

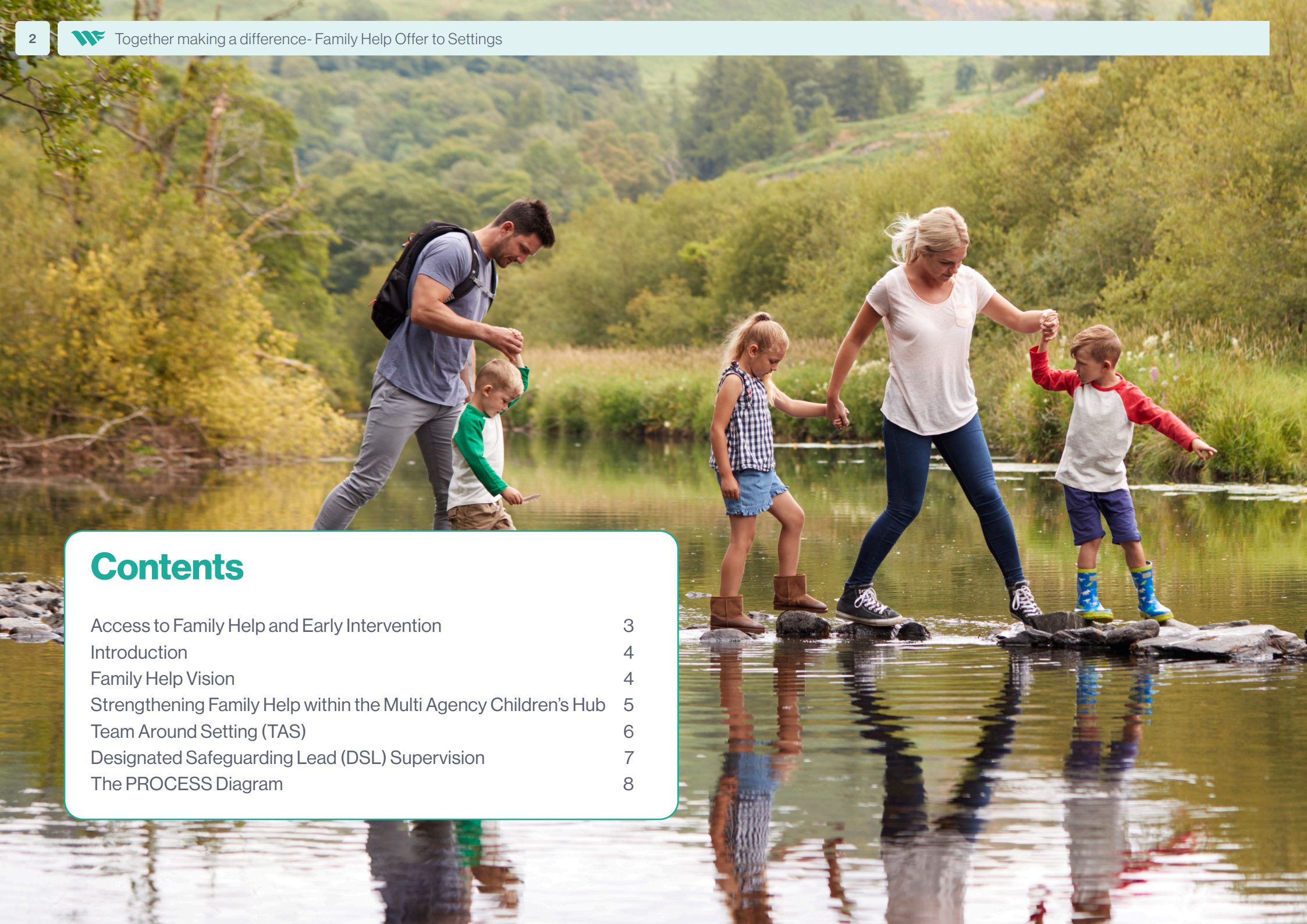
Westmorland and Furness Family Help Offer to Settings

Together making a difference



Contents

Access to Family Help and Early Intervention	3
Introduction	4
Family Help Vision	4
Strengthening Family Help within the Multi Agency Children's Hub	5
Team Around Setting (TAS)	6
Designated Safeguarding Lead (DSL) Supervision	7
The PROCESS Diagram	8



Access to Westmorland and Furness Family Help

Family Help Access Point

Information / Support / Advice / Triage for Family Help and Support

When advice and support is needed

Possible Pathways

- Families Information Service (FIS)
- Family Hubs
- Early Help Special Educational Needs and Disability (SEND)
- Local Offer
- Access to Partnership Support Officer (PSO)
- Parenting Pathway
- Early Help Special Educational Needs and Disability (SEND)
- Early Years Offer
- Voluntary and Community Sector
- Targeted Early Help 0-19 Family Support Services
- Targeted Family Help
- Digital Offer
- Health Services

DSL Supervision

PSO Team Team Around Approach (TAS)

Settings who are concerned about a child or young person can be supported by the Partnership Support Officers using the TAS approach. This will provide multi-agency support for the setting to address concerns and needs.

Family Help Panel

For discussion and agreement into Targeted Family Help pathways

Complex Family Help Needs

Where more complex needs arise that have been discussed through a TAS or triaged through the Access Point for Family Help, these will be allocated to the Targeted Family Support Team to case manage.

If you have a serious safeguarding concern about a child who is in an emergency situation, please call the Police immediately on 999

If you have a serious concern about a child or young person that requires immediate attention, please call the Westmorland and Furness Safeguarding Hub on 0300 373 2724

Introduction

This handbook explains the Family Help support offer we have in Westmorland and Furness for settings.

1. Multi Agency Children's Hub (MACH)
2. The Team Around the Setting (TAS) model
3. The Supervision Support schools can access.

We believe Family Help happens as part of a continuum, from universal preventative approaches through to more targeted intervention, when children are experiencing more complex or multiple difficulties.

The Department for Education 'Keeping Children Safe in Education' guidance states that "all staff should be aware of the early help process, and understand their role in identifying emerging problems, sharing information with other professionals to support early identification and assessment and, in some cases, acting as the lead professional in undertaking an Early Help Assessment (EHA)."

The Family Help offer is not the responsibility of a single agency; but a co-ordinated approach supported by Schools, Health, Local Authority Services, Police, Adult Services, housing and voluntary and community organisations. Both Working Together to safeguard children 2023: statutory guidance and the Children Act 2004 place a duty on local authorities to work with key agencies to improve the well-being of children and young people.

*"I always feel
calmer after having
spoken with you in
supervision"*
Primary Head /DSL



Family Help Vision

We know that Westmorland and Furness is a great place to grow up. We have strong communities, excellent schools and early education, good opportunities for further progression in education, work and much more. But we can do better.

Most of our children and families grow up in a supportive environment that enables them to have the best start in life without the need for specialist services. When this is not the case, children and families may need some extra support at different times in their lives.

We want every child, young person and family to get the help and support they need to succeed as early as possible. This is what we call Family Help and Family Support.

Our vision is for every child and young person in Westmorland and Furness to have the best start in life, to grow, thrive, and be prepared for a successful adult life. When the need or emerging problems occur, communities and organisations work together with children, young people and families to co-ordinate support to improve the overall wellbeing and quality of life for all Westmorland and Furness children and young people.

1. Strengthening Family Help within the Multi Agency Children's Hub (MACH)

Family Help in the Multi Agency Children's Hub (MACH):

Provides advice and guidance including:

- General advice and support on thresholds and pathways of Family Help.
- Signposting to Family Hubs
- Your Family Assessment (Partnership Support Officer support)
- Where SEND is a factor, please have a conversation with your PSO to clarify the correct pathway and Plan.
- Support can also be accessed via Cumbria SEND Information, Advice and Support Service (SENDIASS)
- Team Around the Setting
- Access to Targeted Family Help
- Family Help Panel



In W&F we have two Family Help Panels, one for Furness and the other covering South Lakes and Eden Valley. The panels are available to refer for consultations when there is an existing EHA and there have been at least two TAF meetings held. 'Referrals' can be made where it does not meet thresholds for Social Work involvement but may require targeted Family Help services, the plan is 'stuck' or when a new Family Help lead professional is required. The Panel is made up of multi-agency membership and chaired by Family Help managers.

If you have any queries please contact your PSO or email familyhelp.panels.WAF@cumbria.gov.uk For referral forms and to find out more visit Family Help & Family Support Panels wfscp.org.uk/resources-and-guidance/family-help-resources/family-help-and-family-support-panel

We have a strong commitment to Family Help through a range of evidence-based interventions. Family Help is a collaborative approach and not a provision. All children and young people will receive Universal Services, however, some children, either because of their needs or circumstances, will require extra support to be healthy and safe and to achieve their potential. We know that a timely response is essential for families who need support, and to achieve this, we have developed our Family Help Offer.



"It has made me consider how well I delegate and how well I portray that Safeguarding children is everyone's responsibility"
Primary Head /DSL

Before support is requested please consider:

Has consent been gained from parents or young people for family help?

- *Informed consent needs to be gained before any discussion regarding a family or young person.*

Is a Your Family Help Assessment in place?

- *We strongly recommend that a YFA is completed to assess needs and capture the Voice of the Child. This will support the identification of the appropriate service and pathway for the family.*

Have you spoken with your Link Partnership Support Officer/ Held a Your Family Review?

- *The Partnership Support Officer will support you to consider the best ways to strengthen plans around children and young people*

Is neglect a presenting factor for the family? Have you used the Neglect Screening Tool?

- *This identifies whether a child is suffering from neglect and along with the Day in the Life tools will ensure that a multi-agency support plan can be implemented to help the family.*

*Neglect is defined as the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Identifying and tackling neglect at the earliest opportunity is the responsibility of all professionals and is vital if we want to prevent suffering. The MACH and Family Help & Early Intervention Access Point expects the Day in the Life tool to be completed in all cases where neglect is a factor.

If you require support or advice on Family Support and Early Intervention Services, please Contact E: family.help.WAF@cumbria.gov.uk

2. Team Around Setting (TAS)

Westmorland and Furness Early help ‘**Team Around the Setting**’ Approach.

The Team Around the Setting approach is a way for schools and Early Years settings and further education providers to regularly meet with family help services and key partners in the locality for a shared conversation about children and young people they are worried about to support the school in accessing early intervention and community services. Parents are not expected to attend these meetings.

The PSO and the school work together to pool resources with professional expertise, where there is an identified need, to provide family help that is outcome-driven and solution-focused. This supports the family to become more resilient and self-reliant, with a focus on preventing a child or young person from requiring more complex intervention support in the future.

We believe family help, supporting children and young people who have additional needs, and ensuring families receive the right support at the right time will help to prevent unnecessary escalation to crisis point or becoming a Child in Need of Protection.

Aims and Benefits

Working within a Team Around the Setting approach provides early intervention and preventative services for children, young people and their families and reduces unnecessary escalation by:

- Working collaboratively with the Family Help Team, setting and local community to understand local needs, priorities and the families who are most likely to need early help.
- Building trust, improving communication and support across the partnership, and sharing information and data.
- Offering support at key points in children and young people's lives, such as at transition points between schools.
- Supporting and engaging with families more efficiently in relation to school related issues, identifying and removing barriers to learning and closing the gap for vulnerable groups.
- Effectively aligning Family Help skills and resources.
- Ensuring the child, young person and family's progress is effectively reviewed and monitored.
- Bridging the gap between Universal and Complex needs using Family Help Assessment processes.
- Reducing exclusions, improving attendance and educational achievement, attainment, and overall wellbeing.
- Bringing multiple agencies together to share information and updates internally.
- Collaborating and learning, providing clarity about roles and responsibilities, offering early help, and consistently applying thresholds.
- Ensuring services are used effectively to meet family needs that focus on outcomes, with earlier access to services for children, young people and families.
- Providing access to Signs of Wellbeing assessment training and Early Intervention developments.

“The Family Help support and advice through the team around has been very beneficial for us” DSL secondary



How does this approach work?

1. The Family Help lead (DSL, SENCO...) will identify those children with emerging and/or additional needs; they will ensure consent for a Your Family Help Assessment has been given by the parent/ carer and young person. This is a protected space for the DSL/Head/Lead Professionals and will be delivered both collaboratively and flexibly to reflect the needs of the school and the children they support.
2. Where there is no consent, the family can be discussed anonymously.
3. Each school/ early years provider/ early help lead will **return all completed Your Family Help Assessments** to their named Partnership Support Officer to **(family.help.WAF@cumbria.gov.uk)** to be uploaded onto the EHM.
4. The setting can request a TAS meeting if they have concerns about a child.
5. Referencing the W&F Thresholds document/tool to assess if any significant safeguarding concerns should be shared with the MACH using the Child Cause for Concern Form located on the WFSCP website.
6. The Partnership Support Officer will then arrange a TAS meeting to assess/review those children. The meeting can be held virtually, via Teams, or face-to-face in school.
7. Membership and attendance at the TAS meetings will depend on the needs of each child. TAS meetings will always involve the school Family Help lead and Partnership Support Officer with an invite to any partner agency identified, such as voluntary services (VCSE), Health, SEND, Police, etc.
8. The meetings can be held termly or more/less frequently, depending on the needs of the children in that setting. Regular review of children's plans ensures continuity of support and, in turn, prevents escalation of need.
9. All meetings will have a record of discussion and agreed actions. These will be provided by the Partnership Support Officer following each TAS meeting, plus the next review dates.
10. Progress will be monitored at future meetings – step up/down as appropriate.
11. The DSL lead will need to complete a regular return evidencing outcomes. The Partnership Support Officer can support with this.
12. E School Nurse video clinics are available twice weekly by appointment to parents, carers and professionals for advice and guidance on supporting the health needs of children and young people aged 5-19 years old. You can telephone for an appointment Mon-Friday 8:00-4:00pm on 01228 603973.



We hope this consistent approach to Family Help within our settings will give you the support to work in a child centred way, with a consistent offer to our children and their families, across all W&F schools, further education providers and early years settings.

Each setting within Westmorland and Furness will have a linked Partnership Support Officer. If you are unsure of the schools linked Partnership Support Officer, please contact:

E: family.help.WAF@cumbria.gov.uk
T: 0300 373 2723

"I need it! Supervision is the only space and time I have to reflect. We discuss children's needs and plans in an objective way"
Secondary DSL & SENCO



3. DSL Supervision

In Westmorland and Furness, we believe reflective supervision is an important support for all our practitioners working directly with children and young people, including those in a DSL role. Supervision is provided by a Qualified Social Work Manager on a monthly or termly basis based on the needs of the DSL and their setting. Our aim is to support the DSL with their wellbeing and practice whilst focusing on achieving positive outcomes for every child. As well as 1-1 supervision and to support collaborative working, DSL supervision can also be requested as group supervision. This will allow wider support and reflection, with individuals bringing their unique skills and perspectives into a supportive group learning environment. DSL supervision is available to all early years, schools and further education settings free of charge. To make a request for supervision or to enquire further, please contact: family.help.WAF@cumbria.gov.uk



*“Our confidences in early help assessments and supporting families has grown since accessing supervision and team around “
Primary school*



*“Thanks again for the sessions – the team around and access to the supervisions - we are both finding them really valuable. The resources, information and reflective discussions are very useful”
Secondary DSL and DDSL*

The PROCESS Diagram

At a high level the process can be described in these simple steps:



*settings refers to school, early years providers and further education settings

Translation Services

If you require this document in another format (e.g. CD, Braille or large type) or in another language, please telephone: **0300 373 3300**.

للوصول إلى هذه المعلومات بلغتك، يرجى الاتصال **0300 373 3300**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 0300 373 3300 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 0300 373 3300

Jeigu norėtumėte gauti šią informaciją savo kalba,
skambinkite telefonu 0300 373 3300

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 0300 373 3300

Se quiser aceder a esta informação na sua língua,
telefone para o 0300 373 3300

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
0300 373 3300 numaralı telefonu arayınız