



Children, Young People and Families (Service Brief for children and young people with or affected by substance use)

1.0 Introduction & Background

1.1 The Children and Young People (Scotland) Act 2014 and the policy driver Getting it Right for Every Child inform service development and delivery across the partnership in Fife to improve outcomes for children, young people and families in Fife. Central to this is a focus on children's rights within the context of the UN Convention on the Rights of the Child (UNCRC) and the requirement for public bodies to report back every 3 years on steps to embed key elements in practice.

1.2 The Plan for Fife and the Children's Services Partnership Plan set out partnership objectives and priorities for improvement. The Children's Services Partnership agile action plan (2020-21) re-confirms these priorities:

- **Safety** – by working together we will protect our children and young people
- **Wellbeing** – by working together we will support and promote the health and wellbeing our children and young people
- **Opportunity**-by working together we will improve the life chances of our children and young people
- **Poverty** -by working together we will mitigate the impact of poverty on Fife families

1.3. Education & Children's Services and specifically the Children & Families Social Work Service has a key responsibility for improving outcomes for Fife's most vulnerable children and families. Objectives for phase 3 of the Children and Family Strategy 'Belonging to Fife' include:

- The voice of children and young people must be at the heart of practice, supported by a right to live within their families and community
- Shifting the profile of care away from high cost placements towards better support for children and young people at home or wider family
- Better alignment of services for all including care experienced children, providing a 'scaffolding' of support around needs
- Services need to be agile, responsive, family focused and community facing
- Support to all children but with a priority for those in most need due to risk and adversity to prevent the possibility of family breakdown and need for formal care.

1.4. The Children & Family Strategy is informed by the recommendations within the Independent Care Review and the importance on help and support being readily and

locally available; maintaining connections within the family and wider networks; focusing on relationships; building resilience within families and communities.

1.5. The contribution of the Third sector in achieving these objectives is important alongside a requirement for review and system redesign across current delivery models. The independent review of Third sector services in 2019 provided recommendations which have been considered within wider strategic re-commissioning plans for E&CS to achieve the above priorities.

1.6 The Scottish Government “Right Respect and Recovery” National Alcohol and Drug Strategy 2018 outlines the key components for services supporting children and young people affected by parental substance use and adverse childhood experiences. Alcohol & Drug Partnerships are required to develop local strategy and commission services to achieve these high level aims.

1.7 Fife ADP 3-year strategy informed by the ADP Needs Assessment 2018 and the Public Health led Synthesis of Policy Recommendations for Fife 2019, identified areas for improvement including developing a whole system approach and better partnership working. These elements are integral to the delivery of services for children, young people and families moving into recovery from substance use mitigating against a silo approach. The shared partnership priorities provide an opportunity to jointly commission a model which will promote a whole family approach, which is evidence based, leading to sustainable outcomes for children, young people and families.

2.0 Service Model

2.1 The service model should be cognisant of recent evidence and research based on improving outcomes and minimising the impact of parental drug and alcohol use on children, young people and the family. The intention is that the delivery model and interventions will improve outcomes for the whole family and reduce the number of children, young people and families reaching crisis point as a result of substance use and/or other difficulties (ACEs).

2.2 This service is focused on prevention and support for families where there are indicators of significant vulnerability which if not addressed will lead to breakdown, crisis and statutory measures. The critical features of this type of service are:

- Improving children’s wellbeing, safety and resilience
- Addressing substance use and/or other difficulties and supporting recovery
- Improving parenting, family functioning and relationships
- Improving family circumstances including environmental

2.3 The components of the services delivery model should include:

- A whole family wrap around response undertaking a strength/ asset-based assessment of the family and individual members affected by parental substance use and or other substances
- Interventions which reduce risk and minimise harm
- Develops strengths, resilience and personal self-efficacy within the family

- Builds robust, persistent and assertive outreach modes of delivery (working in the home is essential) to support the child, young person or family to achieve recovery-based outcomes
- Builds capacity within the family to prevent long term service dependency
- Adopts an evidence-based approach
- Practical support to develop a family goals/improvement plan (e.g. benefit advice, registration at GP, attendance at appointments)
- Motivates, actively links and acts as a single point of contact for families to services to ensure full and consistent engagement
- Provides equitable service delivery in the evenings and weekends as standard normal office hours including a helpline
- Provides physical and/or online drop in service for all young people across Fife who may or may not initially engage alongside family members, helping to 'navigate' the young person towards services including education and employment, diversionary activities and any other support to improve outcomes.
- Adaptive model applying a variety of approaches including pro-social modelling; counselling and practical help to support recovery
- Develops a co-production approach to improve service development and delivery

3.0 Outcomes

3.1 To deliver this brief the service will require an outcomes/performance framework with tools to evidence the progress of children, young people and families based on the impact of interventions. The outcomes for this service are split into three distinct groups based on the support for parents, children, young people and the family unit.

Outcomes for parents:

- Improvement in ability to meet children's wellbeing needs and safety
- Improvement in engagement in treatment with specialist alcohol and drug services to support recovery (i.e. Addiction Services, FASS, DAPL, FIRST etc)
- Improvement in physical health, mental health and emotional wellbeing
- Improvement in connections to local groups/wider networks of support

Outcomes for Children and Young People

- Improvement in children and young people experiencing a safe and more stable home environment
- Improvement in children and young people making safer and positive choices
- Improvement in children and young people's mental health and emotional wellbeing
- Improvement in young people engagement in support services including specialist services leading to a reduction in substance use

Outcomes for Families

- Improvement in safety and risks factors within the family related to public protection issues e.g. domestic abuse, child protection, offending, housing and financial difficulties
- Improvement in relationships within the family and wider family network
- Improvement in the home environment including home conditions
- Improvement in family engagement with services leading to sustainable change and a reduction referral to statutory services

4.0 Eligibility of Service Users

4.1 The service will be provided to families, children and young people throughout Fife within the features outlined in section 2.0

4.2 The Child Wellbeing Pathway is the agreed multi-agency process in Fife to support coordination of services based on single and multi- agency assessments. Child Wellbeing Meetings coordinated by the named person or lead professional will be the mechanism to determine whether children and young people would benefit from access to the service based on an assessment of needs, risks and vulnerabilities. The Intensive Community Support Panel (ICSP) is the forum to prioritise allocation of resources. The successful service provider will be a member of the ICSP and will also be able to both respond and highlight need for children and young people and families who have previously received a service and may require a period of extended support. This pathway will be subject to review in line with the refresh of the multiagency Child Wellbeing Pathway to ensure efficient and effective deployment of resources based on current and emerging need.

4.3 It is anticipated that the service will work with **350-400** number of children, young people and families per year and that the exact number will be monitored and managed through performance reporting in the Service Level Agreement

The model of delivery will inform the number of service recipients within the budget envelope

6.0 Networking and Communication

6.1 Collaborative working to improve outcomes is a key requirement and the service should have a proven track record of working effectively on a multi-agency basis, building strong relationships with a range of statutory and non-statutory services

6.2 The service should be visible and have a community presence across the 7 localities in Fife, contributing to local networks, sharing good practice and influencing service delivery and development both at a local and strategic level.

6.3 The service should provide detailed information on the service model and interventions raising awareness of provision and the ability to work in a flexible and agile way.

6.4 The service is required to provide senior representation on any relevant strategic ADP subgroup.

7.0 Continuity of Care

7.1 The service provider will be expected to provide consistency of staffing both in levels and personnel for children, young people and families, particularly through periods of absence, sickness and holidays. The service will share their organisation's comprehensive recruitment, induction and workforce development programme for staff members of this service. This should evidence capacity building with the staff team to use effective evidenced based interventions for the specified groups.

8.0 Risk Management

8.1 For each service user, identify all situations which involve elements of risk to themselves or others, and evidence the planned response which attempts to reduce and control the risk/s.

8.2 To manage risks effectively the service must have policies and procedures on the following:

- Operational policy reflecting equalities legislation
- Staff absence and management policy
Recruitment policies and procedures
- Procedure for lone working and working in service users' homes;
- Use of Volunteers
- Risk assessment and management
- Dealing with accident and incidents
- Handling challenging behaviour
- Protection of vulnerable groups including both an Adult and Child Protection policy
- Confidentiality policy
- Training and staff development
- Job descriptions and details of duties
- References and enhanced disclosure check for staff
- Procedures for the supervision, appraisal and disciplinary of staff
- Whistleblowing Policy

9.0 Recording and Monitoring

9.1 The service must have a record management system in place compliant with Data Protection guidelines with a workforce who are knowledgeable and competent to record accurately in respect to direct contact and reports for all groups.

9.2 Information regarding the overall service provided may be requested by Fife Council and Fife ADP at any time for example, how many hours have been worked, the type of contact that took place, the work involved, changes to service plans/interventions, complaints, successful/unsuccessful outcomes and the reasons for these.

9.3 Records kept should ensure that information on the outcomes for the service can be collected for evaluation and analytical purposes

9.4 An Agreement Monitoring Meeting will be held every quarter and a report submitted to the meeting by the service.

9.5 The grant will be monitored via Fife Councils Monitoring and Evaluation Framework, a Link Officer will be appointed to work closely with the service. The Link Worker will be supported by the FADP Coordinator or Policy Officer and Social Work Service Monitoring Officer

10.0 Service support and development

10.1 Fife ADP & Fife Council will identify an appropriate officer to link with the service provider in relation to ongoing support and development of provision.

11.0 Complaints Procedure

For each quarterly Agreement Monitoring Meeting the service provider must provide a report detailing the following information:

- The number of complaints the service provider has had during the previous quarter, by type of complaint
- The number of complaints in respect of service provision funded by the ADP & Fife Council
- The outcome of the service providers investigation
- The number of complaints which were upheld and details on complainants who were satisfied/unsatisfied with the outcome
- General changes to the service providers policies and procedures as a result of complaints and progress with implementing any changes
- The service provider will be required to co-operate in any investigation of a complaint as requested by the FADP and/or the Fife Council and to remedy any concerns that the FADP and/or Fife Council has regarding the provision of the service

12.0 Fife ADP and Fife Council Education & Children Services has set a 2021/2022 budget for this service at £500,000-£650,000