



Brief 2c)

## Children, Young People and Families (Service Brief for family support for teenagers and young people aged 13-21 yrs.)

### 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 (2017-20) set out partnership objectives and priorities for improvement across universal, additional and intensive levels of need and support. 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 Fife Children's Services Annual Report (2020) submitted to the Scottish Government confirmed the ongoing commitment and focus on improving life chances for vulnerable children, young people and families through targeted services. Research confirms a preventative and early intervention approach is required to address the impact of adverse childhood experiences (ACEs). Key high-level messages promote a whole system approach to be responsive to risks and vulnerabilities including:

- verbal, physical and sexual abuse
- parental separation
- domestic abuse
- parental mental health
- alcohol and drug use
- parental imprisonment

1.4 The Child Wellbeing Pathway promotes both single and multi- agency assessment and planning to ensure children, young people and families receive the right services at the right time. In Fife the approach is based on a continuum of need and service provision from universal, additional to intensive. All services require a focus on promoting the safety and wellbeing of children and young people through a coordinated approach.

1.5 The Strategic Needs Assessment report and recommendations for Commissioning 2020-21 approved by the Strategic Commissioning group has been informed by the recent Scottish Government definition of vulnerability. This considers a range of children and young people, such as those:

- at risk of significant harm, with a child protection plan
- looked after at home, or away from home
- 'on the edge of care', where families would benefit from additional support
- with additional support needs, where there are one or more factors which require significant or co-ordinated support
- affected by disability
- where they and/or their parents are experiencing poor physical or mental health
- experiencing adversities, including problem alcohol or drug use amongst family members, domestic abuse or bereavement
- requiring support at times of key transitions

1.6 Research confirms that the teenage years can bring many challenges for young people who have experienced instability, childhood trauma and adversity. Reducing the negative impact of ACEs for teenagers and young adults contributes to the national outcome for all children and young people to 'grow up loved, safe and respected to realise their full potential'. In Fife, service development and delivery has focused on getting the right help at the right time for young people to mitigate the negative impacts of adversity and trauma reducing the likelihood of long-term negative consequences into adulthood. This has involved both single and multi-agency coordinated support alongside Children & Family Social Work Services responding to the needs of vulnerable young people and particularly those who are 'looked after'.

1.7 Young people needing help do so because of a variety of factors including complex emotional and mental health needs, behaviour which places themselves or others at risk and those with additional support needs. A variety of services need to be in place to respond to this range of needs for young people living within their family and especially those who are looked after and accommodated.

1.8 Services also need to respond to statutory duties and responsibilities that support young people into adulthood. Section 66 of The Children and Young People (Scotland) Act 2014 extends aftercare support for any young person who ceased to be looked after on or after their 16th birthday and is less than 26 years of age. The Young Peoples Team in Fife Council fulfill a number of statutory obligations alongside partners with 'corporate parenting' duties. A key aim for young people is to make successful transitions, supported by services adopting personalised relationship-based approaches. It is recognised some care experienced young

people continue to face considerable difficulties leading to poor mental health, homelessness, unemployment, exploitation, poverty and involvement in the criminal justice system.

1.9 Part 9 of the Children and Young People Act 2014 defines corporate parenting as "an organisation's performance of actions necessary to uphold the rights and safeguard the wellbeing of a looked after child or care leaver, and through which physical, emotional, spiritual, social and educational development is promoted." The Corporate Parenting Board in Fife is well established and has a clear set of aims and objectives for meeting the needs of care experienced young people, this will be enhanced by the recommendations from the Independent Care Review (ICR)

1.10 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, young people 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.

1.11. The Children & Family Strategy is informed by the recommendations within the ICR 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.

1.12. 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.

## **2.0 Service Model**

2.1 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 .

2.2 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.

2.3 The components of the services delivery model should 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
- advice line
- 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

### **3.0 Outcomes**

3.1 To deliver this brief the service will require an outcomes/performance framework with tools to evidence the progress of young people 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

## **4.0 Eligibility of Service Users**

4.1 The service will be provided to children (**13-21 yrs.**) and their families throughout Fife within the features outlined in section **2.0**

4.2 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 Child's 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.

4.3 It is anticipated that the service will work with between **55-65** 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**

## **5.0 Networking and Communication**

5.1 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

5.2 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.

5.3 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.

## **6.0 Continuity of Care**

6.1 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.

## **7.0 Risk Management**

7.1 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.

7.2 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

## **8.0 Recording and Monitoring**

8.1 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.

8.2 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.

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

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

8.5 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

## **9.0 Service support and development**

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

## **10.0 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 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

**11.0 Fife Council Education & Children Services has set a 2021/2022 budget for this service at £500,000- £550,000**