

A guide to Surrey Family Services

December 2017



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Surrey Family Services

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Introduction

Welcome to Surrey Family Services

Surrey Family Services brings together a range of teams, from early years to youth services. Each area has different skills and expertise in supporting children and families. This guide has been developed to enable our staff teams to better understand the breadth of the service and the roles that each play.

Our aim is to increasingly integrate our services so that we have a shared approach to families and to children of all ages, which draws on the expertise available across the service.

A vision for the future

As part of Children, Schools and Families, our vision is that all children, young people and families will be happy, healthy, safe and confident in our future. Our vision for the families we work with is:

To promote the well-being and resilience of families to ensure that all children have safe, nurturing relationships which enable them to thrive and build the skills they will need for adulthood. When problems emerge for children and families they will get the help they need when they need it.

Our approach

The right help at the right time

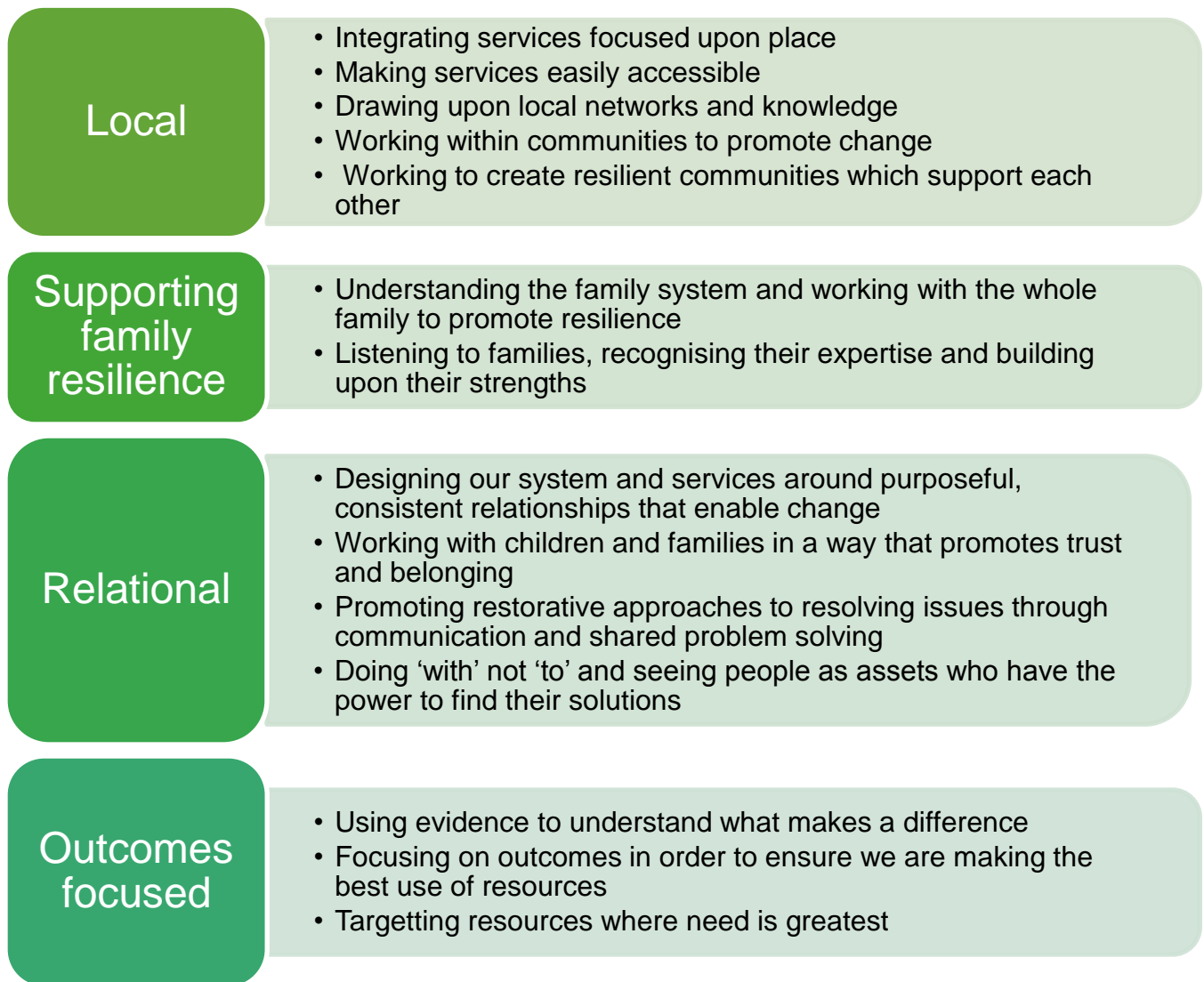
Surrey Family Services covers a broad range of activity. This spans from the universal offer, to more targeted support.



The unifying features of our service are captured in our vision for children and families which focuses on building resilience through promoting and modelling effective relationships.

Family Services is unusual in that we have designed our service and our model of practice around children and families. We recognise that their needs change and they may move up and down the levels of need. However, in doing so they do not have to break relationships and start work with new people and services whenever their needs change.

This approach is reflected in the principles that shape the way we work as a service:



Providing services within local family partnerships

We are reshaping Surrey’s delivery model to ensure that a strong multi-agency network can deliver co-ordinated and joined-up local support to improve outcomes for children and families and reduce the requirement for acute services.

Our approach is to deliver support in local communities through Local Family Partnerships. A number of Local Family Partnerships will be located in each district and borough and will provide an integrated network of services to make sure children, young people and families are able to get the help they need when they need it. Local Family Partnerships areas are being identified by Early Help Advisory Boards in each district and borough.

Our teams



Alternative Learning Provision (ALP)

The Alternative Learning Provision team provides education in a stable and nurturing environment for young people in Year 10 and 11 who are in significant need of intervention but have exhausted provision within mainstream and special schools. Their primary aim is to provide young people with formal and informal education, and to support their development of the necessary life and social skills needed to successfully transition to employment or further education post Year 11.

Children's Centre Advisory team

Across Surrey we have 58 children's centres which are run by schools and private or voluntary sector organisations. The children's centres provide an offer of integrated early childhood services including support for child development, child and family health, parenting and employment. Universal and target services are aimed at identifying and supporting families needing help at the earliest opportunity. The Children's Centre Advisory team offer advice and support to centre managers, head teachers and governing bodies. They provide challenge to the centres through performance monitoring visits and share good practice through facilitation of local cluster and network meetings. The team support centres and partners to deliver joint initiatives for example UNICEF breastfeeding accreditation and the Healthy Children's Centre award with public health.

Duke of Edinburgh

Surrey County Council holds a licence from the DofE National Charity to deliver and operate the Duke of Edinburgh's Award on its behalf to all special education needs (SEN) schools and Community and Youth Groups. The DofE team support schools, youth centres and other community groups to deliver the award through a challenging programme of activities which enables young people to learn new skills, help others, and experience adventure.

Early Education and Childcare

The Early Education and Childcare team support the quality of education and childcare in Surrey, across the sector. Settings which are rated as inadequate and requires improvement are supporting by this team through packages of support and training. This team also supports settings to address the needs of vulnerable children and close the attainment gap for those not achieving a Good Level of Development (GLD) as outlined in the Early Years Foundation Stage. Additionally, this team are identified as the designated teacher for children that are Looked After and support safeguarding in settings and attend core group meetings.

Early Help Co-ordination

The Early Help Co-ordination Hubs offer advice and support to ensure families access universal and early help services. The EHCHs have three points of access via the [Multi Agency Safeguarding Hub \(MASH\)](#), Community Referrals and Step down from children's social care following a Child and Family (C&F), Child in Need (CiN) or Child Protection (CP) assessment.

This team connects families to early help services, monitors interventions, supports practitioners to complete early help assessments, identifies Lead Professionals, and engages in the team around the Family approach. They provide early help training, support the Early Help Allocation Panels (EHAP) and early help network meetings for professionals. The EHCH also has Senior Family Support Workers who work directly with children and families providing assessment, plans and interventions as Lead Professionals.

You can find out more about early help pathways [here](#).

Early Help Special Educational Needs and Disabilities (SEND)

The SEND team works with wider partners to support inclusive practice and provision for children with SEND. This team supports both early years and childcare professionals, as well as working with families to enable the best support to be provided. This includes work in early identification, accessing additional funding, advice on strategy and procedures, wider family support and training and good practice for Special Educational Needs Co-ordinators (SENCOs).

Early Support

The Early Support team supports families with young children with complex needs, following referrals from professionals. This team helps families to navigate SEND and the medical systems, as well as facilitating Team around the Child meetings to co-ordinate the support a family needs and support an education health and care plan (EHCP) where appropriate. This team also liaises with professionals on behalf of the family, provides key worker support for the family for a specific period of time, supports the child's transition into nursery/maintained or specialist provision according to need and supports applications for funding to access support, nursery provision, equipment and/or respite.

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Edge of Care Service

The new Surrey Edge of Care service provides intensive support to families when there is a strong possibility of a child aged 12 and above going into care, or where the child is already in care and the plan is for reintegration back home. Cases come to Edge of Care via consultation with professionals and the family whilst the decision to commence a 12 week, therapeutic programme is agreed via Area Placement Panels. This model uses restorative and relational practice to build family resilience, based on a multi-systemic therapy and Signs of Safety approach.

Families teams (0-19)

Each of the 11 districts and boroughs have their own Families team.

To date much of the work of these teams has been with children and young people over the age of 10 as work focused on families with younger children is more likely to be picked up by other parts of the service. Families Teams casework is directed towards children and families with multiple needs and may be come to attention for a range of reasons such as requiring higher level Early Help services, Child in Need social work services (aged 14+) or because they require a youth justice service.

In addition to this, open access youth work is provided by the Families teams in 33 youth centres across the county. These also teams provide bespoke targeted group work support to a range of young people with particular vulnerabilities.

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Family Group Conferencing

This team works with families and children who are currently open to children's social care to organise Family Group Conferences (FCG). These are decision making meetings which bring together the wider family network to make a plan about future arrangements which will ensure that the child or young person is safe and their wellbeing is promoted. FGCs are intended as a respectful and empowering process in which parents, children and members of the wider family or friends' network are given clear information about the concerns and are asked to work with the Family Group Conference Co-ordinator to produce a plan that addresses those concerns and answers specific queries.

Family Information Service

The role of the Family Information Service is to connect families with the information and support they need. They do this by:

- Enabling families and practitioners to self-serve through the FIS website and Directory and the SEND Local Offer
- Helping families and practitioners find what they need through an enquiry service accessed online, by email or over the phone

FIS works to provide an information and advice offer for families and practitioners. Their aim is to ensure that there is a consistent information and advice offer across the County so that all families get the right information at the right time.

Through looking at how FIS is used by the public and practitioners as well as recording feedback about the availability of information and services FIS are able to develop their own offer. They are also able contribute information to support improvements to other services and identifying gaps in provision.

Finance and Practice

The role of the finance function within Surrey Family Services, is to provide a comprehensive finance and human resources service. The support given enables Managers and front line staff to perform their roles and ensuring young people and families who are vulnerable and at risk are supported. Tasks include the preparation of financial information, monthly financial reports, providing statistical information, evaluating financial data and monitoring sickness and staff workload.

Homelessness Prevention Service

The Homelessness Prevention Service supports young people aged 16-17 years old who are homeless or at risk of becoming homeless. A duty worker will work with the young person and their family to create a safety plan and explore whether it is possible for the young person to stay in the home. If this is not appropriate alternative accommodation will be co-ordinated, which may include extended family, friends, referring to our volunteer host service or, as a last resort, emergency supported accommodation.

Housing Development Service

The Surrey Families Supported Accommodation Service

The Supported Accommodation Service work collaboratively with Surrey Children's Services and the 11 Surrey districts and boroughs to commission high quality accommodation and support for young people who are homeless or at risk at homelessness. Commissioned accommodation should enable young people to be safe, thrive and achieve positive outcomes in relation to independent living, health, social wellbeing, education and employment. The Supported Accommodation team carry out quarterly contract monitoring meetings and full yearly reviews at each service.

The Surrey Families Volunteer Host Service

The Volunteer Host Service provides emergency accommodation on a temporary basis for 16-21 year olds who are at risk of being homeless. The service relies on volunteers to offer a spare room to young people in need for one to three nights.

Host Volunteers provide a safe and secure environment for young people to stay when they've had to leave their family home for a number of different reasons. We're looking for volunteers to welcome a young person to stay in their home for a couple of nights, which enables us to assess the young person's family situation, resolve conflict and find appropriate longer term accommodation if necessary. We're working with the Surrey Families Homelessness Prevention Service to protect vulnerable young people and support families to stay together.

Partnership and Community

The Partnership and Community team manage the day to day operations of youth centres. This team acts as a single point of contact for all building related matters and coordinate the centre bookings and timetables. They also advise on Health and Safety matters, oversee fire precautions, arrange building maintenance and repairs, monitor cleaning, liaise with users and manage centre resources.

Quality and Performance

The Quality and Performance team are responsible for the case management system used by the service. This includes ensuring staff are supported and trained to use the system and that it meets service requirements. This team also works to produce quality and performance data for the service, tailoring this to suit a range of audiences, from the Department of Education and Youth Justice Board to staff and service users.

Restorative Practice

This team works both to support and develop restorative practice within the Surrey Family Services as well as to offer restorative justice, primarily in the Youth Justice system but also more widely. The Restorative Practice team work in partnership with Surrey Police to deliver opportunities for restorative justice for young people and victims of crime, alongside trying to ensure their diversion from the criminal justice system. The team also quality assures victim contact in all Youth Justice cases, and co-ordinates a countywide reparation scheme for young people in partnership with local companies and organisations. More widely, they also host the Surrey Restorative Justice Hub, to provide opportunities for victims and adult offenders to access restorative justice.

Social Work Team

The Social Work team's delivery is integrated within the work of the district and borough Families Teams. The Social Work team supports safeguarding across the service, providing professional reflective supervision, development and training through consultant social work practitioners. This team also delivers a bespoke adolescent Children in Need (CiN) service for young people aged 14 years and older. The 11 social workers in this team hold a workload of CiN cases, advising and facilitating any step up's from early help that is being delivered in the borough or district.

Surrey Outdoor Learning and Development (SOLD)

Surrey Outdoor Learning and Development is a traded service that delivers outcome lead outdoor learning programs to schools, youth organisations, employers and local authority young peoples' services. The programs are designed to support students and young people through their academic and personal development journey into adulthood, these outdoor experiences encourage young people to feel a renewed sense of engagement in the learning process. It additionally provides bespoke programs to support the re-engage of young people at risk of being excluded from school, becoming NEET, offending or at risk of being taken in to care. SOLD operates across three centres and an outreach team.

Active Surrey

Active Surrey, the County Sports Partnership (CSP) for Surrey, which is a not-for-profit organisation set up by Sports England and local partners, and is hosted by Surrey County Council. The Active Surrey Partnership aspires to be an open, inclusive, cross sector, multi-agency partnership involving all individuals and organisations with an involvement or interest in the development of sport and physical activity.

Surrey Family Support Programme

The Family Support Programme is how Surrey delivers the government's 'Troubled Families' initiative. Surrey Family Services has strategic responsibility for leading this programme but delivery is undertaken by staff employed by Surrey's district and borough local authorities through six teams across the county. FSP works intensively with families who meet the criteria for multiple needs, usually associated with a range of challenging circumstances. FSP is part of Surrey Family Services and its delivery is increasing integrated with that of the SFS borough and district teams. FSP's practice model is well-established, working through a whole family approach, bringing professionals together in a Team Around the Family and providing intensive support enabling many families to be 'turned around'

You can find more information about this programme [here](#).

Safeguarding and risk

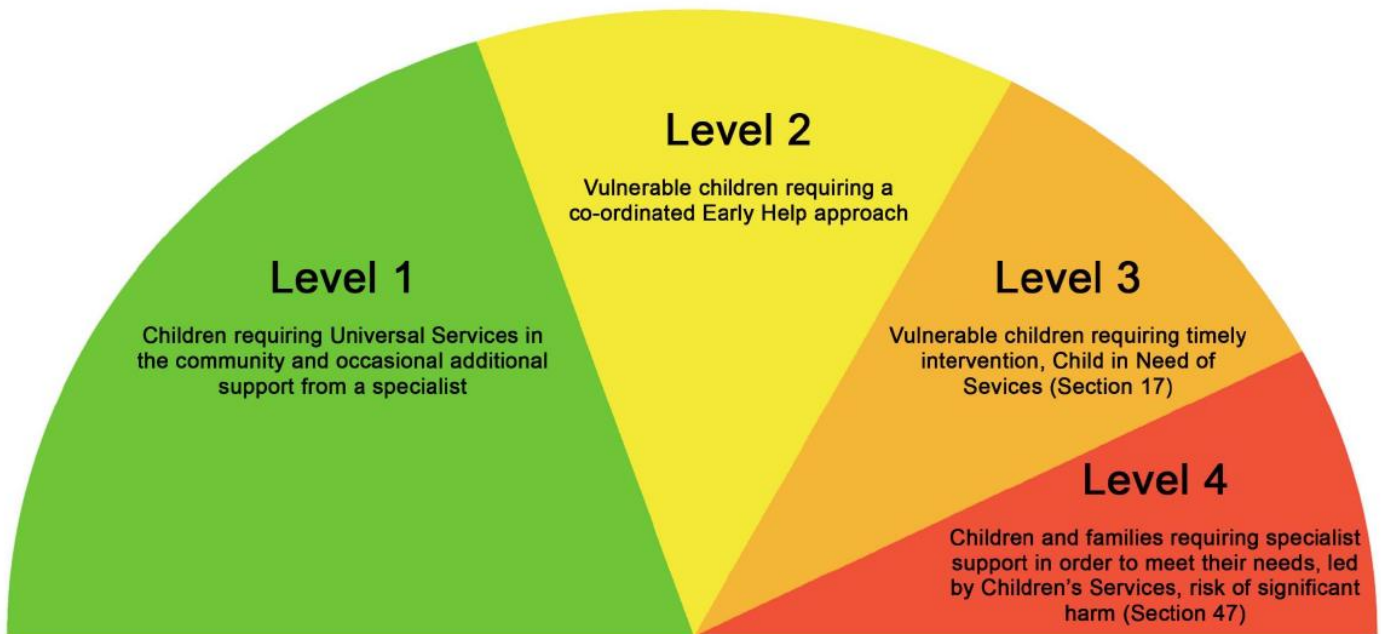
Within Surrey Family Services we work with a range of children, young people and families with various vulnerabilities and, at times, complex needs.

We recognise that safeguarding is everyone’s responsibility and we are all committed to safeguarding and promoting the welfare of all children and young people regardless of their background, circumstances or presentation.

We need to be alert to children and young people who are vulnerable to harm (from others or due to their own behaviour) as well as young people who may pose a risk of harm to others. If workers have concerns, it is vital to act quickly, robustly and proportionately.

This safeguarding work is supported by the levels of need framework, which has been provided by the Surrey Safeguarding Children Board and is informed by Safer Surrey practice.

These levels of need support referrals and provide clear criteria and agreed pathways from universal to support services, with effective step-up and step-down arrangements in place.



Level 1: Universal Services

Children and young people at level 1 are achieving their expected outcomes and have their needs met within the universal service provision, without the need for additional support.

Universal support in the community includes agencies like schools and GPs, as well as open access youth work services and children’s centres.

If safeguarding issues arise, universal services should respond early to escalating need by providing an enhanced response and signposting appropriately to specialist services.

Level 2: Early Help

Children and young people at level 2 are starting to divert from their expected outcomes and require time limited intervention through a co-ordinated, early help approach.

Early help is co-ordinated by a Lead Professional, who pulls together support to address the needs of the family. This Lead Professional acts as a single point of contact for families, providing support and challenge until outcomes are met.

Within level 2 Early Help we distinguish between ‘emerging need’ and ‘multiple need’ where the latter requires multi-agency case co-ordination and will normally require allocation within one of the Families teams or similar case management service. The diagram below identified the different service pathways within Early Help and the relationship with universal services.

Level 3: Child in Need

Children and young people at level 3 are not achieving their expected outcomes and requires a more intensive, but still time limited, support from a range of services following a Child and Family assessment led by Children’s Services.

Child in Need services are delivered through a multi-agency plan which is led by a social worker. If children are under the age of 14 years old, this plan will be managed through Children’s Services. However, if they are aged 14 years or older their plan will be managed through social workers within the local Families teams.

Level 4: Specialist Support

Children and young people at level 4 are at risk of significant harm require more specialist support in order to meet their needs and this is led by Children’s Services. Social workers and their manager will assess and manage this risk, with support of other agencies.

If you would like further information on Levels of Need please see [here](#).

Overview of the early help offer

Level 2 - Early help - multiple needs. Requiring multi-agency co-ordinated response. Key agencies that can lead at this level			
Multi-agency case co-ordination			
<ul style="list-style-type: none"> • SCC Families Borough/ District team (0-19) 	<ul style="list-style-type: none"> • Family Support Programme • Children Centre (Outreach) 	<ul style="list-style-type: none"> • Early Support (early years SEND) 	<ul style="list-style-type: none"> • Family Nurse Partnership/ Specialist health visiting • Community CAMHS
Parenting programmes			
Level 2 - Early help - vulnerable. Emerging need requiring additional support. Key agencies that may provide support at this level			
Universal Plus			
<ul style="list-style-type: none"> • Domestic Abuse Outreach • CAMHS (through single point of access) • Education welfare • Educational psychology • Targeted drug and alcohol information, advice and 	<ul style="list-style-type: none"> education • Home school link workers • Open access youth work and Surrey Outdoor Learning • Police/D&B anti-social behaviour intervention 	<ul style="list-style-type: none"> • Children Centre (support programmes) • Voluntary sector mentoring, Homestart, local prevention providers • NEET support (Family Services Rapid 	<ul style="list-style-type: none"> Engagement Team) • Parenting programme • Housing: tenancy services (registered landlords)/ housing options (D&B)
Parenting programmes			
Level 1 - Universal. Requiring universal service support. Key universal services that may provide support at this level			
Universal			
<ul style="list-style-type: none"> • Education - schools, nurseries, colleges • Health visiting, school nursing, maternity and GP • Libraries/leisure services/ parks/local environmental services 	<ul style="list-style-type: none"> • Health promotion and wellbeing activities • Parenting group • Family and child activities (including family learning/ cultural activities) 	<ul style="list-style-type: none"> • Youth provision/community centres • Job centre/local businesses • Children’s Centres and Early Years & Childcare settings 	<ul style="list-style-type: none"> • Faith - churches, mosques, synagogues • Local voluntary organisations • Police • Housing
Parenting programmes			