



TRAFFORD
COUNCIL

TRAFFORD FAMILY HELP STRATEGY

TOWARDS A MODEL OF FAMILY HELP





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INTRODUCTION

This is an exciting time in the development of our approach to Family Help in Trafford. This strategy describes our ambition to ensure that children and their families receive the Right Help at the Right time.

We know we have a lot to do to achieve this and we are currently working together across partnerships to shape how this will look, therefore this is a 12-month strategy which outlines our plans. We are committed to sharing with you our long – term partnership vision for Family Help in the next 12 months.

It is the commitment of our joint partnership to ensure we work in the most effective and co-ordinated way as early as possible when children and families need our help. This will enable us to support families to resolve any issues before they escalate or multiply.

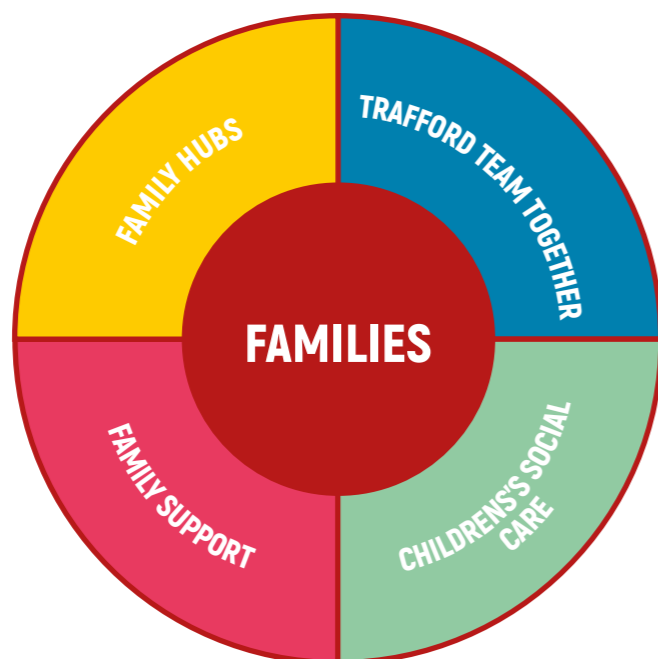
We are committed to building on our approach to early intervention and prevention, maintaining a ‘think family approach’ and building on our corporate aims of :

- Reducing Inequality.
- Minimising the impact of poverty.
- Minimising the impact of climate change.

Our joint partnership is committed to working as part of an integrated system, building on the work of :

- Community hubs.
- Neighbourhood plans and teams.
- All age mental health.
- Aqua review.
- Commissioning strategy.
- Early Years Delivery Model

We are developing three main strands to our Family Help approach, Family Hubs, Trafford Team Together and Family Support, recognising that some families will need support from statutory services including Children’s Social Care.



WHY DO WE NEED FAMILY HELP?

Trafford’s Joint Strategic Needs Assessment identifies why Family Help is important to support Children and Families in Trafford, examples of this include:



59,116

Estimated children and young people (CYP) aged 0-19 years live in Trafford, making up around 1 in 4 (25.1%) of the total population (Census 2021).



Of five year olds have one or more teeth affected by tooth decay, and tooth extraction is a common reason for planned admission to hospital in this age group (Child and Maternal Health, 2020).

Around 1 out of 5 (18.5%) Trafford Reception children are overweight or obese. Prevalence of obesity in Trafford Reception children living in areas that rank in the 20% most deprived in England is more than double that of children living in areas ranked 20% least deprived. (2022).



2.3%

of Trafford babies born in 2019 live at term had low birthweight; within Trafford, the proportion is higher in areas with greater child poverty rates (Child and Maternal Health, 2019).

Based on the definition used in the 2019 Indices of Deprivation, 11.7% of Trafford under 16s are living in relative deprivation, but this reaches

44%

in one small area of Trafford (IMD, 2019).

Alcohol misuse represents an emerging threat to health and wellbeing in Trafford. The rate of hospital admissions for alcohol related condition is higher (statistically significant) than England and rising over time (Local Alcohol Profile, 2019).

Trafford has relatively high levels of hospital use by under 5s. A high proportion of emergency admissions are zero length of stay, and a high proportion of A&E attendances end in discharge without further follow up – potentially indicative that hospital was not the most appropriate setting for these children (Child and Maternal Health, 2020).



Educational achievement in Trafford is better than average for England; however some groups within Trafford fare worse. For instance, 71.6% of children have reached a good level of development by the end of Reception (statistically better than England average of 65.2% and highest in the north-west), but the equivalent figure for children on free school meals is 47.5% (slightly lower than the England average of 49.1% (DfE Statistical Release Nov 22)

OUR STARTER AMBITION

WE WILL CREATE & EMBED FAMILY HUBS TOGETHER TO MAKE CONNECTIONS AND SPACES IN YOUR NEIGHBORHOODS, SO YOU HAVE WHAT YOU NEED WHEN YOU NEED IT



WHAT ARE FAMILY HUBS ?

Family hubs provide families with a single access point to integrated family support services for early help with social, emotional, physical and financial needs. Each family hub is bespoke to its local community while incorporating three key delivery principles: Access, Connection, Relationships (Anna Freud, National Centre for Family Hubs). We will build on the current work of our Early Help Hubs in developing our Family Hubs offer.

We have been working with the Innovation Unit to develop our Family Hubs Offer and we had our Emerging model in December 2022 and with our partners, we are now looking at how we can make this reality for families in Trafford. So far we have been engaging families to understand what Family Hubs mean to them and held two well attended multi – agency workshops.

FAMILY HUB PRINCIPLES

ACCESS

There is a clear, simple way for families to access help and support through a hub building and digital approach.

Statutory services, the community, charities, and faith sector partners are working together to get families the help they need.

CONNECTION

There are services working together for families with a universal 'front door', shared outcomes and effective governance. There are professionals working together, through co-location, data sharing and a common approach to their work. Families only have to tell their story once, the service is more efficient, and families get more effective support.

RELATIONSHIPS

The family hub prioritises strengthening relationships and builds on family strengths. Relationships are at the heart of everything that is delivered in family hubs.



AIMS OF FAMILY HUBS

Across our engagement with families and partners I here are four key themes that have emerged as core aims for Family Hubs:

FAMILY LED

Families will be at the centre of Family Hub planning and there will be a strong ethos and shared values with families about what Family Hubs can deliver.

LOCALLY BASED

There is a clear desire from stakeholders consulted to develop Family Hubs with local communities, offering both targeted support, specific to community needs, as well as universal, inclusive offer that welcomes and reaches all families, especially those who are typically undeserved.

COMMITTED PARTNERS

All agencies and schools will buy into, and commit to one vision for Family Hubs. There will be a focus on collaboration, sharing resources partners working together and sharing information to provide the earliest possible support in order to improve outcomes.

DIGITAL OFFER

The digital offer will be developed as both a standalone offer, but also have the ability to strengthen the physical offer and enable better collaboration between partners.

HOW FAMILIES COULD ACCESS SUPPORT IN TRAFFORD

Family Hubs are being developed with families and local partners its important to consider the wider context of support for families and how Family Hubs connect as part of this system.

This is an illustrative example of the wider Family Help system, with some suggested partners.



WHAT IS TRAFFORD TEAM TOGETHER (TTT)?

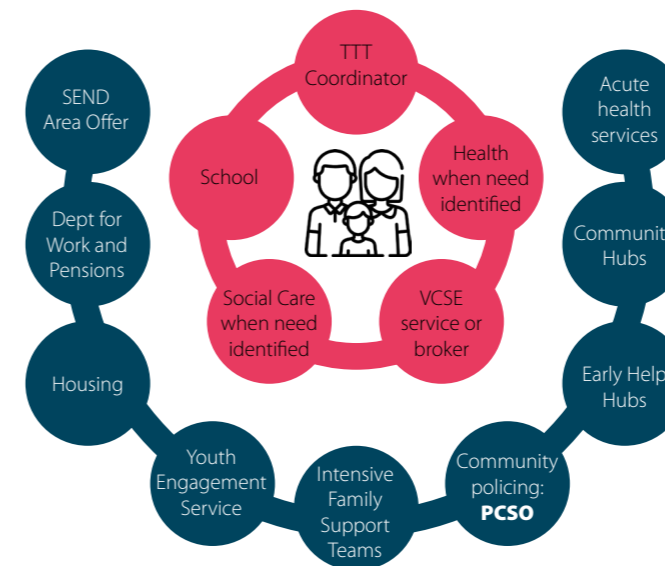
Trafford Team Together is a system enabling approach to meet the needs of any child and their family living in Trafford and /or attending Trafford educational setting.

Trafford Team Together (TTT) finds support for children and school to prevent small worries turning into bigger problems. TTT also finds support for children and families recovering from crisis.

TTT MODEL

Team Around the Child/Family & School

Services may move between inner & outer core group based on identified needs



- TTT finds support for children and families living in Trafford or attending a Trafford school preventing small worries turning into bigger problems, TTT also finds support for children and families recovering from crisis.
- Parents and wider family members are empowered through the shared relational culture, with services working alongside families as partners. The core intent is to 'work with', not to 'do to'.
- TTT is an holistic approach considering the child, their family and their environment as a whole, rather than a single service issue, it is facilitated by the TTTCo, identifying the TTT Advocate: the person who knows the child and family best; who has their trust, captures their voice, and secures their engagement.

5 PRINCIPLES UNDERPIN ALL OF OUR WORK AND ACROSS ALL PARTNERS:

1. Positive Relationships
2. Honest Engagement
3. Holistic Understanding
4. Empowering Approaches
5. Timely & Tailored Opportunities

Our non-case-holding partnership "team around" the child, family and school approach puts positive relationships and honest engagement at the heart. We secure an holistic understanding of our children and families' position, empowering them to navigate through life's challenges. Timely and tailored support is individual to each child and family's situation, delivered through activities or services in local communities

WHAT IS THE FAMILY SUPPORT SERVICE?

- Our clear practice model of relational and restorative practice – based on effective interventions working with families, building on strengths to support our families more effectively
- Consistent relationships with children and families through trusted interventions
- Developing clarity of function for each of the roles will help us develop the specific and specialist skills and provide better support to our practitioners and understand what was happening for our children and families
- Support and further strengthen how we work collaboratively with partners and stakeholders, including children and families.

A multi – agency, whole family approach to working with children and families who need more targeted help and support to help them cope with significant stressors or problems that impact on family’s ability to nurture their children and improve outcomes.

IFS workers coordinate the multi-agency team. They undertake direct work with the children and their parents, offering practical assistance where needed, to enable them and equip them with new strategies and tools to implement positive change.

INTENDED OUTCOMES

1	Children, young people and families thrive in strong, resilient communities resulting in better emotional well-being	Children & young people feel that TTT is making a positive difference	<ul style="list-style-type: none"> • Feedback Forms • Case Studies • Decreased referrals to Mental Health
		Parents & Carers feel that TTT is making a positive difference	
2	Improved school attendance amongst CYP referred to TTT	Reduced levels of persistent absenteeism from school amongst children and young people who are referred to TTT (decrease in number of pupils below 90% attendance)	<ul style="list-style-type: none"> • Data from Schools & LA
		Reduced number of permanent and fixed term exclusions of children and young people referred to TTT	
3	Children, young people and families are supported early, preventing crisis and higher level referrals	Referrals and Re-referrals into social care are appropriate and well -evidenced (reducing over time as TTT becomes embedded - initial referral numbers may increase)	<ul style="list-style-type: none"> • Trafford Council BIU
		Children, young people and Family needs are known, understood and supported to negate the need for referral	
4	A highly connected professional & supportive network bound by a shared relational practice model that empowers children, young people and families and agency partners	Attendance, engagement & satisfaction of partners in TTT process & wide distribution of lead professional across partners	<ul style="list-style-type: none"> • Attendance Records • Meeting Observations
		Partners committed to TTT Principles and demonstrate through actions and impact	
5	Voices of children, young people and families are central to decision -making and resource allocation	Children young people and families feel consulted, supported and listened to in the TTT process and have someone they can contact for future support	<ul style="list-style-type: none"> • Feedback Forms
		Children, Young People and Families satisfaction and engagement in local provision	

WHAT IS YOUTH ENGAGEMENT SERVICE?

Trafford Youth Engagement Service (YES) provides a range of services and support to young people across Trafford. YES holds the nationally recognised Matrix quality award for providers of information, advice and guidance. The service has also achieved the first part of the LGBT+ Rainbow Flag award for having ‘Skilled Staff’, to ensure our services are inclusive for all. The service has 3 main teams:

- Connexions Trafford – Qualified Careers Advisers support young people in school, sixth form and in the community to assist them into employment, education and training. We have specific projects like ESF and Activity Agreement which provide long term mentoring for young people in greater need.
- Talkshop – Is a multi-agency one stop shop where young people can engage with youth workers and partners for a variety of services including; one to one casework; drop in; Bumps and Butterflies (young parents groups); sexual health clinics/ support; counselling; Youth Forum and group activities.
- Street Talk - The detached Youth Work team operates across Trafford delivering informal education and Youth Work programmes in parks, community venues across the borough. The team have delivered programmes on sexual health, relationships, safety, confidence, art projects, knife crime etc.



OUR VISION

Our Family Help approach in Trafford aims to make sure that services to support children, young people and their families are there when they need them. Family help is for the whole family; children, young people and adults.

To make the ambition a reality we will ensure that partners and Trafford Council are committed to provide:

THE RIGHT HELP

Friendly, reassuring, down to earth conversations and a self-serve ethos helping families to help themselves, all our partners are alert and willing to offer Family Help where children young people and families ordinarily go day to day

AT THE RIGHT TIME

Help at an early stage of the problem, or early in a child's life.

BY THE RIGHT PROFESSIONAL

We will make sure children and their families work with a professional who they can build a relationship with, they will have one point of contact.



OUR AMBITION

- We will make every contact count
- We will Listen to you and not Judge you
- We will work with you – and not do to you
- We will give you one point of contact
- Our assessments and plans will be uncomplicated and robust
- We will take care of your information
- We will help you to get the support you need.

1. WE DEVELOP OUR CULTURE AND PRACTICE

The Start Well Board will support us to develop the Strategic Vision for Children across the partnership.

The Early Help Board alongside the Best Beginnings Board, will enable all members to strategically work together to enhance contributions to Early / Family Help.

We will ensure there is good and consistent understanding of needs and thresholds
We will ensure there is clarity about who can and should act as a lead professional

3. THE FAMILY EXPERIENCE

- We will make sure that families can self-serve where possible
- We will make sure our ambition for family help is meaningful in our day to day practice
- We will develop an engagement strategy - reassuring families about the approach
- We will work on ways to build on family strengths and resilience in our work
- We will use feedback from families and co-production to inform everything we do

5. FOCUS ON PRIORITY AREAS

- We will focus on children in the first 1001 critical days
- We will focus on making sure all children can benefit from education and will focus on inclusion, in mainstream schools where possible,
- We will focus on ensuring children have a safe home free from stress and adversity
- We will focus on ensuring children develop good communication and language skills

2. BUILD OUR CAPACITY – HELP EVEN EARLIER

- We will develop and deliver our family hubs model, building on the strengths of the Early Help Hubs and partnership offer in the Borough
- We will continue to roll out our Trafford Team Together Approach
- We will seek the support of our community workforce to prevent issues escalating
- We will seek to make the best use of financial resources across the partnership to increase our Family help Enabler workforce

4. MAKE BETTER USE OF INFORMATION

- We will ensure we have Information Sharing protocols in place so you only have to tell your story once
- We will develop a performance management and outcomes based quality assurance framework commissioners
- Service Leaders will use performance reports to improve delivery of Family Help.
- We will seek to find better IT solutions to our partnership working



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