**Brief 2c: Whole Family Supports for Teenagers and Young People aged 13-21**

1. **Introduction:** 
   1. Commissioning practice within Education & Children Services is aligned to Fife Council’s Monitoring & Evaluation Framework. The Framework is clear that any organisation in receipt of a recurring grant in excess of £10K must make a fresh application every three years. The current commissioning cycle is due to conclude in April 2024, at which point a new cycle shall begin.
   2. Commissioning priorities for 2024-27 have emerged from a high-level Strategic Needs Analysis (SNA), which reaffirms existing commitments to support families to remain safely living together through the provision of early intervention supports at the additional stage of the Child’s Wellbeing Pathway and targeted supports at the Intensive stage.   The SNA comprised three distinct elements (1) Policy Mapping & Analysis (2) Population Needs Assessment (3) Resource Analysis.
   3. Combined, these activities have helped to establish that poverty in the early years, unsupported caring responsibilities, disability, domestic abuse, mental health and substance use are the main vulnerabilities which cause suffering and distress within the family unit, lead to family breakdown and fresh experiences of trauma and loss. The work detailed within the SNA establishes that recovery is best supported through models of support which are family inclusive, rights- based, and which focus upon and promote the ‘wellbeing’ of the whole family unit.
   4. This brief sets out Commissioning priorities to in regard to teenagers and young people aged 13 to 21.

1. **National & Local Drivers, Legislation, Best Practice …**

2.1 UNCRC:

The Convention contains 54 articles which set out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. The Convention recognises the family unit as the natural environment for the growth and well-being of all its members and especially children. The Convention provides clear parameters about the responsibilities member states have to protect and support the well-being of children within the family unit, and the measures that must be taken to promote their voice within all decisions which affect them.

Core Articles which are relevant to this brief include, one, three, five, six, seven, nine, twelve, eighteen, nineteen, twenty, twenty-three, twenty-five, twenty-seven, thirty-three, thirty-four and thirty-nine.

2.2 Alternative Care Guidelines:

The UN published the Guidelines in 2010 to support member states to reduce the number of children and young people who were being removed from their families. Drawing upon the UNCRC, Section II of the guidelines rearticulates that the family unit is the natural environment to support the growth, wellbeing and protection of children and that member states have a duty to support parents in their caregiving role.

Section IV contains a broad range of information and guidance about the policies and services which member states are expected to implement to (I) promote family care in its broadest sense (ii) prevent family separation (iii) promote family reintegration. The approach described within the ensuing paragraphs focus upon family inclusive supports, including …

* Family strengthening services
* Parenting courses and services
* Promotion of positive parent-child relationships
* Family support techniques which include one to one home visits and groupwork with other families.

2.3 Children & Young People Scotland Act (2014):

The Children & Young People Scotland Act (2014) is a key part of the Scottish Government’s strategy to make Scotland the best place in the world to grow up and is underpinned by the UNCRC, the Alternative Care Guidelines and GIRFEC National Practice Model. Part 12 of the Act places a duty on Local Authorities to provide services for Children who are at risk of becoming looked after and stipulates that this must include support services for parents in their care giving role. Part 18 of the Act incorporates the definition of wellbeing established within GIRFEC (SHANARRI) onto a statutory footing.

2.4 Getting it Right for Every Child (GIRFEC):

GIRFEC is The Scottish Government’s National Practice Framework designed to support the ‘wellbeing’ of children and young people within the family unit. GIRFEC contains a definition of Well-Being as Shared, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included. The Framework provides services and practitioners with a shared language for assessing, promoting and safeguarding the wellbeing of children & young people against these eight indicators.

2.5 The Promise:

The Promise articulates the findings from the Independent Care Review. It describes the vulnerabilities which drive children, young people and families into the care system in the first instance and the ensuing trauma, loss and adversity they often experience whilst in receipt of services. The Promise is clear that more must be done to support children to remain within the family unit through the provision of family inclusive, rights- based supports which focus upon and promote the ‘wellbeing’ of the whole family unit.

2.6 Routemap & National Principles of Holistic Whole Family Support:

The Scottish Government established a national working group to take forward recommendations made within The Promise regarding Whole Family Supports. The emerging Routemap contains high-level principles alongside actions for, and measures of success for local authorities and associated partners to draw upon. The overarching vision contained within the document is that …

*Every family that needs support gets the right support at the right time to fulfil children’s right to be raised in their own families, for as long as it is needed.*

2.6 Children & Families Social Work Strategy 2022-25:

The Children & Families Strategy is informed by a strategic intent that *all children and young people should be enabled and have the right to live within their own families and communities.* The document contains a range of high level priorities, which includes an ambition to *maintain the profile of care, ensuring children and young people can remain with their own families through earlier intervention and prevention.*

1. **Service Model**

3.1 The service model should be cognisant of recent policy, research and ‘what works to improve outcomes minimising the impact of trauma and adverse childhood experiences for young people aged **13-21 yrs**. The intention is that the delivery model and interventions will improve outcomes for the whole family through focused support to young people living at home as well as young people looked after and accommodated. The service should reduce the number of young people and families reaching crisis point, a key driver is for young people is to remain within their family and community where it is safe to do so .It is also essential that support comprise both a focus on a return to family and community for young people looked after and accommodated and if this is not possible for young adults assistance is available to develop independent living skills .

* 1. This service is focused on prevention and support for families with teenagers where there are indicators of significant vulnerability which if not addressed will lead to family breakdown, crisis and statutory measures which could lead to young people not remaining with their families. The service is also expected to support looked after and accommodated young people alongside statutory services to improve life chances and achieve positive outcomes.
  2. The service model should be strongly aligned to both the National Framework Principles for Holistic Whole Family Support and GIRFEC National Practice Model. Other essential aspects include …
* an assessment framework identifying strengths, vulnerabilities, needs and risks
* a whole family approach to build capacity addressing adversity, vulnerability and risk
* direct support to caregivers focusing on emotional wellbeing, mental health, attachment relationships
* practical support and strategies to increase skills and capabilities of care givers
* crisis management support including evenings and weekends
* adviceline
* high levels of contact (intensive) within the home
* mentoring and coaching approaches including pro-social modelling
* building and strengthening resilience including community networks
* single point of contact
* direct 1-1 support (emotional and mental health, self-regulation, risk taking, identity and self-esteem)
* focused group work
* confidence building increasing life skills
* advice and support to access education training, employment and housing
* collaborative and multi-agency focused
* an assertive approach to build relationships with the family and wider family
* adopts an evidence-based approach with tools to measure quality and impact
* contributes to locality working and wider local and strategic networks
* person centred and influenced by the lived experience of young people
* adaptable and responsive to changes in need and risks
* supports engagement and transitions to both universal and specialist services
* outcome focused and analytical to inform service development and delivery
  1. Fife Council has commissioned Fife Voluntary Action to lead on a review of existing children and families support which is aimed at establishing the conditions where the views and experiences of children, young people and families are central to system transformation and funding of future children’s services in Fife so that in turn children and families in Fife experience better outcomes and are able to thrive.
  2. This work is being undertaken using a co-production approach with the involvement of children, young people, and families alongside both third sector and statutory sector providers. The project is in its early stages but is expected to produce recommendations in March 2024. Commissioned Services will be expected to align their own models to the findings from this work as it emerges and adopt recommendations aimed at informing the future planning, design, delivery and commissioning of family support services in Fife.

1. **Outcomes** 
   1. To deliver this brief the service will require an outcomes/performance framework with tools to evidence the progress of children and families based on the impact of interventions. The outcomes for this service are:

**Outcomes for caregivers/family**

* Improvement in skills to respond to safety, risk and wellbeing
* Improvement in attachment relationships and communication
* Improvement in physical health, mental health and emotional wellbeing
* Improvement in home environment, conditions and routines
* Improvement in engagement with services and wider networks of support leading to sustainable change

**Outcomes for Young People**

* Improvement in safety and reduction of risk
* Improvement in mental health and emotional wellbeing
* Improvement in engagement with services
* Improvement in independent living skills

**5. Eligibility & Referral Criteria**

5.1 The service will be provided to children (**13-21 yrs**.) and their families throughout Fife within the features outlined in section 3.0

5.2 The service will be delivered within the context of the Child Wellbeing Pathway as the agreed multi-agency process in Fife. Child Wellbeing Meetings coordinated by the named person or lead professional will be the mechanism to determine whether young people and families would benefit from access to the service based on an assessment of needs, risks and vulnerabilities. Young people who are looked after and accommodated will also be eligible and referrals to the service may be as a result of decision making at a Child Protection Case Conference or a Looked After review as part of a Childs Plan. The Intensive Community Support Panel (ICSP) is the forum to prioritise allocation of intensive 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.

**6.Scale & Cost**

6.1 Drawing upon service levels established for the current commissioning cycle (2021-24) and routine monitoring data, it is anticipated that the service will work with between 55-65 children, young people and families each year.

6.2 The budget envelope established for the delivery of the Brief is £554,736

**7. Networking & Communication**

7.1 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

7.2 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.

7.3 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.

**8. Continuity of Care**

8.1 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.

**9. Risk Management**

9.1 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.

9.2 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 accidents and incidents
* Responding to distress related behaviours
* Protection of vulnerable groups including both an Adult and Child Protection Policy
* Confidentiality Policy
* Training and staff development
* Job description and details of duties
* References and enhanced disclosure check for staff
* Procedures for the supervision, appraisal and disciplinary of staff
* Whistleblowing policy

**10. Recording & Monitoring**

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

10.2 Information regarding the overall service provided may be requested by Fife Council 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.

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

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

10.5 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 Social Work Service Monitoring Officer

**11. Complaints**

11.1For 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 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 Fife Council and to remedy any concerns that Fife Council has regarding the provision of the service