

## Children and Family Wellbeing Service

# Service Offer for children, young people & families

The Children and Family Wellbeing Service (CFW) offers support to children, young people age 0-19+yrs (0 - 25yrs for SEND) and their families across Lancashire.

The service identifies as early as possible when a child, young person or family needs support, helping them to access services to meet their needs, working with them to ensure the support offered is right for them, is offered in the right place, and at the right time. The main focus of the service is to provide an enhanced level of support to individual children, young people or families with higher levels of need. Service resources are prioritised towards identified priority target groups or individuals at risk who are assessed using Lancashire's Common Assessment Framework (CAF) as having more complex or intensive needs aligned to Lancashire's Revised Continuum of Need (CoN) at Level 2 and who would benefit from a targeted early help offer.

Children and Family Wellbeing Service offers practical support to children, young people, parents and families. This support can be provided on a whole range of issues which may be affecting individuals or the family and is offered through a network of centres as well as in the community or in the family home.

Whilst some services are provided to all children/families eg: ante natal care, the service is primarily targeted and prioritised for those most in need of help and support and particularly where we think that providing early help will make a positive difference. We work with children, young people, parents (and parents to be) through groups and by giving one to one support to individuals. Children and Family Wellbeing staff are skilled, committed and recognise that every family has different needs. The service approach is to listen, understand and work alongside individuals and families to make the changes that will help them get to where they need to be.

Key Contacts				
HEAD OF SERVICE - Debbie Duffell – <a href="mailto:Debbie.duffell@lancashire.gov.uk">Debbie.duffell@lancashire.gov.uk</a>				
<b>EAST Lancashire</b>	<b>Kathy Ashworth</b> Senior Manager Tel: 07767248775	<b>Nighat Parveen,</b> Locality Manager Hyndburn/ Ribble Valley/ Rossendale Tel: 07967053376  <b>Lesley Morville,</b> Locality Manager Burnley/ Pendle Tel: 07817622417	<b>Mark Woodruff</b> Quality & Review Officer Tel: 07789618083  <b>Chris Hayes</b> Quality & Review Officer Tel: 07887830903	<b>Alison Lorente,</b> Team Leader Hyndburn, Tel: 07836612403  <b>Brian Wood,</b> Team Leader, Ribble Valley Tel: 07795222745  <b>Gillian Lander,</b> Team Leader Rossendale Tel: 07766803614  <b>Sue Hopkinson,</b> Team Leader, Burnley Tel: 07971845709  <b>Deb Cardwell,</b> Team Leader, Pendle Tel: 07919227476
<b>NORTH Lancashire</b>	<b>Judith Gault</b> Senior Manager Tel: 07887831606	<b>Louise Jefferson</b> Locality Manager Lancaster/ Fylde/ Wyre Tel: 07815948343	<b>Lee Kearns</b> Quality & Review Officer Tel: 07584581421	<b>Wenda Tyrer,</b> Team Leader Lancaster Tel: 07795222729  <b>John Tully,</b> Team Leader Fylde Tel: 07824434355  <b>Andrea Sandiford,</b> Team Leader Wyre Tel: 01253741114
<b>SOUTH Lancashire</b>	<b>Nicola Murphy</b> Senior Manager Tel: 07760171037	<b>Ellie Waide</b> Locality Manager Preston/ South Ribble Tel: 07825431457  <b>Tim Grose</b> Locality Manager Chorley/ West Lancashire Tel: 07584217752	<b>Helen Green</b> Quality & Review Officer Tel: 07827873816	<b>Christine Nuttall,</b> Team Leader Preston Tel: 07887831189  <b>Joanne McGrath,</b> Team Leader S.Ribble Tel: 07817623290  <b>Joanne Latham,</b> Team Leader Chorley Tel: 07876844361  <b>Laura Davidson,</b> Team Leader W.Lancs. Tel: 07876 844365

# Children and Family Wellbeing Service – Service Offer

## Targeted Support Offer

Providing an enhanced level of bespoke/personalised support;

- To individual children, young people or families
- With higher levels of need
- From a range of identified priority groups
- Adopting a casework approach.

The targeted support offer is delivered to those assessed as having more complex or intensive needs aligned to Lancashire's Continuum of Need (CoN) at Level 2 (Early Help). **Key workers** deliver intensive support underpinned by a quality assessment (CAF). They often work as part of a '**team around the family**' and undertake the **lead professional** role where appropriate. Key workers will meet regularly (at least weekly) with service users either at our neighbourhood centres or through outreach, including at their own homes. **Interventions** typically last up to 12 weeks during which we work with the individual/family to agree an **action plan** and be clear what changes we are seeking to achieve together. **Outcomes are recorded** and shared with the individual/ family through the use of a 'Family Star' progress model.

Any agency can request access to this support for a family or individual by a **Requests for Support** form available at [Lancashire Children's Trust - Request for Support Form](http://www.lancashire.gov.uk/children-education-families/childcare-and-family-support/family-information-service.aspx) which should be submitted to; [cfwearlyhelp@lancashire.gov.uk](mailto:cfwearlyhelp@lancashire.gov.uk)

## Group based programmes

Delivering a variety of group based interventions to support parents, families, children and young people;

- Targeting specific areas of need or vulnerabilities
- Largely targeted towards the priority groups but also in response to local need.
- Delivered from a network of 75 neighbourhood based centres countywide
- Offering a weekly programme of core or enhanced activity

Group based activities are delivered when most needed throughout the daytime Monday- Friday, with additional evening and weekend delivery as appropriate locally. They offer a diverse range of activities and drop in support sessions tailored to different groups across the age range 0-19yrs+ and with parents.

**Details of locations and programmes for each centre are available through a series of 'What's On Guides'** which are available through the council's website;

<http://www.lancashire.gov.uk/children-education-families/childcare-and-family-support/family-information-service.aspx>

or from Talkzone Tel: 0800 511111.

## Service Offer

### Integrated teamwork

Working with partners we are forming **Integrated Teams** in each district area in Lancashire, made up of multi-agency professionals who will work together to jointly deliver an early help response. Integrated teams will be based at nominated neighbourhood centres and will work across the district area, jointly allocating and sharing information on cases where their pooled effort and skills/expertise will benefit service users. The teams will include professionals from: CFW (Key Workers), Police Early Action Officers, Housing services, the local District Council, Lancashire Fire and Rescue and the Integrated (Adult) Wellbeing Service.

CFW also provides specified and agreed support where Children's Social Care has identified needs within one of their individual's/family's action plans where the CFW service is best placed to respond. The service operates a **weekly joint allocations** meeting with children's social care where cases that have been identified for joint work or step down are considered for actions.

### Virtual Support

Talkzone provides **confidential telephone helpline, text message, email enquiry and online webchat** services where young people and their families can obtain a range of advice and support on issues such as problems at home, relationships, sex and health, jobs and training, mental health, drugs and alcohol, bullying and things to do.

The service is **available 365 days per year**, from **2pm to 10pm**.

Contact with Talkzone can lead to a referral to the CFW service targeted support offer or signposting to the CFW service group based provision and has appropriate pathways established for any safeguarding issues that arise.

The Talkzone service can be accessed;

- **Telephone** 0800 51 11 11
- **Text**; 07786 51 11 11
- **Email**; [talkzone@lancashire.gov.uk](mailto:talkzone@lancashire.gov.uk)
- **Talk on-line** in a private and confidential space by logging onto; <http://www.lancashire.gov.uk/youthzone>