



CHILD FRIENDLY WARWICKSHIRE

Delivering effective Early Help services. Working with children, young people and families to coproduce the Early Support Offer

Our Journey and experience at Warwickshire County Council

John Coleman, Director Children & Families Service

Marina Kitchen, Head of Service, Early Support

Stacey Gill Service Manager, Early Support

Samantha Wilkinson, Relationship Support Team

21st January 2025





Background to Warwickshire Families First

In February 23, the Government published a document called

[Stable Homes, Built on Love](#)

following a review of children's social care led by Josh McAllister

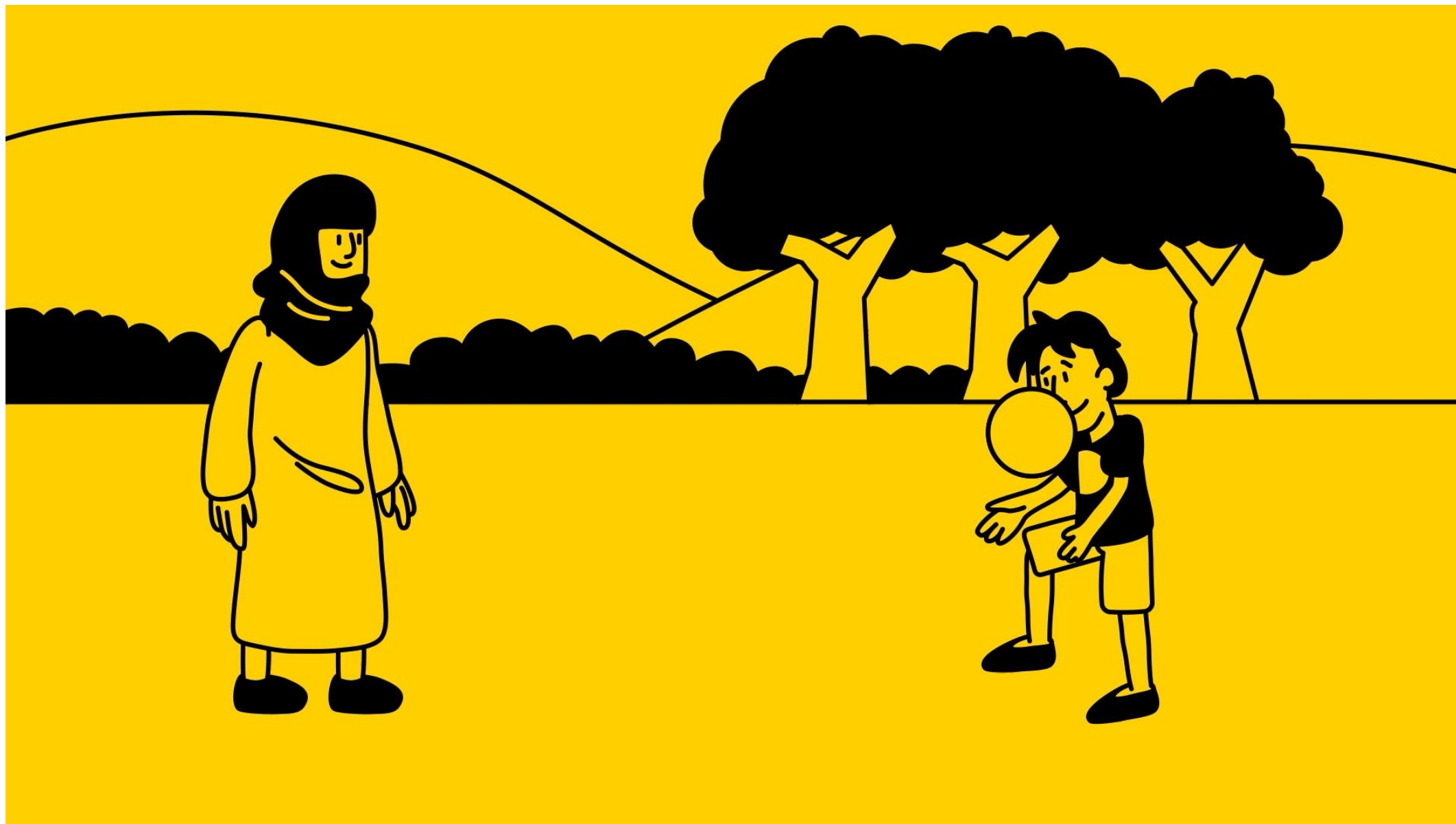
The strategy sets out plans to transform Early Help and Children's Social Care.

The Family First for Children Pathfinder is a core commitment made in the strategy.

It aims to improve services to help more children stay with their families in safe and loving homes and protect vulnerable children from harm where needed.

In November 2024 [Keeping Children Safe, Helping Families Thrive](#) was published by the Government.





Stepped Approach - expanded Early Support



Signposting and parental education here

Early Help Pathway to Change here

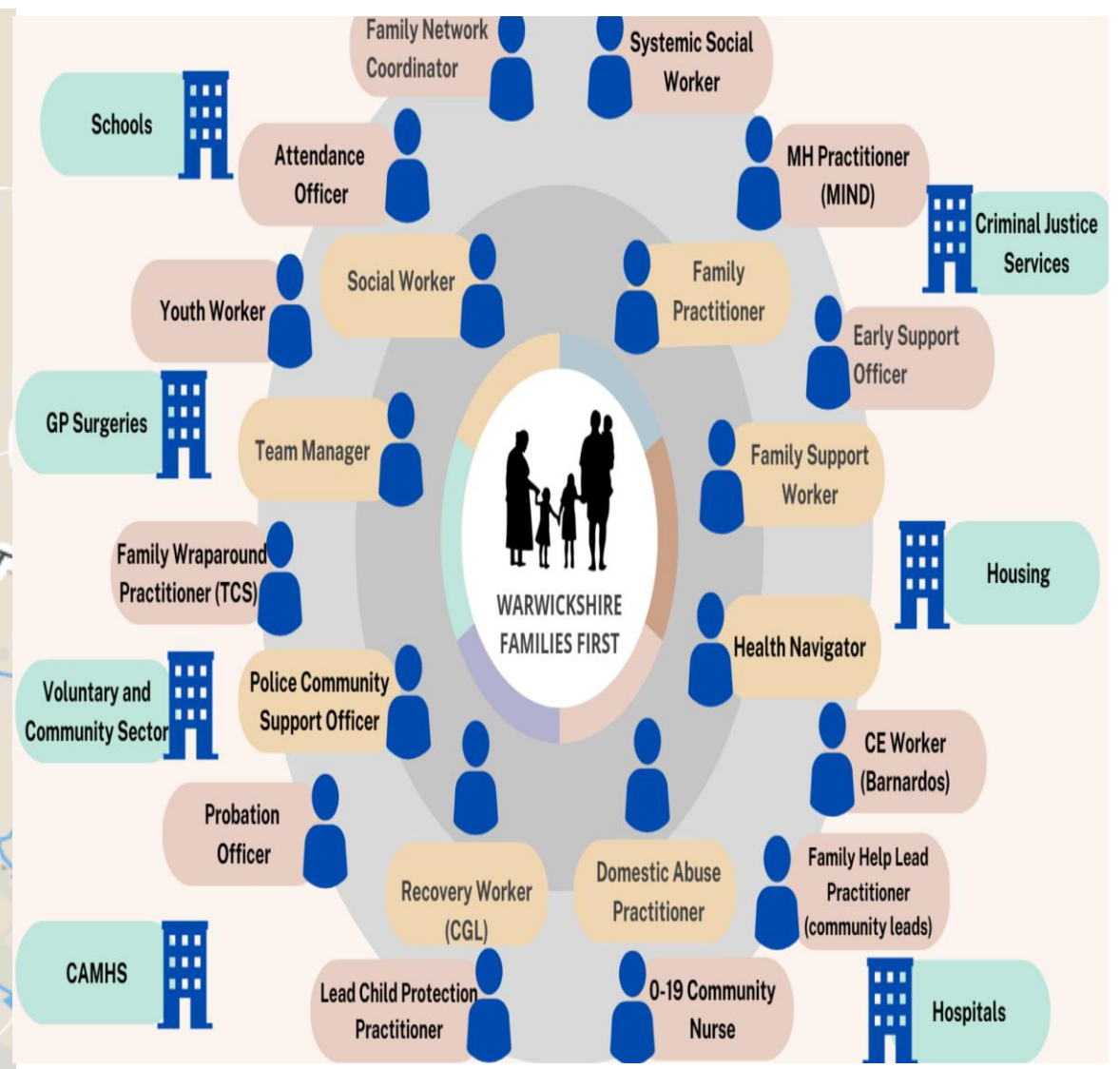
MAC Referrals here



Locality working – we work together as an ecosystem



Working to develop and grow closer working partnerships by locality



Working to as an Ecosystem – all together

Our Approach to Coproduction

**Four
Cornerstones of
Genuine
Partnership –
needed to
create good
quality
inclusion and
coproduction**

Welcome & Care

Value & Include

Communicate

Work in Partnership

**Developing and nurturing each
of these to build**

Trust



Our Networks

IMPACT –
Young People’s
Forum for SEND

Children in Care
Council

Care Leavers’
Forum

Unaccompanied
Asylum-Seeking
Children

Warwickshire
Youth Council

Youth Justice
Participation

Feedback from
Specific Events,
Activities, &
Webinars

Targeted Youth
Support

Listening
Conversations,
e.g. LGBTQ+,
Mental Health,
Young Parents

Warwickshire
Parent Carer
Voice

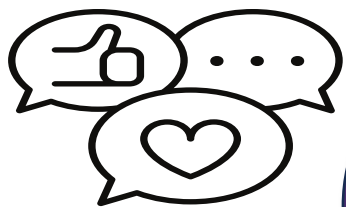
SEND
Community
Forum

Wider Parent
Participation





Examples of Engagement with Families First



Parent Carer Stories



Families First Focus Groups

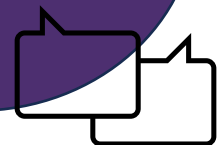
Practice Framework Guidance



New model/way of working?



Restorative Practice Leaflets and Logos



Areas of Continued Learning

Move from engagement to co-design

Start conversations earlier

Ongoing multi-agency collaboration

Engagement Fatigue

Short Time Frames

Respond to what CYP and families have told us

Flexible Engagement

Ongoing engagement touch points



What is our Warwickshire Families First approach



Locality Working

Supporting families in their communities. Building strong partnerships with local services, including the Voluntary and Community Sector.

Multi-Disciplinary Teams

Supporting the whole family with the services they need. These include services from Health, Police and Education.

Multi Agency Safeguarding Arrangements

Clear and shared arrangements for safeguarding children and young people between Children's Services, Health, Police, Education and other key agencies and organisations.

Warwickshire's Relational Practice Framework

A relational framework, used across the partnership to support children and families and to ensure that every child and young person should be heard, safe, healthy, skilled and happy.

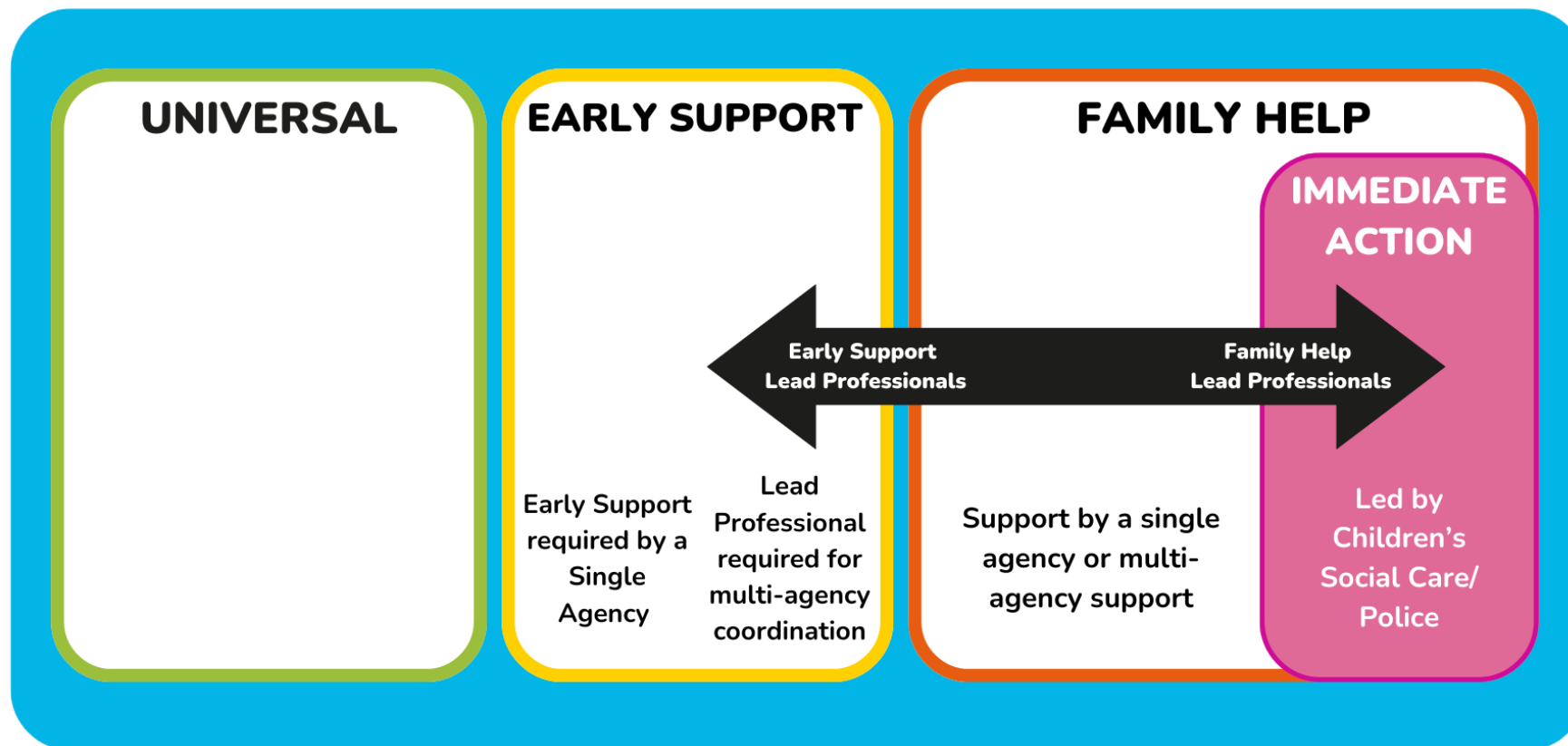
Multi Agency Group Supervisions

Multi agency group supervision engages all professionals to collaboratively develop a clear understanding of needs and share accountability in decision-making.



Warwickshire's Spectrum of Support

- A Child Centred Framework for practitioners working with Children and Families





Early Support





Role of Early Support Officer (ESO) in Early Support

Targeted Support Officers to be known as Early Support Officers with a change to the focus of their work

Early Support Officers:

- Allocated to community lead professionals to provide support, advice and coaching rather than be allocated or assigned to individual children
- Ensure relevant information and data is recorded on Mosaic
- Have a duty role within Family Connect to provide support and advice to partners
- Will build links to faith groups and community groups in their locality
- Continue to offer the MHISC Framework. The amount of funding available has been increased.





Role of Family Support Worker in Early Support

Family Support Workers:

- Provide community-based information, advice and guidance and light touch support rather than being allocated to individual children
- Have a focus on providing support to young parents, children under 5's, children with SEND and community support in Children and Family Centres. Focused groups with maternity services to provide group support for identified families.
- Family Support Duty line transitioning to Family Connect from March 2025.





The Family and Relationships Team

The Family and Relationship Team, Parent Trainers:

- Continue to deliver a stepped family and relationship offer from online guides, workshops to full programmes.
- Families First for Children has provided an additional Parent Trainer role to support delivery and access to support countywide.

Family Information Service

Family Information Service:

- Continue to deliver the Helpline, Brokerage Support, Newsletter and the comprehensive Children and Families webpages.





How lead professionals are supported by an Early Support Officer (ESO)

- Every school has a named Early Support Officer and Family Help Social Worker
- Regular clinics
- Review and sign off Family Help Assessment and plan
- Reviews to take place every six weeks
- Will access support from Family Help Teams, such as:
 - Link with the Family Help Consultant Social Worker
 - Family Support Intervention
 - Domestic Abuse Practitioners
 - Wellbeing Support
 - MHISC Framework (Mental Health Interventions for School Children)





What does this mean for partners?

Increased support and expertise accessed from locality Family Help Teams and ESO

Early Support Assessment remains based on Pathway to Change with improvements to the layout and formatting

Information gathered in Early Support Assessment to feed into Family Help Assessment

Less need to repeat information

Signposting services for all



Guides for parents
[Learn more](#)



Expectant and new parents
[Learn more](#)



Family relationships
[Learn more](#)



Childcare
[Learn more](#)



Special educational needs and disabilities (SEND)
[Learn more](#)



Fostering
[Learn more](#)



Adoption
[Learn more](#)



Children and family centres
[Learn more](#)



Services for children and young people
[Learn more](#)



Housing, money and debt
[Learn more](#)



Keeping you and your children safe
[Learn more](#)



Children's social care
[Learn more](#)

Parental Mental Health support

RISE Drop ins and Dimensions tool

Social Prescribing

School staff

Children & Family Centres



GPs and Pharmacies

Early Help Family Support Workers

School Health

Citizens Advice Bureau

Midwives & Health Visitors

Family Information Service (FIS) Online

Family Information Service (FIS) Helpline

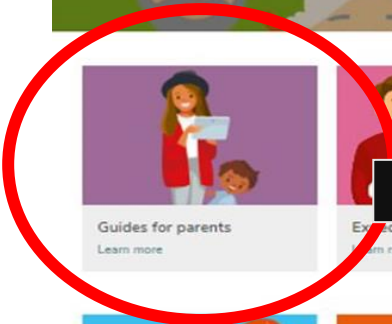
Family Information Service (FIS) Brokerage

Compass

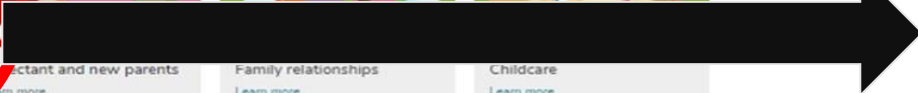
Universal access to Parenting Support



Online Parenting Offer



 Guides for parents Learn more	 Expectant and new parents Learn more	 Family relationships Learn more	 Childcare Learn more
 Special educational needs and disabilities (SEND) Learn more	 Fostering Learn more	 Adoption Learn more	 Children and family centres Learn more
 Services for children and young people Learn more	 Housing, money and debt Learn more	 Keeping you and your children safe Learn more	 Children's social care Learn more

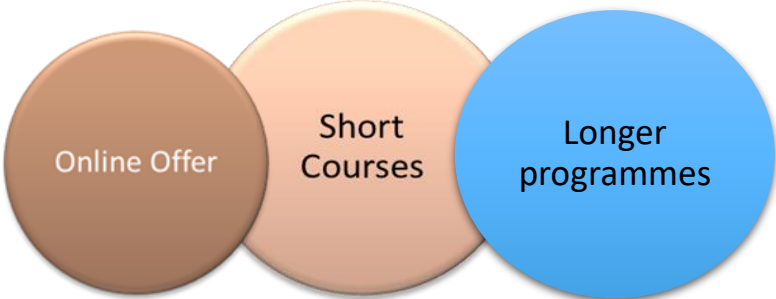


Free online courses to help parents feel more confident

 Understanding your pregnancy <ul style="list-style-type: none">Provides you with facts about labour and birthBuild your confidence in becoming a parentDeveloped by midwives and other psychologists	 Understanding your baby <ul style="list-style-type: none">Develop your relationship with your new babyHelps to build your confidence as a new parentDeveloped by health visitors and child psychologists	 Understanding your child <ul style="list-style-type: none">Helps to build reassurance in parentsHelps to make sense of your child's development and behaviourRecognises the importance of play in child development	 Understanding your child with additional needs <ul style="list-style-type: none">Lays the foundation for understanding your childConsiders topics, such as sleep and anger management, in more depthTwo levels which can be completed separately
 Understanding your child's feelings (a taster course) <ul style="list-style-type: none">This bite-size chunk is part of the 'Understanding your child' and 'Understanding your child with additional needs' courses aboveUseful if you are not ready to do the whole course but want to understand more about your child's feelingsIf you have done the full course but would like a refresher	 Understanding your teenager's brain <ul style="list-style-type: none">What happens to the brain as children hit adolescenceHelps to understand the changes in behaviourWhat you can do to help your teenager	 Understanding your child's mental health <ul style="list-style-type: none">If you are interested or worried about your child's mental health and wellbeingDesigned to work alongside the learning in the 'Understanding your child' courseWorks well with the 'Understanding your child's feelings' taster	 Understanding your relationships <ul style="list-style-type: none">Understand our own and other people's feelings betterHelp with reading behavioursResponding and communicatingSelf-regulation and angerWhat we learned from our parentsRupture and repair
 Understanding your child's feelings course - enter the access code DEAR when prompted	 Understanding your teenager's brain course - enter the access code DEAR when prompted	 Understanding your child's mental health course - enter the access code DEAR when prompted	 Understanding your relationships course - enter the access code DEAR when prompted

Free access to online parenting programmes for anyone (parent or professional) with a Warwickshire postcode

Universal access to Parenting Support



Parent Trainer delivered Parenting Programmes

A screenshot of the FIS website's 'Children and families' section. The header features a banner with diverse family members. Below it is a grid of 16 service tiles, each with an illustration and a title. A red circle highlights the 'Guides for parents' tile. A large black arrow points from the 'Guides for parents' tile to the Eventbrite screenshot on the right.

- Children and families
- Guides for parents
- Experiencing and new parents
- Family relationships
- Childcare
- Special educational needs and disabilities (SEND)
- Fostering
- Adoption
- Children and family centres
- Services for children and young people
- Housing, money and debt
- Keeping you and your children safe
- Children's social care

A screenshot of Eventbrite listings for the Children & Family Support Service. The listings include:

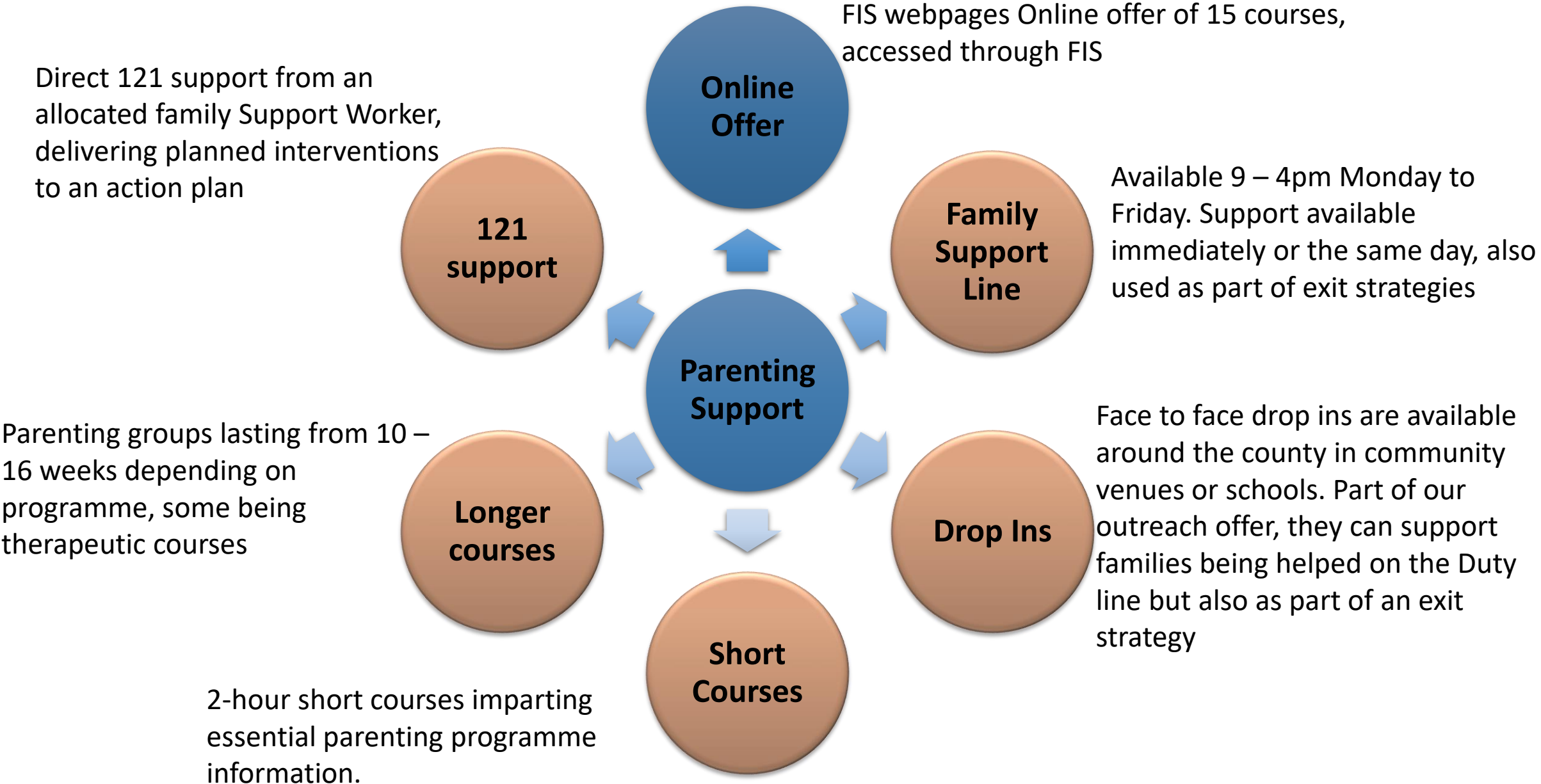
- Solihull Approach to Understanding Your Child 10 wk programme in Stratford (Thu, Oct 6, 13:00)
- Warwickshire Understanding Children's Behaviour Online Workshop (Fri, 16 Dec 2022 09:30 GMT)
- Solihull Approach to Understanding Your Child 10 wk programme in Rugby (Wed, Nov 9, 09:30)
- Understanding your Teenager face to face workshop in Rugby (2 hrs) (Tomorrow at 12:30)
- Understanding Children's Behaviour face to face workshop in Rugby (Tue, Jan 10, 10:00)
- Solihull Approach to Understanding Your Child 10-week programme in Nuneaton (Thu, Jan 12, 09:15)
- Routines and Boundaries face to face workshop in Rugby (Tue, Jan 17, 10:00)
- Sleep Workshop face to face in Rugby (Tue, Jan 24, 10:00)

Parents and carers can get direct access to professional led parenting programmes via the FIS webpages which directs them to Eventbrite for immediate booking.

They can also access via the Family Support line

Practitioners can book families on too (with consent)

Summary of parenting work



Headteacher Coach - Co-Producing and Connections with Education

The Head Teacher Coach role was implemented in Sept 2020:

- Serving Headteacher, **experienced** in the **successful delivery of Early Help** in their school
- Promotes the essential **Early Help Infrastructure** in schools
- **Bridge between** C&F service (Early Help) and schools / Education
- **Translates practice** on both sides
- Supports Heads and DSLs – **educates and supports**, is a **consistent presence and helpful!**
- Leads DSL training team – linked to Section 175 audit
- Enough **locality intelligence** to support **meaningful change**
- **Developed into an Education safeguarding Team supporting the whole of Family Help – including the new Multi-Agency Child Protection Team**



What has been the increase seen in Early Help since the redesign (and COVID) ? Since 1st April 2020..

Family Support Worker Referrals = 34% (reduced from 45% last year by using Stepped Approach)

Increase in Early Help Pathways = 85%

Support by Early Support Officers = 178%

How effective is Early Help in Warwickshire?

Out of 11,169 children open since 1st April 2020,

12% escalated to Social Care

88% of children open to Early Help did not escalate to Social Care

How many step downs from Social Care escalate back to Social Care within 6 months?

From the 1st April 2020:

Children stepped down from Social Care teams = 7.8%

Overall, 92.2% of step downs stay in Early Help

How many children are re referred into Early Help since 1st April 2020?

Out of 8067 children..

9.6% children have had 2 EH:PTC since 1st April 2020

0.9% children have had 3 EH:PTC since 1st April 2020



Final thoughts





Useful Information & Get in Touch

- [Families First Website](#)
- [Family Network Meeting webpage](#)
- [Family Information Newsletter](#) sign up to ensure you receive the latest information about services and support across Warwickshire
- [Warwickshire Family and Relationship Support Events booking](#) information including online and face to face parenting programmes
- [Family Connect Frequently Asked Questions](#)

Get in touch if you want to know more

Warwickshire are a Sector Led Improvement Partner.

Contact us at sectorledimprovement@warwickshire.gov.uk





Additional information

The next slides are additional information you may find useful and did not feature in the main presentation





Warwickshire's Relational Practice Framework



Be happy



Be skilled



Be heard

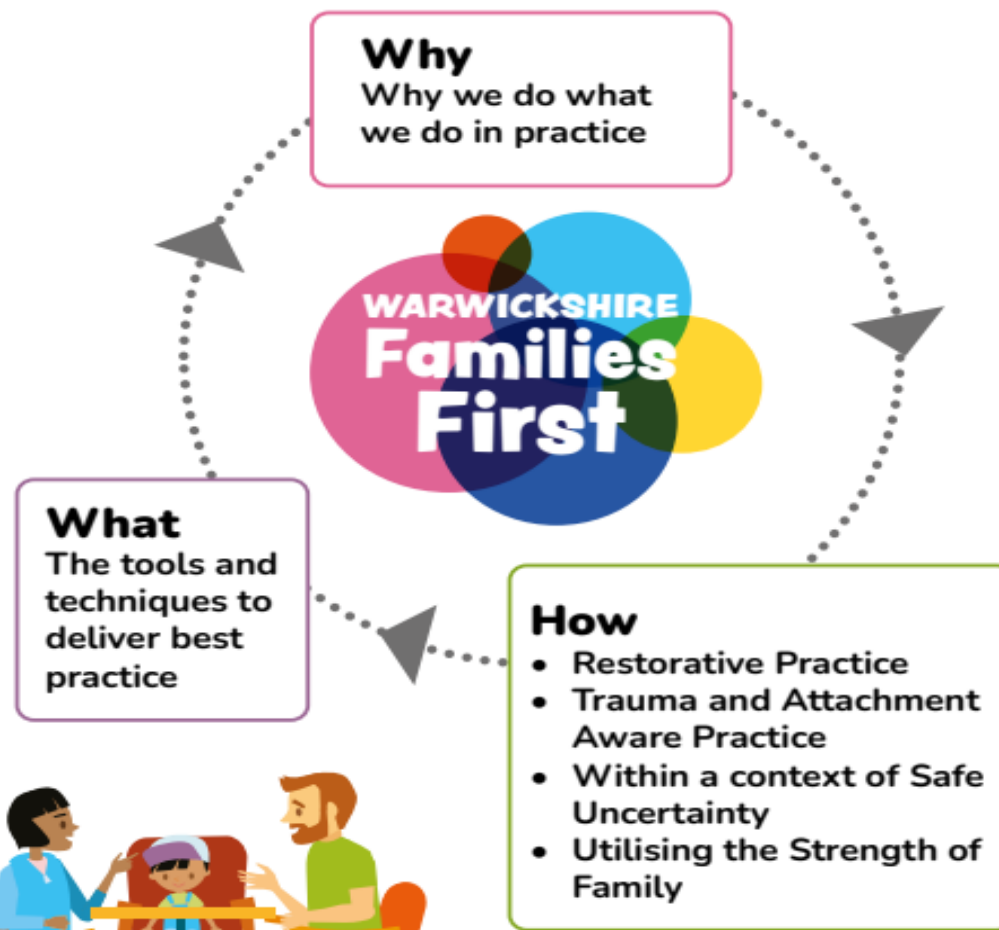


Be safe



Be healthy

Warwickshire's Relational Practice Framework enables us to deliver a Child Friendly Warwickshire:





What is Warwickshire's Relational Practice Framework?

- This framework is used across the multi-agency partners to ensure delivery of a Child Friendly Warwickshire where every child and young person is happy, healthy, heard, safe, and skilled.
- It is a reminder of the collective responsibility to ensure that services are doing the right thing, in the right way, for the right reasons.
- As the needs of children and families evolve and they move between different services and organisations, our embedded Relational Practice Framework ensures coherence and consistency in how practitioners engage and work with them.





Warwickshire's Relational Practice Framework

Why

We believe that change is most effective in the context of relationships

- Relationship based practice gets the best results for families; our commitment for working **with** not for or to them
- Support and help should recognise the diversity, social inequalities and the uniqueness of families
- We can't work with families effectively on our own – we have a shared commitment to help families within multi agency context
- Support and help comes with power, privilege and bias and help needs to consider the lived experience of children and families
- Legislation and research says families should remain within their family network where it is safe to do so and is in the child's best interests
- Eliminating risk isn't possible, the best that we can do is work towards 'safe uncertainty'
- We bring ourselves to our work with children and families: we are proactive in understanding the awareness of ourselves, our values and our lived experiences in our relationships with families
- We are committed to making anywhere children spend time (in person or online) safer

How

We will adopt a relationship-based practice framework of these four practice elements:

- Utilising the strength of family
- Restorative Practice
- Within a context of safe uncertainty to risk
- Trauma and Attachment Aware Practice

What

We will effectively identify tools and techniques to support and help families:

- Working with children and young people e.g. direct work tools
- Working with parents and carers e.g. Family Network Meetings
- Working with each other/colleagues and partner agencies e.g. health and police
- Working with best practice e.g. commitment to Warwickshire's five principles of good practice





The Assessment

Early Support Assessment

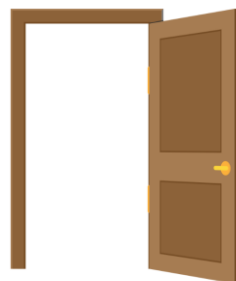
(Part 1)

When should I complete this?

To be completed for all families who are receiving **Early Support** and require a **multi-agency response (as is)**

Please speak to your ESO for support and advice before contacting **Family Connect** (unless there is a risk of significant harm)

Contact **Family Connect** for a discussion if you feel a **Family Help Assessment** is needed



Family Help Assessment

(Part 2)

When should I complete this?

To be completed for all families receiving support at **Family Help (to include targeted support)**



The Early Support Assessment in more detail

Early Support Assessment completed by **Community Lead Professional**

Family Help Assessment completed by **Community Lead Professional**

Family Help Assessment completed by **WCC Practitioner**

All **child protection** processes managed by a social worker with oversight from MACPT

Your Early Support Plan						
Contents:			Assessment Details			
Important information - details about how your information will be used, including gaining your consent and useful contact details.			Date of Assessment:	Click or tap to enter a date.		
Pathway to Change - a tool to support the understanding of your situation and identify solutions.			Name and organisation of lead professional:	Click or tap here to enter text.		
Family Plan - a record of what needs to happen, so the right support is put in place for you and your family.			Name and role of anyone else involved in the assessment:	Click or tap here to enter text.		
Child Details						
Name	D.O.B	Gender	Religion	Ethnicity	Language	Relationship
Click or tap here to enter text.	Click or tap here to enter a date.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Click or tap here to enter text.
Other household members						
Other significant relatives or family friends not living in the family address						

Seamless transition and information sharing

Your Early Support Plan						
Contents:			Assessment Details			
Important information - details about how your information will be used, including gaining your consent and useful contact details.			Date of Assessment:	Click or tap to enter a date.		
Pathway to Change - a tool to support the understanding of your situation and identify solutions.			Name and organisation of lead professional:	Click or tap here to enter text.		
Family Plan - a record of what needs to happen, so the right support is put in place for you and your family.			Name and role of anyone else involved in the assessment:	Click or tap here to enter text.		
Child Details						
Name	D.O.B	Gender	Religion	Ethnicity	Language	Relationship
Click or tap here to enter text.	Click or tap here to enter a date.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Click or tap here to enter text.
Other household members						
Other significant relatives or family friends not living in the family address						

Universal early support

Targeted early help

Child in Need

Child Protection

Early Help & Preventative Support for DSLs

An example:

- Monthly safeguarding bulletin including recordings, slides, useful links and contacts
- Heads Forums, DSL Networks and new! Podcasts

Thematic calendar

- Assisting Heads and DSLs to plan assemblies and curricular themes linked to national and international days that link to the themes in Early Help and Safeguarding
- For example: International Women’s Day could be linked to the theme of Violence Against Women and Girls, Domestic Abuse, Equality, Exploitation
- Resources are aligned such as links to local services, webpage

Administration

- Ensuring DSLs contact information is accurate by school
- Signposting useful contacts often by locality
- Checking training is updated with friendly reminders for schools
- Regular communication via newsletter

90% of the schools in Warwickshire access our training

Wellbeing Awareness Calendar 2023-24

Apr-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
10th - Anti-Bullying Day	Black History Month	2nd - World Toilet Day	1st - World Aids Day	20th - World Bullying Day (no information available yet)	18th - History Month
14th - 17th - Mental Health Week	2nd - 8th - National Awareness Week	3rd - Street Awareness Day (Linkage not available for 2023)	1st - International Day of Women with Disabilities	12th - 16th - National Obesity Awareness Week	21st - Teeny Talk Day
20th - Youth Mental Health Day	2nd - 8th - National Inequality Week	14th - World Day Against Sexual Harassment (no information available yet)	7th - World's Children's Day (Linkage not available for 2023)	27th - Halloween Memorial Day	28th - 11th - Children's Mental Health Week
	10th - 11th - Older Citizens Awareness Week	14th - 15th - Anti-Bullying Week	2nd - 8th - National Brief Awareness Week (no information available yet)		28th - Bully Awareness Day
	14th - 15th - Older Citizens Awareness Week	17th - Children in Need	12th - 15th - Water Awareness Week		20th - 1st March - Workplace Information Week
	Halloween and Road Safety - Info from Carl to follow	14th - 15th - Road Safety Week			
		19th - Cyber Safety Day			
Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
1st - Self-harm Awareness Day (no information available yet)	Street Awareness Month	National Walking Month	Spain, Roma and Traveller History Month and Pride Month	Music Free July	1st - 7th - World Bicycling Awareness Week (no information available yet)
14th - 17th - Transition and Inclusion Week	2nd - World Autism Awareness Day (no information available yet)	National Smile Month	Child Safety Week (no information available yet)	14th - 18th - Teeny Talk Week	
16th - Young Carer's Action Day (no information available yet)	7th - World Health Day	12th - 17th Awareness Day	23rd - World Refugee Day (no information available yet)	23rd - International Friendship Day (no information available yet)	
12th - 16th - Bicycling awareness week	23rd - Bulky Items Free Day	23rd - National Learning Day	21st - World Book Day		
20th - Purple Day (Spiders Awareness) (no information available yet)		21st - 21st - Mental Health Awareness Week (no information available yet)	Carex Week (no information available yet)		
28th - International Women's Day					
28th - Comic Relief					

Youth workers

- We have 18.81 FTE youth workers
- 3 FTE management
- Stepped approach offer
- Youth Fund

