

Menu of Interventions

# MY FAMILY FIRST



# My Family First

**TEN**  
(Timely Effective eNabling)

## ***Menu of interventions***

**Aim:** My Family First is an Early Help initiative delivered by a team of specially trained staff who 'work with' children and their families at the earliest point when problems arise. The aim of My Family First is to support children, young people and their families through difficulties they may be experiencing. My Family First is a collaborative, whole family approach and enables agencies to work together to support, enable and empower families to resolve their issues. My Family First offer tangible early help and support which includes the provision of short and medium term preventative interventions to support families to find their own sustainable solutions.

**Our Vision:** For families who require support at an early stage to receive a coordinated and planned service, using solution focused methods, relating therapeutic thinking principles into practice. When supporting young people with behaviours that are viewed as challenging it is important to understand the reasons behind the behaviour and target interventions to focus on the real issue. Families will be supported and empowered to identify their own problems, needs and solutions. In most cases, outcomes for children will be improved by supporting and assisting parents/carers to make changes.

## **Principles and Ambition of our Earlier Help initiative through My Family First**

We are committed to the following principles which informs the way we work with children, families and partners:

We will:

- Empower families to take responsibility by working with them, not doing things to or for them.
- Recognise that family, friends and community can be the most effective and sustainable forces of "help".
- Identify the right support at the right time, delivered in the right way.
- Work in partnership to make best use of shared resource, skills and knowledge
- Embrace a strengths based, whole-family approach to finding sustainable solutions.
- Understand the power of good communications both with families and with colleagues.

## How My Family First identifies families in need of earlier help and support

Referrals from: **1.**The Contact Advice and Assessment Service Triage (when the threshold for statutory intervention is not met). **2.** Following intervention from the Early Response Hub, there is an identified need for My Family First. **3.** Providing support during the course of an assessment and beyond to prevent escalation. **4.** Identified through outreach sessions with family hubs and schools. **5.** A targeted intervention need is identified within a My Family Plan.

### Interventions My Family First deliver:

#### 1) Couple Conflict

An intervention which aims to reduce conflict (not domestic abuse) in a parenting or co-parenting relationship. Both parents should agree to want to work with the programme. We recognise that in the majority of cases, it should be the decision of the parents when to ask for help or advice but there are occasions when working with children and families My Family First may need to energetically engage parents to help them to resolve problems

The Couple Conflict programme is provided by universal services, Family Hubs and schools. Referrals that are appropriate for My Family First are:

- If work has been provided by schools or family hubs by the means of a 'my family plan' and the desired outcome/s have not been realised.
- If the area the family live in does not provide this type of intervention within universal services.
- Although some schools are able to provide this intervention, there may be fewer provision within schools. If a gap in the provision of Parental Conflict, is identified, refer to My Family First.
- Following a statutory assessment completed by CAAS, or following a front door Triage or Early Response Hub input, it is identified that a family may require an intervention that is not available through universal services, My Family First in conjunction with a My Family Plan or Team Around the Family, can work with partner agencies and community services to provide bespoke intervention and additional targeted support.

#### 2) Family Focus

An intervention which assists parents to understand the impact of domestic abuse on their children. It is important to the success of family focus work that both parents show willingness to engage with the programme. We recognise that in the majority of cases, it should be the decision of the parents when to ask for help or advice but there are occasions when working with children and families My Family First may need to energetically engage parents to help them to resolve problems

My Family First provide Family Focus support when:

- A2 Dominion are not involved with the family.
- A Group Supervision has identified that the family would benefit from My Family First - Family Focus Work
- Families are the subjects of police 'standard risk' domestic abuse reports
- Families who are subjects of police 'medium risk' domestic abuse reports  
(Note: for 'medium risk' domestic abuse reports, the following points apply)
  - The threshold assessment of risk completed by Triage or on conclusion of a Single Assessment demonstrate factors that reduce the risk sufficiently to remove the requirement for statutory involvement
  - If there are additional complexities - such as being known to Probation or MAPPA a Group Case Supervision should be progressed to identify if Family Focus work is appropriate.

### 3) Parenting Work

An intervention that supports families when there is an identified need for a higher level of parenting work or when universal parenting interventions have not been sufficient to resolve the issues. This type of intervention aims to improve parenting capacity to enable and support the family to work together to realise long term solutions and build to build resilience

There are a number of Universal services which provide this type of intervention including Family Hubs, Home-Start and a number of schools. The Early Response Hub are able to refer to available services with a request for a 'My Family Plan'.

My Family First provide an enhanced delivery of parenting support which is applicable when:

- Parenting support has previously been provided by schools or a Family Hub within a 'My Family Plan' which has concluded with the identified outcomes within the family plan not being realised.
- The area the family reside in does not have available services that are able to provide this intervention.
- Schools and Family Hubs are unable to provide the intervention.
- If a statutory assessment completed by CAAS, identifies the need for parenting work to prevent the need for further statutory involvement.
- CAAS Triage and or the ERH identify at the point of contact that enhanced delivery of parenting work is required to prevent escalation and reduce the need for statutory involvement.

My Family First should be utilised when the intervention is not available within universal and / or within community services.

## Specialist parenting work

### a) Child on Parent Violence

Services which provide this are:

- SAFE project – ‘Building respectful families’
- Y.O.T – STOP, Who is in charge.
- Parenting specialist EWO

These are the appropriate services to meet this specialist parenting need. For a referral to My Family First for this type of parenting work the request should show:

- Alternative services are unable to provide support to the family within a timescale appropriate to the level of identified need

### b) Parenting Special Children

The services that provide this are:

- Parenting Special Children
- Disabled Children’s Team Outreach Support Service
- Swings and Smiles
- West Berkshire Autism Support Service

These are appropriate services to meet this specialist parenting need. A referral to My Family First for this type of parenting work would require confirmation:

- Why the above cannot deliver an appropriate service within the identified timescales for the family

## 4) Therapeutic Thinking

My Family First practitioners will be trained in Therapeutic Thinking, this is an approach in which practitioners will look at the causes of behavioural problems that some children and young people display; rather than dealing with the symptoms.

## 5) Keep Safe Work

Working with parents and / or children to address harmful behaviours the children may be engaging with, to promote keeping them safe.

- A need for Keep Safe identified by Triage or the Early Response Hub
- Identified as an outcome from assessment that cannot be completed as a brief intervention by the EOC worker within CAAS.
- Work identified by the missing co-ordinator or an exploitation screening tool

## 6) Missing and Exploitation

Working with a child reported as 'missing' to the police by their family or carers. Practice Note: *Children/Young People running away and going missing from care, home and education, can be a significant risk factor. We know that children who go missing, or who are away from placement without authorisation, can be at increased risk of sexual or other forms of exploitation or of involvement in drugs, gangs, criminal activity or trafficking.*

Work is carried out with families/carers to understand push and pull factors for the missing episodes. Support strategies are put in place to reduce the missing episodes and lessen the safeguarding risks.

- Completing Return Interviews for children and young people.
- Direct work with parents/ carers and young people.
- Updating data to the relevant systems to identify themes and patterns.

(additional responsibilities)

- Attending strategy meetings as required
- Working with Thames Valley Police exploitation hub to undertake mapping exercises to identify themes/patterns and respond to identified risk
- Feeding intelligence and information into MAPS meetings
- Attending and reporting to E.M.R.A.C
- Production of an Annual Report.

## 7) Vulnerable Refugee Work

Work with Vulnerable refugees placed in West Berkshire under the United Nations High Commission for Refugees (the 'UNHCR') scheme. Provision of resettlement opportunities for some of the most vulnerable people into communities within the UK. Families who have registered with the UNHCR in Syria, Turkey, Iraq, Lebanon, Jordan, and Egypt, West Africa.

Unaccompanied Asylum seekers have a separate pathway. Many of these young people will have experienced a number of ACE's. In these circumstances My Family First may become involved if there is an identified need for enhanced support.

## 8) Family Group & Restorative Conferencing

The aim of the Family Group Conference Service in West Berkshire is to offer a Restorative Intervention using a Family Group Conference process to support families to create clear, safe plans to mitigate identified risk and to build on family strengths and engage wider significant others within the families network. This can be achieved by engaging with the family and wider network to support sustained change without the need for prolonged professional intervention.

Parents/Carers should be willing to engage with the programme. We recognise that in the majority of cases it should be the decision of the parents when to ask for help or advice but there are occasions when working with children and families My Family First may need to energetically engage parents to help them to resolve problems

## 9) Community Consultation and Support to Family Hubs, Schools, Voluntary Sector Partners

The aim of this offer is to work in partnership with the Family Hubs and schools when a My Family Plan is being undertaken. The My Family Plan has become either 'stuck', not progressing or is at risk of ending without the identified needs being addressed.

My Family First offer:

- Consultation and support provided by means of a Group Supervision meeting, or other multi-agency meeting.
- To work with community services, family hubs, schools, children, young people, families to provide holistic support to progress their My Family Plan.
- Provision of direct Intervention and intervention tools, guidance, advice and consultation to key services undertaking a MFP.

## 10) Early Intervention alongside a CAAS Single Assessment

The service provides a dedicated intervention worker to provide specific My Family First interventions delivered alongside the assessing social worker. The aim is to intervene early to prevent the families presenting needs escalating into crisis. Short, timely, focused intervention can remove the need for longer term statutory intervention at the end of the assessment

- Interventions being delivered are those identified within this document
- Interventions are completed within a period of four to six weeks.
- If further intervention is required at non statutory level the MFF worker will continue working with the family until conclusion of the work. (by week 8)

*Families requiring longer interventions than this period will require a Group Case Supervision process which should involve all relevant professionals and the family.*

To get in touch with **My Family First**



01635 503400

*(when calling, please ask for your call to be directed to My Family First)*



[TIS@westberks.gov.uk](mailto:TIS@westberks.gov.uk)

*(when e.mailing please add into the subject line My Family First)*

Working hours: 08.30 - 17.00 Monday to Thursday  
08.30 - 16.30 Friday