support Worker Duty Line

Children & Family Centre

Safeguarding

Physical Abuse	County Lines
Neglect	Modern slavery
Sexual Abuse	Child Sexual Exploitation
Domestic Abuse	Female Genital Mutilation
Child Trafficking	Profound and severe disability
Criminal trafficking	

MASH

What can you do to help?

Speak

- To the family - have a conversation with them
- To professionals in your network - e.g. a Duty Family Support Worker

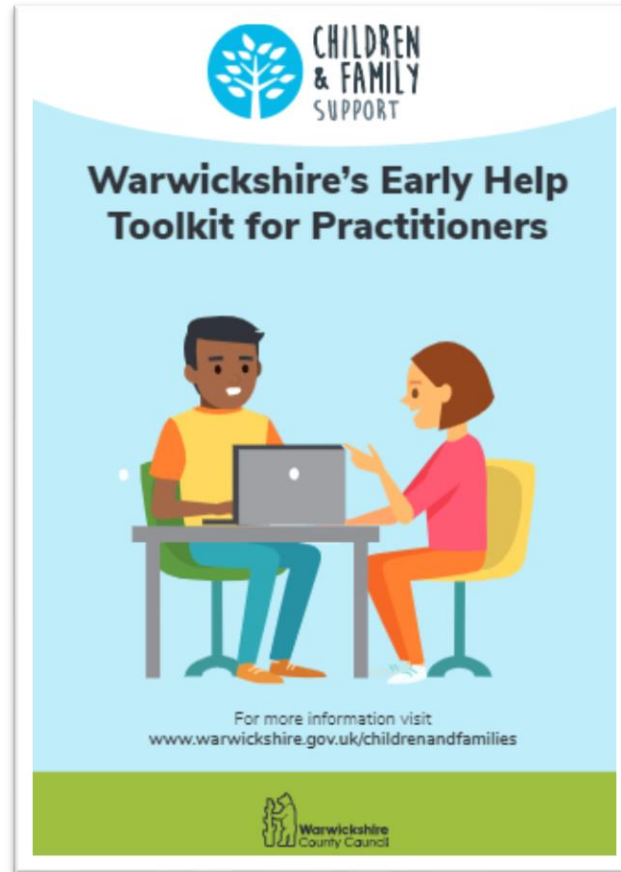
Do

- ➔ Use available online resources and signpost to services
- ➔ Complete the Pathway to change planning tool with the family
- ➔ Signpost the family to the local Family Support Worker / Children and Family Centre / Family Information Service
- ➔ Refer a family to MASH only if there is an immediate safeguarding concern
- ➔ All of the information above is available on the website here: www.warwickshire.gov.uk/childrenandfamilies

Review

- ☁ The next steps with the family
- ☁ The outcomes – Has the family made positive improvement?
- ☁ Whether further action needs to be taken

Resources available to you





How to get in touch

Stacey Gill: Early Help & Initial Response

Dave Jones: Targeted Youth Support Services Operations Manager:

Maura Rosser: MASH Operations Manager:

Vicky Woodfield: Initial Response Operations Manager:

Jo Rolls: Family Information Service Operations Manager

The contact details of the team above are in your toolkit

Contact the Family Information Service via

Email: fis@warwickshire.gov.uk

Phone: 01926 742274

For further information visit www.warwickshire.gov.uk/childrenandfamilies

In an emergency contact the police on 999



Table Discussions



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Thank you for your time, any questions?



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