

“The good the bad and the ugly”

**Introduction to
Family Operations Request for
Support form (FORS)
&
Effective Support Guidance**

https://youtu.be/h_zeiKrRTuk

What this session will cover

A brief overview of how to:

- Assess the needs of children, young people & families using the 'Effective Support Guidance and a Shared Family Assessment.
- How to request support using the FORS

The training also highlights

- Importance of gaining consent to share information
- Role of Family Operations Hub

https://youtu.be/h_zeiKrRTuk

Effective Support Guidance & Support Windscreen

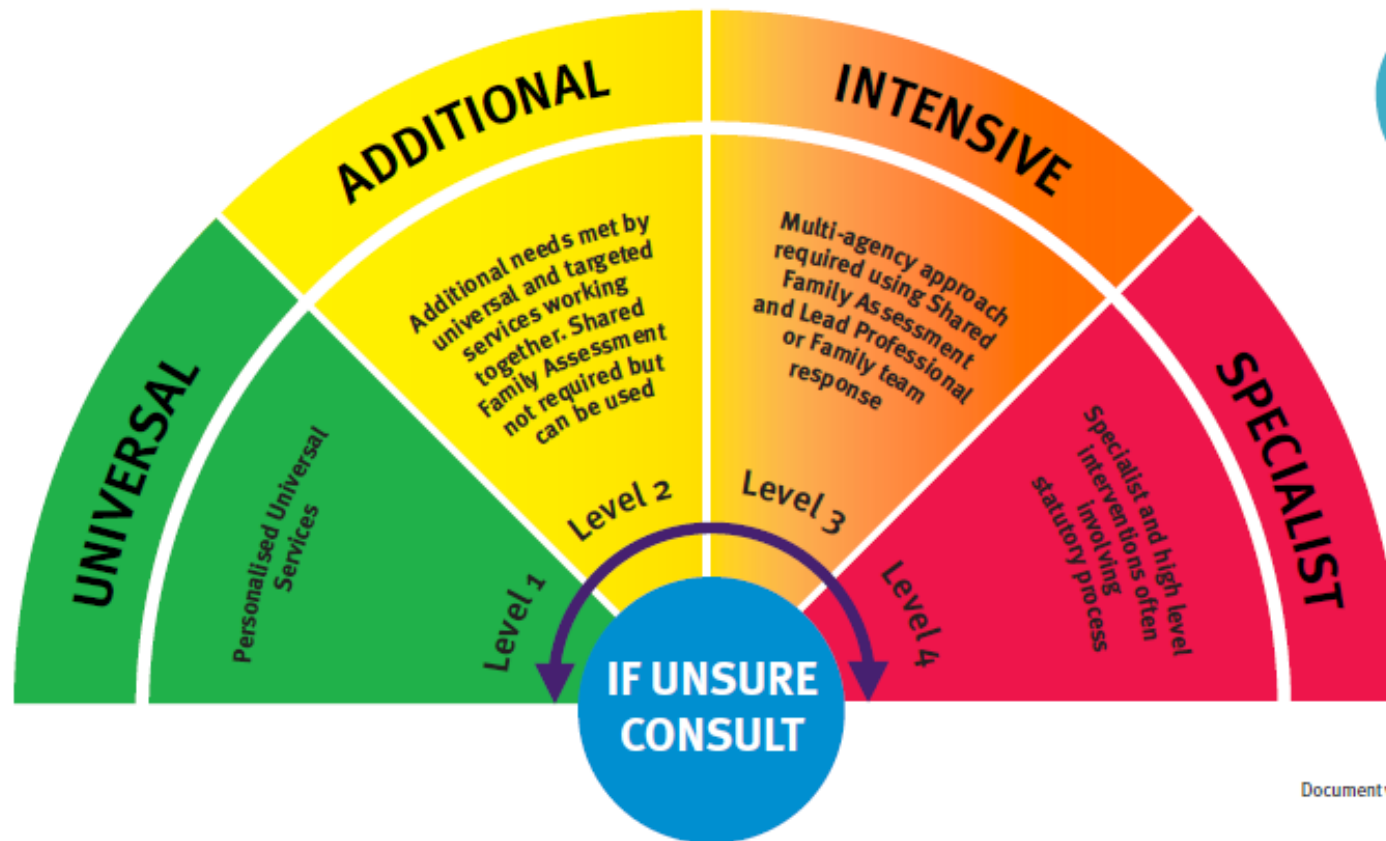
- This guidance is for everyone who works with children and young people and their families in Essex.
- It is about the way we can all work together, appropriately share information and put the child and their family at the centre, providing effective support to help them solve problems and find solutions
 - at an early stage,
 - at the point that needs become more apparent
 - when needs become so great that specialist statutory interventions are required

The Essex Effective Support Windscreen

Multi Agency Guidance: Working in partnership to help children and families improve their lives



ESSEX
Safeguarding
Children
BOARD



Document version 0.5

05/10/19/4

All partners working with children, young people and their families will offer support as soon as we are aware of any additional needs. We will always seek to work together to provide support to children, young people and their families at the lowest level possible in accord with their needs

Effective Support for Children & Families in Essex

“In Essex we all believe that every child should have the opportunity to reach their full potential and that children are best supported to grow and achieve within their own families.

By working together, we will develop flexible services which are responsive to children’s and families’ needs and provide the right level of intervention at the right time”.

Family Operations Hub

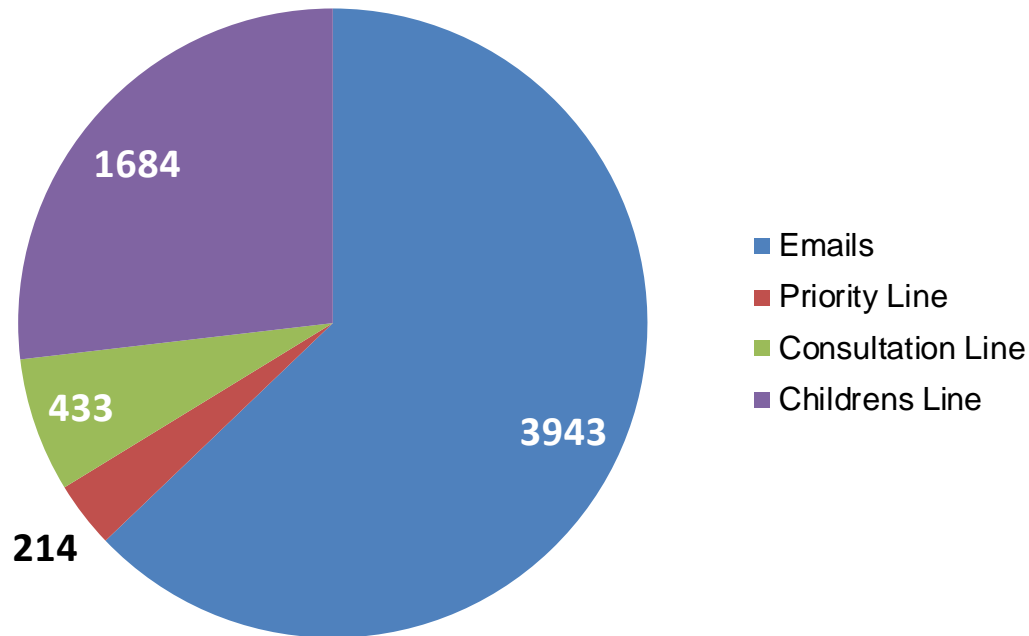
The Hub provides a central point where practitioners from across Essex (not Thurrock & Southend), who are supporting and working with children, young people & their families, can access:

- Information (signposting) on other services that may be available from the online directory
<http://essexpartnership.org/content/directory-services>
- Consultation from experienced Children's Social Care practitioners around the best way to support a family
- Request for support from Family Solutions
- Child Protection – priority request

The Hub was formed in March 2015 amalgamating the Initial Response Team & the Early Help & Advice Hub, bringing together access to advice and guidance, Family Solutions and Children's Social Care all in one team.

Family Operations Hub – Context

March 2016 Data on the number of requests received

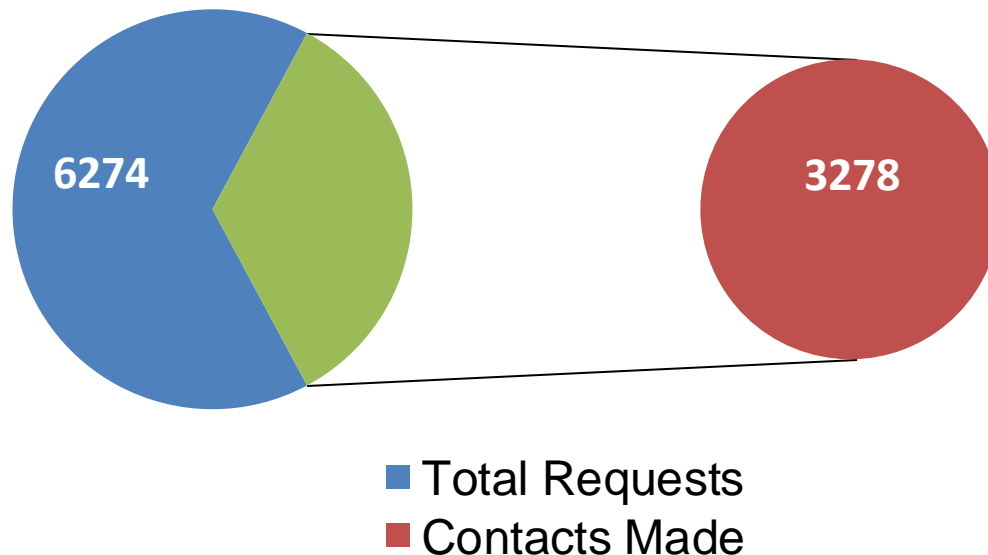


2331 calls received
3943 emails received
Resulting in 6274 requests in total

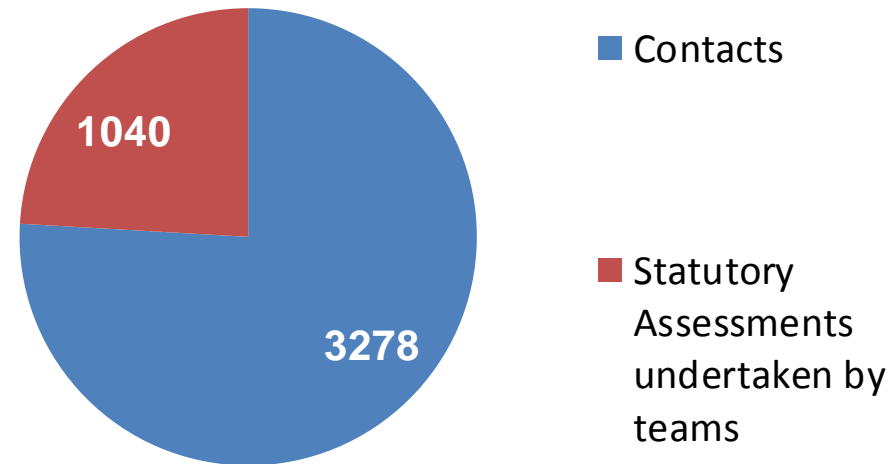
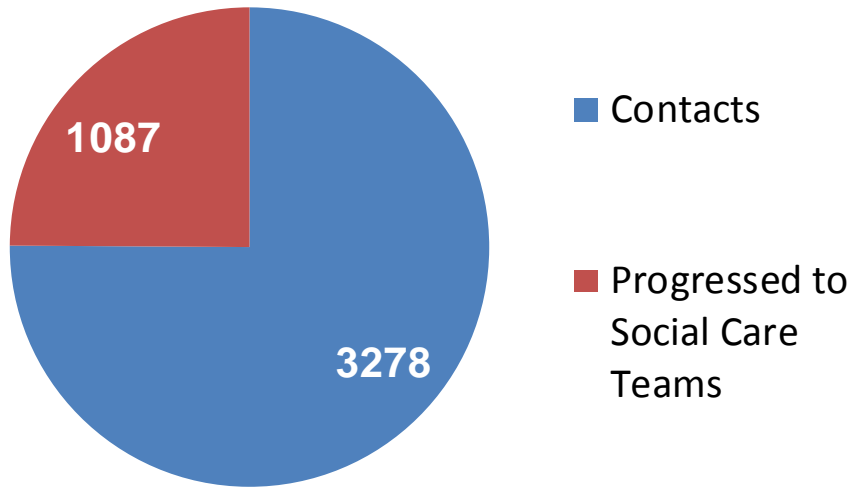
So what happened to all those requests?

From the 6274 requests made in March 2016 –

- 3278 (52%) - were recorded as new contacts
- 2996 (48%) - not recorded as contacts due to variety of reasons e.g.
 - update calls on current cases,
 - signposting or basic advice only required,
 - does not meet criteria for referral to Family Solutions or Children's Social Care,
 - no consent to share information obtained (this is covered later)



So how many of the those contacts progressed to Social Care for further consideration?



33% progressed to SC Teams & 32% resulted in a Statutory Assessment.

Out of 6274 requests made 17% resulted in a Statutory Assessment

Activity -1

From the data and information on the previous slides:

- What story do you think the data tells you?
- How might you use that in your practice?

Reasons for not progressing with the request!

- No consent (unless section 47)
- No previous interventions tried
- No conversation held with parent/family
- No Shared Family Assessment (SFA)
- No Team around the Family (TAF)
- Needs can be met by services already in place
- Incomplete or inadequate FORS Form
- Request relates to parent with no evidence of impact to child/ren

So if the need is Level 2 – what action could I take?

- Have a conversation with the parents
- Single service referrals – where additional support is only required from one agency. Check that there are not other agencies/projects in your area that could offer support
- ‘In house’ additional support – are there other colleagues who could work with you?
- Could a Team around the Family meeting be useful? Bring together, with the family, the practitioners who are currently working or have contact with them
- Review/evaluate information – consider completing a Shared Family Assessment?

The Family Operations Request for Support (FORS) form

Page 1

In bold red font – Does the child need immediate protection? If yes, call the priority line at the Family Operations Hub and/or contact Essex Police on 999.

The box has details of when the FOH is open,

- The emergency duty contact number
- Where to send the request for support form
- Consultation line telephone number

Section 1 – Consent Two key points:

- The parents' permission should be sought before requesting support , unless seeking permission may itself place a child at risk of significant harm.
- The requestor should not refrain from making a request because they lack some of the information - **if the child is in immediate risk of significant harm**. If you have tried to get consent and failed please note that on the form.

Why do we have to have Consent?

- It is best practice to have an open, honest and transparent approach to supporting children and their families
- Why are we legally required to gain consent from the parents and where possible the child?
 - Non Statutory Services – Need consent
 - Section 17 – Child in need of additional support -Need consent
 - Section 47 – Child at risk of significant harm – no consent required although best practice

Key issues to remember when completing the FORS form

- Full names , DOB, address,
- Signed or verbal consent
- What the concerns are ?
- What support has been tried?
- What support is being requested ?

Activity 2 – FORS forms

Look at the example case studies that have been put onto an FORS Form

- What is good about the request?
- What information could the request benefit from?
- Does the request accurately describe the level of need?

So what causes delays in getting support?

- Contact information for you as the requestor and the child/family is not accurate or has not been completed.
- No evidence that the family have had support from Level 2 services prior to considering Family Solutions or Children's Social Care.
- No evidence as why you think the child is at this level and your key concerns for the welfare of the child.
- Consent not gained and no explanation given as to why e.g. getting it would put the child or yourself at risk.
- **If consent not gained the requestor needs to explain why**

Useful Links

- Essex Directory of Services
<http://essexpartnership.org/content/directory-services>
- Family Solutions – www.essexpartnership.org
(click through to Family Solutions)
- ESCB- www.escb.gov.uk
- NSPCC - useful information regarding learning from Serious Case Reviews (SCR)
www.nspcc.org.uk

Any questions?