

Think Family Offer

This document describes what is on offer from those services that deliver Think Family in Birmingham. You can request support for families with **multiple problems** who meet the definition of Additional Needs or Significant and Complex need as prescribed in the Right Service Right Time framework. The family needs must include at least two or more of the six given below.

Think Family criteria areas are listed below:

Parents and young people involved in **crime or antisocial behaviour**

Children who have **not been attending school** regularly

Children who need help

Adults **out of work**, at risk of **financial exclusion** or **young people at high risk of worklessness**

Families affected by **domestic violence or abuse**

Parents and children with a range of **health problems**

Use the Request for Support form available to help identify appropriate families. The Early Help and Safeguarding Partnership is considering revising both the Request for Support form (Additional Needs) and the Multi Agency Referral Form (MASH) into a single form. Please use the link below to ensure you have the most up to date document

www.birmingham.gov.uk/think-family

Think Family Approach

A model of intervention has been adopted that includes a set of principles, both for identifying families and for whole family intervention. You can access further information from the link above. Think Family Support ensures:

- *A dedicated worker, dedicated to the family*
- *Practical 'hands on' support*
- *A persistent, motivational and challenging approach*
- *Whole Family Multi-Agency Assessments, considering the family as a whole*
- *Whole Family Multi-Agency Plans, focused on agreed outcomes with the family*

Substantial or Intensive Support

Services delivering Think Family Support will primarily focus on families with at least additional needs as defined in the guidance below and that require a whole family approach to ensure good outcomes. It is important you continue to work with the family, remaining involved as part of the whole family plan and help deliver outcomes. The amount of time

and period of support providers are able to deliver will depend on need as much as capacity. This will range from 1-5 hours per week over a 5-9 month period

“When a child and their family have needs that may require an intensive or substantial package of support, but the concerns can be managed without the need for statutory social work intervention.”

Right Services, Right Time. Pages 10-11. March 2015

Think Family Support Provider Information

There are three key Council services and four commissioned providers that will work directly with families and adopt the Think Family Approach. These services and providers will all have a core function or purpose and can also offer a range of provision or specialisms.

There is a brief description of their core offer and purpose below which will provide families with a more focused or specialist package of support.

Substantial Provision provided by:

1. Family Support in People Directorate
2. Family Support in Place Directorate
3. Youth Offending Service
 - a. Sexually Harmful Behaviour team

Intensive Family Support provided by:

4. Barnardo's – Child Sexual Exploitation (CSE)
5. Birmingham and Solihull Women's Aid – Domestic Violence and Abuse (DV/DA)
6. Family Action – Open and on a Child in Need plan with Children's Social Care (CSC)
7. Forward Thinking Birmingham - Multi Systemic Therapy (MST)

It is recommended that you use the link to our website when you need access to this and other documents whilst we continue to update and develop the Think Family Support Offer.

Further Information:

Information in the [Right Service, Right Time](#) Guidance for Practitioners document will help you to understand at what time and for which families these services will ordinarily provide support in the context of a co-ordinated multi agency response to children, young people and families who need extra support.

More detailed information is at www.lscbbirmingham.org.uk

The Children's Information and Advice Service (CIAS) can help with reporting concerns about a child as well as a range of other information including details of the 14 Family Support and Safeguarding HUBS and Birmingham's Children Centres.

Tel: 0121 303 1888 **Web:** <http://www.birmingham.gov.uk/cias>

Family Support in People Directorate

Substantial Family Support through the People Directorate Family HUBS

Geographical Locations:

Citywide

Brief Description and specialisms:

Family Support is operated out of 14 multi-agency Family HUBS often collocated with Children's Centres, Early Years teams and Social Care teams and some external partners. Based on HUB boundaries, Family Support adopt the Think Family model for intervention and work with families who would benefit from a multi-agency, whole family approach who have additional needs under the Right Service, Right Time (RSRT) Framework underpinned completion of a level 3 targeted Early Help Assessments currently formed by the Family Common Assessment Framework (fCAF) that informs an Integrated Support Plan (ISP).

Plans are driven through a dedicated lead worker who advocates for and offers challenge to families and delivers direct work and work in partnership with other agencies and local providers. The worker co-ordinates services around the family to achieve the outcomes described in over-arching Think Family Outcome Plan that guides significant outcomes and sustained progress

Parenting interventions provided include:

- Triple P - Positive Parenting programme
- Incredible Years
- Other interventions such as the Freedom Programme
- Use a range of assessment tools such as the use of:
 - Graded Care Profile (GCP)
 - Child Sexual Exploitation screening tool (CSE)
 - Family Learning Tool (FLT)
 - Substance Misuse Assessment Tool (SMAT)
 - Strengths and Difficulties Questionnaire (SDQ)

Family Support activity helps to:

- Minimise the impact of parental domestic abuse, mental health concerns, and drug and alcohol misuse on the child
- Provide support where there has been an open Child Protection or Child in Need Plan
- Hold one-to-one sessions with the child or young person on a wide range of issues including wishes and feelings, anger management, sexual health, and drug and alcohol misuse
- Provide support and peer review through Team Around the Family meetings
- Give pre-specialist advice and support on drug and alcohol misuse, domestic violence, mental health concerns, child sexual exploitation, anti-social behaviour, criminality and concerns related to Prevent
- Support schools to raise attendance and attainment, and support families to return their child(ren) to education
- Engage with and enable access to Children's Centres and education settings

Need to know which HUB or area a family home is in? Use this [link](#) to download a file that will help you find the [HUB by postcode](#).

My local information is [here](#)

Birmingham Schools are listed [here](#)

My Care in Birmingham listing providers and services is [here](#)

GP and NHS services are listed [here](#)

Youth Offending Teams

Substantial Think Family Support provided through the Youth Offending Service

Geographical Locations:

Citywide

Brief Description and specialisms:

Local Youth Justice Services are delivered and managed through Youth Offending Services, part of Birmingham City Council. Birmingham's is the largest metropolitan Youth Offending Service in the country, delivering to those aged 10 - 17 years. It is a multi-agency partnership that includes Children's Social Care, Probation, Police, Education, Health, Connexions and other statutory and voluntary agencies. Staff are trained to deliver programmes that reduce offending by directly working with young people who offend and dealing with the underlying causes of crime.

The Service offers:

- A whole family approach, able to engage with young offenders and their families early, which enables the service to tackle offending behaviour before it becomes chronic
- Systematic assessment of a young person using ASSET and risk and vulnerability tools to identify the factors which lead to their offending, enabling interventions to be delivered which have maximum effect on offending behaviour, Management of risk, vulnerability and safeguarding
- Working with young people in the context of their families, helping parents to ensure that their child does not re-offend and offering parenting programmes including Triple P Positive Parenting and Family Group Conferencing where appropriate
- Working with victims of crime and organisations representing victims to ensure that their needs are addressed are carefully as those of the offender and engaging in restorative justice and victim mediation where this is supported by the victim.
- Creating access to suitable education, training or employment, and suitable accommodation
- Provision of substance misuse support via the commissioned young people's substance misuse services.
- Access to specialist mental health assessments and treatment co-ordinated or delivered by YOS health workers.
- Delivering the Gender Specific programme which support young women who are at risk of child sexual exploitation alongside Barnados.
- Delivering or commissioning interventions that support young people and their families where gang affiliation or youth violence is a risk.

Further Information:

Birmingham's Youth Offending website <http://www.birmingham.gov.uk/yos>

Need more detailed information? Youth Offending published a Youth Justice Strategic Plan for 2014-15 which is covered in this press release: www.Birminghamnewsroom.com

Contact:

Kingsmere, 18 Gravelly Hill North, Erdington, Birmingham, B23 6BQ

Tel: 0121 464 0600 **Web:** <http://www.birmingham.gov.uk/yos>

<p>Sexually Harmful Behaviour Team (SHB) Substantial Family Support (7-17 year olds) provided through the Youth Offending Service</p>
<p>Geographical Locations Citywide</p>
<p>Brief Description and specialisms:</p> <p>Substantial Think Family Support provided through the Youth Offending Service Birmingham.</p> <p>SHB is a specialist assessment and intervention service undertaking evidence based assessment and therapeutic intervention with children and young people aged 7-17 years of age displaying sexually behaviour that is harmful to another person.</p> <p><u>The SHB team are able to offer:</u></p> <ul style="list-style-type: none"> • Consultancy and information to professionals to help distinguish between age appropriate, inappropriate and abusive sexual behaviour. • Comprehensive evidence based risk assessments of children and young people to help professionals develop an understanding of the factors contributing to both the development and maintenance of harmful sexual behaviour. • Individual intervention programmes to reduce the risk of further sexually harmful behaviour • Support to develop risk management plans with families. • Information and support for parents and carers, and practical advice on managing their child's behaviour and supporting the intervention. <p>Assessment is based on four areas: Development, Family, Environment and Offence/concerning behaviour. In this way the model links with the Core Assessment process used in Safeguarding Children, where focus is on the first three of the domains, and the ASSET tool used within the Youth Justice forum, where focus extends to the fourth domain. The model therefore has relevance to both systems and draws on the skills of the professionals involved in each.</p> <p><u>Working Together</u></p> <p>The SHB Team work contributes to the reduction of risk through individual work, co-working and liaison with other professionals. We work with other agencies to share information and ensure risk is effectively managed, and share relevant information with police to promote individual and community safety. We also regularly support Child Protection plans, contribute to Court reports and attend the city-wide Multi-Agency Risk Assessment Panel where risk management plans can be developed and monitored.</p>
<p>Informal Enquiries: Further Information: SHB Team, Kingsmere, Gravelly Hill North, Erdington, Birmingham B23 6BQ</p> <p>Tel 0121 464 0600</p>

Family Support in Place Directorate

Substantial Family Support through 4 areas South, North, East, West from Place Directorate

Geographical Locations:

Citywide across four areas; North, East, South and West & Central

Brief Description and specialisms:

Place directorate operate district services which include Neighbourhood Offices, Sport & Leisure, adult education and continue to support youth services and connexions. Of most relevance is the work around equalities, social cohesion and community safety. They also deal with housing management and repairs for the Council's own stock and to meet the local authority obligations in this sector such as to the private rented sector. Dealing with regulation and enforcement such as environmental health.

Place directorate and their Family Support teams offer / activity includes:

- Holds family support cases with dedicated workers directly delivering Think Family Support across the city, uniquely for families with additional needs
- Access to teams that tackle with illegal money lending, and can help households dealing with rent arrears and or financial difficulty that puts their home at risk
- Victims of Anti-Social Behaviour (ASB) and deal with those that cause ASB, problems that undermine communities, environmental nuisance and breach various licensing or trading regulation helping therefore to support the victims of such activity
- Implemented a cross tenure integrated service to tackle anti-social behaviour and implement summer activities to reduce likelihood of ASB. Looking at vulnerability with partners like West Midlands Police and West Midlands Fire Service
- Support housing needs and standards. Performs annual visits to maintain better communication with tenants and enable a proactive approach to managing tenancies. Able to access housing opportunities and pathways
- Impact of welfare reform having introduced a Landlord Services Offer to tenants to assist them to manage their circumstances.
- Domestic abuse and violence that require housing needs to be supported
- Holds a partnership in each quadrant of the city to tackle local community safety priorities and is enabling early help to prevent crisis and lack of confidence
- Helping ensure community safety and housing link into Team Around the Family meetings in localities, and participation in family assessment and plans
- Can support use of libraries and public spaces including leisure & sport facilities

Further Information:

Information on a range of services such as [Birmingham Community Safety Partnership](#) is available here on the ASB pages of www.birmingham.gov.uk/asb

Need more information? The Place directorate have developed business plan for 2014 through to 2017 and this is available from www.birmingham.gov.uk/businessplan-place

Contact: <http://www.birmingham.gov.uk/phonenumbers>

This includes contact numbers and web pages for help with issues like [Domestic Abuse](#)

Barnardo's

Intensive Family Support with a specialism addressing Child Sexual Exploitation (CSE)

Geographical Locations:

Citywide

Brief Description and specialisms:

Intensive Family Support Service for families where Child Sexual Exploitation (CSE) is a risk or significant issue. This should be evidenced through the CSE screening tool prior to referral. Risk indicators of CSE include children who go missing from home and school; have mental health issues such as poor self-image, expressions of despair, self-harming; who may be experimenting with drugs and/or alcohol; who may have sexual health issues; who may be associating with other children who have been exploited; who may exhibit sexualised risk taking including on the internet; and have behavioural changes that are of concern.

Where CSE is a risk factor, family members are likely to be experiencing other problems such as parental substance misuse and/or mental health issues; history of abuse, such as domestic abuse; school exclusion; disrupted family life.

Service Offer:

- A whole family approach to service delivery building on the Think Family Intensive Family Support Model. The approach is child-centred whilst working to address the range of problems faced by the family, which are often contributory factors to CSE.
- With some families it will be appropriate for a separate worker for the parent/s and young person to help facilitate the work.
- Direct work with the young person and family members, individually and collectively, to provide emotional and practical support, building self-esteem, confidence, knowledge and resilience.
- Work with the young person which will
 - increase their understanding of CSE, including healthy and unhealthy relationships, models of grooming, keeping safe, internet safety, consent
 - promote strategies to manage risk and keep safe
 - facilitate changes in behaviour
 - promote communication, trust and enhance family relationships
- Work with parents which will
 - Promote parent/carer understanding of the CSE risk factors and the multiple vulnerabilities they and their child may face (targeting, manipulation, grooming)
 - Ensure the needs of the child are maintained as the central focus by supporting parent/carers to understand the child's world and their perspective
 - Promote strategies in relation to managing CSE risk by promoting communication and trust, consistent boundaries, safe use of the internet/mobile phones.
- Collective work with the young person and parents will include 'Safer You' meetings, providing the framework for family members to manage CSE risk and vulnerability together, improving family relationships, conflict resolution and facilitating changes in behaviour.

Barnardo's

Debbie Southwood , Children's Services Manager

Tel: 0121 359 5333 - Email: debbie.southwood@barnardos.org.uk

Further Information:

website <http://www.barnardos.org.uk/index.htm>

With regard to CSE http://www.barnardos.org.uk/what_we_do/our_work/sexual_exploitation.htm

Birmingham and Solihull Women's Aid

Intensive Family Support with a specialism addressing Domestic Violence and Abuse

Geographical Locations:

Citywide

Brief Description and specialisms:

Working in partnership with other agencies staff will provide one-to-one, tailored support delivering long-term, positive outcomes for women and their children. Addressing all of their needs including those around issues such as child sexual exploitation, rape and sexual abuse, forced marriage, female genital mutilation and honour based violence.

Our Think Family workers will work with female lone parent families to:

- Increase skills and confidence around parenting skills and boundary setting
- Respond to issues concerning housing, debt, education and training, health and wellbeing and support multi-agency involvement in support plans
- Address safety concerns including access to security measures in the home, civil injunctions and engagement with the MARAC process
- Provide access to safe, emergency accommodation in Birmingham and Nationwide
- Identify and develop an understanding of the dynamics and impact of abuse on women and children
- Support through any criminal or civil court processes
- Respond to concerns around mental health and / or substance misuse issues

Birmingham and Solihull Women's Aid (BSWA) has been working with women and children affected by domestic violence and abuse for 35 years. Domestic Violence affects 1 in 4 women and can have an enormous devastating impact on the personal lives of women and children for life. Our Think Family project employs fully trained domestic violence workers who are experienced in working with families where there are significant levels of risk and who have multiple, substantial or complex needs.

BSWA are represented on the Violence Against Women and Children Board, Birmingham Community Safety Partnership and Birmingham's Local Safeguarding Children's Board.

Domestic Abuse and Domestic Violence is not always physical. If you are a woman, child or young person seeking support for yourself or others, or you are a professional seeking support for victims, please contact

Helpline: 0808 800 0028 This is free from landlines and most mobile phone networks

Birmingham Solihull Women's Aid (BSWA)

Jas Jassi, Project Manager

Tel: 0121 685 8687 or 07890 000 780 - Email: Jas.jassi@bswaid.org

Further Information:

website www.bswaid.org Click here How Can we Help information including Family Support

Family Action

Intensive Think Family Support

Geographical Locations:

Citywide. Referral only from Children's Social Care.

Family Action will work with families who are subject to a Child in Need (CiN) Plan or stepping down from a CiN Plan and requiring intensive family support, supporting the transition from complex/significant needs into additional needs (Right Service Right Time Framework). Where there is a CiN Plan in place the Family Action practitioner will jointly work with the Social Worker (SW), with the SW maintaining overall case responsibility. Once the CiN Plan has ceased, the SW and Family Action practitioner will agree the future focus of the work with the family. At this stage if appropriate, Family Action may assume case responsibility for the family.

Family Action works holistically with the whole family, adopting a multi agency approach to develop parenting skills; improve and strengthen communication between family members. This is achieved by developing good relationships with and between the families. We do this by developing a bespoke package of support that is 'needs led' and will include one to one and family discussion. We offer advice on planning tasks; setting routine; behaviour management; understanding children's needs and role modelling.

We can support those with a variety of multiple and complex needs, such as, mental health problems, difficulties with parenting or with their own relationship, children with behavioural difficulties or special educational needs, children and young people who have problems engaging in education, emotional or physical welfare issues, disputes relating to community cohesion and Anti Social Behaviour, supporting older members of the family, financial and material hardship and where domestic abuse arises during the intervention we can support and provide advice on safety (staff are CAADA trained).

Intensive Family Support takes place in the family home and in the community. We use solution focused and task centred approaches, as well as family group conferencing principles. We adopt the Family Star Plus to engage families in setting goals and measuring impact and progress during the intervention period.

- Our Family Support Services offer a whole family approach. They are professional, home-based services designed to help families with multiple and complex needs
- Our approach endeavours to be persistent, proactive and tenacious with families, particularly with those families that may be the most challenging.
- Provide practical and emotional support to help people challenged by mental health issues to retain their independence and implement change.
- We also ensure that children and young people's wishes and feelings are integral to the offer of support.

Birmingham Office Tel: 0121 427 9791

Further Information:

website www.family-action.org.uk Information on finding Services from Family Action

Multisystemic Therapy Team (MST)

Intensive Think Family Support

Geographical Areas Covered:

Citywide

Brief description and Specialisms:

Multisystemic Therapy (MST) is a unique and comprehensive treatment programme designed to serve multi-problem young people in their community. MST is the only family-focused and community-based treatment programme that has a) been the focus of several major research studies with a significant evidence base, and b) demonstrated clinical and cost-effectiveness for young people with complex emotional, social, and academic needs. MST is an 'edge of care' service aiming to avoid out of home placements such as custody or care. MST therapists take 'clinical lead' for therapeutic intervention whilst continuing to work in collaboration with other statutory and voluntary agencies. MST works intensively with the systems that embed the young person (family, school, peers, police): over 3-5 months; approximately 3 sessions a week at a time that is convenient to the client in their home; by operating an 'on call' service where a therapist is available by phone 24/7 to provide emergency/crisis intervention advice.

MST offers intensive intervention to address problematic behaviours of young people aged between 11-17 years of age who are at risk of being placed in custody or care due to challenging, aggressive and anti-social presentation; involved in serious and/or persistent crime and anti-social behaviour; displaying aggressive or risky behaviours in the family home, school and community; with educational and behavioural difficulties and at risk of losing their educational placement; involved in substance misuse; and are absconding. MST is the evidence-based intervention of choice for conduct related disorders as recommended by NICE guidelines (March, 2013).

Whilst the young person is the target in MST, the emphasis is to work systemically across different systems that surround the young person in order to effect change in their behaviour. This means that MST works largely with parents/caregivers, wider family members, schools, police etc., as opposed to with the young person in isolation. Any combination of the following services could be provided to the young person and her/his family; systemic family therapy; marital therapy; behaviour management interventions at home and school; evaluation of the young person's peer network and supporting parents in arranging alternative activities; coordinating activities with school systems, court, and/or other social service agencies.

Our instrumental outcomes are measured against the number of young people we have kept in the family home, the number of young people we have managed to engage in education, training or employment and a reduction in the number of arrests of the young person. MST utilises a family preservation model and thus the young person must be living within the family system (and not on any orders where parental responsibility lies with the local authority). Other exclusionary criteria are a formal diagnosis of moderate or severe Autistic Spectrum Disorder or active psychosis or suicidality which has resulted in hospitalisation in the three months prior to the referral.

Informal Enquiries:

Dr. Vicky Thakordas-Desai, Clinical Supervisor and Pathway Lead for MST or Alexandra Peace, MST Business Support Officer (www.mstservices.com/www.mstuk.org)

Tel: 07730 282546 / 0121 675 2531 / 0121 675 3848

Email: vicky.thakordas-desai@birmingham.gov.uk or alexandra.peace@birmingham.gov.uk