

Appendix 2 Family Help Services and Support

Universal and Community Family Help

Children's Centres:

Early Help Outreach and Engagement teams deliver the statutory Children's Centre offer for families with children aged 0-5 years. This includes delivery of universal activities including new birth celebration sessions; baby massage; baby first aid; treasure basket sessions; reach, roll and play sessions; talking tots; toddler yoga; stay and play groups; and baby weigh sessions.

The Family Hubs' programme is delivered through Children's Centres:

Family Hubs and Start for Life is a national programme to improve access to 'whole family' service delivery, including Start for Life services in areas with the highest levels of deprivation and across the wider 0-19 age range. All families need support from time to time to help their babies and children thrive, whether that's from friends, family, volunteers, or practitioners. Our ambition is for every family to receive the support they need when they need it, ensuring that all families have access to the information and tools they need to care for and interact positively with their babies and children, and to look after their own wellbeing. Family Hubs will provide an exciting opportunity to transform join-up between services, taking a whole family approach to better support families to access the help they need.

The Family Hub and the Start for Life Programme brings together services which support families in Rotherham, such as midwifery, health visiting, Children's Centres, Early Help, voluntary and community sector organisations. The programme ensures that children and families can go to get the right information, advice, and support when they need it, with services working together to reduce the need for them to have to keep repeating their story.

The focus of Family Hubs is supporting parents, carers and families with children under two, but it will also include a wider offer from conception to 19 or up to 25 for those with special educational needs and disabilities (SEND).

Universal Youth Work:

It is important that we are offering timely support and the opportunity for positive change, working with young people and families to ensure they have the tools they need to develop resilience and independence. Universal youth work provision is important in the pathway to adulthood for young people and the Universal Youth Work offer builds capacity within the voluntary and community sector to ensure that there are sufficient places to go and things to do for young people across the Borough.

Universal Youth Work funding is open to constituted voluntary groups, charities, private sector organisations, schools, faith groups who can demonstrate they can meet the minimum standards of a high-quality offer for young people, creating provision across the Borough for young people. The offer focusses on the needs of adolescence, but ensure whole family working, within a community development approach. would respond to localised issues as well as developing a localised offer of safe places to go and stimulating things to do.

Healthy Holidays:

The Healthy Holiday Programme is funded by the Department for Education to provide support to families who may find school holidays difficult because of increased costs such as food and childcare and reduced income. Children from disadvantaged families are less likely to access organised out-of-school activities and are more likely to experience 'unhealthy holidays' in terms of nutrition, physical health, and social isolation. The funding enables eligible children ages from reception to year 11 to access holidays clubs for free.

Managed by the Early Help and Family Engagement Service, the programme is delivered by a range of providers over the Easter, Summer, and Winter School Holidays. Each activity lasts 4 hours per day. Programmes are for 4 days at Easter and Winter, and 16 days over the Summer Holidays. Each activity includes a nutritious meal and a variety of sports and enriching activities for children and young people.

Street-based work with young people:

Early Help Outreach & Engagement teams deliver street-based youth work sessions flexibly across the Borough. These sessions target 'hot spot' areas in response to identified issues such as anti-social behaviour or exploitation, as well as extending youth provision across the varying geographical profile in Rotherham. Street-based youth work engages with young people in their own communities and 'on their own turf', allowing flexibility to utilise creative and innovative approaches to engage with young people, help them to identify their skills, passions and to share their voice on issues which are important to them. Through this provision young people are provided with support and guidance to be able to make safe choices and to engage with other opportunities such as universal youth work provision.

Operation Keepsafe is a multi-agency initiative that enables a proactive response to children and young people that are at risk due to being unsupervised and vulnerable due to the time of night that they are out, or the risky situations that they place themselves in. Intelligence informs us that some localities present high levels of risk at particular times and Operation Keepsafe offers a multi-agency response to protect vulnerable young people from imminent harm or potential harm whilst identifying pertinent underlying issues.

- **Operation Keepsafe** is delivered between the hours of 10pm and 2 am.
- **Operation Keepsafe 2** is a *lighter touch* version of Operation Keepsafe and is delivered earlier in the evening in response to intelligence about youth related issues (usually between 6-9pm though this can be flexible.)

It is important to note that the difference between a Keepsafe 2 and general outreach detached work is the multi-agency context (including police) and the fact that it is a one-off response to intelligence and community concern.

Evidence-based programmes:

Co-ordination of evidence-based programmes delivered across the borough is through the Early Help Evidence Based Hub. Families can access a wide repertoire of evidence-based interventions, delivered in partnership by Early Help workers and partners.

Through the Family Hubs’ digital platform families can access online programmes, providing a self-serve function to digital evidence-based programs. Face to face group delivery is available to families where this better suit their needs.

Programme	Delivery Method	Programme Summary
Triple P 0-12	In person & online	Parenting programme for parents of children 0-12. The programme promotes positive parenting strategies, coping and self-care skills.
Triple P Teen	In person & online	Parenting programme for parents of teenagers. The programme promotes positive parenting strategies, dealing with emotional and risky behaviours, coping and self-care skills.
Triple P Steppingstones	In person	This programme is for parents of children 0-12 who have a child with disability. The programme builds parenting skills for promoting children’s development, social competence and self-control and is delivered in a group setting.
Triple P Discussion Groups	In person	Short one-off parent discussion groups on commonly encountered problems such as disobedience, fighting and aggression, and managing situations such as shopping with children and bedtime. The Teen Triple P Discussion Group Series includes parent discussion groups on commonly encountered problems such as getting teenagers to cooperate, coping with teenagers’ emotions, reducing family conflict, and building teenagers’ survival skills. The discussion groups are designed to provide an overview of the positive parenting principles for any interested parent. Parents are actively involved throughout the 2-hour small group format discussions.

Triple P Fear-Less	In person & online	Fear-Less Triple P is for parents (of children aged 6 to 14) who would like to learn how to teach their children to manage anxiety effectively.
Triple P Transitions	Online	Family Transitions Triple P is designed for parents who are experiencing personal distress from separation or divorce, which is impacting on or complicating their parenting.
The Solihull Approach, including Preparation for Parenthood / The First Five Years / The School Years	In person & online	The Solihull Approach introduces a model for understanding the impact of relationships on health and wellbeing and the impact of adverse childhood experiences on health and wellbeing. The Solihull Approach supports mental health and wellbeing in parents, children, schools, older adults, and high stress workplaces through an evidence-based model. The Solihull Approach model combines three theoretical concepts, containment (psychoanalytic theory), reciprocity (child development) and behaviour management (behaviourism). It provides a framework for thinking for a wide range of professionals working with families with babies, children, and young people. Rotherham has pre-birth, preparation for parenthood, 0-5 and school age versions of the programme and it is available face to face and digitally.
Parents as Partners	In person	Parents as Partners (PaP) is an evidence-based intervention for couples and co-parents. Designed to improve relationships between parents and to increase children's well-being and success.
Sleep Tight	In person	This course helps parents understand the impact of poor sleep on behaviour. The programme supports families to implement creative and evidence-based methods of improving sleep patterns in young children.
Family Links	In person	This programme is for the parents of young children up to the age of 10 and looks at topics, including: understanding why children behave as they do, recognising the feelings behind behaviour. Exploring different approaches to discipline and learning the importance of looking after ourselves.
Caring Dads	In person	Developed in a university partnership, Caring Dads is a group intervention program for men who have abused, neglected, or exposed their children to domestic violence.
Timid to Tiger	In person	Timid to Tiger is an entirely parenting-based approach to managing anxiety in children aged nine years or below.
One Plus One: Me, You and Baby Too	Online	Me, You and Baby Too helps new and expectant parents adapt to the changes that parenthood can have on their relationship, while raising awareness of the impact of stress and conflict on their baby. Parents completing this course will develop the skills to manage their conflict more constructively.

One Plus One: Arguing Better	Online	Arguing better helps raise awareness of parental conflict and its impact on children. It gives parents the skills to cope with stress together and manage their conflict more constructively.
One Plus One: Getting it Right for Children	Online	Getting it right for children uses Behaviour Modelling Training techniques to help separating parents see how they are putting their children in the middle of their conflict. It helps parents to develop positive communication skills, so that they can parent co-operatively and work out solutions together.
PEEP (Parents as Early Educators Programme) Home Learning Programme	In person	A parenting programme that helps parents and carers to improve their children's life chances, by making the most of everyday learning opportunities - listening, talking, playing, singing, and sharing books and stories together.
Be Share Aware	In person	Delivered to young people that have been involved in 'sexting' and sharing explicit images, referrals come through the police direct to the Youth Justice Service.
Crime and Consequences	In person	Education intervention for young people who have been issued with an Outcome 22 by police to defer prosecution and provide the opportunity to engage in a preventative intervention.
Barriers to Learning Programme	In person	Keep on Track Programme is a 12-week programme delivered to young people in Year 11 who are at risk of becoming NEET.

Focused Family Help

Partner led Early Help Assessments:

Focused Family Help is available where families have not been able to affect positive change with the support of universal services and they need additional support. Focused Family Help can be delivered through a range of services working with children and families through the Early Help Assessment (EHA). The EHA helps any professional to better understand and document needs when issues or concerns begin to emerge for a child and family that they are working with. The tool is a consistent way of understanding and articulating the things that we are worried about, what is working well and what needs to happen.

Early Help Integrated Working Leads (IWLs) are responsible for embedding the uptake of the Early Help Assessments across partners, and ensuring effective support is provided to children and families through this process. This includes support and oversight of children where an EHA has been requested from a partner agency; support and guidance for partners through the process of completing the EHA and plan and undertaking the role of Lead Professional; providing information and advice to Lead Professionals about services that could support or contribute to the support package for a child and family; reflective discussion to help drive positive change for families; developing strong multi-agency relationships with local partners in order to ensure high quality support to children and families to address need and prevent problems getting worse.

Early Help Family Support:

Family support is provided to children and families by locality services delivering family support to help them to address problems at the earliest opportunity and deliver interventions to address presenting needs. Family support is underpinned by the Early Help Assessment tool (EHA), as evidence shows us that the most effective way to work with vulnerable families is to provide support that is coordinated and focused on problems that affect the whole family.

When an Early Help Family Support Worker is the Lead Professional for a family, they undertake the EHA in partnership with the family and other professionals to understand what life is like for the child and family and what support is needed to address the presenting needs. The Family Support Worker will work with the family and other professionals to co-produce an action plan, which is outcome focused and that seeks to address the needs identified through the EHA. Team Around the Family (TAF) meetings will take place regularly to ensure that the plan is reviewed, and the family are receiving the right support and engaging in order to make positive changes. The plan may incorporate direct support from other agencies, and family support workers will deliver interventions as part of this plan. Through regular review of the plan, the family and agencies are working to address issues and ensure that families can eventually sustain change with support from Universal Services.

Families who have been open to Social Care for a statutory assessment and who need continued support may step down to Early Help as part of Rotherham's step-down arrangements. For these children and families, an updated EHA and plan will be completed to understand the current needs for the family and co-ordinate continued support from agencies.

School Attendance Matters Pathway (SAMP):

The Early Help Service launched the School Attendance Matters Pathway (SAMP) in September 2019 to ensure rigorous and consistent processes are in place to support children who have poor attendance. The SAMP was developed in partnership with Head Teachers and the subsequent agreed pathway is managed by the Early Help Service.

The SAMP provides a framework which supports the Service's statutory duty of enforcement action for poor school attendance and ensures a restorative based approach where welfare is considered paramount, and support strategies are exhausted prior to enforcement action in Court. The Early Help Assessment underpins the SAMP and is a shared responsibility across the wider children's workforce, to ensure that issues are addressed early in the development of a problem.

In May 2022 the DfE published 'Working Together to Improve School Attendance', which outlines a duty for schools, academy trusts, governing bodies and local authorities to work together to maintain high levels of school attendance. This guidance introduces a clear core set of expectations for schools, MATs, and local authorities from Sept 2022 and is refocused away from overreliance solely on punitive approaches to an approach of providing whole family support before enforcement.

The Early Help Core Attendance Team co-ordinate effective operational delivery of the School Attendance Matters Pathway.

Targeted work with young people who are NEET and Not Known:

Early Help Outreach & Engagement Workers are responsible for contacting and supporting young people who are in years 12 and 13 and who are NEET or have a destination which is 'not known'. This is a statutory duty of the Local Authority under the Education Act 1996.

In practice this involves:

- Delivery of the Keep on Track programme with young people identified as being at Risk of NEET (RONI) in Year 11.
- Interventions with young people in years 12 and 13 who are NEET, to support them into a positive EET destination.
- Ensuring that every young person in years 11 and 12 have an offer of a place by the end of September (September Guarantee).
- Contact with young people whose destination is 'Not Known'.

Universal and Targeted Groups for children and families:

Delivered by Early Help Outreach & Engagement teams, universal and targeted groups are offered to children and families across the Borough.

Youth Justice Service:

Aims to prevent offending and re-offending of children aged 10-17. All YJS staff have a responsibility to be alert to safeguarding issues in their work with children and their families and must ensure that all young people are assessed to identify risk of exploitation. Exploitation Risk Assessment Management Tools should be completed where appropriate and appropriate concerns should be raised with line managers and where appropriate referred to Children's Social Care and specialist exploitation teams.

Specialist Family Help

Children's Services are responsible for the co-ordinating of statutory assessments for children in need. Where there are concerns about the safety and welfare of a child, a referral should be made to the Multi-Agency Safeguarding Hub (MASH). They will assess the information and if deemed appropriate undertake further assessment. The assessment may result in the provision of services designed to address the identified needs of the child through Early Help support, a multi-agency child in need plan or child protection plan.

Where a child is assessed as having suffered, or being at risk of, significant harm as a result of exploitation, Children's Services will follow a Contextual Safeguarding process to ensure that extra familial risks are considered under a multi-agency plan coordinated by the exploitation team, Evolve. Multi agency support is provided to victims and survivors of child exploitation.

For a small number of children, they will become children in care but only when there are no other safe options for the children within their family and extended network. They will be supported whilst children in care and as care leavers.

The Youth Justice Service comprises of a range of professionals who work together to prevent children and young people from entering the youth justice system for the first time, supporting them to move away from offending, and when they do, working to 'child first' principles to ensure the best possible outcomes for young people and victims of crime. They also support children in custody. Rotherham Children's Safeguarding Partnership has the statutory responsibility to oversee partnership arrangement to keep children safe. They comprise senior representation from Children's Social Care, Police and Health. Sitting underneath this are multi-agency partner delivery groups with specific focus on child exploitation; neglect; performance, practice and improvement; and education.