

# 0 – 19 Child and Family Support... a New Service

The Council commissioned a new **0-19 Child and Family Support Service** late 2019. This is a different service to the previous **Early Help Services 0-12 years**.

The new service is part of the 0 -19 Child, Young Person and Family Health and Wellbeing System - which is a system approach across the whole of Cumbria.

Through a competitive tender exercise, in line with the Procurement Regulations and the Councils Contract Procedure Rules the new **0 – 19 Child and Family Support Service** contracts were awarded to:

District	Provider
Allerdale	Family Action
Barrow –in-Furness	
Carlisle	
Copeland	
Eden	Barnardo's
South Lakes	Action for Children

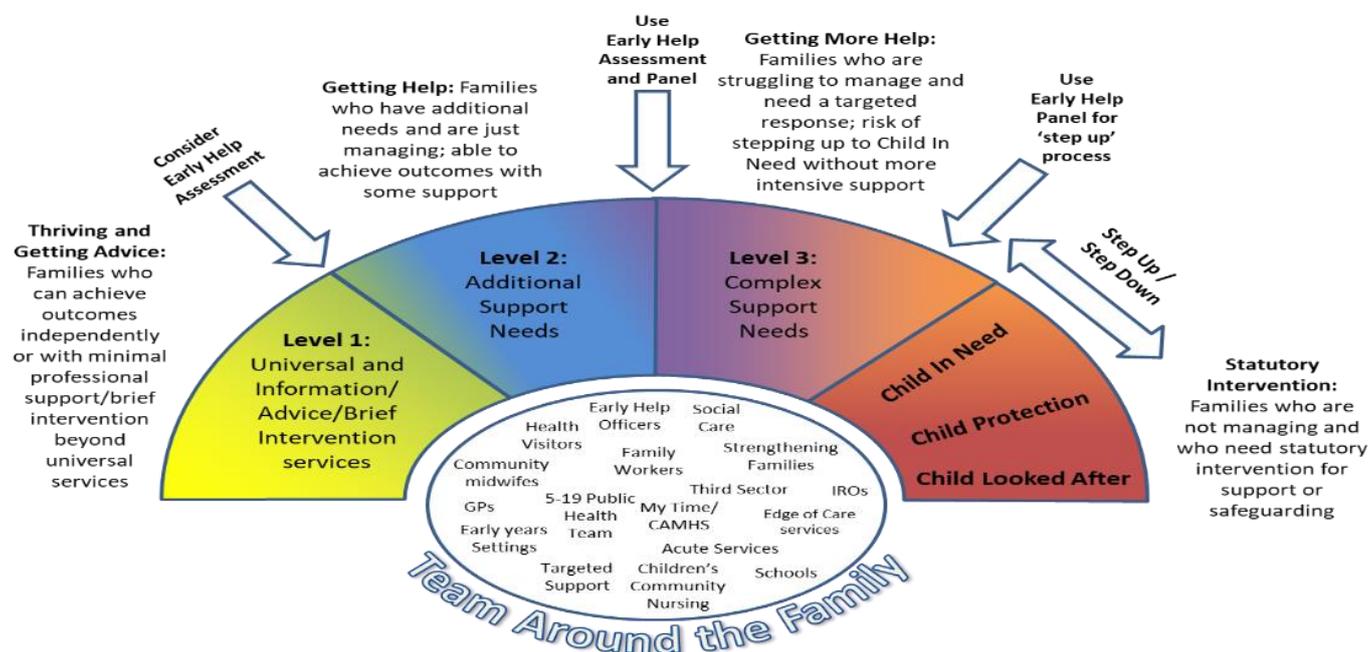
The Contracts are for a duration of 3 years 3 months (starting January 2020) with the option to extend by two periods of 1 year.

## What will the new Service Offer?

The Providers shall provide a range of universal and targeted interventions primarily at Levels 1 to 3 (see diagram below). These interventions will support the following areas in the Children and Young People's Plan 2019 - 2022:

- Children and young people are healthy
- Children and young people are safe
- Children and young people are achieving

## Service Levels



The services delivered will include the following:

- Working closely with Health colleagues to support families in the early years (perinatal period up to three years)
- Working with children with special educational needs and disabilities (SEND) and their families; to include Portage (home visiting service for pre-school children with additional needs) and support for young children with delayed communication and language
- Parenting support across the age range, based on the Solihull model to help build positive attachments
- Support for families experiencing difficulties using a strength based approach, including working within the family home if appropriate
- One to one and group support for children and young people to promote their development, resilience and well-being, and to empower them through key transitions
- Providing advice and information to families around their health and wellbeing, both face to face and on-line, including supporting those facing economic hardship
- Promoting volunteering opportunities by recruiting, training and working with local volunteers
- Joint work with partner organisations to deliver services and ensure Children's Centres are used to meet the needs of local communities

### **What will this mean for families in Cumbria?**

Services will be tailored to meet the needs of children and families:

Everyone will be able to:

- Access information and advice online or face to face (for example, team members will attend community groups regularly)
- Find out about events and activities that are happening locally, or perhaps use one of the centres to set up a community-run group
- Bring babies/toddlers to an open play session or drop-in event

Some families may require extra help such as:

- One to one support for the child or young person
- Taking part in group activities with a particular focus: this could be for either children/young people or parents/carers or both together
- Finding a solution to a particular problem or difficulty through a strengths based approach/coaching support – support will vary from family to family
- Being introduced to others who can help with a specific problem where appropriate
- Building a supportive team around the family, for example through an Early Help/Signs of Wellbeing approach

If a child or young person is on a statutory child protection or child in need plan, they will remain under the care of their Social Worker, but may receive additional support through the Child and Family Support Service, for example, by taking part in a group activity

### Where will the service be based?

- Child and Family Support Service teams will be based in Children’s Centers across Cumbria; however, the service will be delivered largely on an outreach basis
- Services will be delivered in partnership with community groups, libraries, health settings and other suitable community venues, as well as within education settings or family homes where appropriate
- Some of the larger Children’s Centers will be developed to become ‘hubs’ for a wider range of services – this is work in progress and more information to follow

### What is the referral pathway to the service?

The new service includes universal information and advice (level 1) and some drop in activities – children, young people and families can contact the Provider in their area by telephone, online or by speaking to a member of the team in a centre or in the community.

	<b>Provider</b>	<b>Email</b>	<b>Telephone number</b>
Allerdale	Family Action	Allerdale@family-action.org.uk	01900 810869
Barrow	Family Action	Barrow@family-action.org.uk	01229 821855
Carlisle	Family Action	Carlisle@family-action.org.uk	01228 223417
Copeland	Family Action	Copeland@family-action.org.uk	01946 64600
Eden	Barnardo’s	enquiries.eden@barnardos.org.uk	01768 899901
South Lakes	Action for Children	south.lakeland@actionforchildren.org.uk	01539 734456

If a more targeted service (Getting Help or Getting More Help) is required, there are a range of ways that a level 2 or 3 service can be accessed. These include:

- A family member can make a self-referral either by phone, email or online
- A team member may offer a targeted service to a family member who they have met through a universal activity
- The Provider may offer a targeted service as a result of becoming part of a team around the family for an existing assessment
- A professional partner or community member may make the referral (with consent)
- The Provider may offer a level 3 service as part of a step down plan developed with a Social Worker
- The child or young person may receive a targeted service as a result of actions agreed at a multi-agency team meeting or family support panel

As the Family Hub model develops, it is expected that the Child and Family Support Service Team will work with other partners to triage all pathways into services in an integrated way to ensure that the family receives a holistic service