



Brief 2b)

Children, Young People and Families (Service Brief for whole family approach -trauma and adversity)

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. The Child Poverty (Scotland) Act 2017 places a duty on local authorities and health boards to report annually on the steps they are taking to reduce child poverty. Key areas to be addressed include:

- Increasing income through employment;
- Income maximization
- Reducing household costs.

1.3 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

1.4 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 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

1.5 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 particularly for children experiencing trauma and adversity.

1.6 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

1.7. 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.

1.8. 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.

1.9. 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 children aged **0-13 yrs**. 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 due to a range of experiences which will impact negatively on their health, wellbeing and development. A key driver is for children to remain within their family and community where it is safe to do so.

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 family breakdown, crisis and statutory measures which could lead to children not remaining with their families.

2.3 The components of the services delivery model should include:

- an assessment framework identifying strengths, vulnerabilities, needs and risks
- a whole family approach engaging with the family system to build capacity addressing adversity and vulnerability
- services informed and delivered by applying the national practice model
- direct support to caregivers focusing on emotional wellbeing, mental health and adult attachment relationships
- high levels of contact (intensive) within the family home
- practical support to increase knowledge, skills and capabilities of caregivers
- interventions to strengthen attachment relationships with children
- collaborative and partnership focused
- support at times of crisis including where required out with normal office hours
- 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 families
- adaptable and responsive to changes in need and risks
- acts as a single point of contact for formal and informal networks of support
- 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 children, young people and families based on the impact of interventions. The outcomes for this service are:

Outcomes for caregivers/family

- Improvement in skills to meet children's wellbeing needs and safety
- 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 Children

- Improvement in children's safety
- Improvement in children's wellbeing
- Improvement in children's engagement and learning in school
- Improvement in children informal networks

4.0 Eligibility of Service Users

4.1 The service will be provided to children (0-13 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 children and families would benefit from access to the service based on an assessment of needs, risks and vulnerabilities. Children experiencing adversity, risk, trauma e.g. child protection measures 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 multi-agency 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 **45-60** number of children 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 between £400,000- £450,000