

# Families Plus 5-18 Team

A quick guide for our  
**Early Help** partners

## WHAT WE DO

**Our work with families is focused on targeted support to respond to needs in families that cannot be addressed through wider early help or universal services.**

For a Families Plus 5-18 worker to become involved, there will be some issues identified that are making family life more difficult. These could include, supporting family relationships, parenting support where parents are struggling to manage, difficulties in the relationship between parents and young people; difficulties in setting and maintaining clear and consistent parenting strategies, individual support for young people having difficulties such as anxiety, worry or self-harm; difficulties understanding and responding to strong emotions such as anger or sadness.



Families Plus 5-18 work with families using the **Safe, Connected, Thriving** Practice Model which encourages us to keep children at the centre of our work, creating open, honest, inclusive, and respectful relationships with the family and their wider support networks that show how we value diversity and recognise the strengths that families already have and help them build on them. Where families have limited community or family networks, we work with them to help them build these so that they can make and sustain changes, long after Families Plus 5-18 have finished working with them.

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## **EARLY HELP ASSESSMENT AND PLAN – LEAD PROFESSIONAL**

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Where there is no existing assessment of need, Families Plus 5-18 can be asked to complete an Early Help Assessment and Plan (EHAP) with the family, their support network, school etc. (known as the Team Around the Family (TAF), to help provide a clear understanding of what the needs and difficulties are. They will work with the TAF and create a multi-agency plan that helps to reduce the impact of the difficulties, identifying other agencies or support that could be helpful. When Families Plus 5-18 are the lead professional, we aim to remain involved for up to 6 months before either ending the EHAP or asking another agency to take over so that the family can continue to be supported.

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## **CONTRIBUTION TO A COMMUNITY LED EARLY HELP ASSESSMENT AND PLAN – CONTRIBUTING PROFESSIONAL**

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Where a community setting, such as a school has already started an EHAP, Families Plus 5-18 can be asked to contribute to the existing plan of support. The specific role for Families Plus 5-18 should be clear in the plan, so that the family know exactly what they will be supporting with and how Families Plus 5-18's contribution fits in with the plan. When Families Plus 5-18 are contributing to a community EHAP, we aim to be involved for up to 3 months to complete the specific piece of work agreed.

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## **GROUP WORK OFFER**

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Where possible and appropriate, the Families Plus 5-18 team meets the needs of families by providing group sessions for parents. This means that parents/carers can receive support both from the team and from their peers.

The current group offer includes:

- **Parents Plus Children:** This group is an evidenced based parenting course promoting positive relationships and effective communication in families with children aged 5-11.
- **Parents Plus Adolescents:** This group is an evidenced based parenting course promoting effective communication and positive relationships in families with children aged 11-16.

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## MAKING A REFERRAL TO THE FAMILIES PLUS 5-18 TEAM

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Referrals can be made by members of the family themselves or by other professionals working with them. Where it is clear to another professional that a family's needs can only be met by support from a Families Plus 5-18 worker, a completed ART Request for Help form must be sent by email to

✉ [Accessandresponse@southglos.gov.uk](mailto:Accessandresponse@southglos.gov.uk). This will then be processed by the Compass team. The referral MUST include the following:

- Explicit consent from the family that they agree to work with the Families Plus 5-18 team and they are aware of what information is being shared.
- Confirmation that the family knows that the Families Plus 5-18 team work in a whole family way and that any work with them will start with a whole family assessment to fully understand what the needs of the family are.
- Specific, identified areas of work that are different from or exceed the support that can be offered by "Universal Support" or that could be offered by organisations that have specific expertise in areas such as adult health, housing or domestic violence/abuse.

From when the referral is received and there is an agreement that Families Plus 5-18 will support the family, we aim to allocate a worker within 20 days of the work being agreed. Where we can't do this, a Practice Manager will contact the family to explain the delay and ensure that any urgent support needs are addressed.

# Contacting us

**The Families Plus 5-18 teams work across the whole of South Gloucestershire and are based in Kingswood and Patchway Hubs.**

To contact one of the Practice Managers for Families Plus 5-18, please call the Preventative Service Business Support Team and ask for the Practice Manager.

## South team

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Based in Kingswood Hub

☎ 01454 866303

## North team

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Based in Patchway Hub

☎ 01454 863335

