

Children and Family Wellbeing Service

Service Offer for children, young people & families

SPECIAL EDITION; DURING THE COVID 19 PANDEMIC PERIOD

What we do

The Children and Family Wellbeing Service (CFW) offers early help and support to children, young people age 0-19+yrs (0 - 25yrs for SEND) and their families across Lancashire. The service responds as early as possible when a child, young person or family needs support, helping them to access services to meet their needs and 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 which is prioritised towards those groups or individuals who have more complex or intensive needs or who are at risk and particularly where we think that providing early help will make a positive difference. 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.

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 normally offered through a network of neighbourhood centres as well as in the community or in the family home.

During the national coronavirus pandemic, in order to protect people, protect the NHS and save lives, the service is strictly adhering to government advice on social distancing.

As such we have temporarily paused our operations in neighbourhood centre settings. The service is continuing to take requests for support for children, young people and families and allocating these to key workers who are able to respond. We are maintaining contact with our children, young people and families by making use of a wide range of technology methods such as phone and video calls, texting, etc. but we are also still home visiting families in some circumstances where needs are high and/or urgent and more person centred contact is needed. When we do home visits – we will be ensuring the safety of our staff and families by maintaining social distancing measures.

Family Support Work

We also normally work with children, young people, parents (and parents to be) through group programmes, activities and drop in support.

Groupwork

Whilst our neighbourhood centres are unable to operate and host these services we have diverted a lot of our normal support activities to being delivered 'online'. Young people, children and families can now access a programme of group activity through on-line group sessions, tailored to meet their different needs. Some on-line group sessions run during the day and others in the evening. For those children, young people and families that we are in contact with, we will share details with them directly about how to access these opportunities.

If any professional or agency would like to support a child, young person or family that they know or work with, to access the on-line group programme, they can (with that individuals or families consent) refer the contact details of that person/family to our 'Talkzone' service* who will then ensure that a local member of staff makes contact with the individual/family to provide them with the access details and support they will need to join in with groups and opportunities.

* For details of our 'Talkzone' service please see overleaf.

Key Contacts

HEAD OF SERVICE - Debbie Duffell – Debbie.duffell@lancashire.gov.uk

| EAST/SOUTH Lancashire | | Kathy Ashworth, Senior Manager 07767248775 | | NORTH/CENTRAL Lancashire | | Judith Gault , Senior Manager 07887831606 | | | |
|--|--|--|--|---|--|---|--|---|--|
| Nighat Parveen Locality Manager Hyndburn/R.Valley/ Rossendale 07967 053376 | | Lesley Morville Locality Manager Burnley/ Pendle 07817 622417 | | Tim Grose Locality Manager Chorley/ West Lancashire 07584 217752 | | Louise Jefferson Locality Manager Lancaster/Fylde/ Wyre 07815 948343 | | Ellie Waide-Mayfield Locality Manager Preston/ South Ribble 07825 431457 | |
| Mark Woodruff Quality Review Officer 07789618083 | | Chris Hayes Quality Review Officer 07887830903 | | Lee Kearns Quality Review Officer 07584581421 | | Helen Green Quality Review Officer 07827873816 | | | |

Children and Family Wellbeing Service Team Leaders

| Lancaster | Wyre | Fylde | Preston | S. Ribble | Chorley | W. Lancs | Hyndburn | R. Valley | Rossendale | Burnley | Pendle |
|-----------------------------|----------------------------|----------------------------|-----------------------------------|--------------------------------|-------------------------------|--------------------------------|--------------------------------|----------------------------------|--------------------------------|-------------------------------|------------------------------|
| Wenda Tyrer 07795 222729 | Brian Wood 07795 222745 | John Tully 07824 434355 | Christine Nuttall 07887 831189 | Joanne McGrath 07817 623290 | Joanne Latham 07876 844361 | Laura Davidson 07876 844365 | Alison Lorente 07836 612403 | Stephanie Gunwhy 07766 582864 | Gillian Lander 07766 803614 | Sue Hopkinson 07766 776045 | Deb Cardwell 07919 227476 |

Children and Family Wellbeing Service – Service Offer

Targeted Support Offer

Providing an enhanced level of 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.

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 **make contact regularly (at least weekly) with service users either with phone and video calls, texts or home visits.**

Interventions typically last up to 15-20 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 'Radar Chart' progress model.

Any agency can request access to this support for a family or individual by a Request for Support (e-form) available at [Lancashire County Council – Children and Family Wellbeing Service](#)

Group based programmes

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

- Targeted towards priority groups but also in response to local need.
- **Delivered on line throughout the week and during the evenings**
- **Using Zoom – participants will be guided on how to access the sessions**

Group based programmes are delivered when most needed. They offer a diverse range of activities and support sessions tailored to different groups across the age range 0-19yrs+ and with parents.

Information on the groups and programmes we are currently making available on line can be gained by contacting:

Talkzone Tel: 0800 511111 from 8.30am until 10pm - Monday to Friday and 2pm - 10pm at weekend and Bank Holidays.

Service Offer

Integrated teamwork

Working with partners we are working as part of **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.

During the coronavirus pandemic, Children and Family Wellbeing Service continue to work closely with our key partners with the objective of providing the best possible joined up support we can for families. Our key partners include professionals from: Police Early Action Officers, Housing services, the local District Council, Lancashire Fire and Rescue and the Integrated (Adult) Wellbeing Service.

Whilst schools are currently providing a different kind of support for pupils, we continue to work closely with them providing support through a 'Team around the School', supporting families that school may identify as needing some extra early help.

We also continue to provide 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 at this time.

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. **During the coronavirus pandemic we have extended the opening times for Talkzone to increase the access available for service users. The service is now available 365 days per year, from 8.30am to 10pm during the week and from 2pm to 10pm at weekends and Bank Holidays.**

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**
- **Talk on-line in a private and confidential space by logging onto:**

<https://www.lancashire.gov.uk/youthzone/get-in-touch/>