

## **Safe and Strong Communities Select Committee**

Monday, 6 March 2017

**10.00 am**

Oak Room, County Buildings, Stafford

John Tradewell  
Director of Strategy, Governance and Change  
24 February 2017

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### **A G E N D A**

1. **Apologies**
2. **Declarations of Interest**
3. **Minutes of the Safe and Strong Communities Select Committee held on 16 January 2017** (Pages 1 - 6)
4. **Missing Persons** (Pages 7 - 38)  
Report of the Cabinet Member for Children and Young People
5. **Adult Social Care Market Failure Policy** (Pages 39 - 56)  
Report of the Cabinet Member for Health, Care and Wellbeing
6. **Executive Response to Preventing the Low Level Neglect of Children in Staffordshire** (Pages 57 - 194)  
Report of the Cabinet Member for Children and Young People
7. **Staffs Safeguarding Children Board (SSCB) Annual Report 15/16** (Pages 195 - 294)  
Report of the Cabinet Member for Children and Young People
8. **Work Programme** (Pages 295 - 304)
9. **Exclusion of the Public**

The Chairman to move:-

“That the public be excluded from the meeting for the following items of business which involve the likely disclosure of exempt information as defined in the paragraphs of Schedule 12A (as amended) of the Local Government Act 1972 indicated below”.

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**Part Two**

(All reports in this section are exempt)

nil

**Committee Membership**

|                         |                                |
|-------------------------|--------------------------------|
| Maureen Compton         | Sandra Hambleton               |
| Mike Davies             | Robert Marshall                |
| Terry Finn              | Christine Mitchell             |
| John Francis (Chairman) | Mark Olszewski                 |
| Bob Fraser              | David Williams (Vice-Chairman) |

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**Scrutiny and Support Manager:** Tina Randall Tel: (01785) 276148

## Minutes of the Safe and Strong Communities Select Committee Meeting held on 16 January 2017

Present: John Francis (Chairman)

### Attendance

|                  |                                |
|------------------|--------------------------------|
| Maureen Compton  | Robert Marshall                |
| Mike Davies      | Christine Mitchell             |
| Terry Finn       | Mark Olszewski                 |
| Bob Fraser       | David Williams (Vice-Chairman) |
| Sandra Hambleton |                                |

Also in attendance: Mark Sutton

### PART ONE

#### 36. Declarations of Interest

There were none on this occasion.

#### 37. Minutes of the Safe and Strong Communities Select Committee held on 12 December 2016

**RESOLVED** – That the minutes of the Safe and Strong Communities Select Committee meeting held on 12 December 2016 be confirmed and signed by the Chairman.

#### 38. Children and Families System Transformation Programme

The Children and Families System Transformation Programme worked to address the challenges identified within the children's social care system and the broader children's system. The approach had been agreed through the Families Strategic Partnership to implement the system transformation through a place-based approach, which Members had considered at their 12 December 2016 meeting.

A number of pilot projects had been developed to explore and test the delivery of different aspects of the Children's Transformation Model, with the potential to expand provision and practice where evidence demonstrated projects had been successful in delivering intended aims and where they represented effective use of resources. The Select Committee had last been updated on developments with these pilots at their 8 July 2016 meeting.

Since their July Select Committee all of the eight pilots were now active. All pilots were beginning to demonstrate positive outcomes, with those individuals who had benefited from the pilots giving positive feedback where hard data was not yet available. Five of the projects (Tamworth, Newcastle, Moorlands, Stafford and South Staffordshire) had indicated they incurred delays in implementation. Cannock and Lichfield pilots, which

had been in place for longer, were able to demonstrate positive outcomes at the end of this reporting period. The East Staffordshire pilot was endeavouring to develop grass roots change to culture and attitude as a means of addressing the issues which had arisen within a community and it was recognised that this would take some time to embed.

The Pilots had changed and developed to meet local need and enable effective partnership working. Additionally the creation of the place based approach could see a further evolution in the Tamworth and Newcastle pilots. Strong partnership approaches had been crucial in terms of sustainability, with Tamworth, Newcastle and Stafford pilots having secured either match funding from partners and/or a commitment to consider further support to maintain the approach.

Angela Schulp, District Commissioning Lead for Cannock, shared a case study example from the Cannock pilot. This pilot had been designed to deliver a coordinated community led family intervention service for children and families who required universal or Tier 2 interventions, helping build resilience and prevent escalation. The West Chads Moor Family Centre (WCFC) and Community Engagement Support Services (CESS) were both commissioned to support families. Members heard of a successful early intervention case. The intervention had been relatively brief, a few hours each week over a five week period, but the results had been significant, improving the mental wellbeing, behaviour and confidence of the family.

Whilst applauding the success of this pilot Members asked for clarification over the time commitment needed from key workers to ensure its success and whether there was the capacity to maintain this in the longer term. The commitment varied dependent on the family need, with some families requiring only one visit whilst others may require a greater level of support. Work was ongoing with both WCFC and CESS to ensure they had the capacity to manage this work and to review if necessary. Local Support Teams linked with this work to monitor cases and consider whether they remained within the remit or required escalating.

Members noted the Cannock Pilot made use of Outcome Star. This was an evidence based tool for supporting and measuring change. The eight outcomes were chosen by the service user family so that they had ownership of their own support and every key worker had received training in using the Outcome Star process.

The Select Committee queried funding for this project and noted the reference to a payment by results funding process. The collaborative approach with partners in developing this pilot had enabled agreement to utilise Building Resilient Families and Communities (BRFC) district payment by results funding to extend contracts by a further twelve months, dependent on the success of the pilot.

The Select Committee noted that a new referral form had been developed in South Staffordshire following the lower than expected number of referrals from schools. The referral form had been made more accessible and Members asked whether this experience would influence work within the other seven district/boroughs. They were assured that this learning had been taken on board, with less detailed base line information requested to enable engagement with a wider partnership group.

Members were informed that the South Staffordshire pilot had seen an increase in referrals following use of the amended referral form and engagement activities. 18 referrals had now been made. Two of these had been triaged as requiring higher level intervention whilst 16 were receiving support through the pilot. Members felt this was a low level of take up when compared with other district projects, for example the Lichfield Project. The type of project work in Lichfield included group session work, with groups of between six and eight taking part in each session. The take up project numbers for Lichfield were therefore expected to be higher than those in South Staffordshire where there was individual intervention across whole family need.

The Select Committee welcomed detail of the emerging learning from the projects and emphasised the importance of sharing this across the County. Receiving appropriate and meaningful data in a consistent manner was also emphasised. Members felt this data was crucial to ensure effective and consistent monitoring and was particularly important where partner organisations involved in projects may change. There were complicated systems surrounding some data and there had also been differences in the type of data collected. In some instances, for example in early help, these differences could create barriers and whilst there was a need for consistent and robust data collection, there was also a need for some flexibility. Members were concerned that whatever services the County Council commissioned, the accountability/responsibility for those services remained with the Council and it was therefore imperative that there was evidence to enable the standard of services to be monitored. They also shared concerns over possible sub-contracting of commissioned services and again the need to monitor the outcome of such services. Some legal gateways existed that made data sharing at a lower level very difficult and work was currently underway with Information Governance to consider how these obstacles could be overcome.

The Select Committee was informed that at present these projects remained pilots, however the learning from them would help inform work across the County, considering the working practices that pilots had shown to be beneficial and how to develop these. Consideration was also being given to stretching the pilot areas to benefit a wider geographical area where this was deemed appropriate. Learning had also shown the need for the County Council to work differently, removing some unnecessary bureaucracy. Members emphasised the importance of volunteers in these.

It was noted that consideration had been given to extending the South Staffordshire pilot but that following the increase in referrals there was currently no capacity for expansion and therefore Huntington and Hatherton would not at this point be part of the pilot. Members shared concerns that both Huntington and Hatherton consistently suffered because of their geographical location and the way services were configured across South Staffordshire and Cannock. It was understood that these areas came under Cannock with respect to social care whilst geographically being part of South Staffordshire, often resulting in missing out on services such as those within the pilot. Officers agreed to give this further consideration and specifically to look at stretching pilots across communities rather than districts.

Members noted that a new CSE co-ordinator, funded by the Stafford pilot project, had been in place since 31 October 2016. The Chairman asked that a meeting be arranged for Stafford based Select Committee Members with the Co-ordinator at the earliest opportunity. They were aware that the Stafford pilot was working within Doxey and

Stafford Manor Primary Schools and were informed that, as with all pilots, the work would be stretched across the district as appropriate.

More specific data giving figures for pilot project progress was requested for future Select Committee reports.

**RESOLVED** – That:

- a) the approach to the Pilots be endorsed;
- b) pilots work across communities rather than districts, particularly when considering stretching the area of the pilot;
- c) data collection is thorough, consistent and meaningful from all partner organisations;
- d) a progress report be brought to Committee in six months, to contain specific data on progress made.

**39. Update on work to address child sexual exploitation (CSE) in Staffordshire, to include progress against the CSAF Action Plan**

*[The Chairman welcomed Ellen Washington, Scrutiny Officer, Stoke-on-Trent City Council (observing the meeting). External Officers attending the meeting for this item were David Pattison, Director of Legal and Public Health Protection, South Staffordshire District Council, Robert Simpson, Regulatory Services Group Manager, Stafford Borough Council and Detective Chief Superintendent Tim Martin, Staffordshire Police.]*

At the start of this item Members watched “Kayleigh’s Love Story”, a film produced by Leicestershire Police sharing a case from 2015 of on-line grooming and its tragic consequences. Members agreed this film had an immense impact.

The Select Committee receive a report updating them on progress to address Child Sexual Exploitation (CSE) in Staffordshire on a bi-annual basis, with their last report being received on 8 June 2016. Members now considered developments since their June meeting.

CSE was a very complex area and work was ongoing through the Staffordshire Safeguarding Children’s Board (SSCB). The Child Sexual Abuse Forum (CSAF) was established jointly by the Stoke-on-Trent and Staffordshire Local Children’s Safeguarding Boards (LCSB) and their partners in January 2015. The CSAF was a way of sharing information, co-ordinating and driving the work on CSE through their CSE Action Plan.

Members noted reference to the Government review of LCSBs by Alan Wood and the wide-ranging reforms recommended to multi-safeguarding arrangements. Members asked whether there were plans to combine the Staffordshire and the Stoke-on-Trent Children’s Safeguarding Boards as a result of these recommendations. The Boards remained separate at present and Members were informed that combining them would need a political decision.

Detective Chief Superintendent Tim Martin informed Members that there was a partnership response and good joint working in tackling CSE. Three Police Teams were responding to CSE issues: Preventing CSE; On-Street Child Exploitation; and On-line

Child Exploitation. Members received details of work within each of those teams. Nationally there had been an increase in CSE reporting. Operation Safenet worked to proactively target groups or individuals who were seeking to distribute indecent images of children and those who were grooming children online. The Operation had been involved with 209 children, had issued 162 warrants and had resulted in 141 arrests. Members were also updated on two further recent operations, Operation Linear and Operation Shade.

Members noted that a CSE co-ordinator post, funded by the Office of the Police and Crime Commissioner (OPCC), had been vacant since 22 July 2016 and queried why this post had remained vacant. Members were informed that the post had been allocated but that the individual had not been released until January, although work had continued without the co-ordinator in post.

Members noted that following the trial of four men charged with a total of twenty-three offences, three had been convicted of sexual offences against four girls and one had been cleared. Members asked whether the availability of further resources would have secured the fourth conviction. Resources were always a challenge, however Member's heard that resources were moved to ensure there was adequate support for CSE as required on a daily basis.

Members asked whether membership of the Multi-agency CSE Panels was reviewed and specifically why Child and Adolescent Mental Health Services (CAMHS) were only represented on two of these District Panels. The Panels were iterative, set up to help gather and share intelligence. Their membership had been extended, with each Panel growing and developing as appropriate. A review at the end of the first year had been positive with very useful intelligence gathered. The Panels would be reviewed again at the end of their second year. CAMHS worked within the commission given to them by SCC, however it was anticipated that as the benefits from Panel attendance became increasingly apparent CAMHS representatives would be more likely to extend their involvement.

The Select Committee noted the work of the North Staffordshire and Stoke-on-Trent Clinical Commissioning Group (CCG) and asked if similar work was being undertaken in South Staffordshire CCGs. Members were assured that CSE and Safeguarding was embedded in CCG plans and suggested that the next six monthly CSE update focus on work within CCGs.

The Select Committee noted the work within communications and asked for clarification over the contacts made via the "council number". Members wished to clarify whether the phone number was a specialist number or whether calls went through the generic County Council switchboard. Their concern was around ensuring appropriate training for those responding to the calls. Officers agreed to clarify this after the meeting.

Members heard the range of ways in which the profile of CSE was raised and specifically how parental awareness was being addressed. They felt that the importance of CSE was such that it warranted a public broadcast campaign by Central Government to raise awareness and profile of the issues nationally, and suggested the appropriate minister be made aware of their suggestion.

Members heard from David Pattison and Robert Simpson on CSE safeguarding considerations in connection with licensing. A task and finish group had been established under the remit of the Stoke-on-Trent and Staffordshire Responsible Bodies Group to develop a coherent policy in relation to licensing issues. The Group worked to strengthening current arrangements and ensure a consistent and effective approach to licensing, particularly of taxi/private hire drivers in relation to safeguarding.

Members noted that 7 out of 9 authorities had now completed additional safeguarding checks through application questions. They also noted the rate of safeguarding/CSE training undertaken by drivers, many on a voluntary basis. Policies were being altered to make future training mandatory. Members also heard that CSE and safeguarding issues were embedded in the licensing work, with officers being trained to recognise signs for concern whilst undertaking a variety of inspection and licensing processes. Training had also been undertaken with staff and licensing committee members.

Members were aware of considerable work with District and Boroughs to raise awareness and improve safeguarding. They were informed of a range of monitoring undertaken, including spot checks on taxi drivers/vehicles and Christmas focussed joint operations with partner organisations such as Staffordshire Police.

A member asked if clarification could be obtained on whether all County Councillors were DBS (Disclosure and Barring Scheme) checked. The Scrutiny and Support Manager agreed to clarify this and report back.

**RESOLVED** – That:

- a) the progress report be received;
- b) the next six monthly CSE update focus on the work of CCGs;
- c) clarification over the council number for members of the public to report CSE and the level of staff training for officers receiving those calls be forwarded to the Select Committee;
- d) the Chairman write to the Minister requesting consideration be given to a public broadcast campaign raising the issues around CSE; and,
- e) that the Scrutiny and Support Manager clarify whether all County Councillors are DBS checked and report back.

#### **40. Work Programme**

The Select Committee considered their work programme and noted that the lead officer for the Adult Social Care Market Failure Policy item was now Andrew Jepp, Care and Commissioning Lead.

**RESOLVED** – That the change to the work programme be noted.

**Chairman**



|                         |
|-------------------------|
| Local Members' Interest |
| N/A                     |

### **Safe and Strong Communities Select Committee – 6<sup>th</sup> March 2017**

#### **Missing Persons**

##### **Recommendations**

1. This report has been produced at the request of the Staffordshire Safe and Strong Communities Select Committee with reference to children and young people who go missing from a variety of places including independent children's homes. This is first time that a report has been received in relation to children who go missing from home and care in Staffordshire.
2. The report will provide a transparent, public account of the work undertaken with partners. It will identify proactive measures taken to reduce missing episodes and to protect children when they do going missing. It will identify areas of good progress and highlight key areas in need of further development and our plans in relation to these.
3. Members are recommended to receive this report to help understand how the County Council is working with its partners in respect of children and young people who go missing from home or care.

##### **Report of Cllr Mark Sutton, Cabinet Member for Children and Young People**

#### **Summary**

##### **What is the Select Committee being asked to do and why?**

4. The Safe and Strong Communities Select Committee is asked to read the information detailed in the report which provides them with a clear understanding of the statutory requirements and local arrangements in place with partners to safeguard and promote the welfare of children and young people who go missing from care and home. Members are invited to offer scrutiny of this activity.

#### **Report**

##### **Background**

##### **Service Delivery:**

5. The missing service conducts independent return interviews for missing and absent children and young people aged up to 18 years residing in Staffordshire (this includes young people placed in Staffordshire from other local authorities), the interview is an opportunity to uncover information that can help protect children from the risk of going missing again and from the risks they may have been exposed to while missing or from risk factors in their home.

6. The interview is in-depth and is carried out by an independent person (someone not caring for the young person) who is trained to carry out these interviews and is able to follow-up any actions that emerge for example, giving advice and guidance in relation to staying safe, signposting and referring for further support if required.
7. The information gathered during the interview is shared with the local authority and the police; it supports the professionals working with the young person to build a comprehensive picture of the reasons behind the missing episode, activity during the missing episode and potential risk factors. It also provides an opportunity to inform case planning, for wider strategic planning and for professionals to take into account children's views.

### **Statutory Requirements**

8. Under section 13 of the Children Act 2004, Staffordshire, along with its statutory partners i.e. the police, health and education is required to have in place arrangements to ensure that all statutory functions are discharged to safeguard and promote the welfare of children.
9. This includes planning to prevent children from going missing, including assessing the risks, analysing data for patterns and trends associated with particular concerns and risks and taking a proactive approach to the reduction of missing episodes and protection of children when they do go missing.
10. As part of the framework to safeguard children, a joint protocol between Staffordshire and Stoke on Trent councils and Staffordshire Police is in place for those children who go missing from home or care. (Protocol in the process of being reviewed/updated with partners).

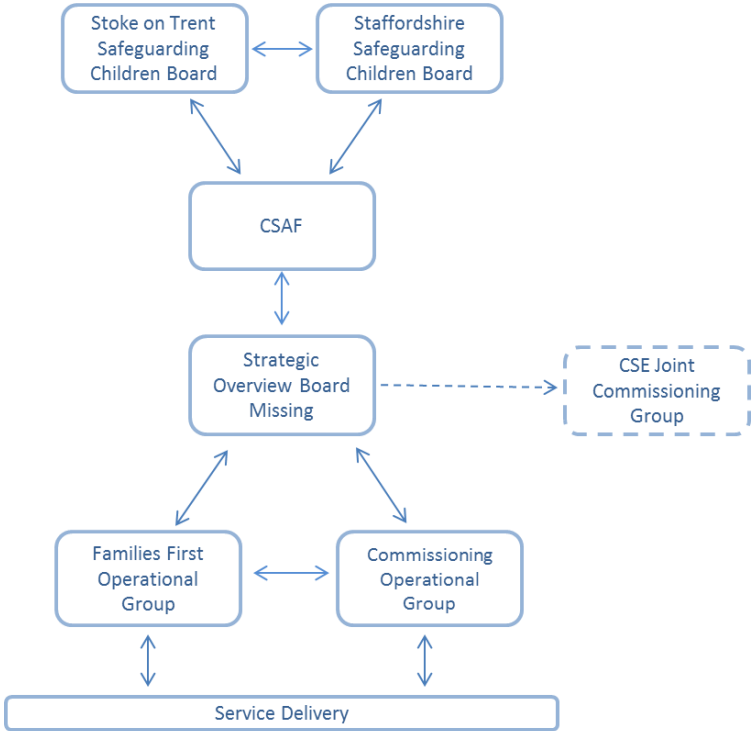
### **DFE Guidance**

11. In January 2014, the Department for Education published statutory guidance on children who run away or go missing from home or care. This guidance was issued under section 7 of the Local Authorities Social Services Act 1970, which requires local authorities to act under the general guidance of the Secretary of State.
12. The guidance also complements the following:
  - a. Working Together to Safeguard Children and related statutory guidance (2013);
  - b. Missing Children and Adults Strategy (2011);
  - c. Safeguarding Children and Young People from Sexual Exploitation (2009);
  - d. Tackling Child Sexual Exploitation Action Plan (2011); and
  - e. Children Act 1989 guidance and regulations volumes on care planning and review

**Governance**

- 13. A multi-agency Strategic Overview Board for missing children and young people is in operation, the Strategic Lead for Looked After Children is the chair of this board. Aims and objectives of the board include: to develop a strategic approach to address and escalate concerns regarding children who go missing, to contribute to periodic themed audits, to disseminate findings to partners and to influence joint training, briefing and publicity campaigns. The board was previously known as the Young Runaways group. Please see Appendix A for the board action plan.
- 14. Families First Operational Group for missing reports into the strategic board and focuses on learning and trends across the County. An action plan is in place for the next 12 months – please see Appendix A.
- 15. Joined up arrangements are in place with Stoke on Trent City Council to ensure missing processes and procedures are aligned. A representative from Stoke on Trent City Council attends the above board and group. The Families First CSE Coordinator and Stoke on Trent CSE Social Worker also attend the above group.

**Please see the below governance structure:**



**Commissioning**

- 16. There is a Child Sexual Exploitation Joint Commissioning Group across Staffordshire and Stoke with a multiagency membership. This group sets the strategic direction for the CSE and missing arrangements pan Staffordshire.

17. There is also a commissioned CSE and missing operational group across Staffordshire and Stoke. This group reports into the CSE Joint Commissioning Group (membership includes Staffordshire and Stoke on Trent Commissioning, Families First CSE Coordinator, CSE Social Worker, Police Families First Missing Team, Brighter Futures Missing Team). The group supports on the ground delivery by reviewing working arrangements, working through operational challenges and aligning practice/processes in line with local learning and national guidance.
18. In the north of the county (Stoke, Newcastle, Moorlands and Stafford) we have a commissioned service (Brighter Futures) delivering services to children and young people who are at risk of child sexual exploitation, being exploited and recovering from exploitation. This service also provides independent return interviews for all children and young people who go missing or absent whether from home or care settings. The service in the north is funded through by Stoke on Trent City Council, the Office of the Police and Crime Commissioner (OPCC), Staffordshire County Council and the Oak Foundation.
19. Families First continues to deliver services to children in the remaining five districts (South and East of the County) through their own missing children support workers whilst the new county wide service is commissioned. However, they have aligned processes with the commissioned service; their workers have accessed training delivered by the commissioned service and received training from the Police in use of the Compact data base which records missing episodes for all children across Staffordshire and Stoke.
20. We are in the process of commissioning an independent child sexual exploitation and missing service which will provide county wide support. The service is currently out to tender and is due to go live in September 2017. We have learned a lot from the commissioning of Brighter Futures in terms of performance management and reporting against outcomes. The new specification will be performance managed on a quarterly basis. Stoke City will act as lead commissioner, supported by commissioners from Staffordshire and the OPCC. This is an exciting piece of joined up work across a number of agencies.

### **Overview children missing in Staffordshire**

21. A Performance and Quality Assurance Framework is in place with both monthly and quarterly performance reporting from Families First and Brighter Futures. Monthly performance reports (Appendix B) provide Senior Managers, Team Managers and Independent Chairs insight into missing indicators and the level of need and vulnerability. Managers and staff should use this summary and the detail behind it to:
  - a. Ensure appropriate intervention meetings take place based on need and vulnerability (those that have gone missing 3, 5, and 9 times in 90 days are indicated in the attachment)
  - b. Be happy that these children/young people are appropriately safeguarded – where necessary, assessments and plans are updated.

22. A quarterly performance report is produced for the Strategic Board – Missing showing trend data and analysis enabling us to focus on our priorities, targeting of resources, and direction of travel. The quarter 1 & quarter 2 (2016/2017) report is attached at Appendix C, please see below for the key headlines for this quarter:
- a. Police reported incidents of missing young people remain stable with 925 reported missing and 356 reported as absent for Q1 and Q2, the majority in the North of the County.
  - b. A total of 577 young people went missing from home and care, with a total of 909 missing episodes and majority of young people going missing (76%) have had previous missing episodes.
  - c. The majority of young people (87%) going missing were between the ages of 12 and 16 years of age, with 15 year olds being the most likely age to go missing (271)
  - d. Most young people who go missing are found within one day (85%)
  - e. The split between Staffordshire and Other Local Authorities has remained stable with roughly a third of Other LA children going missing in Staffordshire
  - f. 44% of young people go missing from Independent Care Homes, with another 38% going missing from home
  - g. Missing from Education - both actual and potential numbers have generally shown an increase year on year from 2013/14 – 15/16
  - h. A second cohort of the top 15 missing young people have been considered and the majority of the characteristics of both cohorts were very similar including youth offending and special educational needs support as well as links to Child Sexual Exploitation (please see Appendix D for the top 15 missing children/young people summary)
  - i. An Other Local Authority Looked After Missing Children audit was undertaken for 28 young people. The majority of notifications included information of social worker details and legal status, but they were not so good at notifying risk factors. The most common push factors were being bored and not getting on with carers. The most common pull factor was returning to family as not wanting to be in care
  - j. The most common reasons given by young people for going missing are consistent with reasons reported previously; 'stayed out longer than they should or to be with friends', followed by 'no apparent reason'. Other reasons provided include coping mechanism, problems in care, unsettled at home, substance misuse, boredom, confrontation and family ties. For a small number (10) possible Child Sexual Exploitation has been recorded as the reason for going missing.
  - k. 81% of missing children and young people received a return interview. The remaining 19% did not receive an interview; this can be due to lack of engagement with the child/young person, the young person moving out of area or the young person refusing to take part in the interview. In these cases the missing worker will continue to attempt to engage with the young person over two weeks and they will also work closely with professionals involved in the child/young person life e.g. care home staff, schools, social worker, parents/carers etc.

### **Impact of Service Delivery:**

23. Partnership working has improved and is re-enforced through operational and strategic groups and the intelligence gained collectively in managing missing episodes
24. Consistency of service to children and young people; the same worker will conduct return interviews to help build rapport and trust with young people.
25. With consent and where appropriate young people are referred onto other services e.g. Base 58, LST, CAMHS, young carers etc
26. We are confident that all children who go missing are contacted to conduct a return interview and where children have engaged return interviews are completed and saved to our performance management systems
27. Greater clarity about why some interviews do not take place
28. Greater independence from the young person's case holding social worker (in line with guidance)
29. Shared knowledge, experience and intelligence gathering
30. Intelligence is robust and it informs planning and strategic direction
31. Joint training on return interviews and use of the Police Compact ICT system
32. Better recording on our ICT systems around the missing episode and return interview, with supporting business processes. This gives confidence and reassurance that social workers have the relevant information around safeguarding children/young people
33. Performance reporting systems are in place, internal monthly and quarterly reports are produced to monitor demand, manage risk, timescale compliance and general insight to trends
34. A consistent approach to return interviews and gathering of information as a result of a co-designed interview form, good practice guides and joint training
35. Strong links between CSE and Missing Co-ordinator and Brighter Futures and Families First in sharing information and attendance at CSE panels.

### **Work in Progress:**

36. We have improved our notifications of other local authorities placing in Staffordshire procedures with revised notification forms and letters. From 3<sup>rd</sup> January 2016 this new approach was implemented; further work to monitor the impact of this new approach will be ongoing

37. Local authority is working in partnership with Police around targeting hot spot locations, particular care homes and Foster carers experiencing high levels of call-out incidence. A Care Pack has been developed, and has been circulated to Independent Care Homes and Foster Carers
38. We have a Quality Assurance Officer located in the Placement Team, high levels of missing or concerns re CSE can trigger the Officer visiting Children Home or Independent Fostering Agencies
39. Triangulation of multi-agency knowledge in relation to missing, CSE and quality assurance and how this intelligence is used to inform our internal placement making and shared with other Local Authorities who make contact before placing in Staffordshire
40. Intervention meetings take place when children have 3,5,9 missing episodes in a 90 day window. This is under review as an intervention meeting can take place at any time partners become concerned about escalating risks for a young person, waiting 3,5,9 episodes may be too late.
41. Ongoing engagement with children and young people; recent engagement with the Children in Care Council highlighted the areas below for consideration in relation to support for missing children/young people (further detail is included in Appendix C). This feedback will be used throughout the tender evaluation process.
  - a. Being kind, understanding, a good listener, being calm, respectful and having a good personality were all characteristics young people thought a worker should have to work with young people that go missing
  - b. Young people reported feeling safe when they knew someone cared about them, that they have a good relationship with their carer/s and time is taken to make a bond so they can talk openly about any worries
  - c. Young people suggested that having a list of contact numbers when they feel like running away again (including Childline) ,a top tips information sheet, including reasons or misunderstandings that are the cause of running away may prove useful.

### **Next steps**

42. Communication and awareness raising of children missing from care and home around their vulnerabilities and welfare. This could be an opportunity to work together with Child Sexual Abuse Forum and Staffordshire Safeguarding Children Board in development and implementation
43. Have more visibility at CSAF with regard to the activities and performance that is already taking place, this will enhance the governance relationships between the Strategic Board for Missing and CSAF. The CSAF now has representation from SCC and Stoke on Trent City Council
44. Learning from the missing pilot to implement a new countywide service from September 2017. Following contract award in May 2017 the service will have a

three month mobilisation period (1<sup>st</sup> June – 31<sup>st</sup> Aug 2017) and during this time commissioners will work closely with the partnership and the service to successfully bring the new service model to life.

45. Reviewing the joint protocol with Staffordshire Police and Stoke on Trent
46. Care provider forum; the police are attending and contributing to the Independent Provider Forum to promote care packs for children's homes and fostering. This approach has promoted more effective joint working with care providers and from March 2017 onwards it will be a county wide forum instead of only being provided in the North of the county
47. Working in partnership with Stoke on Trent City Council and the police to conduct joint audits and periodic audits of return interview forms and the top 15 children/young people who go missing across Staffordshire and Stoke.

**Link to Strategic Plan** – Resilient communities; ensure effective safeguarding for the most vulnerable in our communities

#### **Contact Officer**

Name and Job Title:

Mick Harrison Commissioner for Safety (278163)  
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Deborah Ramsdale Strategic Lead for Looked after Children  
deborah.ramsdale@staffordshire.gov.uk

#### **Appendices/Background papers**

**Appendix A** - Strategic Overview Board – Action Log

**Appendix B** - Internal monthly missing report (December 2017)

**Appendix C** - Quarter 1 and 2 missing performance report

**Appendix D** - Top 15 missing children/young people summary



# Families First – Strategic Overview Board - Missing


## Action Plan – April 2015 to March 2017

Updated October 2016

Shading indicates Action is complete

| No. | Action   | Details of what needs to be done   | Lead Officer   | Deadline Date  |
|-----|--|--|--|--|
| 1   | Ensure Policy and Procedures are current and implemented               | <p>LSCB Joint Missing Protocol – reviewed and updated where appropriate.</p> <p>LA Missing from Home and Care Strategy in place that indicates our aims and priorities in-line with the DfE Missing from Home and Care Guidance (2014) - Draft circulated July 2016.</p> <p>Police Missing and Absence from Home and Care Policy – to review and revise where appropriate.</p> | <p>SSCB with representatives from the Board</p> <p>Sarah Piggott</p> <p>Nicola Furlong / Sharon Coates</p> | <p>December 2016</p> <p>Completed</p> <p>Completed</p>                             |
| 2   | Improving our notification procedures for OLA placing in Staffordshire | <p>Notification to OLA Form and letters to be developed and included on the intranet. 1/7/2016 - Form and Letters produced awaiting feedback from Police on letters and LA County Managers.</p> <p>Process Guidance produced for LA staff on notifications and missing children from care and home.</p>  | <p>Sarah Piggott</p> <p>Sarah Piggott</p>  | <p>Awaiting Tender to be published in order to finalise letter – November 2016</p> |

| No. | Action   | Details of what needs to be done  | Lead Officer   | Deadline Date  |
|-----|--|---|--|--|
| 3   | Quality of Practice and learning from audits             | <p>Understanding on the key characteristics of our Top 15 prolific missing young people from home and care COMPLETED and informed LA auditing of Missing from Home and Care in March/April 2016.</p> <p>Auditing of missing young people LA cases understanding management of risk, return interviews, and interventions to aid disruption. COMPLETED initial findings shared within the LA and final report being drafted.</p> <p>Learning and Practice Guidance to be shared across agencies and commissioners.</p> <p>Audit of other LA Placing Children in Staffordshire compliance with notification process and return interviews</p> | Chair of Operational Group - Missing   | <p>Ongoing monitoring</p> <p>Completed</p> <p>September 2016</p> <p>October 2016</p> |
| 4   | Focussing on our Placements with high level of incidence | <p>Target residential and foster carers in hot-spot geographical areas based on performance reporting/incidence (Police and LA). April 2016 - Pilot started in Stafford Borough with close monitoring on impact. If successful extended to next district/borough area.</p> <p>Producing of Care Packs to Residential Provision and Foster Carers to support risk management, information sharing and support. July 2016 - Draft produced but to be circulated to the Board for information.</p>   | <p>Nicky Furlong/Sharon Coates (support from Placement Unit and Fostering)</p> <p>Nicky Furlong/Sharon Coates (support from Placement Unit and</p> | <p>completed</p> <p>Sept 2016</p>  |

| No. | Action   | Details of what needs to be done   | Lead Officer   | Deadline Date   |
|-----|--|--|--|---|
|     |  | Presentation of packs to Provider Forum  | Fostering)<br>Sharon<br>Coates(supported<br>by Placement<br>Team)              | completed   |
| 5   | Children Missing From Education  | <p>Liz Kelay to attend Children Missing out on Education (CMOOE) to establish links between this group and the Strategic Overview Board and Operational Missing Group and to ensure representation from CMOOE on both Strategic Overview Board and Operational Missing Groups.</p> <p>To gain understanding of various situations in which young people are missing out on education, to triangulation data held in CMOOE, Missing and CSE to understand common themes, trends, individual young people in the Operational Missing Group to take proactive steps with partner agencies to mitigate risk and vulnerability of young people known across these three groups.</p> <p>Recognise further work is required around missing from education; missing episodes from home and care.</p> | <p>Liz Kelay</p> <p>Operational Group</p> <p>Dave Bates/<br/>Yusuf Hussain</p> | <p>Ongoing</p>  |
| 6   | Learning from new research; national and regional perspectives; utilising feedback | <p>Liz Kelay is the nominated representative from the Strategic Group to attend Regional or National Working Groups/Conferences in relation to Missing.</p> <p>Next event in London “Young Runaways and Missing; Enhancing Prevention, Protection and Provision in Every Local Area.</p>   | All  | <p>Ongoing</p> <p>Attended</p>  |

| No. | Action   | Details of what needs to be done   | Lead Officer  | Deadline Date                                  |
|-----|--|--|---|--|
|     |  |  |   |  |
|     | Review Terms of Reference  | Terms of Reference (x 2) need to be created, one for the Missing Strategic Board and one for the Operational Missing Group.  | Stacey Black/Liz Kelay/Sarah Piggott/Nicola Furlong/Sharon Coates | July 2015 - completed                          |
|     | Establish Families First Strategic and Operational Groups  | <ul style="list-style-type: none"> <li>Clarity of the role of the Operational Group</li> </ul> <p>Terms of reference to be shared and agreed at meeting on 30 July.</p> <p>Discussion at Strategic Overview Board to consider implementation of the Operational Group.</p> | Liz Kelay/Sarah Piggott<br><br>Nic Hull                           | July 2015 – completed<br><br>Sept 2015         |
|     | Ensure we have a Performance Framework and Reporting in place to give insight to demand, trend and return interview forms taking place | A framework has been developed.<br>Quarterly Performance Reporting to the Board<br>LA Monthly report developed and approved – circulation end of July<br>Police Missing and Absence Dashboard  | Sarah Piggott/<br>Nigel Brown/<br><br>Sharon Coates               | May 2015<br>Dec 2015<br>July 2016<br>July 2016 |

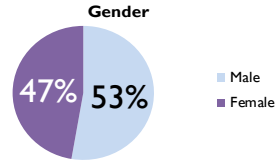
| No. | Action                                    | Details of what needs to be done   | Lead Officer  | Deadline Date              |
|-----|---|--|---|----------------------------|
|     |   |  |   |                            |
|     | Develop protocol CSE/Missing              | <p>A joint working agreement to be developed to clearly evidence links between those children at risk of CSE and children who go missing.</p> <p>The development of a flow chart to accompany the protocol. - Draft circulated July 2016</p> <p>Protocol needs to be reflective; needs to include management of missing episodes.</p>  | Stacey Black/Sharon Coates/Nic Hull/Sarah Piggott/Sally Ellis   | Draft by End of April 2016 |
|     | Commissioning of Return Interview Service | <p><u>Alignment of FF and Brighter Futures arrangements for Return Interviews</u></p> <p>To align as far as possible the newly commissioned service alongside existing missing children arrangements in Families First.</p> <p>This will include:-<br/>Development of a pathway for all parties to understand who is undertaking return interviews in each of the areas.</p> | Sally Ellis/Liz Kelay/Brighter Futures/Shahid Munir/Nigel Brown | August 2015                |

|      |  |  |   |
|------|--|--|---|
| xxxx | Recruitment of additional Missing Children Support Worker in Families First to enable all of the return interviews to be undertaken in south of the county by Missing Children Team. | Liz Kelay/Shahid Munir/Nigel Brown               | May 2016                                      |
|      | Modification of return interview forms between both Brighter Futures and Families First.   | Liz Kelay/Sally Ellis/Nigel Sargeant             | May 2016                                      |
|      | Compact training for Families First Staff.   | Liz Kelay/Sharon Coates                          | TBC   |
|      | Quarterly monitoring meetings between Families First and Brighter Futures.   | Sally Ellis/Adele Eaton                          | Dates booked quarterly                        |
|      | Opportunities for Missing Child Support Workers to shadow and share good practice.   | Nigel Sargeant/Nigel Brown                       | TBC   |
|      | Pilot Return Interview Forms and Tool Kit  | MSCS /BF<br>Sally Ellis/Nigel Brown/Nige Sargent | 3 months from 12 <sup>th</sup> September 2016 |

MONTHLY MISSING CHILDREN/YOUNG PERSON REPORT

Dec-16

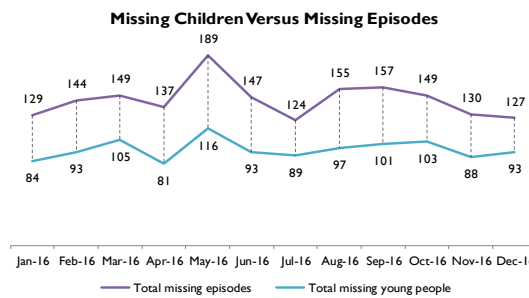
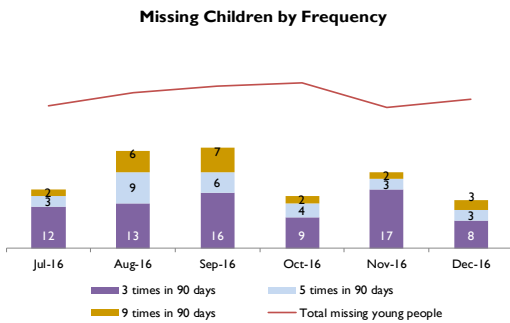
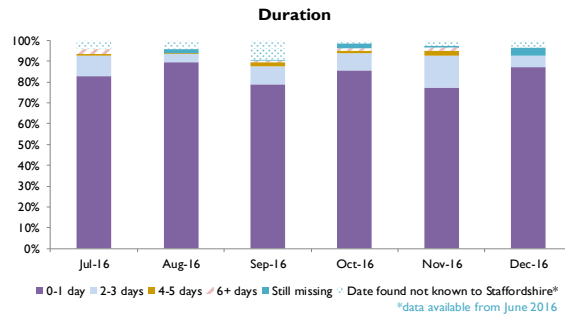
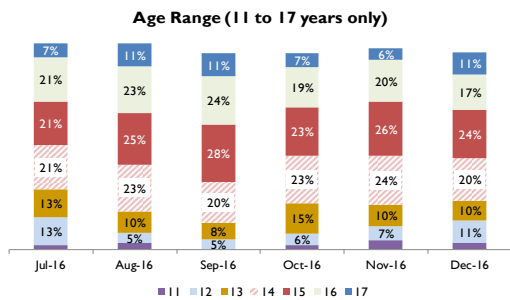
Total Missing Episodes **127** Same time last month ▼  
 Total Children/YP Missing **93** Same time last month ▲



|                     |                         |                         |                               |  |
|---------------------|-------------------------|-------------------------|-------------------------------|--|
| % Staffordshire LAC | % Staffordshire Non LAC | % Other Local Authority | % Return Interviews Completed | No. of Children Still Missing After 2 Days |
| 19%                 | 54%                     | 27%                     | 66%                           | 5  |

\*Proportion may exceed 100% as some young people went missing from two placement types in the month

TRENDS



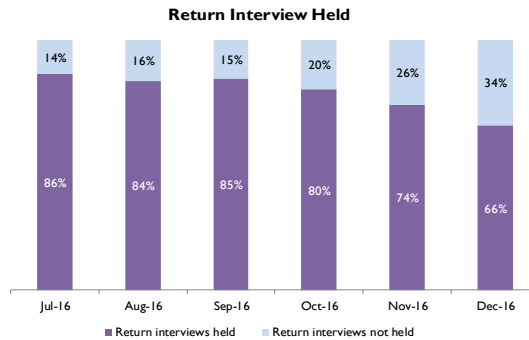
**Data Commentary**

The number of missing episodes (127) has remained similar to last month (130), as has the number of children/young people (93) going missing in December (88 last month). December's figures are below the 12 month average (95 children/young people and 145 episodes per month).

The largest proportion of young people going missing this month continued to be aged 15 (24%), followed by 14 years (20%), and 16 years (17%).

In the cohort of young people aged 14 to 16 years old (57), the gender split is almost even (28 males and 29 females); 16 of these young people were placed by another Local Authority (13 from Independent Children's Homes).

The Christmas holidays and young people being unavailable for the return interviews has had an impact on the proportion of return interviews held this month.



| Summary by Placement Type       | Aug-16     | Sep-16     | Oct-16     | Nov-16     | Dec-16     |
|---------------------------------|------------|------------|------------|------------|------------|
| Indep. Childrens homes          | 73         | 65         | 58         | 40         | 38         |
| Home (Social Worker)            | 31         | 34         | 28         | 27         | 30         |
| Home (LST)                      | 29         | 40         | 30         | 28         | 29         |
| Foster carer not staffs         | 7          | 7          | 19         | 12         | 9          |
| Foster carer                    | 2          | 5          | 4          | 14         | 7          |
| Supported accommodation         | 3          | 3          | 6          | 8          | 11         |
| External placed                 | 2          | 0          | 0          | 0          | 0          |
| Local Authority childrens homes | 8          | 3          | 4          | 0          | 3          |
| Family and Friends              | 0          | 0          | 0          | 1          | 0          |
| Unknown                         | 0          | 0          | 0          | 0          | 0          |
| <b>Totals</b>                   | <b>155</b> | <b>157</b> | <b>149</b> | <b>130</b> | <b>127</b> |

| Top 6 Locations | Dec-16 |
|-----------------|--------|
| Rugeley         | 21     |
| Newcastle       | 20     |
| Tamworth        | 19     |
| Stafford        | 15     |
| Biddulph        | 8      |
| Burton          | 7      |

The content of this report is **RESTRICTED**

If you have any queries, comments or suggestions then please contact the Business Improvement & Development Team





# STAFFORDSHIRE STRATEGIC MISSING BOARD

Young People Missing from Care, Home and  
Education in Staffordshire Performance  
Report

## Introduction ▼

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This report covers the period for Q1 and Q2 2016/17 and follows on from the annual report produced for 2015/16. This report collates information about those children and young people who go missing from care, home and education, reported incidents from the police, the top 15 young people going missing update and other local authority missing children audits and consultation carried out with young people. A monthly Missing Report is now produced; this report will look further at trends and themes that are arising from the work currently being undertaken to monitor and understand young people that go missing.

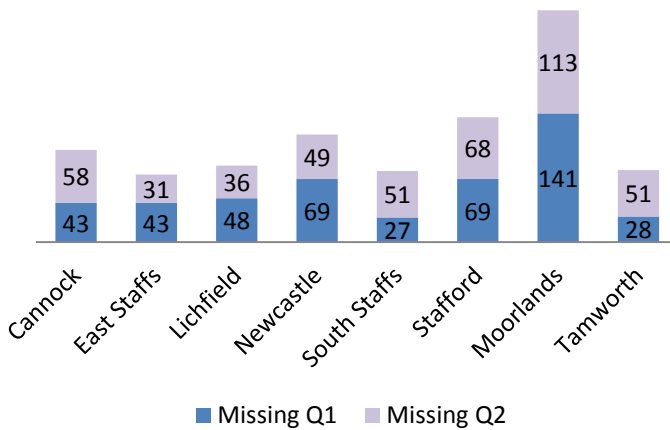
## Summary Headlines ▼

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- Police reported incidents of missing young people remain stable with 925 reported missing and 356 reported as absent for Q1 and Q2, the majority in the North of the County
- A total of 577 young people went missing from home and care, with a total of 909 missing episodes and majority of young people going missing (76%) have had previous missing episodes.
- The majority of young people (87%) going missing were between the ages of 12 and 16 years of age, with 15 year olds being the most likely age to go missing (271).
- Most young people who go missing are found within one day (85%).
- The split between Staffordshire and Other Local Authorities has remained stable with roughly a third of Other LA children going missing in Staffordshire
- 44% of young people go missing from Independent Care Homes, with another 38% going missing from home
- Missing from Education - both actual and potential numbers have generally shown an increase year on year from 2013/14 – 15/16.
- 81% of Return Home Interviews are undertaken with young people who go missing
- A second cohort of the top 15 missing young people have been considered and the majority of the characteristics of both cohorts were very similar including youth offending and special educational needs support as well as links to Child Sexual Exploitation
- An Other Local Authority Looked After Missing Children audit was undertaken for 28 young people. The majority of notifications included information of social worker details and legal status, but they were not so good at notifying risk factors. The most common push factors were being bored and not getting on with carers. The most common pull factor was returning to family as not wanting to be in care
- Feedback from the Children in Care Council on the topic of missing young people highlighted characteristics of a good support worker for children who go missing. These included being a good listener, respectful, a good communicator, being able to build relationships and knowing someone cares about them. Findings will be used by the local authority when commissioning new Services/workers

## Reported Incidents – Missing and Absent

### Police Reported Incidents: Missing



Reporting is based on where the young person is found.

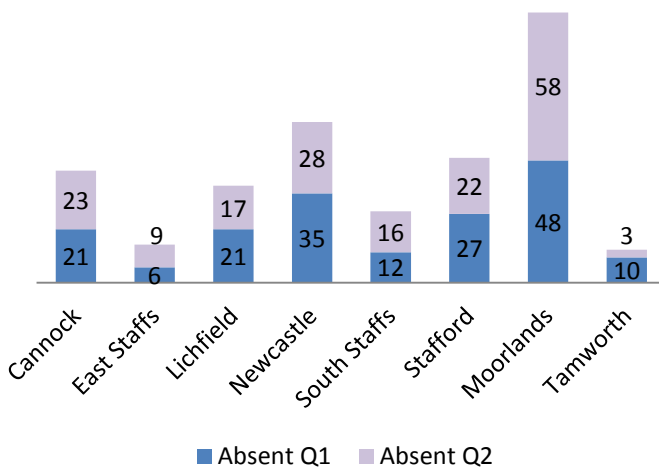
925 young people have been reported missing to the police for Q1 and Q2

The majority of young people reported missing are from the North of the County; in the Moorlands, 254 young people and in Newcastle, 118 for Q1 and Q2 which has remained stable from last year.

South Staffs and Tamworth have the least reported missing incidents, with 78 and 79 respectively.

Source: Police

### Police Reported Incidents: Absent



356 young people were reported absent during Q1 and Q2

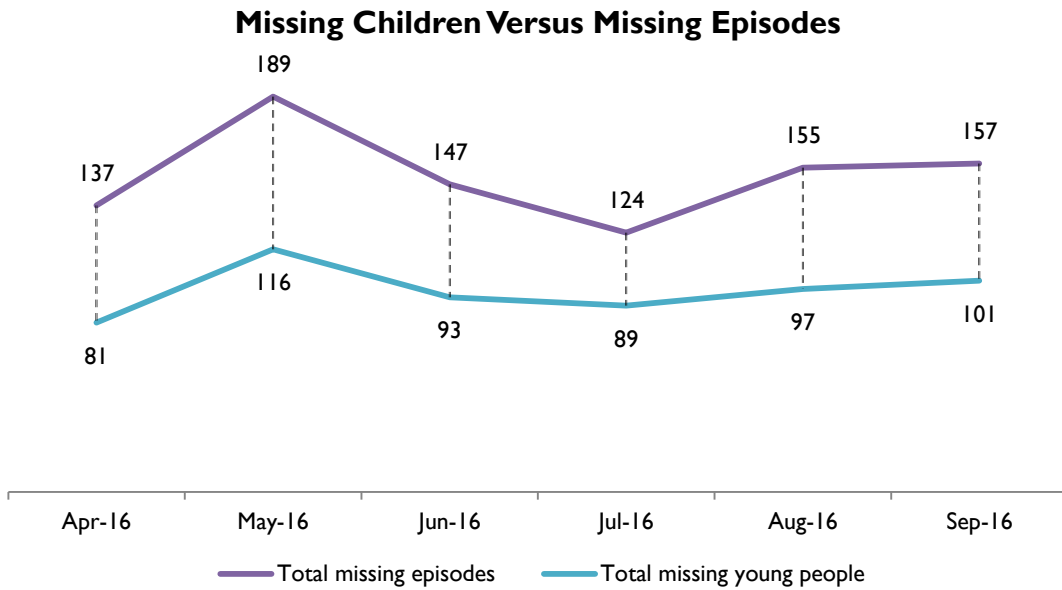
Moorlands also have the most reported incidents of young people reported absent, 106 during Q1 and Q2. Newcastle (63) being the next most likely location for reported absent incidents.

Tamworth (13) and East Staffs (15) have the least reported incidents of absent.

Stafford has seen a decrease in both reported missing and absent incidents since last year.

Source: Police

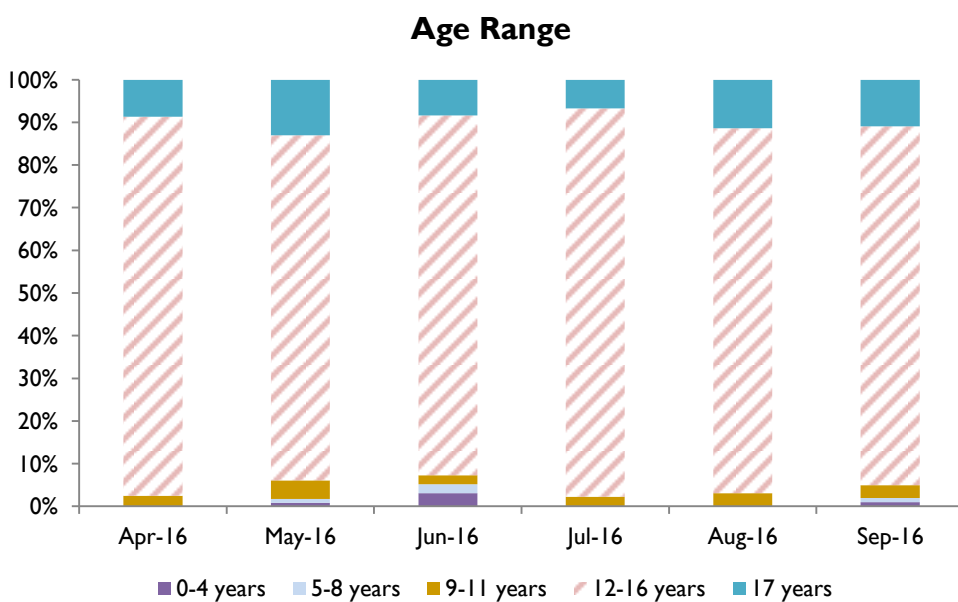
# Missing Young People and Missing Episodes from Home and Care



Source: Staffordshire Missing Datasheet

During Q1 & Q2, 577 young people went missing from home and care, with a total of 909 missing care episodes. Numbers of young people going missing fluctuate over the period, with the lowest recorded in April (81 young people going missing 137 times) and the highest in the following month of May (116 young people going missing 189 times). Young people going missing over the first half of the year has remained relatively stable, with an average of 97 going missing since January 2016. The majority of young people going missing (76%) have had previous missing episodes.

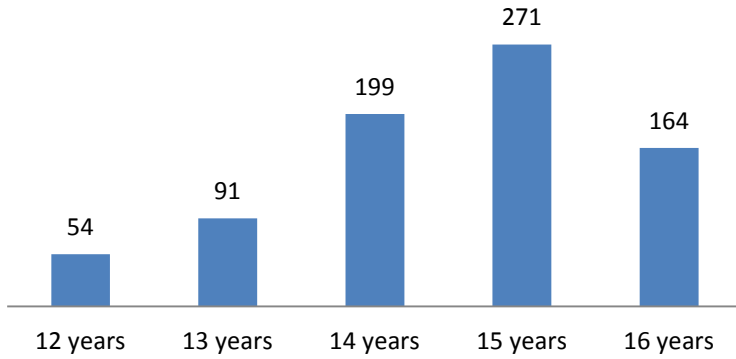
## Missing From Home and Care Young People Profile



Source: Staffordshire Missing Datasheet

The majority of young people (87%) going missing were between the ages of 12 and 16 years of age. Very young children (0 – 4 year olds) that go missing are usually with the mother of the child, reported missing by their partner.

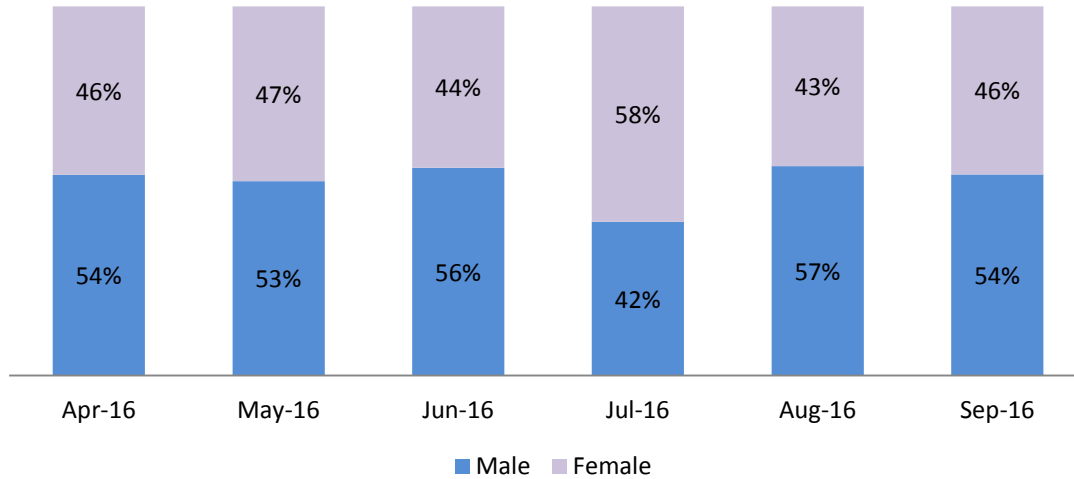
### Age Breakdown of Young People Going Missing 12 - 17 years



Looking at the breakdown of the 12 – 16 year old age range over the period, most young people are older, with 15 year olds being the most likely age to go missing (271).

Source: Staffordshire Missing Datasheet

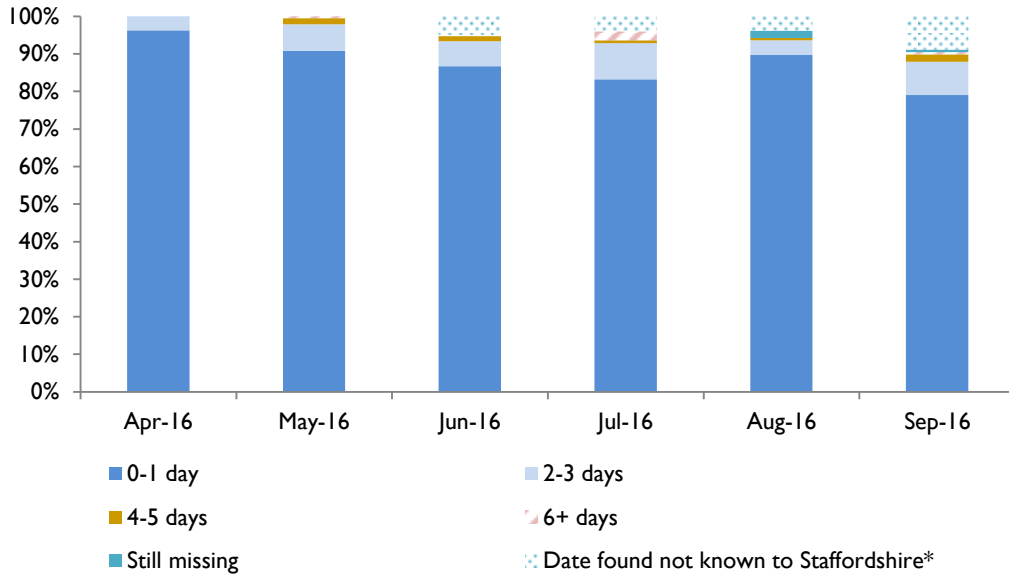
### Gender of Young People Going Missing



Source: Staffordshire Missing Datasheet

The gender split between male and female is mainly stable for Q1 & Q2, with a mainly even split between male and female, only in July were there more girls than boys that went missing. This differs from that reported for Q4 last year, where girls going missing were the higher proportion overall (on average 52%).

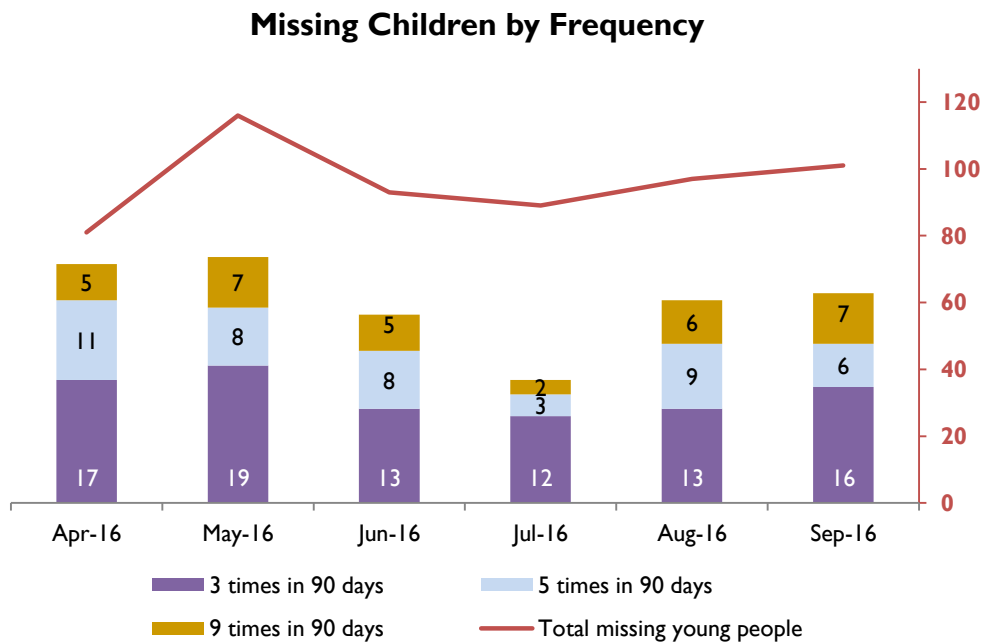
## Duration of Missing Episodes



Source: Staffordshire Missing Datasheet

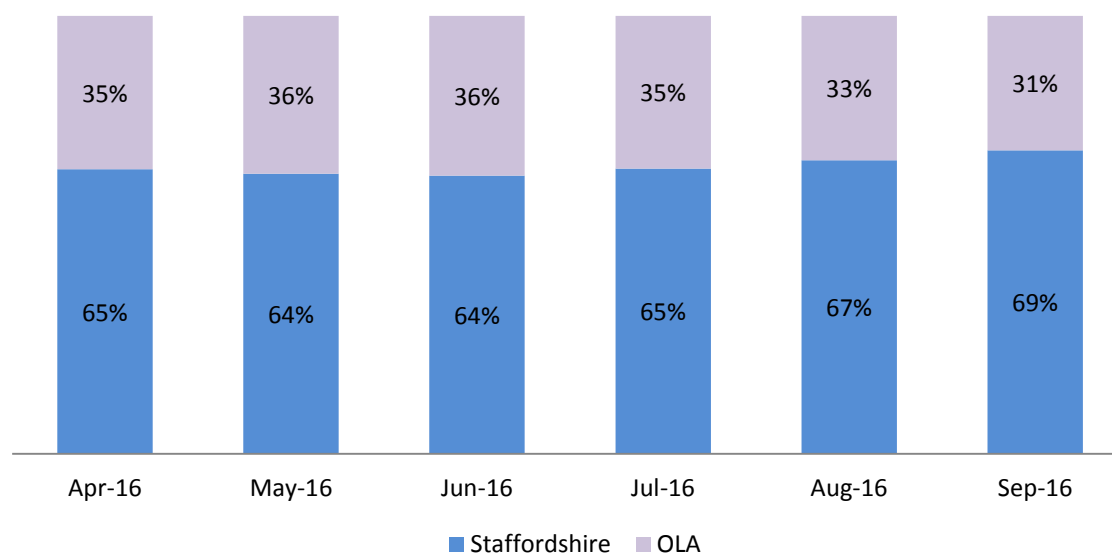
For those young people that go missing the majority (85%) are found between 0 – 1 day, with another 7% found between 2 – 3 days, for 4% the date found is not known to Staffordshire.

## Missing Children by Frequency



54% of those young people who went missing over the period went missing 3 times in the last 90 days, 27% who go missing went missing 5 times in last 90 days, with 19% who go missing, going missing 9 times in the last 90 days.

## Other Local Authority Young People versus Staffordshire Young People



Source: Staffordshire Missing Datasheet

Around a third of missing episodes relate to Other Local Authority children going missing in Staffordshire, however this has remained stable over the period and from the previous year. Young people from Other Local Authorities that go missing, are mainly from Leek (67) and Biddulph (64), which corresponds with the large numbers of Independent Care Homes in the north of the County. For Staffordshire young people, the majority of missing episodes are from Tamworth (88) and Stafford (79), mostly from home (62) with 20 missing episodes from the Alders Children Home.

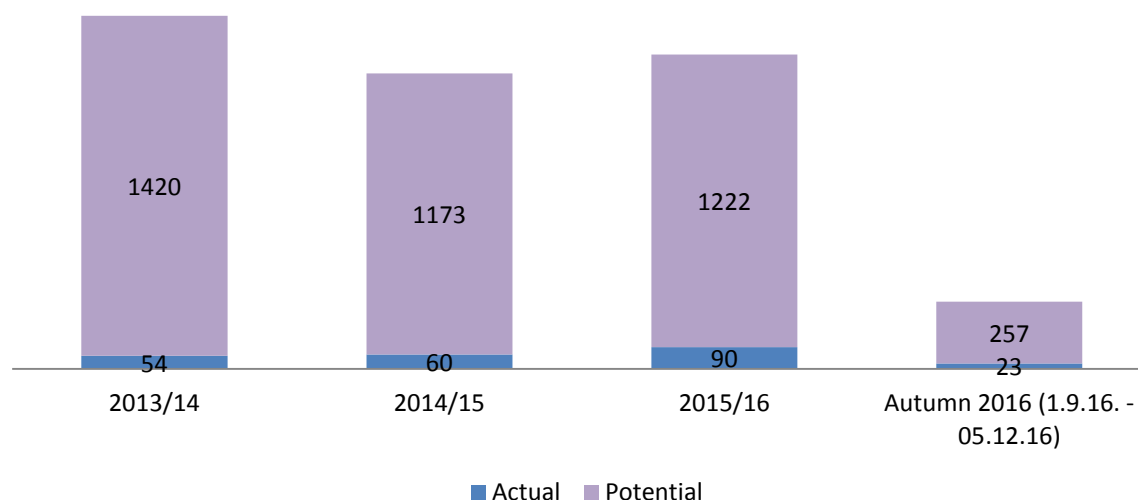
## Missing Episodes and Placement Types

| Summary by Placement Type       | Apr-16     | May-16     | Jun-16     | Jul-16     | Aug-16     | Sep-16     |
|---------------------------------|------------|------------|------------|------------|------------|------------|
| Indep. Childrens homes          | 56         | 82         | 67         | 59         | 73         | 65         |
| Home (Social Worker)            | 18         | 24         | 33         | 18         | 31         | 34         |
| Home (LST)                      | 24         | 36         | 31         | 28         | 29         | 40         |
| Foster carer not staffs         | 10         | 25         | 3          | 4          | 7          | 7          |
| Foster carer                    | 8          | 9          | 8          | 6          | 2          | 5          |
| Supported accommodation         | 18         | 7          | 3          | 2          | 3          | 3          |
| External placed                 | 0          | 1          | 0          | 0          | 2          | 0          |
| Local Authority childrens homes | 3          | 2          | 2          | 7          | 8          | 3          |
| Unknown                         | 0          | 3          | 0          | 0          | 0          | 0          |
| <b>Totals</b>                   | <b>137</b> | <b>189</b> | <b>147</b> | <b>124</b> | <b>155</b> | <b>157</b> |

Source: Staffordshire Missing Datasheet

44% (404) of missing episodes are from Independent Care Homes, of those episodes from these homes, 78% are from Other Local Authorities. Another 38% (346) missing episodes are from Home (188 LSTs and 158 have a social worker). 10% of missing episodes were from Foster Care provision (56 Other LA and 38 Staffordshire).

## Missing From Education (academic years)



Source: Capita One

**\*\*Note:** Data for the Autumn term 2016 is provisional data up to 5/12/16 and will be updated accordingly – it is expected to increase inline with previous years\*\*

### Definitions:

**Actual** – children who were identified across the year as living in Staffordshire and being without an educational provision

**Potential** – children identified across the year as having left their educational provision and whereabouts and provision were unknown.

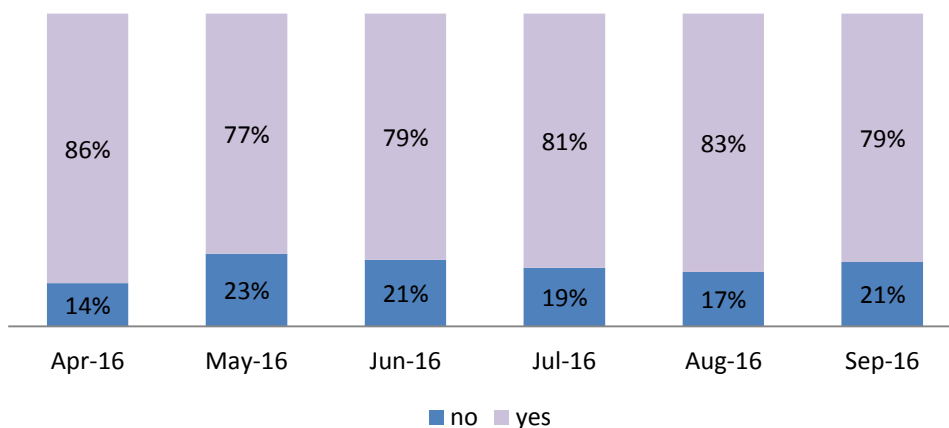
Both actual and potential numbers have generally shown an increase year on year from 2013/14 – 15/16. There are many factors that may have contributed to the increase including:

- Better reporting by professionals and members of the public
- Increased mobility of families, particularly to areas where there is a high demand for school places
- Academisation of schools – schools are less willing to admit pupils leading to delayed admissions
- An increase in school population, 1056 extra pupils since 2012/13
- An increase in transient population – pupils do not remain at their schools for as long and often leave the UK
- Data issues – pupils on mainstream rolls are showing as without a school place due to uploading data from school information systems to the local authority



## Return Home Interviews

### Return Interviews



Source: Staffordshire Missing Datasheet

On average, over Q1 & Q2, a total of 81% of return interviews are undertaken for children that go missing; 59% are held within 72 hours. It is often difficult to conduct these interviews meeting the 72 hour guideline when young people have gone missing from home and therefore, having to rely on the cooperation of the family/young person making themselves available. There have been numerous occasions when arrangements have been made only to find that the young person is not at home when the visit time has been agreed.

## Reasons Given By Young People for Going Missing

The reasons given for young people going missing are consistent with reasons reported previously; 'stayed out longer than should/to be with friend' was the most common reason given, followed by 'no apparent reason'. Other reasons provided include coping mechanism, unsettled at home, substance misuse, boredom, confrontation and family ties. For a small number (10) possible Child Sexual Exploitation has been recorded as the reason for going missing.

## Top 15 – Prolific Missing Young People

The Missing Children Operational Group has looked at the 15 most prolific missing young people on two occasions, December 2015 and November 2016. The characteristics of the young people and the risks, pull and push factors relating to the missing episodes were considered.

### Current situation of the previous cohort

Five of the December 2015 cohort were other Local Authority (OLA) Looked After Children (LAC).

- three have moved out of Staffordshire
- two young people are still in Staffordshire, but missing episodes are greatly reduced

Ten of the December 2015 cohort were Staffordshire young people. Six were LAC.

Of the six LAC

- two have turned 18
- one young person has been placed outside Staffordshire
- one young person's missing episodes have reduced following another young person moving from the placement
- one young person's missing episodes have reduced and they have returned home
- one young person's missing episodes have reduced and a return home is planned

Of the four living at home

- one has been accommodated and is now placed out of Staffordshire
- one has turned 18
- two have reduced their missing episodes and the cases are being stepped down through the tiers of services

## **Characteristics**

The majority of the characteristics of both cohorts of young people were very similar.

The November 2016 cohort shows higher levels of special educational needs, higher levels of exclusions in the current year and higher levels of recent offending than the December 2015 cohort.

Findings from the Nov 16 cohort:

- There is a high correlation with young people going missing and CSE concerns, with 10 of the 15 known to the CSE Panels.
- 10 young people have a substance misuse issue and 9 misuse alcohol
- Eight are currently on a youth offending order, 4 for violent offences and 4 for possession of weapons
- 12 young people have special educational needs; one Statement and 11 receiving special educational needs support.
- 11 had fixed term exclusions from school, 7 of which were in the current academic year.
- Five have been permanently excluded from school, 2 of which were in the current academic year.

## **Other Local Authority Looked After Missing Children Audit**

28 Looked After Children placed in Staffordshire by other local authorities were identified and notifications from the placing authority or the provider regarding the young person being placed in Staffordshire were checked.

A small number of young people were placed a significant distance from their home authority. Sandwell, Stoke, Birmingham, Wolverhampton, Dudley and Nottinghamshire had more than one young person placed in Staffordshire.

**Notifications from placing Local Authority:** Notifications were received on 19 of the 28 young people. Three were before the start of the placement in Staffordshire, 12 after the start of the placement (some the day after, some a number of weeks after) and four when the young person moved out of their Staffordshire placement. The majority shared social worker contact details and the young person's legal status. However in most cases risk factors were not included in the notification, when they were CSE and offending behaviour were highlighted.

**Notifications from residential providers:** Young people had been placed with 21 residential homes run by 15 different residential providers. Two young people were placed with Independent Foster Agency carers who are not obliged to notify the Local Authority when young people are placed within their borders.

No notification was received from the placement provider for nearly half of the placements.

Provider notifications contained very little information, often just the young person's Social Worker's name and legal status. There is no correlation between the timing of the notification and the amount of information provided. Many providers provided the details for the young person's IRO. Only one provider had given details of risk factors for the young person.

**Return interviews:** Return interviews for 19 of the young people were completed by Brighter Futures and seven by Staffordshire's Missing Children Support Workers.

Push and pull factors were well identified in 15 of the return interviews. In the majority of cases, these were young people who had not gone missing on many previous occasions. The most common push factors were being bored and not getting on with carers. The most common pull factor was returning to family as not wanting to be in care. One person conducting the return interview asked the carers about levels of contact with family.

The commonality of the ten return interviews where push and pull factors were not clear was a lack of engagement from the young person. In some cases this was possibly due to the number of previous return interviews they had received and in others the presence of other young people or staff members may have been the cause.

**Completing return interviews on behalf of the placing authority:** There have been no blanket decisions by any placing authority for Staffordshire 'not' to undertake return interviews. However, we are occasionally contacted by the placing authority following a specific episode when they have expressed a wish to carry out their own return interview, but this is child specific.

All of the completed return interviews were sent to the placing authority within five working days, with half being sent either the day they were completed or the following working day.

**Current location:** 24 of the 28 young people are still in Staffordshire. Of the four young people who are no longer placed in Staffordshire, two were newly into care and said that they wanted to go home and so were likely to go missing again. The two other young people had four and five previous missing episodes in Staffordshire each.

## **Voice Project: Children in Care Council discussion on Missing Children**

None of the CICC taking part in the session had been reported as going missing. The session covered what support information could be offered to young people who go missing, reasons why young people might go missing, what makes young people feel safe and what traits a support worker should have to work with young people who go missing.

## Findings

Young people suggested that having a list of contact numbers when they feel like running away again (including Childline), a top tips information sheet, including reasons or misunderstandings that are the cause of running away may prove useful. Having a buddy, mentor or advocate who has been through the same or similar situation who could empathise with their situation could also help. The information provided will be used by the local authority when commissioning new Missing Services/Workers.

There were several responses given for the reasons why they thought young people went missing including:

- Mental Health including emotional, stress and behaviour
- Depression, anxiety or heartache
- Wanting to see their birth family
- Not feeling safe and secure where they live
- Wanting to see friends they were moved away from
- Placement move not gone well
- Issues with other young people in placement
- Wanting to see ex carers that were removed from

Young people reported feeling safe when they knew someone cared about them, that they have a good relationship with their carer/s and time is taken to make a bond so they can talk openly about any worries. Ensuring that placement matching is right and that where possible children are placed with siblings or that good contact is maintained when they're not.

Being kind, understanding, a good listener, being calm, respectful and having a good personality were all characteristics young people thought a worker should have to work with young people that go missing. The worker must be a good communicator (possibly using art and music), take time to speak to them and not be rushed, check back after a few days, ensure consistency of worker to build relationships and be sensitive to reasons of going missing were considered to be important. Advocacy skills would also be helpful. Workers should endeavour to find out about individual circumstances of the young person prior to meeting with them so that they have an understanding of young person. Meeting with the young person in a neutral location that's accessible to them and to be given a choice of a male or female worker was also put forward by those consulted.

## Recommendations and next steps ▼

- Launch notification process letters to Other Local Authorities in January

- Follow up audit in six months time to see if notification letters have improved other local authorities informing us of young people being placed in Staffordshire
- Review of the missing return form following pilot in Sept – Dec 2016
- Launch good practice guide for staff
- Local Safeguarding Board Protocol on Young People Who Go Missing from Home & Care following DfE guidance to be agreed at the January LSCB Policy & Procedure Sub Group



# Missing Children

## Most prolific 15 summary

November 2016



### Introduction ▼

The Missing Children Operational Group has looked at the 15 most prolific missing young people on two occasions, December 2015 and November 2016. The characteristics of the young people and the risks, pull and push factors relating to the missing episodes were considered.

This document summarises these discussions, examines the reasons for those in the first cohort not appearing in the second and notes similarities and differences between the two cohorts.

### Current situation of the previous cohort ▼

Five of the December 2015 cohort were other Local Authority (OLA) Looked After Children (LAC).

- three have moved out of Staffordshire
- two young people are still in Staffordshire, but missing episodes are greatly reduced

Ten of the December 2015 cohort were Staffordshire young people. Six were LAC.

Of the six LAC

- two have turned 18
- one young person has been placed outside Staffordshire
- one young person's missing episodes have reduced following another young person moving from the placement
- one young person's missing episodes have reduced and they have returned home
- one young person's missing episodes have reduced and a return home is planned

Of the four living at home

- one has been accommodated and is now placed out of Staffordshire
- one has turned 18
- two have reduced their missing episodes and the cases are being stepped down through the tiers of services

### Characteristics ▼

The majority of the characteristics of both cohorts of young people are very similar.

The November 2016 cohort shows higher levels of special educational needs, higher levels of exclusions in the current year and higher levels of recent offending than the December 2015 cohort.

The tables over leaf show the breakdown for each of the characteristics and risk factors identified.

| Characteristic  | Dec 15 | Nov 16 |
|---|--------|--------|
| <b>Subject of a child protection plan</b>               | 5      | 2      |
| <b>Looked after</b>                                     | 12     | 12     |
| Staffordshire LAC                                       | 7      | 8      |
| OLA LAC   | 5      | 4      |
| <b>Previous secure accommodation on welfare grounds</b> | -      | 1      |

| Risks and pull factors                    | Dec 15 | Nov 16 |
|---|--------|--------|
| <b>CSE concerns</b>                       | 11     | 10     |
| <b>Alcohol misuse</b>                     | 6      | 9      |
| <b>Substance misuse</b>                   | 4      | 10     |
| <b>Missing with other young people</b>    | 7      | 8      |
| <b>Missing to be with specific adults</b> | 9      | 5      |

| Offending                            | Dec 15                       | Nov 16 |   |
|--------------------------------------|------------------------------|--------|---|
| <b>Current Youth Offending order</b> | 5                            | 8      |   |
| type of offence                      | Violent offences             | 3      | 4 |
|                                      | Theft                        | 2      | - |
|                                      | Possession of weapons        | -      | 4 |
|                                      | Arson                        | -      | 1 |
| Seriousness of offence               | Level 2                      | -      | 1 |
|                                      | Level 3                      | 2      | 5 |
|                                      | Level 4                      | 3      | - |
|                                      | Level 5                      | -      | 2 |
| outcome                              | Youth Caution                | 1      | - |
|                                      | Referral Order               | 2      | 4 |
|                                      | Youth Rehabilitation Order   | -      | 3 |
|                                      | Detention and Training Order | 1      | - |

| Characteristic                   | Dec 15 | Nov 16 |
|----------------------------------|--------|--------|
| <b>Attachment difficulties</b>   | 1      | -      |
| <b>Autistic spectrum</b>         | 1      | -      |
| <b>SEN</b>                       | 6      | 12     |
| SEN stage S <sup>1</sup>         | 3      | 1      |
| SEN stage K <sup>2</sup>         | 3      | 11     |
| <b>Mental ill health</b>         | 4      | 3      |
| Detained under Mental Health Act | -      | 3      |
| Self harm                        | 4      | 2      |

| Education attendance                           | Dec 15 | Nov 16 |
|--|--------|--------|
| <b>Total fixed term exclusions</b>             | 6      | 11     |
| Fixed term exclusions in current calendar year | 4      | 7      |
| <b>Permanent exclusions</b>                    | 3      | 5      |
| Permanent exclusions in current calendar year  | 1      | 2      |
| <b>PRU attendance</b>                          | 7      | 10     |
| Current PRU attendance                         | 6      | 9      |

<sup>1</sup> Statement of special educational needs

<sup>2</sup> Special educational needs support, either with or without a specialist assessment of type of need or with a specific SEN type (historically school action or school action plus)



|                         |
|-------------------------|
| Local Members' Interest |
| N/A                     |

## Safe and Strong Communities Select Committee – 6<sup>th</sup> March 2017

### Adult Social Care Market Failure Policy

#### Recommendation/s

1. To scrutinise the reviewed Adult Social Care Market Failure Procedures

**Report of Cllr Alan White, Cabinet Member for Health, Care and Wellbeing**

#### Summary

##### What is the Select Committee being asked to do and why?

2. To note the current levels of failure in the Adult Social Care Market and to endorse the reviewed Adult Social Care Market Failure Procedures

#### Report

##### Background

3. Staffordshire County Council contracts for adult social care services for older people, people with long term conditions, people with a physical or sensory impairment, people with a learning disability and people with mental health needs. In line with the duties placed on the Council under the Care Act 2014, the Council leads responses to provider failures in this market.
4. The procedure for undertaking such responses has been reviewed, strengthening the operational processes for responding to provider failure. The revised procedure is attached as Appendix A for the Committee's endorsement.

##### Summary of provider failures

5. In the last 12 months there have been 8 provider failures in adult social care that resulted in a closure.
  - a. 7 of these were in residential care, affecting 140 beds and with 92 service users requiring alternative provision.
  - b. 5 were in nursing care, affecting 219 beds and with 137 service users requiring alternative provision.
  - c. There was 1 home care closure. In addition, there were 7 home care provider failure events where 5 or more care packages were handed back.

6. During these events, the Council's Quality Assurance Team co-ordinated the Council's response, liaising as appropriate with CCGs, CQC and SSoTP (who have the lead role for reviewing and sourcing alternative placements for most adult social care service users).
7. Depending on the pace at which a provider failure event happens, residents and their families are given as much information as possible to support their decision making. Information and support is also given to self-funders and their families. The Quality Assurance Team and the Council's commissioners also liaise with other local authorities and CCGs from outside Staffordshire where people have been placed into services within the County.
8. Learning lessons from provider failure events have been incorporated into the revised Market Failure Procedure attached as Appendix A.

**Link to Strategic Plan:**

The people of Staffordshire will:

- Be healthier and more independent
- Feel safer, happier and more supported in and by their community.

**Contact Officer**

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**Appendices/Background papers**

**Appendix A - Provider Failure Standard Operating Procedure**

Staffordshire County Council

Provider Failure

Standard Operating Procedure

March 2017

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## **1.0 Introduction**

The Care Act 2014 places a new temporary duty on local authorities, to meet the care and support needs of an adult and the support needs of a carer, when a care provider becomes unable to carry on because of business failure. This procedure document sets out what this duty means, when it is triggered, what needs will be met and how those needs will be met by Staffordshire County Council. The procedure seeks to ensure that adults and carers are not left without the care or support they need in the event that their care provider becomes unable to carry on providing it because of business failure.

The procedure also covers service interruptions and the discretionary power to meet urgent needs.

## **2.0 Key Definitions Applicable to this Procedure**

### **2.1 Temporary duty**

This means the duty on Staffordshire County Council to meet care and support needs for an adult, or support needs for a carer where registered care providers are unable to carry on because of business failure. The duty is temporary and will continue for so long as the Council considers it is necessary. The temporary duty will be triggered when the Council becomes aware of the business failure and the provider confirms they can no longer carry on its activity.

### **2.2 Registered care provider**

Any individuals, partnerships or organisations (companies, charities, NHS trusts and local authorities), that provide regulated activities to people on a contractual basis must be registered with the Care Quality Commission (CQC)<sup>1</sup>. The temporary duty applies to these 'registered care providers' in respect of carrying out 'regulated activities'.

<sup>1</sup> The statutory basis for registered care providers and persons registered (in respect of an establishment or agency) is the Health and Social Care Act 2008, Part 1, Chapter 2 and the Care Standards Act 2000, Part 2

### **2.3 Regulated activity**

These are regulated activities involving or connected with the provision of health or social care. The services and activities that are regulated are prescribed in Schedule 1 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Providers of these regulated activities must be registered with the CQC. Examples of regulated activities include the provision of personal care and accommodation for persons who require nursing or personal care.

### **2.4 Relevant adult**

This is the adult whose needs for care and support were being met, or the carer whose support needs were being met, immediately before the provider was unable to carry on providing it because of business failure.

## **2.5 Ordinary residence**

Ordinary residence is defined in a leading case<sup>2</sup> and refers to a person's abode in a particular place or country adopted voluntarily and for settled purposes, whether for a short or long duration. Ordinary residence can be acquired as soon as a person moves to an area, if their move is voluntary and for settled purpose, irrespective of whether they own, or have an interest in, a property in another local authority area.

## **3.0 Legal Framework**

The Care Act 2014 imposes a clear temporary duty on local authorities to meet adults' care and support needs and carers' support needs which were being met immediately before the registered care provider became unable to carry on the regulated activity. This temporary duty applies to all people receiving services in the area of Staffordshire as set out in paragraph 4.1 below. This procedure is written in accordance with the statutory framework and guidance.

## **4.0 Scope of Temporary Duty**

### **4.1 To whom does this procedure apply?**

This temporary duty applies to all people receiving services in Staffordshire regardless of whether:

- the relevant adult or carer is ordinarily resident in Staffordshire;
- Staffordshire County Council has carried out a needs assessment, a carer's assessment or a financial assessment;
- any of the needs meet the eligibility criteria;
- the costs of meeting their needs are made by a self-funder;
- Staffordshire County Council has a contract with the failed provider;
- another local authority made the arrangements to provide the services, the cost of which was paid for by that authority or that authority was making direct payments in respect of those needs.

### **4.2 What needs will be met?**

Staffordshire County Council will meet those care and support needs of adults and support needs of carers, which were being provided immediately before the provider became unable to carry on that activity in Staffordshire because of business failure.

In the event that there is no assessment of needs, carer's assessment or a financial assessment and irrespective of whether those needs would meet the eligibility criteria, the Council will act as promptly as possible to meet needs under the temporary duty.

Where the Council requires further information to enable it to meet this temporary duty, it will request that the provider or anyone involved in the provider's business, supply it with the information it needs. For example, this may involve up to date records of the people who are receiving services from that provider, to help the Council to identify those who may require its support.

### **4.3 How will those needs be met?**

The Council has discretion as to how it will meet needs when this temporary duty becomes applicable. Examples in the Care Act 2014 include accommodation, care and support at home or in the community, counselling and other types of social work, goods and facilities, information, advice and advocacy. The Council is not required to

meet needs in exactly the same combination of services that were previously supplied; however, it will aim to provide a service as similar as possible and on the basis that the person's needs will continue to be met.

Some people may only require information and advice on alternative services available locally to enable them to make a properly informed choice about a new provider.

Others may require the Council to actively arrange care with a different provider for a period of time, to ensure there is continuity of care.

The steps taken will depend on both the circumstances of the provider failure and the nature of the support the adult or carer requires from the Council.

#### **4.4 Who will be involved in deciding how needs will be met?**

In deciding how to meet an adult's needs for care and support, Staffordshire County Council will involve:

- the relevant adult concerned;
- any carer that the adult has; and
- anyone whom the relevant adult asks the authority to involve.
- Where the relevant adult lacks capacity to ask the Council to involve other persons, the Council will involve anyone who appears to it to be interested in the adult's welfare.

In deciding how to meet a carer's needs for support, the Council will involve:

- the carer;
- any person the carer asks Staffordshire County Council to involve.

Where an adult's or carer's needs are case managed by one of the Council's social care partners, such as Staffordshire and Stoke on Trent Partnership NHS Trust, the Council will work jointly with their social work teams to ensure the appropriate actions are coordinated and undertaken.

Staffordshire County Council will take all reasonable steps to agree how needs should be met with the relevant adult or carer. In line with the wellbeing principle, Staffordshire County Council will seek to minimise disruption for people receiving care. Where appropriate the use of IMCA's and advocates will also be accessed to support people through this process.

#### **4.5 When will the temporary duty apply?**

The temporary duty will apply as soon as the Council becomes aware of the business failure and the provider confirms they can no longer carry on its activity. It will not apply where a business ceases to operate because of its failure to meet the CQC's standards. If arising from quality failures or the needs become urgent, the local authority has a discretionary power that could be exercised to meet needs. Section 19(3) of the Care Act sets out how the Local Authority can exercise a power to meet urgent needs in the context of quality failings.

If, for example, a business is declared insolvent and an Administrator is appointed, that is, there is a business failure but the service is still continuing to be provided, the Council has no duty to intervene to provide care and support. If, however, the service does not continue to run following business failure, the temporary duty will apply and the Council will ensure an adult's care and support needs and a carer's support needs are met.

The temporary duty will apply for as long as Staffordshire County Council considers it is necessary, i.e. that it is satisfied that the person's needs will be met by the new provider. At that point those people who arrange their own care, will once again become responsible for arranging their own care.

#### **4.6 Will a charge be made when discharging this temporary duty?**

The Council may charge the relevant adult for the actual costs incurred of temporarily meeting his or her needs by providing alternative care or support, in line with the Council's Fairer Charging policy. The Council will not charge for the provision of information and advice to a person.

The Council may recover the actual costs of temporarily meeting the needs of a person who is not ordinarily resident in Staffordshire from the relevant local authority which made or funded the arrangements with the failed provider. The costs recovered will be those costs incurred by the Council in meeting the needs under the temporary duty. Costs can also be recovered from the relevant local authority in Wales or Scotland or the relevant Health and Social Care trust in Northern Ireland, which arranged or funded the care and support with the failed provider.

#### **4.7 Cross border placements**

There will be close communication and co-operation between the Council and the relevant local authority in Wales or Scotland or the relevant Health and Social Care trust in Northern Ireland that arranged or funded the care and support with the failed provider. Generally, responsibility will continue to remain with the authority that arranged and or funded the care and support.

#### **4.8 NHS Continuing Healthcare**

Where a failed provider in England is providing an adult with NHS Continuing Healthcare which is commissioned by a clinical commissioning group, the relevant clinical commissioning group will be treated as a relevant partner that the Council will co-operate with in reaching an agreement about how to meet needs.

Staffordshire County Council will not be able to meet NHS Continuing Healthcare needs in provider failure cases. This is because the duty to provide NHS Continuing Healthcare falls on the NHS and the Council is not permitted to provide it. The NHS duties are outside the scope of this procedure. However the Local Authority would act as co-ordinator for the response to the failure and ensure appropriate liaison with the local NHS teams takes place.

#### **5.0. Disputes between authorities**

Where required, there will be close communication and co-operation between Staffordshire Council and the relevant local authority that arranged and or funded the care and support with the failed provider. This is to ensure that alternative care and support is secured with minimum delay and disruption. In the event of a dispute the mechanism for resolution will be an application to the relevant Secretary of State for a determination<sup>1</sup> (ordinary residence dispute resolution procedure).

---

<sup>1</sup> Section 40 Care Act 2014, Schedule 1; The Care and Support (Cross-border Placements and Business Failure: Temporary Duty) (Dispute Resolution) Regulations 2014

## **6.0 Discretionary power to meet 'urgent needs'**

Where the Council considers the needs to be urgent, it may exercise its discretionary powers to meet needs without first conducting a needs assessment, financial assessment or eligibility determination and regardless of whether the relevant adult is ordinarily resident in Staffordshire.

This may be necessary where services are interrupted, there are quality failings with a provider or there is a risk of an emergency closure but business failure is not the cause.

Where the provider's business has not failed, it remains the provider's primary responsibility to meet the needs of individuals receiving care and support in accordance with their contractual liabilities. Where the continued provision of care and support is in imminent jeopardy and there is no likelihood of returning to business as usual, the Council will exercise its discretionary power to meet urgent needs. This power is not limited to regulated providers and may be extended to unregistered providers, i.e. unregulated providers of a social care activity.

Before exercising this discretionary power a risk assessment will be completed to determine whether the needs are urgent. Every service interruption will be considered on its facts and the circumstances.

## **7.0 Contingency planning**

The Local Authority will undertake on-going contingency planning work within the care market. This will include identifying 'hard to replace' providers. As part of our market contingency planning we will identify and assess potential risks in Staffordshire with our local partners. We will also communicate with local providers which services they would be willing and able to provide if the need arose because of the failure of a provider. This will enable the Council to facilitate a prompt response and secure continuity of care for people affected in the event of a business failure or service interruption.

3 Section 19 Care Act 2014

## **8.0. Review of procedure**

This procedure will be reviewed annually or earlier as required by procedure or legislation changes.

Any major amendments to this procedure will be subject to consultation.

## **9.0 Contact information / further guidance**

Further advice and guidance is available from the Adult Care Quality Assurance Team via

email on: [QAT@staffordshire.gov.uk](mailto:QAT@staffordshire.gov.uk)

## **10.0 When to initiate Provider Failure Procedure**

There are a number of events that should only be considered as provider failure once they have met a certain threshold. A non-exhaustive list can be seen below to provide guidance on when to escalate a situation into a provider failure response.

Maintaining standard practices will not exclude the preparation of provider failure processes.



### 10.1 CQC enforcement action

|  |   |
|--|---|
| <b>Standard Practice</b>                 | <ul style="list-style-type: none"><li>• Notice of proposal to suspend admissions</li></ul>                            |
| <b>Standard Practice</b>                 | <ul style="list-style-type: none"><li>• Notice of decision to suspend admissions</li></ul>                            |
| <b>Invoke Provider Failure Procedure</b> | <ul style="list-style-type: none"><li>• Notice of proposal to close location (includes multiple variations)</li></ul> |
| <b>Invoke Provider Failure Procedure</b> | <ul style="list-style-type: none"><li>• Notice of decision to close service (includes multiple variations)</li></ul>  |

### 10.2 Sale of service

|  |  |
|--|--|
| <b>Standard Practice</b>                 | <ul style="list-style-type: none"><li>• Notified of intention to sell service</li></ul>                                    |
| <b>Standard Practice</b>                 | <ul style="list-style-type: none"><li>• Notified of sale</li></ul>   |
| <b>Invoke Provider Failure Procedure</b> | <ul style="list-style-type: none"><li>• Notified of intention to sell the building with an end to care provision</li></ul> |

### 10.3 Return of care packages within single service

|  |  |
|--|--|
| <b>Standard Practice</b>                 | <ul style="list-style-type: none"><li>• Notified of a return of 1 to 4 care packages or less than 50 hours</li></ul> |
| <b>Invoke Provider Failure Procedure</b> | <ul style="list-style-type: none"><li>• Notified of a return 5 or more care packages or 50+ hours</li></ul>          |

## 10.4 Administration

### Standard Practice

- Service has entered administration

### Invoke Provider Failure Procedure

- Administrators are no longer willing to fund the service

## 10.5 Service interruptions

### Standard Practice

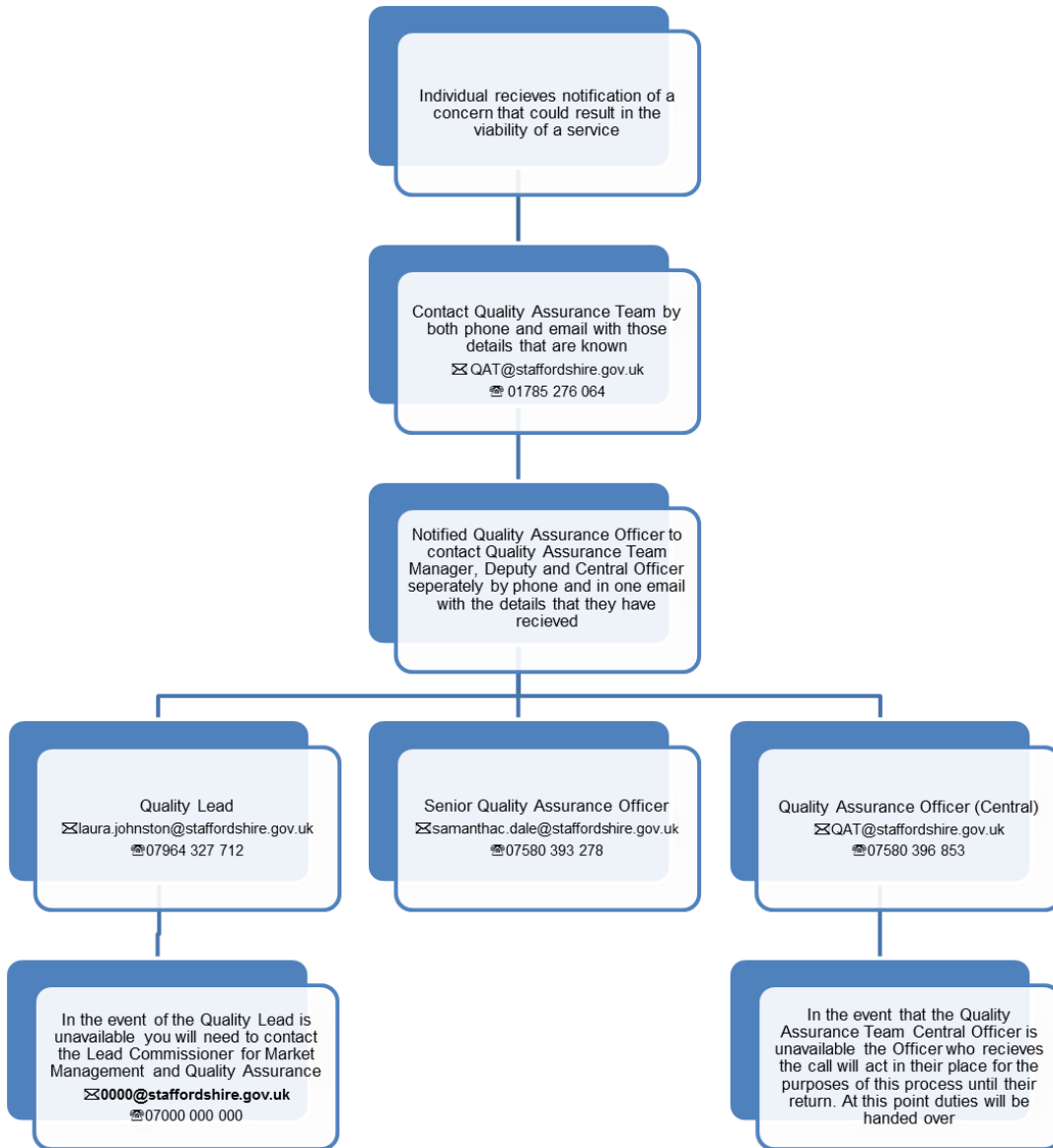
- Service has had to enact their business contingency plan

### Invoke Provider Failure Procedure

- Provider's business contingency plan has failed and the service is unable to deliver care

## 11.0 Route of Escalation

In the event of an individual receiving notification of an event that can be interpreted as a provider failure (see 10.0) the following route of escalation should be followed to ensure the correct individuals are notified and measures put into effect.



## 11.0 Appendices

### 11.1 Provider failure overview

|                     |                      |
|---------------------|----------------------|
| <b>Date</b>         | <input type="text"/> |
| <b>Provider</b>     | <input type="text"/> |
| <b>Service</b>      | <input type="text"/> |
| <b>Service Type</b> | <input type="text"/> |
| <b>Notified By</b>  | <input type="text"/> |
| <b>Nature</b> of    | <input type="text"/> |

## Failure

|  |
|--|
|  |
|--|

### 11.2 Provider failure leads

|            |                                       |  |                              |
|------------|---------------------------------------|--|------------------------------|
| <i>req</i> | <b>Provider Failure Lead</b>          |  | Staffordshire County Council |
| <i>opt</i> | <b>Provider Failure Deputy</b>        |  | Staffordshire County Council |
| <i>req</i> | <b>Supporting Officer</b>             |  | Staffordshire County Council |
| <i>opt</i> | <b>Commissioning Lead</b>             |  | Staffordshire County Council |
| <i>req</i> | <b>Contract Management Lead</b>       |  | Staffordshire County Council |
| <i>opt</i> | <b>Safeguarding Lead</b>              |  | Staffordshire County Council |
| <i>opt</i> | <b>CQC Representative</b>             |  | Care Quality Commission      |
| <i>opt</i> | <b>Broker</b>                         |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |
| <i>req</i> | <b>Assessment Management and Care</b> |  |                              |

### 11.3 Checklist

The following checklist outlines the minimum steps that should be taken in the event of a provider failure event. This list is not exhaustive and additional steps should be taken should need arise.

### 11.4 Information gathering

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Provider Failure Lead</b>  |  |                       |  |
| Initial information verified with the provider or CQC. Confirmation of verified information to provided through both phone and email. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Provider Failure Lead</b>                                      |  |                       |  |
| Provisional dates agreed with the provider or confirmed with CQC. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Supporting Officer</b>   |  |                       |  |
| Service User and Next of Kin details to be obtained from the service to identify those service users affected and funding organisations involved. Information compared against centrally held service user records. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

**11.5 Initial response**

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Provider Failure Lead</b>  |  |                       |  |
| Initial communication to CQC to outline the situation should they not already be aware. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Provider Failure Lead</b>   |  |                       |  |
| Initial communication to affected organisations to outline initial details and request the details of the correct representatives.<br><i>Residents and Relatives are not to be notified at this point in time.</i> |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Supporting Officer</b>  |  |                       |  |
| Populated service user tracker shared with identified leads from respective organisations. The tracker will include a record of all service users in the service, their Next of Kin and contact details for professional organisation representatives. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

| <b>Provider Failure Lead supported by Supporting Officer</b>   |  |                       |  |
|--|--|-----------------------|--|
| Staffordshire County Council to lead communication to the affected service users and relatives through an appropriate communication mechanism. If the situation is urgent the provider of the service may have already arranged this. As best practice affected organisations will input into the communication. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

| <b>Assessment and Care Management</b>   |  |                       |  |
|---|--|-----------------------|--|
| Social work contacts to be nominated by Assessment and Care Management Leads to give relatives a confirmed contact point. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

| <b>Provider Failure Lead supported by Supporting Officer</b>  |  |                       |  |
|---|--|-----------------------|--|
| Staffordshire County Council to request a Residents and Relatives (or organise if required) meeting be organised to outline the current situation. Best practice is to hold this at the affected service if possible. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

.....  
 Should the situation not escalate to closure, at this point the response process can be maintained at this point  
 .....

### 11.6 Escalated response

| <b>Supporting Officer</b>   |  |                       |  |
|---|--|-----------------------|--|
| Twice weekly meetings/conference call to be arranged with an appropriate meeting venue for those local to Stafford. The number of meetings/conference calls will be increased or decreased as required. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

| <b>Provider Failure Lead</b>  |  |                       |  |
|---|--|-----------------------|--|
| Brief shared with Senior Leaders, Cabinet Member and Comms to detail the situation. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

| <b>Provider Failure Lead</b>  |  |                       |  |
|---|--|-----------------------|--|
| Assessment and Care Management to be notified to begin reviews of affected service users. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

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|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Provider Failure Lead</b>   |  |                       |  |
| First meeting/conference call to take place which will confirm the nature of the concern, the affected service and provider, timescales and explain the process. This is followed by a review of each service user on the tracker to confirm their details, funding arrangements and situation in addition to escalating Quality or Safeguarding concerns to be escalated to the Provider Failure Lead. Actions will be agreed with attendees. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Supporting Officer</b>  |  |                       |  |
| Agencies that didn't attend the first meeting/conference call to be chased and initial updates sort. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Supporting Officer</b>  |  |                       |  |
| Service User information and agreed actions updated on the tracker and shared. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

## 11.7 Failure management

|   |
|---|
| <b>Provider Failure Lead</b>  |
| Meeting/conference call to take place to discuss updates for those affected Service Users and confirm action progress.<br><b>Repeatable</b> |

|   |
|---|
| <b>Assessment and Care Management</b>   |
| Service users for which there are Quality or Safeguarding concerns to be escalated to the Provider Failure Lead.<br><b>Repeatable</b> |

|   |
|---|
| <b>Supporting Officer</b>   |
| Agencies that didn't attend the first meeting/conference call to be chased and updates sort.<br><b>Repeatable</b> |

|   |
|---|
| <b>Supporting Officer</b>   |
| Service User information and agreed actions updated on the tracker and shared.<br><b>Repeatable</b> |

|   |
|---|
| <b>Provider Failure Lead</b>  |
| Repeat non attendees to the meeting/conference call to be escalated.<br><b>Repeatable</b> |

|  |
|--|
| <b>Provider Failure Lead</b>   |
| Fortnightly update to provider to confirm progress.<br><b>Repeatable</b> |

|                              |
|------------------------------|
| <b>Provider Failure Lead</b> |
|------------------------------|

|   |
|---|
| Fortnightly update to Senior Managers to confirm progress.<br><b>Repeatable</b> |
|---|

|   |
|---|
| <b>Assessment and Care Management</b>   |
| Information systems updated to reflect new Care Package details.<br><b>Repeatable</b> |

|  |
|--|
| <b>Contracts Team</b>  |
| Contracts Team to issue the relevant termination documents.<br><b>Repeatable</b> |

### 11.8 Failure resolution

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Provider Failure Lead</b>  |  |                       |  |
| Confirmation given to the provider that all affected service users have been moved. |  |                       |  |
| <b>Completed by</b>   |  | <b>Date Completed</b> |  |
| <b>Notes</b>  |  |                       |  |
|   |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Provider Failure Lead</b>   |  |                       |  |
| Confirmation given to CQC, Senior Leaders, Cabinet Member and Comms that all affected service users have been moved. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

|   |  |                       |  |
|---|--|-----------------------|--|
| <b>Supporting Officer</b>                       |  |                       |  |
| Service user information and actions finalised. |  |                       |  |
| <b>Completed by</b>                             |  | <b>Date Completed</b> |  |
| <b>Notes</b>                                    |  |                       |  |
|   |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Assessment and Care Management</b>  |  |                       |  |
| Six weeks post closure follow up reviews to be done to assess those moved service users. |  |                       |  |
| <b>Completed by</b>  |  | <b>Date Completed</b> |  |
| <b>Notes</b>   |  |                       |  |
|  |  |                       |  |

|  |  |                       |  |
|--|--|-----------------------|--|
| <b>Supporting Officer</b>              |  |                       |  |
| Lessons Learnt meeting to be arranged. |  |                       |  |
| <b>Completed by</b>                    |  | <b>Date Completed</b> |  |
| <b>Notes</b>                           |  |                       |  |
|  |  |                       |  |



## **12.0 Supporting Documentation**

The Quality Assurance Team will also hold a number of additional supporting documents to assist with a provider failure event. These documents include but are not limited to:

- Service user tracker
- Safe and well checks template
- Relative meeting invite template
- Relative meeting attendance template



|                         |
|-------------------------|
| Local Members' Interest |
| N/A                     |

### **Safe and Strong Communities Select Committee – 6<sup>th</sup> March 2017**

#### **Executive Response to Preventing the Low Level Neglect of Children in Staffordshire**

##### **Recommendation**

1. That the Safe and Strong Communities Select Committee scrutinises the Executive Response and Action Plan and makes recommendations with regard to the follow up of any outstanding actions.

##### **Report of Cllr Mark Sutton, Cabinet Member for Children and Young People**

#### **Summary**

##### **What is the Select Committee being asked to do and why?**

2. The Safe and Strong Communities Select Committee formed a Working Group to consider Low Level Neglect. The focus of the Working Group's report was on the early identification of signs of neglect in children under five years of age and preventing the low level neglect of children and young people by addressing the risk factors and prompting good parenting.
3. The Working Group submitted their report that contained a number of recommendations, to the Safe and Strong Communities Select Committee for endorsement in June 2016. The report was then submitted to the Cabinet Member for Children and Young People for a written response. The Cabinet Member reported verbally to the July 2016 meeting that the vast majority of the recommendations were linked with the work being undertaken as part of the Children, Young People and Families Transformation Programme.
4. The Select Committee is being asked to note the current progress in response to the Low Level Neglect Working Group and also to set a date in the next six months so that a further update can be provided to this Select Committee

#### **Report**

##### **Background**

5. In June 2016 the Committee received the Final Report which included a number of recommendations/actions.
6. These recommendations have been accepted and can be seen by the enclosed Action Plan. All have been acted upon, some of which have been completed and

are now enshrined in 'business as usual'. Those that have not been completed will continue to be worked in until properly embedded

### **Link to Strategic Plan**

7. Living Well – Encouraging people to take control of their lives and to have good health and wellbeing.
8. Resilient Communities – How we can help communities and individuals to create strong and vibrant localities where people can prevent, cope and recover from harm.
9. Best Start – Making the most of the early years of life is fundamental for the delivery of all three of the council's priority outcomes. Which are:
  - a. We will work hard to ensure that the economy continues to grow and that everyone has a good job with good prospects
  - b. We will help people to help themselves to lead happy and independent lives with less need for services and support.
  - c. We will continue to support those least able to help themselves through creating new models of care in line with resources.

### **Link to Other Overview and Scrutiny Activity**

10. Report being presented following Select Committee meeting 8<sup>th</sup> June 2016

### **Community Impact**

11. Resources and Value for Money - Evidence shows that early recognition and intervention will enable resources to target and support lower level neglect issues and avoid escalation into higher level and more costly services.
12. Equalities and Legal - Tackling low level neglect is essential in achieving the County Council's priority outcomes that the people of Staffordshire will:
  - a. Be healthier and more independent
  - b. Feel safer, happier and more supported in and by their community.
13. Under the Children Act 1989, local authorities are required to provide services for children in need for the purposes of safeguarding and promoting their welfare. Local authorities undertake assessments of the needs of individual children to determine which services to provide and what action to take.
14. Section 10 of the Children Act 2004 requires each local authority to make arrangements to promote cooperation between the authority, each of the authority's relevant partners and such other persons or bodies working with children in the local authority's area as the authority considers appropriate. The arrangements are to be made with a view to improving the well-being of all children in the authority's area, which includes protection from harm and neglect.

15. Working Together to Safeguard Children, HM Government, March 2015 states that; 'Providing Early Help is more effective in promoting the welfare of children than reacting later. Early Help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years. Early Help can also prevent further problems arising, for example, if it is provided as part of a support plan where a child has returned home to their family from care.
- a. **Risk** - Low Level Neglect impacts on every part of a child's life chances, with the impact also extending to their future prospects and ability to parent effectively.
  - b. **Climate Change** - There are no Climate Change implications identified.
  - c. **Health** - There are a number of implications for health services within this report and recommendations include work with Staffordshire Clinical Commissioning Groups.

### **Contact Officer**

**Name and Job Title:** Michael Harrison, Commissioner for Safety, Children and Families

**Telephone No.:** 01785 278148

**Address/e-mail:** michael.harrison@staffordshire.gov.uk

### **Appendices/Background papers**

**Appendix A** – Preventing Low Level Neglect Working Group – Executive Response Action Plan

**Appendix B** - Recommendation 5 referred to in Appendix A

**Appendix C** – Recommendation 14 referred to in Appendix A

**Appendix D** – Sharing Health data to improve outcomes for Families and Children: Staffordshire Executive Summary



## Preventing Low Level Neglect Working Group – Executive Response Action Plan

Name of Select Committee  
Date

Safe and Strong Communities Select Committee  
6<sup>th</sup> March 2017

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|   | Recommendation   | Proposed action (or action already taken)  | Lead Member/Officer | Deadline                |
|---|--|--|---------------------|-------------------------|
|   | <b>Members recommend that the Cabinet Member for Children and Young People;</b>  |  |                     |                         |
| 1 | Reports to the Safe and Strong Communities Select Committee the learning and outcomes of the Children's Transformation Pilot Programmes.   | Performance frameworks for each of the pilot programmes are in place and baseline measures are being established: this will ensure that impact is captured.  | Janene Cox          | Ongoing until July 2017 |
|   | <b>Members recommend that the Cabinet Member for Children and Young People and the Cabinet Member for Health, Adult Care and Wellbeing ensure that;</b>  |  |                     |                         |
| 2 | County Council and Clinical Commissioning Group (CCG) commissioners work together to map antenatal group support currently provided in Staffordshire and ensure that this information is incorporated into the Best Start Pathway. | CCGs are forming a Pan Staffordshire Maternity Network. SCC will be members of this network and this will provide an opportunity to explore this recommendation through the network.   | Tilly Flanagan      | Sept 2017               |
| 3 | County Council and CCG commissioners work together to ensure that evidence based preparation for parenting programmes are available and long term support networks encouraged.   | Local Support teams use evidence-based parenting programmes in their work with families. This includes those that are specifically designed for expectant families and those with young children, where they are considered to be vulnerable. This will be included as part of the 0-19 procurement. Whilst discussions can take place with CCGs they do not have a responsibility to commission parenting programmes. | Tilly Flanagan      | July 2017               |
| 4 | The Health Visiting contract includes  | This recommendation will be reviewed as  | Tilly Flanagan      |                         |

## Preventing Low Level Neglect Working Group – Executive Response Action Plan

|   | <b>Recommendation</b>   | <b>Proposed action (or action already taken)</b>   | <b>Lead Member/Officer</b> | <b>Deadline</b> |
|---|---|--|----------------------------|-----------------|
|   | antenatal support in group settings   | part of the 0-19 procurement process within the constraints of the resources available.  |                            |                 |
|   | <b>Members recommend that the Cabinet Member for Children and Young People ensures that ;</b>   |  |                            |                 |
| 5 | As part of the Children's Transformation Programme, the provision for children and families in each District is mapped and information is made available in one place for professionals and families. This should include details of local partners and online parenting advice and guidance. | Local Support Teams have mapped this information for their own use, and for use by schools in ensuring that families can access local support.<br>This mapping process is complete.SEE ATTACHED Appendix B   | Vonnie Gordon              | January 2017.   |
|   | <b>Members recommend that the Cabinet Member for Children and Young People together with the Cabinet Member for Learning and Skills ;</b>   |  |                            |                 |
| 6 | Write to all school Governing Bodies in Staffordshire highlighting the importance of identifying and preventing low level neglect and providing information on where to seek advice in supporting Young Carers and those with low level disabilities.   | Letter is in draft format and waiting sign off by Senior Leaders. Need to ensure the information regarding supporting young carers is also linked into action 5. This is part of the wider County being clear in its communications to schools – doing this strategically rather than in an adhoc way so schools understand wider Council plans and what we expect from them | Nicola Glover-Edge         |                 |
|   | <b>Members recommend that the Cabinet Member for Children and Young People;</b>   |  |                            |                 |
| 7 | Seeks reassurances that the work of the Family Strategic Partnership Board results in services being commissioned proactively rather than reactively to meet the root causes of issues experienced by families.   | The FSPB has a sub-committee for Integrated Commissioning and there is a key acknowledgement of the importance of tackling root causes and being more intelligence led and evidence based in our   | Michael Harrison           | Ongoing         |



## Preventing Low Level Neglect Working Group – Executive Response Action Plan

|    | Recommendation   | Proposed action (or action already taken)  | Lead Member/Officer | Deadline                          |
|----|--|--|---------------------|-----------------------------------|
|    |  | joint approach. This approach is being supported by the development of a children's JSNA.  |                     |                                   |
|    | <b>Members recommend that the Cabinet Member for Health, Adult Care and Wellbeing and the Cabinet Member for Children and Young People;</b>  |  |                     |                                   |
| 8  | Write to the CCGs in Staffordshire highlighting the importance of the Building Resilient Families and Communities (BRFC) Programme, recognising the positive developments already made, highlighting the importance of the BRFC Programme and seeking a formal commitment that the relevant health providers will be engaged with the project.   | CCGs were invited to a Building Resilient Families & Communities (BRFC) & Centre of Excellence for Information Sharing (CEIS) Workshop in Nov 2016.<br>GP Information Sharing Pilot in Tamworth and Cannock.<br>DCLG have produced a supporting statement for the work we are undertaking with CEIS, DoH and PHE.<br>CCG have committed to attend the BRFC Partnership Group | Barbara Hine        | Completed<br><br>GP Pilot ongoing |
|    | <b>Members recommend that the Cabinet Member for Children and Young People;</b>  |  |                     |                                   |
| 9  | Ensures that commissioners include in contracts with specialist providers, that they work with BRFC to provide training to Key Workers/Lead Professionals who have regular contact with families to ensure a skilled workforce that is able to meet the needs of families, understand complex agendas and help families manage their own lives without the need for future intervention. | In Nov 2016 the BRFC & Early Help Workforce Working Group was formed. It is a sub group of the Early Help Implementation Steering Group and the Families Strategic Partnership Executive. The Working Group exists to lead the implementation of the BRFC Workforce Development Pathway and the Early Help Strategy Workforce Development Priority.                          | Barbara Hine        | Completed                         |
| 10 | Ensures that the Key Worker model, recognised in the work of the Children's  | This is embedded in the work of Local Support Teams in working with whole  | Vonnie Gordon       | Completed January 2017            |

## Preventing Low Level Neglect Working Group – Executive Response Action Plan

| Recommendation | Proposed action (or action already taken)   | Lead Member/Officer | Deadline |
|----------------|---|---------------------|----------|
|                | Transformation Programme, ensuring a 'whole-family', holistic approach is embedded when working with families, to build community resilience. |                     |          |
| 11             | Reports progress on the Breathing Space project to the Safe and Strong Communities Select Committee for scrutiny in six months' time.         | Richard Hancock     | Ongoing  |

## Preventing Low Level Neglect Working Group – Executive Response Action Plan

| Recommendation |  | Proposed action (or action already taken)  | Lead Member/Officer | Deadline  |
|----------------|--|--|---------------------|---|
|                |  | <p>of the project that have a history of domestic abuse and poor relationship choices this is enabling a proactive, timely response. Named Health visitors were identified in each geographical area at the beginning of the project to ensure a more robust responsive service is in place to women accessing the project. This is achieving positive outcomes and parents are engaging well and resources are being shared between services to ensure consistency of information.</p> <p>A male worker has been identified to provide specific sessions with fathers on the project where they are deemed to be the protective factor in caring for the baby when born.</p> <p>A cost avoidance framework is being developed in partnership with finance. During the period from 01/04/2016 to 01/02/2017 14 babies have been born and 13 have remained in parents care.</p> |                     |   |
| 12             | Encourages commissioners to include, use of the Early Help Assessment, as a tool for working with families to identify the issues for them, in contracts with providers of all services where contact with children and families may identify additional unmet need. | The Families Integrated Commissioning Group (FICG) will have a standing agenda item to discuss the embedding of EH and use of EHA assessments where appropriate. This maybe specifically in a contract or as part of supporting community capacity from a central and district perspective. This is then reported back to the Early help work stream steering group to update. The early help workstream is also   | Sam Anderson        | Completed<br><br>This is discussed with commissioners at the FiCG workshop, FPEG and regularly at six weekly at the early help steering groups. |

## Preventing Low Level Neglect Working Group – Executive Response Action Plan

|    | <b>Recommendation</b>  | <b>Proposed action (or action already taken)</b>   | <b>Lead Member/Officer</b> | <b>Deadline</b> |
|----|--|--|----------------------------|-----------------|
|    |  | looking at 'impact' and developing a dashboard to capture the number of EHA's completed by all organisations   |                            |                 |
| 13 | Ensures that Staffordshire Safeguarding Children Board (SSCB) undertakes an audit of the quality of Early Help Assessments undertaken and reports to the Safe and Strong Communities Select Committee the number and quality of Early Help Assessments completed by individual agencies, the take up of training and details of any agencies that have been reluctant to use or undertake training on the Early Help Assessment. | <p>There has been a delay in progressing this action due to serious case review priorities and SSCB Business Team staffing capacities. However, an Early Help Assessment (EHA) audit is currently in the process of being arranged with members of both the SSCB and the Families Strategic Partnership and is scheduled to be completed before the end of March 2017. Performance data relating to the completion of EHAs is reported to the SSCB on a quarterly basis. Partner agency contribution to EHAs will be included in this audit report.</p> <p>To date 5100 people have successfully completed the SSCB EHA e-learning module. 4288 Licenses have been allocated from 1<sup>st</sup> April 2016 – 31<sup>st</sup> December 2016.</p> | Carrie Wain SSCB Manager   | March 2017      |
| 14 | Undertakes a study to establish the sustainability of the childcare sector and report back to the Prosperous Staffordshire Select Committee for scrutiny, with key information shared with Safe and Strong Communities Select Committee Members, recognising the potential safeguarding implications.  | SEE ATTACHED – Appendix B  | Matt Biggs                 |                 |
| 15 | Writes to District and Borough Councils and Registered Social Landlords recognising the good work of housing providers in  | During the national evaluation of TF 70% of families were found to be living in social housing compared to 17% of the national   | Barbara Hine               | July 2017       |

## Preventing Low Level Neglect Working Group – Executive Response Action Plan

| Recommendation | Proposed action (or action already taken)   | Lead Member/Officer  | Deadline            |                  |
|----------------|---|--|---------------------|------------------|
|                | <p>supporting families and highlighting the positive impact of involvement in BRFC, with details of how providers can get involved and develop their offer to families.</p> | <p>population.<br/>                     Central contracts in place with Trent &amp; Dove and Aspire Housing.<br/>                     District partnership working in Moorlands and Cannock.<br/>                     Barbara Hine to meet with Stafford Borough Council Housing Lead following Domestic Abuse Steering Group.<br/>                     The Better Opportunities funding have commissioned Work Routes, a delivery model for voluntary employment and employability provision includes a Housing Consortium of which BRFC families are one of their target groups.</p> |                     |                  |
|                | <p>Ensures that Housing Providers are included in the Children’s Transformation Pilot Programmes, where appropriate.</p>  | <p>The DCLs and DCOs are communicating via the pilots and supporting families via a network.</p>   | <p>Barbara Hine</p> | <p>Completed</p> |



## **Directory of Services**

As part of the Children's Transformation Programme, the provision for children and families in each District is mapped and information is made available in one place for professionals and families. This should include details of local partners and online parenting advice and guidance.

| Child's Physical Health                    | Add Info   | Address   | Number                           | E Mail / Web address   |
|--|--|---|----------------------------------|--|
| <b>Health Visitors</b>                     | Health Visitors deal with children from 0-5  | Springfields Health and Wellbeing Centre, WS12 4DH  | 01543 272797                     |  |
|  |  | Norton Canes Medical Ctr, Brownhills Road, Norton Canes, WS11 9SE                                       | 01543 270500                     |  |
|  |  | Colliery Practice, 60 Hednesford Street, Cannock, WS11 1DJ  | 01543 435390                     |  |
|  |  | The Chadsmoor Health Centre, WS12 4NJ   | 01543 879787 or 01543 435392     |  |
|  |  | Hednesford Valley Health Centre, Station Road, Hednesford, WS12 4DH                                     | 01543 870500                     |  |
| <b>Midwife</b>                             | This will be through your GP   | Surgery's throughout Rugeley  |                                  |  |
| <b>Midlands Psychology</b>                 | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspychology.co.uk">enquiries@midlandspychology.co.uk</a> |
| <b>Boxing for Self Esteem</b>              | Mon, Wed, Fri 6-7.30 at a cost of £2.00. This is run by the police                                     | Wellington Drive, Rugeley, WS15 2JX   |                                  |  |
| <b>The Right Stuff Project</b>             | Boxing to build self esteem and fitness  |   |                                  | c.worrall@canockchase-high.staffs.sch.uk or a.sheasby@cannockchase-high.staffs.sch.uk    |
| <b>T3 Staffordshire</b>                    | Drug and Alcohol Addiction   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>                                       |
| <b>School Health</b>                       | Contact can be made through school or LST. School nurses can support with health and emotional issues. | Dudson Centre, Hanley   | 07563 163602                     | <a href="mailto:www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>           |
| <b>NSPCC - LTFI(Letting the future in)</b> | Therapeutic service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |
| <b>NSPCC - TTP (turn the page)</b>         | Young People displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |



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|--|---|---|----------------------------------|--|--|
| <b>NSPCC Domestic Abuse Recovering Together</b>                  | Age 7- 14. this is a 10 week programme  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk                              |  |
| <b>Upside Professional Online Counselling</b>                    | Confidence building, managing emotions, self harm support for young people  | Barnardo's Staffordshire, 62 Caledonian, Glascoate Heath, Staffordshire, B77 2ED                        | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>         |  |
| <b>The Carers Hub</b>  | Emotional support for carers 18 years of age and under  | SGL Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY                                   | 0330 1231937                     | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a> |  |
| <b>Child and Adolescent Mental Health Services</b>               | Referral through GP, school, Nurse and LST. CAMHS is a mental health service at Teir 3.   | The Bridge, St Georges Parkway, Off Crooked Bridge Road, Stafford, ST16 3NE                             | 01785 221665                     |  |  |
| <b>Child and Adolescent Mental Health Services - Early Years</b> |   |   |                                  |  |  |
| <b>Gateway Psychology</b>  | Young Person wellbeing, self harm and trauma support  | P O Box 3618, Stoke-on-Trent, ST7 9EZ   | 07841 995018                     |  |  |
| <b>Speech and Language Services</b>                              | Speech therapy for children struggling with speech development  | Speech and Language Therapy Services, Block C, Beecroft Court, Off Beecroft Road, Cannock, WS11 1JP     | 01543 509719 or fax 01543 509788 |  |  |
| <b>Parent/Carer Wellbeing</b>                                    |   |   |                                  |  |  |
| <b>Chase Emotional Health and Wellbeing (star fish)</b>          | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc  | 26-28 Wolverhampton Road, Cannock, WS11 1AH   | 01543 572161                     |  |  |
| <b>Staffordshire Mental Health</b>                               | Free and confidential support services  |   | 0808 8002234                     |  |  |
| <b>Carers UK</b>   | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |   |                                  | <a href="http://www.carersuk.org">www.carersuk.org</a>                     |  |
| <b>Rural Emotional Support Teams (REST)</b>                      | Mental Health UK Charity  | County Show Ground, Weston Road, Stafford, ST18 0BD   | 01785 255305                     |  |  |
| <b>Rethink Stafford Carers Support</b>                           | We have over 200 mental health services and 150 support groups across England   |   | 01785 814214                     | <a href="http://www.rethink.org">www.rethink.org</a>                       |  |

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| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress   |   | 01785 243333                 | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.   |   | 01785 212680                 | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users   |   | 01785 254572                 | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice  |   | 01785 211734                 | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |
| <b>The Carers Hub at Katherine House</b>                              | The hospice recognise that it is not just the patients who need care but also the people who are caring for them and the carers groups provide practical and emotional support for these groups. |   | 01785 254645                 | <a href="http://www.khhospice.org.uk">www.khhospice.org.uk</a>   |  |
| <b>National Centre for Domestic Violence</b>                          | For help and support   |   | 0800 9702070                 | <a href="http://referdirect.org.uk">referdirect.org.uk</a>   |  |
| <b>MarriageCare</b>   | Relationship Support and Advice  |   | 0800 3893801                 |  |  |
| <b>One Recovery</b>   | Drug and Alcohol Addiction support for adults and their families   | Across Staffordshire  | 0161 8312400                 | <a href="http://www.adsolutions.org.uk">www.adsolutions.org.uk</a>   |  |
| <b>Family Nurse Partnership</b>                                       | For young first time mothers. Intensive support for mothers pre and post birth.  | Springvale, Walhouse Street, Cannock, WS11 0DY              | 01543 512333                 |  |  |
| <b>Staffordshire Women's Aid</b>                                      | Support for Women at risk and exposed to Domestic Violence.  |   | 0870 2700123                 |  |  |
| <b>Chase Area Pregnancy Centre</b>                                    | Pregnancy testing and support for unplanned pregnancy.   | Rugeley Community Centre, Burnthill Lane, Rugeley, WS15 2HX | 07954 171045                 |  |  |
| <b>Acess English</b>  | Support for people in our local area for whom English is not their first language  | Rugeley Community Centre                                    | 01889 579341                 |  |  |
| <b>CASS Carers Association South Staffo</b>                           | Carers who need emotional support  |   | 01785 606675                 |  |  |
| <b>Victim Support</b>   | Help and support to victims of crime   |   | 0300303 1977                 |  |  |
| <b>Mencap</b>   | Support for adults with learning disabilities on a weekly basis  |   | 01543 503776 or 01785 785830 |  |  |
| <b>Richmond Fellowship</b>  | Support for up to 3 nights for people with to have personal recovery and life coping skills  | Brendan House   | 01543 899465                 | <a href="mailto:brendan.house@richmondfellowship.co.uk">brendan.house@richmondfellowship.co.uk</a>                                 |  |
| <b>Child Death Helpline</b>   |  |   | 0800 282 986                 |  |  |
| <b>Survivor of Bereavement by suicide</b>                             |  |   | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a>   |  |
| <b>Compassionate Friend</b>   | Support after the death of a child.  |   | 0345 1232304                 |  |  |
| <b>Sexual Health Clinic</b>   | Contraception support and support around sexually transmitted diseases   | Cannock Hospital, Beecroft Clinic , Cannock                 | 01543 509767                 |  |  |

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| <b>Patient Advice and Liaison Service</b>   | To support Patients and their families to resolve any complaints and offer support   | Floor 1, Morston House, The Midway, Newcastle-Under-Lyme, Staffordshire, ST5 1QG | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |
| <b>Support for Male DV Victims</b>          |  | Staffordshire Domestic Violence  | 0800 3283623                 |  |  |
| <b>Time to Quit NHS stop Smoking Advice</b> | Support for anyone who wishes to quit smoking  | Norton Canes Medical Ctr, Brownhills Road, Norton Canes, WS11 9SE                | 0800 0434304                 |  |  |
| <b>Asist</b>                                | Advocacy support for people with Learning disabilities or mental health  |  | 01785 246709                 | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>   |  |
| <b>Staffordshire Crisis Team</b>            | A help line for anyone who has thoughts of harm and is at crisis point emotionally   |  | 0300 111 8008                |  |  |
| <b>Meeting Children's Emotional Needs</b>   |  |  |                              |  |  |
| <b>Family Group Conference</b>              | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Staff within Families First can refer into this service.                         | 01785 276800                 | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>   |  |
| <b>Young Minds</b>                          | To provide Mental Health and Emotional support to young people.  |  | 0808 8025544                 |  |  |
| <b>Cruse Bereavement Service</b>            | Support for anyone who has suffered a bereavement that they are struggling to come to terms with. There is a drop in at Rugeley Fire station on Thursday between 10-12   | Lichfield WS13   | 01543 433479                 | <a href="mailto:southstafford@cruse.org.uk">southstafford@cruse.org.uk</a>   |  |
| <b>YESS Service</b>                         | Counselling service for children from 11-19 giving emotional support around stress and anxiety. Referral through School health   | 38 Carter Street, Uttoxeter, Staffordshire, ST14 8EU                             | 07794 473442                 | <a href="mailto:enquires@yes-s.org.uk">enquires@yes-s.org.uk</a>   |  |
| <b>Autism Support</b>                       | Support for families with children with autism   |  | 0808 8004104                 | <a href="http://www.autism.org.uk">www.autism.org.uk</a>   |  |
| <b>SOVA</b>                                 | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free.   | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH   | 01785 278518 or 01785 276984 | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |

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| <b>Winston's Wishes</b>                                       | To support bereaved children.  |  | 0845 2030405                     |   |  |
| <b>Keeping Children Safe</b>                                  |  |  |                                  |   |  |
| <b>NSPCC WAP - Women as protectors</b>                        | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG                | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk   |  |
| <b>Papyrus uk</b>   | Support for YP at risk of suicide and those who are concerned about a young person   |  |                                  |   |  |
| <b>Social Networks</b>  |  |  |                                  |   |  |
| <b>Boxing for Self Esteem</b>                                 | Mon, Wed, Fri 6-7.30 at a cost of £2.00. This is run by the police   | Wellington Drive, Rugeley, WS15 2JX  |                                  |   |  |
| <b>Confidence Building through Art and Relaxation Therapy</b> | Starts 12th April 2016   | The Green, Cannock, WS11 1UE   | Nikkie Humphries 01543 301186    | <a href="mailto:nicola.humphries@southstaffs.ac.uk">nicola.humphries@southstaffs.ac.uk</a>  |  |
| <b>Community Wellbeing Service</b>                            | Meeting every Thursday   | Longford Court, Bideford Way, WS11 1QB   | Zoreena Khan 01543 50040         | <a href="mailto:zoreenakhan@chase-cvs.org.uk">zoreenakhan@chase-cvs.org.uk</a>  |  |
| <b>Rugeley Craft Club</b>                                     | A number of activities in Rugeley  |  | 01543 510367                     | <a href="mailto:rebecca.evans@staffordshire.gov.uk">rebecca.evans@staffordshire.gov.uk</a>  |  |
| <b>Friendship Club</b>  |  |  | 01889 582895                     |   |  |
| <b>BackStreet Theatre Co.</b>                                 | Theatre group between 7 and 10pm on Mondays for 13-18 year olds.   | Bridgetown Primary Sch, North Street, Bridgetown, WS11 0AZ   |                                  |   |  |
| <b>Media Climate</b>  | Sessions throughout the week 8-25 yrs. Media and Drama sessions  | Greenwood Studios, Unit 1 Birch Business Park, Bridgetown, WS11 0JE  |                                  |   |  |
| <b>Able Buddies</b>   | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc.  |  | 01543 277247                     | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br>OR <a href="http://www.ablebuddies.weebly.com">www.ablebuddies.weebly.com</a> |  |
| <b>Children Centre (Rugeley)</b>                              | Tuesday Family Play and Stay 10.30-11.30 £1.50 Breast Feeding Support Group 11-12.30 Wednesday Postnatal group 11-12.30 Thursday baby massage 10-11.30 (Gemma 01889 256007) family stay and play 1.15 -2.45 (Liz 07582 237840) | Western Springs Children's Centre, Springfields Health and Wellbeing Centre, Lovett Court, Rugeley, Stafford, WS15 2QD | 01543 469894                     | <a href="mailto:cannockchasechildrenscentre@staffordshire.gov.uk">cannockchasechildrenscentre@staffordshire.gov.uk</a>                                    |  |
| <b>Staffordshire Council of Voluntary Youth Services</b>      | This website can put you in touch with youth organisations and clubs in your area.   | 42a Eastgate Street, Stafford, ST16 1LY  | Jane Reynolds 07429 7826         | <a href="mailto:jane@staffscvys.org.uk">jane@staffscvys.org.uk</a>  |  |

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| <b>Children Centre (Cannock)</b>                                | Lots of different activities for children under the age of 5 years   | Cannock Chase Children's Centre, Cannock Road, Cannock, WS11 5BU   | 01543 469576               | <a href="mailto:cannockchasechildrenscentre@staffordshire.gov.uk">cannockchasechildrenscentre@staffordshire.gov.uk</a>                                   |  |
| <b>Happy Tots</b>   | Each Tuesday between 9.30 and 11.30am. Social meeting for parents and their children                         | Community Centre , Rugeley   |                            |  |  |
| <b>Norton Canes Get Together Group</b>                          | 15th April 10.30-12.30   | Norton Library, Burntwood Road, Norton Canes, WS11 9RF   | 01543 510367 rebecca Evans | <a href="mailto:rebecca.evans@staffordshire.gov.uk">rebecca.evans@staffordshire.gov.uk</a>   |  |
| <b>Baby Bounce and Rhyme</b>                                    |  | Rugeley Library  | 01543 510367               | <a href="mailto:rebecca.evans@staffordshire.gov.uk">rebecca.evans@staffordshire.gov.uk</a>   |  |
| <b>Bus Pass for Young People</b>                                | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card |  |                            | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a> |  |
| <b>Soccar Schools</b>   | Age 5-13   | Venture Point, Towers Business Park, Rugeley, WS15 1UZ   | 01889 580289               |  |  |
| <b>Community Wellbeing Service</b>                              | Meeting on Wednesdays as a social event  | Victory Christian Centre   | Zoreena Khan 01543 50040   | <a href="mailto:zoreenakhan@chase-cvs.org.uk">zoreenakhan@chase-cvs.org.uk</a>   |  |
| <b>Education and Learning</b>                                   |  |  |                            |  |  |
| <b>Entrust</b>  | Careers Advice for Young people  | Riverway Centre, Riverway, Stafford, ST16 3TH  | 0300 1118030               | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>   |  |
| <b>Nova Training</b>  | Support for young children in terms of education when they have left school.                                 | 7-9 Wolverhampton Road, Cannock, WS11 1AP  | 01543 462800               |  |  |
| <b>Nova Training</b>  | Careers and training for YP  | 7-9 Wolverhampton Road, Cannock  | 01543 462800               |  |  |
| <b>Juniper Training</b>   | Careers and training for YP  | Guardian House, Rotten Row, Lichfield, WS13 6JB  | 01543 258948               |  |  |
| <b>PRE Esol English</b>   |  | Western Springs Children's Centre, Springfields Health and Wellbeing Centre, Lovett Court, Rugeley, Stafford, WS15 2QD | 01827 304337/ 01543 3011   | <a href="mailto:nicola.humphries@southstaffs.ac.uk">nicola.humphries@southstaffs.ac.uk</a>   |  |
| <b>Behaviour Support for Schools</b>                            | Schools can access this support.   | Riverway Centre, Riverway, Stafford, ST16 3TH  | 0300 1118030               | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>   |  |
| <b>National Support Service Advice through Local Job Centre</b> | Support on CV's  | Rugeley Library  | 01543 510367               | <a href="mailto:rebecca.evans@staffordshire.gov.uk">rebecca.evans@staffordshire.gov.uk</a>   |  |
| <b>Routes to Employability with Acorn training</b>              | Support in finding employment  | Avon Training centre, Avon Business centre, Avon Road, Cannock   |                            | <a href="mailto:sandra.elvin@acorntraining.co.uk">sandra.elvin@acorntraining.co.uk</a>   |  |

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| <b>Lets Cook Together</b>                    | Starts 11th April 11.30- 1.30.<br>For parents who want to learn to cook healthy meals   | Cannock Chase Children's Centre,<br>Cannock Road,<br>Cannock, WS11 5BU    | Nikkie Humphries 01543 301186 | <a href="mailto:nicola.humphries@southstaffs.ac.uk">nicola.humphries@southstaffs.ac.uk</a>             |  |
| <b>Elective Home Education</b>               | For families who want to home educate their children.   |   | Jenny Dodd 07791032220        |  |  |
| <b>School Transport and Admissions</b>       | Transport entitlement   | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH             | 01785 278593                  | <a href="http://www.staffordshire.gov.uk/schooltransport">www.staffordshire.gov.uk/schooltransport</a> |  |
| <b>Free School Meals</b>                     | Free school meals for low income families   | Staffordshire County Council, Tipping Street, Stafford                    | 01785 854990                  |  |  |
| <b>Family Services Directory</b>             | Provides information on childcare places and whats on at the children's centres.  |   |                               | <a href="http://www.staffs.fsd.org.uk">www.staffs.fsd.org.uk</a>                                       |  |
| <b>Staffordshire SEND Family Partnership</b> | Advice and support for parents and carers for children and Young people aged 0-25 with special educational needs and disabilities |   | 01785 356921                  |  |  |
| <b>Pre School Learning Alliance</b>          | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.                  | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063                  | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>                     |  |
| <b>Support for Travelling Families</b>       |   | Staffordshire County Council  | Caroline Escott 01785 2786    | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a>         |  |
| <b>Midlands Psychology</b>                   | Support for families with children on the autism spectrum.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA                            | 01785 748447                  |  |  |
| <b>Princes Trust</b>                         | For young people between 16-25 to take part in activities, gain qualifications and meet new people.                               |   | 0800 842 842                  |  |  |
| <b>Think 2</b>                               | Free childcare places for children 2 years+ who meet the criteria   | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007                 |  |  |
| <b>Children Missing Education</b>            | For children not in education or have gone missing from education   |   | Steve Hewitt 01785 278999     |  |  |
| <b>School Choice Advice Service</b>          | Support around finding school places  |   | 01785 278992                  | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>                         |  |
| <b>WEA Workers Education Association</b>     | Bringing education to people and supporting people to get back to work.   |   | Chris 01889 578817            | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>                                 |  |

**Boundaries/Behaviour and routines**

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| <b>Banardos</b>               | Family Support Services for children 5 and under  | Barnardo's, 62 Caledonian, Glasgote Heath, Tamworth, Staffordshire, B77 2ED                             | 01827 286643   | <a href="mailto:SMART@barnardos.org.uk">SMART@barnardos.org.uk</a>                    |  |
| <b>NSPCC - PUP</b>            | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098                         | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a> |  |
| <b>Childnet</b>               | Support for young people and information for parent and carers on internet safety.  |   |  | <a href="http://www.childnet.com">www.childnet.com</a>                                |  |
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| <b>Home and Money</b>         |   |   |  |   |  |
| <b>Citizens Advice</b>        | money, consumer, relationships, housing, education and Law and rights. **council tenants can get an appointment through their local Housing Team**  |   | 03444 111 444  |   |  |
| <b>Rough Sleepers Team</b>    | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire  |   | 0800 9702304   |   |  |
| <b>Olive Branch</b>           | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15  | For general enq 0845 122 1155, For bookings 0800 0241999 |   |  |
| <b>Community Link</b>         | A community transport service for people with physical, social or mental health problems who have difficulty using public transport for a small fee | Schott House, Drummond Road, Astonfields, ST16 3EL  | 01785 252050 or free phone 0800 0436672                  |   |  |
| <b>Crisis Support</b>         | Immediate hardship support  | Staffordshire County Council  | 0300 1118008   |   |  |
| <b>Salvation Army</b>         | Support for Men, Women who are homeless   | Walhouse Street, Cannock, WS11 3DY  | 01543 426128   |   |  |
| <b>Anchor Trust</b>           | Warden Controlled accommodation in Cannock  | Milestone Place, 100 Bolton Road, Bradford, BD1 4DH   | 0845 1402020   | <a href="http://www.anchor.org.uk">www.anchor.org.uk</a>                              |  |
| <b>Beth Johnson Housing</b>   | Rent properties in Cannock and Rugeley  | 164 Birmingham Road, West Bromwich, West Midlands, B70 6QG  | 0800 1313348   | <a href="http://www.sanctuary-housing.co.uk">www.sanctuary-housing.co.uk</a>          |  |
| <b>Waterloo Housing Group</b> | Waterloo have a number of rented units within the District.   | 1700 Solihull Parkway, Birmingham Business Park, Solihull, B37 7YD                                      | 0121 7887620   | <a href="http://www.waterloo.org.uk">www.waterloo.org.uk</a>                          |  |

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| <b>The Wrekin Trust</b>                | This is one of the largest social housing providers in the west midlands rented homes in Staffordshire.  | Colliers Way, Old Park, Telford, TF3 4AW | 01952 217100  | <a href="http://www.wrekinhousingtrust.org.uk">www.wrekinhousingtrust.org.uk</a>     |  |
| <b>Department of Works and Pension</b> | Via LST  |  |               |  |  |
| <b>Foodbank - Rugeley</b>              | Tuesday and Friday between 2 and 4   | Rugeley Community Centre, Burnhill Lane  | 07528 4477504 | <a href="mailto:info@rugeley.foodbank.org.uk">info@rugeley.foodbank.org.uk</a>       |  |
| <b>Foodbank - Cannock</b>              | 2-4 Bourne Methodist Church, Hednesford road, Heath Hayes, Wed 10-12 Living Springs Church, Girton Road, Cannock, Wed 2-4 Beecroft car park, Thursday 12-2 Trinity church, Station Road, Hednesford, Thur 2-4 Bourne Methodist Church, Hednesford Heath Hayes, Fri 4-6 Chadsmoor Methodist Church, Fri 5.30-7 Kingsmead Baptist Church, Hill Street, Hednesford and Saturday 10-12 Trinity Methodist Church Norton Canes, WS11 9SG |  |               |  |  |
| <b>Step Change</b>                     | Support with debts and managing finances   |  | 0800 1381111  |  |  |
| <b>Home Comforts</b>                   | Donated furniture which can be purchased for a low price   |  | 01889 580198  | <a href="mailto:volssupport@homecomforts.org.uk">volssupport@homecomforts.org.uk</a> |  |
| <b>Report Loan Sharks</b>              | Support and Advice for anyone who has taken out a loan with a Loan Shark   |  | 0300 555 2222 |  |  |
| <b>Midlands Heart</b>                  | Housing support, Rent, Buy   | 132 Compton Road, Wolverhampton, WV3 9QB | 0345 6020540  | <a href="http://www.midlandheart.org.uk">www.midlandheart.org.uk</a>                 |  |
| <b>work4you</b>                        | If you are recovering from mental health and registered with a GP they will support you with employment opportunities  |  | 0770 371 5656 | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>           |  |
| <b>Buttle Trust</b>                    | For professionals to apply for white goods and some other household items for families that are of hardship.   |  |               | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                               |  |
| <b>Talent Match</b>                    | For young adults between 18-24 who have been out of work for 12mths plus   | Chase CVS                                |               |  |  |
| <b>Cycle R</b>                         | Recycling of donated bikes to help long term unemployed to get back into work  |  | 01543 523606  |  |  |



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| <b>Cannock Housing</b>   | Rent issues and housing allocation   | Cannock Chase Council, Civic Centre, Beecroft Road, Cannock, WS11 1BG | 01543 462621               |  |  |
| <b>Community Transport</b>   | Supporting those without transport to appointments for a small charge  | Rugeley   | Fiona Maybury 01889 584843 | <a href="mailto:transport@chase-cvs.org.uk">transport@chase-cvs.org.uk</a> |  |
| <b>Resources</b>   |  |   |                            |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>   | Information and advice on Child Sex Exploitation   |   | 0870 2700123               |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | This is a great website giving advice on all aspects of life from mental health, money and education.  |   |                            |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |   |                            |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |   |                            |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |   |                            |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |   |                            |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a>   | Parent direct. Site to find childcare places and activities for children under the age of 5.   |   | 0300 1118007               | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a>     |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |   | 0808 1000900               |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm  |   |                            |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism. |   |                            |  |  |
| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming High provides a list of activities and clubs for children with disabilities   |   |                            |  |  |

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| <a href="http://www.staffordshire.gov.uk/education/welfare/service/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/service/SpecialEducationalNeeds/spps</a> | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |
| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>   | Provided a wide range of services to people of all ages who have dyslexia.   |  | 01784 222300 |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.   |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>   | A charity to help people to cope and understand dyspraxia.   |  |              |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>   | Information and advice on finding disability grants  |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>   | Helping people with downs Syndrome to live a full and rewarding lives.   |  | 0845 2300372 |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>   | Helps people with dyslexia find employment   |  | 0208 1336046 |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National deaf Children Society   |  | 0808 8008880 |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>   | National Society for Epilepsy  |  | 01494 601400 |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a>   | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families  |  |              |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>   | Useful web site with information around organisations in your area, job opportunities and training.  |  |              |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>   | Learning tools, reward charts and class room management tools  |  |              |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>   | Friends in need and local groups for people with depression  |  |              |  |  |

## School

|   | Contact      | Title of pupil support office   | Function of pupil support office                                       | Programmes running  | Staff Skills   | Additional information  |
|---|--------------|---|--|---|--|---|
| <b>Primary LST14</b>                    |              |   |  |   |  |   |
| Churchfield CE (V) Primary              | 01889 256106 | Jo Nicholls - Head Teacher  | Support 'early help' in schools  | Positive play and nurture groups  | 3 positive play leaders.   |   |
| Etching Hill Primary                    | 01889 256116 | E mail sent x 2   |  |   |  |   |
| Redbrook Hayes Community Primary School | 01889 256600 | Mrs Brown - Inclusion Manager and Lyndsay Statham Inclusion Assistant | Supporting inclusion   |   | Hope Project, Helping Hands and Positive Play  |   |
| St Joseph's Catholic Primary            | 01889 256120 | Kath McNally - Headteacher  | message left   | Nurture groups and other groups put on as and when required.  | Rainbows, Bereavement. Staff know how to run positive play and   |   |
| John Bamford Primary                    | 01889 256160 | Nicky Marshall & Lyndsay Hamnett                                      |  | Nurture Programme   | Positive Play and due to introduce Lego Therapy. The school runs Forest Schools. Support is tailored to the child's individual needs using different training methods. |   |
| Hob Hill Primary School                 | 01889 256145 | Mr Preston - Head Teacher 2 x e mails sent and call made              |  |   |  |   |
| Chancel Primary School                  | 01889 256137 | message left and e mail sent  |  |   |  |   |
| Hayes Meadow Primary School, Handsacre  | 01543 490616 | Mrs Luck - Head Teacher   |  | No  | No   |   |
| The Croft Primary, Armitage             | 01543 490261 | 2 x E mails sent  |  |   |  |   |
| Saint Mary's CE Primary, Colton         | 01889 256170 | Message left & e mail sent  |  |   |  |   |
| Colwich CE (VC) Primary                 | 01889 881286 | Nicky Clay - Head Teacher   | E mail sent x 2  |   |  |   |
| Chase View Community Primary School     | 01889 256125 | Lesley Salt - SENCO<br>*Ring Wednesdays<br>Message left 22/06/16      |  | 1-1 support for children, positive Play   | Positive play.   |   |
| Western Springs Primary                 | 01889 256000 | E mail sent x 2   |  |   |  |   |
| <b>Secondary LST14</b>                  |              |   |  |   |  |   |
| Fair Oak Academy                        | 01889 802440 | Sophie Prescott - Senior Leader for Behaviour and Inclusion           | To support students, staff and parents in education and pastoral care. | Anger management, self esteem work shops, bereavement counselling and drug & Alcohol advice in house in school. | First Aid & NPSLBA trained.  | On website there is a link to Vodafone digital parenting offering parent support on apps and locks etc. |

|                                 |              |   |   |   |   |   |
|---------------------------------|--------------|---|---|---|---|---|
| Hagley Park Academy             | 01889 571680 | Sophie Prescott - Senior Leader for Behaviour and Inclusion | To support students, staff and parents in education and pastoral care.                                      | Anger management, self esteem work shops, bereavement counselling and drug & Alcohol advice in house in school. | First Aid & NPSLBA trained.   | On website there is a link to Vodafone digetal parenting offering parent support on apps and locks etc. |
| Rugeley 6th Form Academy        |              |   |   |   |   |   |
| <b>Primary LST16</b>            |              |   |   |   |   |   |
| Jerome Community Primary School | 01543 278595 | N/A - Head Teacher deals with behaviour                     | N/A   | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes   |   |
| Norton Canes Primary Academy    | 01543 279402 | E mail sent   |   |   |   |   |
| St Josephs Catholic Primary     | 01543 512230 | Fiona Drewsbury   | Delivers anger management programme to children ie. Anger Alphabet  | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes   |   |
| Gorsemoor Primary School        | 01543 274788 | Lisa Morris - SENCO   | To support children in school through behaviour support and liaise with LST.                                | No school run parenting or behavioural programmes   | Staff are in the process of being trained in Helping Hands and a nurture group is going to be set up in due   |   |
| WestHill Primary                | 01543 512200 | Mrs Gleave- SENCO   | Support pupils through the schools behaviour policy and signpost to other agencies and liaise with parents. | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes   |   |
| Heath Hayes Academy             | 01543 273690 | Message left and e mail sent                                |   |   |   |   |
| Five Ways Primary School        | 01543 278071 | E Mail Sent x 2   |   |   |   |   |
| St Peters CE Primary School     | 01543 512400 | Helen Marsh - Pastoral Support                              | Supports Senco and looks after the welfare of children. Delivers nurture groups.                            |   | Helen is a special needs TA and has been trained by behaviour support to deliver the 'Friendship Framework' and also has had training in attachment issues. |   |
| Hazel Slade Community Primary   | 01543 512215 | Head Teacher  |   | No school run parenting programmes  |   |   |
|                                 |              |   |   |   |   |   |
|                                 |              |   |   |   |   |   |
| <b>Secondary LST16</b>          |              |   |   |   |   |   |
| Norton Canes High school        | 01543 514400 | Jo Parnell - message and e mail sent                        |   |   |   |   |

|                                    |              |  |   |  |   |  |
|------------------------------------|--------------|--|---|--|---|--|
| Kingsmead School                   | 01543 512455 | Mr Berry - SENCO & Assistant Headteacher | Manage SEN, inclusion and attendance as well as students medical needs.             | The school run a range of learning interventions around English, maths and Learning. A senior support worker looks at study skills. Behaviour improvement programmes, attendance improvement programmes and some programmes around students mental health needs. | No staff trained in parenting or behavioural programmes.  |  |
| <b>Primary LST15</b>               |              |  |   |  |   |  |
| Moorhill Primary School            | 01543 510241 | Wendy Andrews - Inclusion Officer        | To ensure all children receive an education and support around emotional wellbeing. | They are looking to commission Base 25 to deliver some parenting programmes. The school are also looking to work in conjunction with Cannock Chase High to deliver Triple P to parents of pupils in transition years.  | The school undertake a lot of work inhouse from Anger Management, Self Esteem to Play Therapy.    |  |
| Redhill Primary School             | 01543 334510 | Alison Cocker -                          | E mail sent and chase up call   | Dove service   |   |  |
| Chadsmoor CE (VC) Junior School    | 01543 511000 | Mrs Priest - Learning Mentor             | Emotional and social wellbeing  | No school run parenting programmes   | 3 staff members trained in positive play and 2 members of staff trained in the Changes Programme. |  |
| Chadsmoor Community Infants school | 01543 570718 | Mrs Priest - Learning Mentor             | Emotional and social wellbeing  | No school run parenting programmes   | 3 staff trained in positive play and 2 members of staff trained in the Changes                    |  |

|                                    |              |                                 |   |  |   |  |
|------------------------------------|--------------|---------------------------------|---|--|---|--|
| Pye Green Valley Academy           | 01543 512490 | Sarah Yates - SENCo             | Patrol support role and parent support role.                                      | School are looking into commissioning a private behaviour support practitioner to come into school and train teachers in a parenting programme and how to support parents.         | Claire Wilson has been commissioned to do some school training and work with children and parents around therapeutic play. A play therapist is also based in school who comes in once a week. |  |
| Bridgetown Primary                 | 01543 510201 | Jo Raybold - Head Teacher       | Supporting children and their families  | Family group work with families in school around behaviour.  | Positive play is run in school. Headteacher and another member of staff is trained in family outcomes. NSPCC has come into school to do some sessions with year 5 and 6 students.             |  |
| Littleton Green Community School   | 01543 511020 | Helen Edmands - SENCO           | Pastoral support in terms of behaviour and special needs.                         | External Agency - CAMHS were running a parenting course within the school  | There is a positive play scheme run in school by the Nurture TA and Lego Therapy.   |  |
| Longford Primary School            | 01543 510390 | Pastoral Lead - Sharon Bedworth | Member of Senior leadership team who monitors behaviour and liaises with parents. | Positive Play, self esteem and nurture groups in school. A lot of intervention groups in school - 2 full time TA's and one part time who deal with nurture and emotional wellbeing | One member of staff trained in Triple P and 3 training in positive play.  |  |
| St, Mary's Catholic Primary School | 01543 510380 | Mrs J Smith                     | Support children within school  | No school run parenting programmes   | No members of staff currently trained in specific programmes, however, the school are happy to put someone forward.   |  |
| St Lukes CE Primary                | 01543 510230 | E mail sent x 2                 |   |  |   |  |
| <b>Secondary LST15</b>             |              |                                 |   |  |   |  |

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|--|--------------|--|--|---|--|--|
| Cannock Chase High Specialist Science School | 01543 502450 | Colleen Worrall - Director of Student Services | To support all student with regards to emotional behaviour and social wellbeing and remove barriers to learning. | Unplugged(preventing risk of substance misues) working with EU-DAP, Triple P as a group and 1-1, 'successful running of the future' raising aspirations of young women, Freindships aspirations and community, aspirations and behaviour. | Triple P, Wright Stuff boxing programme, groups work, anger management, social skills and self esteem. The school have their own Counsellor on site. |  |
| Cardinal Griffin Catholic College            | 01543 502215 | Paul Archer - Deputy Head                      |  | No  |  |  |
| Staffordshire University Academy             | 01543 512415 | E mail sent                                    |  |   |  |  |
|  |              |  |  |   |  |  |
| <b>Special Schools</b>                       |              |  |  |   |  |  |
| Hednesford Valley High                       | 01543 423714 |  |  |   |  |  |
| Sherbrook Primary                            | 01543 510216 |  |  |   |  |  |
|  |              |  |  |   |  |  |
| <b>Short Stay Schools</b>                    |              |  |  |   |  |  |
| Chaselea PRU                                 | 01543 423714 |  |  |   |  |  |

| Child's Physical Health                         | Add Info   | Address   | Number                           | E Mail / Web address   |  |  |
|---|--|---|----------------------------------|--|--|--|
| <b>Health Visitors</b>                          |  | Langdon Grange M.C (01543 419267), Green Hill Health C (01543 414311), St Chads Health Centre (01543 418049), Burntwood HC (01543 682817) |                                  |  |  |  |
| <b>Midwife</b>                                  | This will be through your GP   |   |                                  |  |  |  |
| <b>Healthy Kids 5</b>                           | Referrals through School Health  |   | 0300 123 364                     |  |  |  |
| <b>T3 Staffordshire</b>                         | Substance misuse support   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>   |  |  |
| <b>School Health</b>                            | Contact can be made through school or LST. School nurses can support with health and emotional issues. | Dudson Centre, Hanley   | 07563 163602                     | <a href="mailto:ourhealth5-19@nhs.net">ourhealth5-19@nhs.net</a>                           |  |  |
| <b>The Carers Hub</b>                           | Emotional support for carers 18 years of age and under   | Sgi Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY   | 0330 1231937                     | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a>                 |  |  |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspsychology.co.uk">enquiries@midlandspsychology.co.uk</a> |  |  |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG                                   | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |  |  |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG                                   | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |  |  |
| <b>NSPCC Domestic abuse recovering together</b> | Age 7- 14. this is a 10 week programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG                                   | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |  |  |
| <b>Dove</b>                                     | Counselling service for young people   | The Pavillion, Beacon Park, Lichfield, WS13 6QZ   | 01782 683155                     |  |  |  |



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|--|---|--|----------------------------------|--|--|--|
| <b>Upside Professional online Counselling</b>      | Confidence building, managing emotions, self harm support for young people  | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED  | 01827 286643                     | <a href="http://www.upsidelonline.co.uk">www.upsidelonline.co.uk</a>   |  |  |
| <b>Child and Adolescent Mental Health Services</b> | Referral through GP, school, Nurse and LST. CAMHS is a mental health service at Teir 3.   | Holly Lodge, Samuel Johnson Hospital, Trent Valley Road, Lichfield, WS13 6EF   | 01543 442012                     |  |  |  |
| <b>Speech and Language Services</b>                | Speech therapy for children struggling with speech development  | Speech and Language Therapy Services, Block C, Beecroft Court, Off Beecroft Road, Cannock, WS11 1JP                          | 01543 509719 or fax 01543 509788 |  |  |  |
| <b>Parent/Carer Wellbeing</b>                      |   |  |                                  |  |  |  |
| <b>Changes Health and Wellbing</b>                 | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc  | The Pavilion, Beacons Park, Lichfield, WS13 6QZ or Burnwood Old mining College, Queen Street, Chase Town, Burntwood, WS7 4QH | 01543 309770 (Lichfield) or 0154 | <a href="mailto:lichfield@chnages.org.uk">lichfield@chnages.org.uk</a> |  |  |
| <b>Carers UK</b>                                   | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |  |                                  | <a href="http://www.carersuk.org">www.carersuk.org</a>                 |  |  |
| <b>One Recovery</b>                                | Drug and Alcohol Addiction support for adults and their families  | Park House, Cannock, WS11 1JN  | 0161 8312400                     | <a href="http://www.adsolutions.org.uk">www.adsolutions.org.uk</a>     |  |  |
| <b>Staffordshire Mental Health</b>                 | Free and confidential support services  |  | 0808 8002234                     |  |  |  |
| <b>Rural Emotional Support Teams (REST)</b>        | Mental Health UK Charity  | County Show Ground, Weston Road, Stafford, ST18 0BD  | 01785 255305                     |  |  |  |
| <b>Halftrinda House</b>                            | A domesitic Violence organisation who support women and their families and then support them in finding a new home safe home address  |  | 01889 568338                     | <a href="http://www.halftrinda.com">www.halftrinda.com</a>             |  |  |
| <b>Rethink Stafford Carers Support</b>             | We have over 200 mental health services and 150 support groups across England   |  | 01785 814214                     | <a href="http://www.rethink.org">www.rethink.org</a>                   |  |  |

|   |   |   |               |  |  |  |
|---|---|---|---------------|--|--|--|
| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress  |   | 01785 243333  | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.                              |   | 01785 212680  | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users  |   | 01785 254572  | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice   |   | 01785 211734  | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |  |
| <b>Sexual Health Clinic</b>   | Contraception support and support around sexually transmitted diseases                                    | Cannock Hospital, Beecroft Clinic , Cannock   | 01543 509767  |  |  |  |
| <b>National Centre for Domestic Violence</b>                          | For help and support  |   | 0800 9702070  | <a href="http://referdirect.org.uk">referdirect.org.uk</a>   |  |  |
| <b>MarriageCare</b>   | Relationship Support and Advice   |   | 0800 3893801  |  |  |  |
| <b>Making Space</b>   | Support and care services for those with mental health and learning disabilities. Support with Employment | Lyn Varden, Unit 56, Staffordshire Business Village, Dyson Way, Staffordshire, ST18 0TW | 01785 887813  | <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a>   |  |  |
| <b>Patient Advice and Liaison Service</b>                             | To support Patients and their families to resolve any complaints and offer support                        | Floor 1, Morston House, The Midway, Newcastle-under-Lyme, staffordshire, ST5 1QG        | 0800 7832865  | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |  |
| <b>Support for Male DV Victims</b>                                    |   | Staffordshire Domestic Violence   | 0800 3283623  |  |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b>                           | Support for anyone who wishes to quit smoking   | Norton Canes Medical Ctr, Brownhills Road, Norton Canes, WS11 9SE                       | 0800 0434304  |  |  |  |
| <b>Asist</b>  | Advocacy support for people with Learning disabilities or mental health                                   |   | 01785 246709  | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>   |  |  |
| <b>Victim Support</b>   | Help and support to victims of crime  |   | 0300303 1977  |  |  |  |
| <b>Staffordshire Crisis Team</b>                                      | A help line for anyone who has thoughts of harm and is at crisis point emotionally                        |   | 0300 111 8008 |  |  |  |
| <b>Meeting Children's Emotional Needs</b>                             |   |   |               |  |  |  |
| <b>Young Minds</b>  | To provide Mental Health and Emotional support to young people.   |   | 0808 8025544  |  |  |  |

|                                  |  |  |                              |  |  |  |
|----------------------------------|--|--|------------------------------|--|--|--|
| <b>Family Group Conference</b>   | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Staff within Families First can refer into this service.                       | 01785 276800                 | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>   |  |  |
| <b>SOVA</b>                      | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free.   | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH | 01785 278518 or 01785 276984 | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |  |
| <b>Cruse Bereavement Service</b> | Support for anyone who has suffered a bereavement that they are struggling to come to terms with. There is a drop in at Rugeley Fire station on Thursday between 10-12   | Lichfield, WS13  | 01543 433479                 | <a href="mailto:southstafford@cruse.org.uk">southstafford@cruse.org.uk</a>   |  |  |
| <b>Dove</b>                      | Counselling support for children   | The Pavillion, Beacon Park, Lichfield, WS13 6QZ                                | 01782 683155                 |  |  |  |
| <b>Autism Support</b>            | Support for families with children with autism   |  | 0808 8004104                 | <a href="http://www.autism.org.uk">www.autism.org.uk</a>   |  |  |

### Keeping Children Safe

|  |   |   |                                  |   |  |  |
|--|---|---|----------------------------------|---|--|--|
| <b>NSPCC WAP - Women as protectors</b>                       | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children. | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a> |  |  |
| <b>Joint operations Group in Conjunction with the police</b> |   | Contact LST for further information   |                                  |   |  |  |
|  |   |   |                                  |   |  |  |

### Social Networks

|                        |  |   |  |  |  |  |
|------------------------|--|---|--|--|--|--|
| <b>Children Centre</b> | Lot of different activities throughout the week for children age 5 and under | Spark Children's Centre, Mossbank Avenue, Burntwood, Lichfield, WS7 4UW |  | <a href="mailto:cannockchasechildrenscentre@staffordshire.gov.uk">cannockchasechildrenscentre@staffordshire.gov.uk</a> |  |  |
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| <b>Able Buddies</b>                                      | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc. |   | 01543 277247                    | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br><a href="http://www.ablebuddies.weebly.com">OR www.ablebuddies.weebly.com</a> |  |  |
| <b>Simply Play</b>                                       | Tuesday (Lichfield)   | Lichfield Library, The Friary   | Yvonne Smith 01543 510700       |   |  |  |
| <b>New Parent Support</b>                                | Activities across Lichfield for new and expecting parents   |   | Angela Cartwright 0300 330 0700 | <a href="http://www.nct.org.uk">www.nct.org.uk</a>  |  |  |
| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.  | 42a Eastgate Street, Stafford, ST16 1LY                                 | Jane Reynolds 07429 782625      | <a href="mailto:jane@staffscvys.org.uk">jane@staffscvys.org.uk</a>  |  |  |
| <b>Simply Play</b>                                       | Thursday 1-3pm  | Spark Children's Centre, Mossbank Avenue, Burntwood, Lichfield, WS7 4UW | Debbie Fog 01283 233400         |   |  |  |
| <b>Bus Pass for Young People</b>                         | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card              |   |                                 | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a>  |  |  |
| <b>Baby Sessory</b>                                      | Fridays   | Cuborough Community Centre, Lichfield, WS13 7JL                         | 01543 425071 or 07812 380888    | <a href="mailto:gemmalichfield@babysensory.co.uk">gemmalichfield@babysensory.co.uk</a>  |  |  |
| <b>Baby Bounce and Rhyme</b>                             | 0-5 years   | Lichfield Library, The Friary, WS13 6QG                                 | 01543 510700                    |   |  |  |
| <b>Friendly Faces</b>                                    |   | Lichfield Library, The Friary, WS13 6QG                                 | 01543 510700                    |   |  |  |
| <b>Progressive Sport</b>                                 | Various sports across staffordshire   |   |                                 | <a href="mailto:info@progressive-sports.co.uk">info@progressive-sports.co.uk</a>  |  |  |
| <b>Education and Learning</b>                            |   |   |                                 |   |  |  |
| <b>Entrust</b>   | Careers Advice for Young people   | Riverway Centre, Riverway, Stafford, ST16 3TH                           | 0300 1118030                    | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>  |  |  |
| <b>Family Services Directory</b>                         | Provides information on childcare places and whats on at the children's centres.  |   |                                 | <a href="http://www.staffs.fsd.org.uk">www.staffs.fsd.org.uk</a>  |  |  |
| <b>School Transport and Admissions</b>                   | Transport entitlement   | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH           | 01785 278593                    |   |  |  |
| <b>Pre School Learning Alliance</b>                      | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.          | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD | 0121 6430063                    | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>  |  |  |
| <b>Support for Travelling Families</b>                   |   | Staffordshire County Council  | Caroline Escott 01785 278646    | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a>  |  |  |

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| <b>Midlands Psychology</b>                   | Support for families with children on the autism spectrum.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     |   |  |  |
| <b>Think 2</b>                               | Free childcare places for children 2 years+ who meet the criteria   | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH                               | 0300 111 8007                    |   |  |  |
| <b>Princes Trust</b>                         | For young people between 16-25 to take part in activities, gain qualifications and meet new people.                               |   | 0800 842 842                     |   |  |  |
| <b>Free School Meals</b>                     | Free school meals for low income families   | Staffordshire County Council, Tipping Street, Stafford  | 01785 854990                     |   |  |  |
| <b>Staffordshire SEND Family Partnership</b> | Advice and support for parents and carers for children and Young people aged 0-25 with special educational needs and disabilities |   | 01785 356921                     |   |  |  |
| <b>Job Centre</b>                            | Careers Advice  | Guardian House, Birmingham Road, Lichfield, WS13 6JG  | 01543 512510                     |   |  |  |
| <b>Elective Home Education</b>               | For families who want to home educate their children.   |   | Jenny Dodd 07791032220           |   |  |  |
| <b>School Choice Advice Service</b>          | Support around finding school places  |   | 01785 278992                     | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>        |  |  |
| <b>Children Missing Education</b>            | For children not in education or have gone missing from education   |   | Steve Hewitt 01785 278999        |   |  |  |
| <b>Adult Learning Courses</b>                | Various for small fee   |   | Ben Murphy 01543 510710          | <a href="mailto:acl.ict@staffordshire.gov.uk">acl.ict@staffordshire.gov.uk</a>        |  |  |
| <b>WEA Workers Education Association</b>     | Bringing education to people and supporting people to get back to work.   |   | Chris 01889 578817               | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>                |  |  |
| <b>Boundaries/Behaviour and routines</b>     |   |   |                                  |   |  |  |
| <b>Banardos</b>                              | Family Support Services for children 5 and under  | Barnardo's, 62 Caledonian, Glascote Heath, Tamworth, Staffordshire, B77 2ED                             | 01827 286643                     | <a href="mailto:SMART@barnardos.org.uk">SMART@barnardos.org.uk</a>                    |  |  |
| <b>NSPCC - PUP</b>                           | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme                         | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a> |  |  |
| <b>Childnet</b>                              | Support for young people and information for parent and carers on internet safety.  |   |                                  | <a href="http://www.childnet.com">www.childnet.com</a>                                |  |  |

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**Home and Money**

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|--|---|--|--|--|--|--|
| <b>Rough Sleepers Team</b>             | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire                                  |  | 0800 9702304   |  |  |  |
| <b>Citizens Advice</b>                 | Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their local Housing team** |  | 03444 111444   |  |  |  |
| <b>Olive Branch</b>                    | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15                                   | For general enq 0845 122 1155, For bookings 0800 0241999 |  |  |  |
| <b>Crisis Support</b>                  | Immediate hardship support  | Staffordshire County Council   | 0300 1118008   |  |  |  |
| <b>Bromford Floating Support</b>       | Bromford offer support around debt, housing and finances  | 2 Heath Way, Heath Hayes, Cannock  |  |  |  |  |
| <b>Department of works and pension</b> | Via LST   |  |  |  |  |  |
| <b>Foodbank - Lichfield</b>            | Emmanuel's Christian Ctr Tuesday 10-12, Wednesday 1-3 and Wade Street Church on Friday between 12.30 and 2.30                               | Emmanuel Christian Centre, Netherstowe, WS13 6TS and Wade Street, Church Wade street, WS13 6HL |  |  |  |  |
| <b>Step Change</b>                     | Support with debts and managing finances  |  | 0800 1381111   |  |  |  |
| <b>Report Loan Sharks</b>              | Support and Advice for anyone who has taken out a loan with a Loan Shark  |  | 0300 555 2222  |  |  |  |
| <b>work4you</b>                        | If you are recovering from mental health and registered with a GP they will support you with employment opportunities                       |  | 0770 371 5656  | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a> |  |  |

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| <b>Michael Lowe's and Associated Charties Furniture Transfer Scheme</b>  | All request should be done via phone, letter or E mail. This is a charity administered from the offices of Ansons Solicitors. The charity funds a furniture warehouse scheme and white goods scheme for families struggling after domestic violence, family breakdown and the homeless. | Ansons Solicitors, St Mary's Chambers, Lichfield, WS13 6LQ | 01543 267982 Jane Bethell, Char | <a href="http://ansonsolicitors.com">ansonsolicitors.com</a>               |  |  |
| <a href="http://www.recycle.co.uk">www.recycle.co.uk</a>   | A second hand furniture scheme  |  |                                 |  |  |  |
| <b>Lichfield Council Offices</b>   | Housing support   |  | 01543 308000                    |  |  |  |
| <b>Community Transport</b>   | For people who do not have their own transport- min charge  |  | 01889 584843                    | <a href="mailto:transport@chase-cvs.org.uk">transport@chase-cvs.org.uk</a> |  |  |
| <b>Resources</b>   |   |  |                                 |  |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>   | Information and advice on Child Sex Exploitation  |  | 0870 2700123                    |  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | This is a great website giving advice on all aspects of life from mental health, money and education.   |  |                                 |  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services  |  |                                 |  |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.   |  |                                 |  |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.  |  |                                 |  |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm   |  |                                 |  |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism.  |  |                                 |  |  |  |
| <a href="http://www.staffordhire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordhire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming High provides a list of activities and clubs for children with disabilities  |  |                                 |  |  |  |

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| <a href="http://www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps</a> | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |
| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>   | Provided a wide range of services to people of all ages who have Dyslexia.   |  | 01784 222300 |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.   |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>   | A charity to help people to cope and understand Dyspraxia.   |  |              |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>   | Information and advice on finding disability grants  |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>   | Helping people with Downs Syndrome to live a full and rewarding lives.   |  | 0845 2300372 |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>   | Helps people with Dyslexia find employment   |  | 0208 1336046 |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society   |  | 0808 8008880 |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>   | National Society for Epilepsy  |  | 01494 601400 |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a>   | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families  |  |              |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>   | Useful web site with information around organisations in your area, job opportunities and training.  |  |              |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>   | Learning tools, reward charts and class room management tools  |  |              |  |  |



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| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a> | Friends in need and local groups for people with depression |  |  |  |  |  |
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## School

|   | Contact      | Title of pupil support officer                              | Function of pupil support office  | Programmes running  | Staff Skills   | Additional information |
|---|--------------|---|---|---|--|------------------------|
| <b>Primary LST12</b>                        |              |   |   |   |  |                        |
| Bonney Hay Community Primary, Burntwood     | 01543 510455 | Miss Stacey - Deputy Head                                   | SENCO and KS2 co-ordinator  | No programmes running in school   |  |                        |
| Chase Terrace Primary, Burntwood            | 01543 510500 | Mrs Harrison - Deputy Head Teacher                          | e mail sent 04/7  |   |  |                        |
| Fulfen Primary                              | 01543 510400 | E mail sent   |   |   |  |                        |
| Highfield Primary                           | 01543 510445 | Lisa Drover - Pastoral Support Officer                      | Senco and meeting children's needs  | Peer Mentoring programme for year 5 & 6 children.                                     | Nurture Groups, self esteem work   |                        |
| Holly Grove Primary                         | 01543 278620 | message and 2 emails sent                                   |   |   |  |                        |
| Ridgeway Primary                            | 01543 510470 | Learning Mentor   | Supporting children on a 1-1 basis and deputy safeguarding officer who runs all EHA meeting | No school run parenting programmes  | Staff are prevent trained and due to be trained in FGM and CSE.                                  |                        |
| Springhill Primary Academy                  | 01543 225620 | E mail sent   |   |   |  |                        |
| St. Joseph and St. Theresa Catholic Primary | 01543 510485 | Mrs Davis Head teacher                                      | E mail sent   |   |  |                        |
| Gentleshaw Primary                          | 01543 334320 | Kerry Tunnicliffe - Senco                                   | Support children and families in school   |   | No.  |                        |
| <b>Secondary - LST12</b>                    |              |   |   |   |  |                        |
| Chase Town Technology College               | 01543 682286 | E mail sent and message left                                |   |   |  |                        |
| Erasmus Darwin Academy                      | 01543 685828 | David Shipman - Assistant Principal                         | message left  |   |  |                        |
| <b>Primary LST13</b>                        |              |   |   |   |  |                        |
| Greysbrooke Primary                         | 01543 480321 | Richard Storer- Deputy Head                                 |   | No  | No.  |                        |
| Chadsmead Primary, Lichfield                | 01543 421850 | Helen Cadman - Senco  | Support children  | No  | No.  |                        |
| Charnwood Primary, Lichfield                | 01543 512015 | Message left  |   |   |  |                        |
| Christchurch CE (VC) Primary                | 01543 510661 | Mrs Dunning - Deputy head                                   |   | Lego therapy groups   | Staff trained in Lego therapy  |                        |
| Fire Spires Academy                         | 01543 223680 | E mail sent   |   |   |  |                        |
| Scotch Orchard                              | 01543 510740 | Mrs Emma Mitchell - Pastoral & Academic Support Coordinator | To support children and their families and Senco  | Positive play, mentoring, workshops run by staff and external agencies . Family Seal. | Staff trained in positive play and behaviour. School use a extensive number of external agencies |                        |
| St Peters and Paul Catholic Primary         | 01543 510748 | E mail sent   |   |   |  |                        |
| St Chads CE (VC) Priamry                    | 01543 512000 | Neil Best   |   | The school are currently not running any parenting /behavioural groups.               |  |                        |

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|--|--------------|-------------------------------|--|-----------------------------------|--|--|
| St James' CE Primary                     | 01543 490378 | E mail sent                   |  |                                   |  |  |
| St Josephs Catholic Priamry              | 01543 263505 | Mrs Thomas                    | E mail sent  |                                   |  |  |
| St. Michael's CE (VC) Primary            | 01543 510782 | E mail sent                   |  |                                   |  |  |
| St. Stephen's Primary, Fradley           | 01283 790268 | Mr Davis - Head Teacher       | E mail sent  |                                   |  |  |
| Whittington Community Primary            | 01543 432487 | Anne Brooker - Senco          | E mail sent  |                                   |  |  |
| Willows Primary School                   | 01543 421830 | message left and e mail sent  |  |                                   |  |  |
| Little Aston Primary                     | 0121 7949350 | e mail sent                   |  |                                   |  |  |
| St Peters CE VC Primary School, Stonnall | 01543 372060 | E mail sent                   |  |                                   |  |  |
| <b>Secondary LST13</b>                   |              |                               |  |                                   |  |  |
| King Edward VI school                    | 01543 255714 | Mrs Tooth - Inclusion Manager | To manage behaviour and support the wellbeing of children in school. | in-house strategies for behaviour | In-house mentoring programmes and Counselling. The school buy in a trained Counsellor. |  |
| Nether Stowe School                      | 01543 263446 | E mail sent x 2               |  |                                   |  |  |
| The Friary                               | 01543 267400 | Mrs Gill - inclusion Officer  | E mail sent  |                                   |  |  |
| <b>Special Schools</b>                   |              |                               |  |                                   |  |  |
| Queenscroft                              | 01543 510673 |                               |  |                                   |  |  |
| Rocklands School                         | 01543 510760 |                               |  |                                   |  |  |
| Saxon Hill Acadamy                       | 01543 414892 |                               |  |                                   |  |  |
| Chase Town Community School              | 01543 686315 |                               |  |                                   |  |  |
| <b>Short Stay Schools</b>                |              |                               |  |                                   |  |  |
| The Bridge Centre                        | 01543 252322 |                               |  |                                   |  |  |
|  |              |                               |  |                                   |  |  |

| <b>Child's Physical Health</b>                  | <b>Add Info</b>  | <b>Address</b>  | <b>Number</b>                    | <b>E Mail / Web address</b>  |
|---|--|---|----------------------------------|--|
| <b>Health Visitors</b>                          |  | Balance Street Health Centre,   | 01889 562555                     |  |
|   |  | Inner Burton, Bridge Surgery, DE15 9AW  | 01283 740933                     |  |
|   |  | Inner Burton, Cross Street Clinic, DE14 1EG   | 01283 505830                     |  |
| <b>Midwife</b>                                  | This will be through your GP   | Surgery's throughout Burton and Uttoxeter   |                                  |  |
| <b>T3 Staffordshire</b>                         | Drug and Alcohol Addiction   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>                                       |
| <b>Breakout</b>                                 | Support and care for students under 18   | Connexions, Curson Hse, 8 Curzon Street, Derby, DE1 1LL   | 01332 641661                     |  |
| <b>School Health</b>                            | Contact can be made through school or LST. School Nurses can support with health and emotional issues. | Dudson Centre, Hanley   | 07563 163602                     | <a href="mailto:www.ourhealth5-19@nhs.net">www.ourhealth5-19@nhs.net</a>                 |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspychology.co.uk">enquiries@midlandspychology.co.uk</a> |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |
| <b>NSPCC Domestic Abuse Recovering Together</b> | Age 7- 14. this is a 10 week programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |
| <b>Upside Professional Online Counselling</b>   | Confidence building, managing emotions, self harm support for young people                             | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED                         | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>                       |

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| <b>The Carers Hub</b>                              | Emotional support for carers 18 years of age and under  | SGI offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY                               | 0330 1231937                     | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a> |  |
| <b>Child and Adolescent Mental Health Services</b> | Referral through GP, School, Nurse and LST. CAMHS is a mental health service at Teir 3 .  | Cross Street Clinic, Cross Street, Burton-on-Trent, DE14 1EG  | 01283 505820                     |  |  |
| <b>Gateway Psychology</b>                          | Young Person wellbeing, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ   | 07841 995018                     |  |  |
| <b>Speech and Language Services</b>                | Speech Therapy for children struggling with speech development  | Speech and Language Therapy Services, Block C, Beecroft Court, Off Beecroft Road, Cannock, WS11 1JP | 01543 509719 or fax 01543 509788 |  |  |
| <b>Parent/Carer Wellbeing</b>                      |   |   |                                  |  |  |
| <b>Changes Health and Wellbeing - Uttoxeter</b>    | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc  | Uttoxeter Health and Wellbeing Centre, 23 Carter Street, Uttoxeter, ST14 8EY                        | 01889 567436                     | <a href="mailto:uttoxeter@changes.org.uk">uttoxeter@changes.org.uk</a>     |  |
| <b>Carers UK</b>                                   | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |   |                                  | <a href="http://www.carersuk.org">www.carersuk.org</a>                     |  |
| <b>Staffordshire Mental Health</b>                 | Free and confidential support services  |   | 0808 8002234                     |  |  |
| <b>National Centre for Domestic Violence</b>       | For help and support  |   | 0800 9702070                     | <a href="http://referdirect.org.uk">referdirect.org.uk</a>                 |  |
| <b>MarriageCare</b>                                | Relationship Support and Advice   |   | 0800 3893801                     |  |  |
| <b>Stonham Domestic Violence Support</b>           | Support for Tenants at risk of DV   |   | 01283 569698                     |  |  |
| <b>Riot Recovery</b>                               | Recovery Programme for adults 18 years and over   | George Street, Burton on Trent, DE14 1DP  |                                  |  |  |
| <b>Rural Emotional Support Teams (REST)</b>        | Mental Health UK Charity  | County Show Ground, Weston Road, Stafford, ST18 0BD   | 01785 255305                     |  |  |
| <b>Rethink Stafford Carers Support</b>             | We have over 200 mental health services and 150 support groups across England   |   | 01785 814214                     | <a href="http://www.rethink.org">www.rethink.org</a>                       |  |
| <b>Samaritans Stafford</b>                         | An organisation to offer support to anyone in distress  |   | 01785 243333                     | <a href="http://www.samaritans.org">www.samaritans.org</a>                 |  |

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| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.                       |  | 01785 212680                 | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users   |  | 01785 254572                 | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice  |  | 01785 211734                 | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |
| <b>Relate</b>   | Relationship and family Counselling service. Mediation and Children and young People's Counselling | Uttoxeter Relate, Uttoxeter Library, 57 High Street Utt or Burton Relate, Voluntary Services Centre, Union Street, Burton, East Staffs, DE14 1AA | 01283 561697                 |  |  |
| <b>One Recovery</b>   | Drug and Alcohol Addiction support for adults and their families                                   | 150 Station Street, Burton-on-Trent, DE14 1BG or The Manor, Manor House, Manor Drive, Burton, DE14 3RW   | 01283 741053 or 01283 544    | <a href="http://www.adsolutions.org.uk">www.adsolutions.org.uk</a>   |  |
| <b>BAC O'Connor Centre</b>  | Support with Drug and Alcohol misuse   | 126 Station Street, Burton on Trent, Staffordshire, DE14 1BX   | 01283 537280                 |  |  |
| <b>Family Nurse Partnership</b>                                       | For young first time mothers. Intensive support for mothers pre and post birth.                    | Ripplez CIC, Queen street, Community Centre, Queen Street, Burton upon Trent, DE14 3LW   | 01283 538956                 | <a href="mailto:southderbyshire.fnp@nhs.net">southderbyshire.fnp@nhs.net</a>   |  |
| <b>Staffordshire Women's Aid</b>                                      | Support for Women at risk and exposed to Domestic Violence.  |  | 0870 2700123                 |  |  |
| <b>CASS Carers Association South Staffordshire</b>                    | Carers who need emotional support  |  | 01785 606675                 |  |  |
| <b>MESMEN</b>   | Service for gay/bisexual men in Staffordshire. Sexual Health promotion                             |  | 01543 411413                 | <a href="http://www.MESMEN.co.uk">www.MESMEN.co.uk</a>   |  |
| <b>Victim Support</b>   | Help and support to victims of crime   |  | 0300303 1977                 |  |  |
| <b>Mencap</b>   | Support for adults with learning disabilities on a weekly basis                                    |  | 01543 503776 or 01785 785830 |  |  |
| <b>Child Death Helpline</b>   |  |  | 0800 282 986                 |  |  |
| <b>Survivor of Bereavement by Suicide</b>                             |  |  | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a>   |  |
| <b>Compassionate Friend</b>   | Support after the death of a child.  |  | 0345 1232304                 |  |  |

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| <b>Sexual Health Clinic</b>                 | Contraception support and support around sexually transmitted diseases   | Cannock Hospital, Beecroft Clinic , Cannock                                      | 01543 509767                 |  |  |
| <b>Patient Advice and Liaison Service</b>   | To support Patients and their families to resolve any complaints and offer support   | Floor 1, Morston House, The Midway, Newcastle-Under-Lyme, Staffordshire, ST5 1QG | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |
| <b>Support for Male DV Victims</b>          |  | Staffordshire Domestic Violence  | 0800 3283623                 |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b> | Support for anyone who wishes to quit smoking  | Norton Canes Medical Ctr, Brownhills Road, Norton Canes, WS11 9SE                | 0800 0434304                 |  |  |
| <b>Asist</b>                                | Advocacy support for people with Learning disabilities or mental health  |  | 01785 246709                 | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>   |  |
| <b>Staffordshire Crisis Team</b>            | A help line for anyone who has thoughts of harm and is at crisis point emotionally   |  | 0300 111 8008                |  |  |
| <b>Meeting Children's Emotional Needs</b>   |  |  |                              |  |  |
| <b>Family Group Conference</b>              | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Staff from Families First can make a referral into this service                  | 01785 276800                 | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>   |  |
| <b>Young Minds</b>                          | To provide Mental Health and Emotional support to young people.  |  | 0808 8025544                 |  |  |
| <b>SOVA</b>                                 | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free.   | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH   | 01785 278518 or 01785 276984 | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |
| <b>Cruse Bereavement Service</b>            | Support for anyone who has suffered a bereavement that they are struggling to come to terms with. There is a drop in at Rugeley Fire station on Thursday between 10-12   | Lichfield WS13 or Derbyshire and East Staffordshire Area, Derby, DE1             | 01543 433479 or 01283 533    | <a href="mailto:southstafford@cruse.org.uk">southstafford@cruse.org.uk</a>   |  |

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| <b>YESS Service</b>                         | Counselling service for children from 11-19 giving emotional support around stress and anxiety. Referral through School health | 38 Carter Street, Uttoxeter, Staffordshire, ST14 8EU  | 07794 473442                     | <a href="mailto:enquires@yes-s.org.uk">enquires@yes-s.org.uk</a>  |  |
| <b>Autism Support</b>                       | Support for families with children with autism   |   | 0808 8004104                     | <a href="http://www.autism.org.uk">www.autism.org.uk</a>  |  |
| <b>Winston's Wishes</b>                     | To support bereaved children.  |   | 0845 2030405                     |   |  |
| <b>Keeping Children Safe</b>                |  |   |                                  |   |  |
| <b>NSPCC WAP - Women as protectors</b>      | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.      | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>   |  |
| <b>Papyrus UK</b>                           | Support for YP at risk of suicide and those who are concerned about a young person   |   |                                  |   |  |
| <b>Social Networks</b>                      |  |   |                                  |   |  |
| <b>Able Buddies</b>                         | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc.      |   | 01543 277247                     | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br>OR <a href="http://www.ablebuddies.weebly.com">www.ablebuddies.weebly.com</a> |  |
| <b>East Staffordshire Children's Centre</b> | Activities for parents and children 5 years and under.   | Waterloo Street, Burton-upon Trent, DE14 2NJ  | 01283 233400                     | <a href="mailto:admin.escc@staffordshire.gov.uk">admin.escc@staffordshire.gov.uk</a>  |  |
| <b>Early Works Together</b>                 | To help support young child through the yearly years   | Angelsey Primary School, Clarence Street, Burton, DE14 3LG  | Libby Hill 0844 7045888          |   |  |
| <b>Drop in ICT Buddies</b>                  | Wed 10-12pm  | Burton Library, Riverside, DE14 1AH   | 01283 239556                     |   |  |
| <b>Coffee Morning</b>                       | Sat 10-12  | Barton Library, Dunstill Road, Barton   | 01283 713753                     |   |  |
| <b>Changes Course</b>                       | For confidence and self esteem Tuesday 1-3   | East Staffordshire Children's Centre, Waterloo Street, Burton-Upon-Trent                                | Debbie Fogg 01283 233400         |   |  |
| <b>Bus Pass for Young People</b>            | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card                   |   |                                  | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a>  |  |
| <b>Simply Play</b>                          | Wed 10-12 and 1-3pm for children 0-4   | East Staffordshire Children Centre, Waterloo Street, Burton   | D Fogg 01283 233400              |   |  |



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| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.  | 42a Eastgate Street, Stafford, ST16 1LY                                   | Jane Reynolds 07429 7826   | <a href="mailto:jane@staffscvys.org.uk">jane@staffscvys.org.uk</a>                             |  |
| <b>Coffee Companion</b>                                  | Mon 9.30-12.30  | Burton Library, Riverside, DE14 1AH                                       | 01283 237550               |  |  |
| <b>Craft Unlimited</b>                                   | Fri 10.30 -12.30  | Barton Library, Dunstall Road, Barton-Under-Needwood, DE13 8AX            | 01283 713753               |  |  |
| <b>Toddler Time</b>                                      | Wed 9.45-10.30  | Burton Library, Riverside, DE14 1AH                                       | 01283 239556               |  |  |
| <b>Education and Learning</b>                            |   |   |                            |  |  |
| <b>Entrust</b>   | Careers Advice for Young people   | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030               | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>                     |  |
| <b>Pre School Learning Alliance</b>                      | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.                  | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>             |  |
| <b>Support for Travelling Families</b>                   |   | Staffordshire County Council  | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a> |  |
| <b>Midlands Psychology</b>                               | Support for families with children on the autism spectrum.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA                            | 01785 748447               |  |  |
| <b>Princes Trust</b>                                     | For young people between 16-25 to take part in activities, gain qualifications and meet new people.                               |   | 0800 842 842               |  |  |
| <b>Think 2</b>   | Free childcare places for children 2 years+ who meet the criteria   | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007              |  |  |
| <b>School Transport and Admissions</b>                   | Transport entitlement   | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH             | 01785 278593               |  |  |
| <b>Free School Meals</b>                                 | Free school meals for low income families   | Staffordshire County Council, Tipping Street, Stafford                    | 01785 854990               |  |  |
| <b>Staffordshire SEND Family Partnership</b>             | Advice and support for parents and carers for children and Young people aged 0-25 with special educational needs and disabilities |   | 01785 356921               |  |  |
| <b>Routes to Employability with Acorn Training</b>       |   | Avon Training centre, Avon Business Centre, Avon Road, Cannock            |                            | <a href="mailto:sandra.elvin@acorntraining.co.uk">sandra.elvin@acorntraining.co.uk</a>         |  |

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| <b>Healthy Eating Taster</b>             | Thur 9.30-11.30   | East Staffordshire<br>County Council,<br>Waterloo Street, Burton   | Debbie Fogg 01283<br>233400                              |  |  |
| <b>Elective Home Education</b>           | For families who want to home<br>educate their children.  |  | Jenny Dodd 07791032220                                   |  |  |
| <b>Children Missing Education</b>        | For children not in education or<br>have gone missing from<br>education   |  | Steve Hewitt 01785 278999                                |  |  |
| <b>WEA Workers Education Association</b> | Bringing education to people<br>and supporting people to get<br>back to work.                                       |  | Chris 01889 578817                                       | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>                   |  |
| <b>Boundaries/Behaviour and routines</b> |   |  |  |  |  |
| <b>Banardos</b>                          | Family Support Services for<br>children 5 and under   | Barnardo's, 62<br>Caledonian, Glascote<br>Heath, Tamworth,<br>Staffordshire, B77 2ED                                 | 01827 286643   | <a href="mailto:SMART@barnardos.org.uk">SMART@barnardos.org.uk</a>                       |  |
| <b>NSPCC - PUP</b>                       | 20 week parenting programme<br>for parents who have children<br>between 0-5 who are on a<br>drug/alcohol programme  | Carole House, NSPCC<br>Stoke Services Centre,<br>213 Basford Park<br>Road, Newcastle-under-<br>Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782<br>958098                      | E mail for a referral form<br><a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a> |  |
| <b>Childnet</b>                          | Support for young people and<br>information for parent and<br>carers on internet safety.                            |  |  | <a href="http://www.childnet.com">www.childnet.com</a>                                   |  |
| <b>Burton YMCA</b>                       | Mediation support for families.<br>The YMCA provided emotional<br>wellbeing sessions for schools<br>to access.      | Burton YMCA, 29 High<br>Street, Swalincoate,<br>Derbyshire, DE14 2DA   | 01283 547211   |  |  |
| <b>Home and Money</b>                    |   |  |  |  |  |
| <b>Rough Sleepers Team</b>               | The Rough Sleepers Team<br>offers help and support to<br>anyone sleeping rough within<br>Staffordshire and Cheshire |  | 0800 9702304   |  |  |
| <b>Stonham Housing</b>                   | Housing Association   | 356 Rosliston Road,<br>Derby, DE15 9RJ   | 01283 547391   |  |  |
| <b>Olive Branch</b>                      | Fire safety in the home   | Stafford Fire and<br>Rescue Headquarters,<br>Pirehill, Stone, ST15   | For general enq 0845 122 1155, For bookings 0800 0241999 |  |  |
| <b>Crisis Support</b>                    | Immediate hardship support  | Staffordshire County<br>Council  | 0300 1118008   |  |  |
| <b>Heantun Housing</b>                   | Offenders and people at risk of<br>offending  |  | 01902 571113   |  |  |
| <b>Stonham</b>                           | Accommodation support for 16-<br>25 year olds   |  | 01283 533077   |  |  |

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| <b>Citizens Advice</b>                 | Advice around Debt and Money, Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their local Housing team**   |   | 03444 111 444 |  |  |
| <b>Salvation Army</b>                  | Helps Men, Women and families who are homeless  | Mosley Street, Burton-upon-Trent, DE14 1DR                    | 01283 517116  |  |  |
| <b>Trent and Dove Housing</b>          | Provides rented accommodation across East Staffordshire   | Trinity Square, Horninglow Street, Burton, DE14 1BL           | 01283 528528  | <a href="http://www.trentanddove.org">www.trentanddove.org</a>                       |  |
| <b>Bromford Floating support</b>       | Bromford offer support around debt, housing and finances  |   | 01543 255069  |  |  |
| <b>Department of works and pension</b> | Via LST   |   |               |  |  |
| <b>Foodbank -</b>                      | Open every day from 8am   | Burton YMCA, 29 High Street, Swalincote, Derbyshire, DE14 2DA | 01283 547211  |  |  |
| <b>Foodbank - Cannock</b>              | Mon 2-4 Beecroft car park, Tue 2-4 Bourne Methodist Church, Hednesford Road, Heath Hayes, Wed 10-12 Living Springs Church, Girton Road, Cannock, Wed 2-4 Beecroft car park, Thursday 12-2 Trinity Church, Station Road, Hednesford, Thur 2-4 Bourne Methodist Church, Hednesford Heath Hayes, Fri 4-6 Chadsmoor Methodist Church, Fri 5.30-7 Kingsmead Baptist Church, Hill Street, Hednesford and Saturday 10-12 Trinity Methodist Church Norton Canes, WS11 9SG |   |               |  |  |
| <b>Step Change</b>                     | Support with debts and managing finances  |   | 0800 1381111  |  |  |
| <b>Happy Homes</b>                     | Donated furniture which can be purchased for a low price. Accommodation for adults 18+.   | Burton YMCA, 29 High Street, Swalincote, Derbyshire, DE14 2DA | 01283 574133  | <a href="mailto:volssupport@homecomforts.org.uk">volssupport@homecomforts.org.uk</a> |  |
| <b>Report Loan Sharks</b>              | Support and Advice for anyone who has taken out a loan with a Loan Shark  |   | 0300 555 2222 |  |  |
| <b>Midlands Heart</b>                  | Housing support, Rent, Buy  |   | 0345 6020540  | <a href="mailto:contact@midlandheart.org.uk">contact@midlandheart.org.uk</a>         |  |

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| <b>work4you</b>  | If you are recovering from mental health and registered with a GP they will support you with employment opportunities |  | 0770 371 5656 | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>       |  |
| <b>Buttle Trust</b>  | For professionals to apply for white goods and some other household items for families that are of hardship.          |  |               | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                           |  |
| <b>Homeless UK</b>   | Support for young people 16-24  | Reconnect, James Court, James Street, Burton-upon -Trent, DE14 3ST                           | 01283 547211  |  |  |
| <b>East Staffordshire Borough Council</b>  | Rent issues and housing allocation  | East Staffordshire Borough Council, The Maltsters, Wetmore Road, Burton-upon-Trent, DE14 1LS | 01283 508000  | <a href="mailto:reception@eaststaffsbc.gov.uk">reception@eaststaffsbc.gov.uk</a> |  |
| <b>Resources</b>   |   |  |               |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>   | Information and advice on Child Sex Exploitation  |  | 0870 2700123  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>                                   | This is a great website giving advice on all aspects of life from mental health, money and education.                 |  |               |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>                                   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services                  |  |               |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.                   |  |               |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health   |  |               |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.                                      |  |               |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a> | Parent direct. Site to find childcare places and activities for children under the age of 5.                          |  | 0300 1118007  | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a>           |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse  |  | 0808 1000900  |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>                                   | Good resource for self help documents from anxiety to self harm   |  |               |  |  |

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| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism.                                     |  |              |  |  |
| <a href="http://www.staffordhire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordhire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/Service/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/Service/SpecialEducationalNeeds/spps</a>                   | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with Autism to take part in social events and offers support.   |  | 01782 627002 |  |  |
| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>   | Provided a wide range of services to people of all ages who have Dyslexia.   |  | 01784 222300 |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.   |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>   | A charity to help people to cope and understand Dyspraxia.   |  |              |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>   | Information and advice on finding disability grants  |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>   | Helping people with downs Syndrome to live a full and rewarding lives.   |  | 0845 2300372 |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>   | Helps people with dyslexia find employment   |  | 0208 1336046 |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society   |  | 0808 8008880 |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>   | National Society for Epilepsy  |  | 01494 601400 |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a>   | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families  |  |              |  |  |

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| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a> | Useful web site with information around organisations in your area, job oppertunities and training. |  |  |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>                     | Learning tools, reward charts and class room management tools                                       |  |  |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>         | Friends in need and local groups for people with depression   |  |  |  |  |

## School

|  | Contact      | Title of pupil support officer                   | Function of pupil support officer  | Programmes running  | Staff Skills   | Additional information |
|--|--------------|--|--|---|--|------------------------|
| <b>Primary LST6</b>                                |              |  |  |   |  |                        |
| Picknalls First School                             | 01889 256416 | Pupil Support Manager<br>Julia Magnass           | Behaviour plans and SEN.   | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes  |                        |
| St Josephs Catholic Primary                        | 01889 562702 | Pupil Support and Welfare Officer - Maria Barlow | To ensure children access education and get support around emotional wellbeing | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes  |                        |
| St Mary's CE (VA) First School                     | 01889 256450 | Mrs Molt - SENCO                                 | Message left and e mail sent   |   |  |                        |
| Tynsel Parkes CE (VC) First                        | 01889 256380 | Janet Meikle - Deputy Head Teacher               | Supporting children and their families   | Circle Time, Nurture, mentoring and mindfulness work completed in school with children. Family learning groups run weekly           | Level 3 ELKLAN Speech and Language course. Staff modify and personalise other programmes to suit children.   |                        |
| Thomas Russell Infants, Barton under Needwood      | 01283 239350 | Requested that E mail be sent                    |  |   |  |                        |
| All Saints CE (VC) First Sch, Church Leigh         | 01889 502289 | Message left & email sent                        |  |   |  |                        |
| All Saints CE (VC) First Sch Denstone (Fed school) | 01889 590418 | Rebecca Walker - SENCO                           | Support around SEN and emotional wellbeing support.                            | PALS - Coffee morning where parents come in and discuss concerns with teachers and be signed posted to other services if required.  | SENCO trained in positive play. Mindfulness training is being cascaded to staff in all 3 schools in the federation to enable staff to support children with their emotional needs. |                        |
| St. Peter's CE First School, Alton (Fed School)    |              | Rebecca Walker - SENCO                           | Support around SEN and emotional wellbeing support.                            | PALS - Coffee morning where parents come in and discuss concerns with teachers and are signed posted to other services if required. | SENCO trained in positive play. Mindfulness training is being cascaded to staff in all 3 schools in the federation to enable staff to support children with their emotional needs. |                        |

|  |              |  |   |   |  |  |
|--|--------------|--|---|---|--|--|
| All Saints CE (VC) Primary, Alrewas  | 01283 239990 | message left & email sent                    |   |   |  |  |
| All Saints CE Primary School, Rangemore (The Forest Federations)   | 01283 712385 | Mrs Charlene Gethin - Executive Head Teacher | Support children and their families in The Forest Schools Federation. | The schools support charity organisations who deliver parenting programmes. | Support from LST and other external organisations. The schools provide a nurture groups for children.  |  |
| Dove First School , Rocester   | 01889 590203 | Karen Gilchrist - Headteacher                | Support staff and children within school                              | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes  |  |
| St Peters CofE Vol Primary, Yoxall   | 01543 472236 | E mail sent                                  |   |   |  |  |
| Hutchinson Memorial CE (A) First School, Checkley  | 01538 722385 | e mail sent                                  |   |   |  |  |
| St. Augustines CE First, Draycott in the Clay (Fed School)   | 01283 820365 | Rebecca Walker - SENCO                       | Support around SEN and emotional wellbeing support.                   |   | SENCO trained in positive play. Mindfulness training is being cascaded to staff in all 3 schools in the Federation to enable staff to support children with their emotional needs. |  |
| Talbot First School, Kingstone (Federation school with St Peters, Marchington)   | 01889 500273 | Mrs P Livesey - Head Teacher                 | E mail sent   |   |  |  |
| The Henry Prince CE First Sch, Mayfield  | 01335 342613 | Mrs Naylor- Headteacher                      | Support staff and children within school                              |   | Staff are trained as and when required. A member of staff trained in Aspin to work with children on a 1-1 basis to build relationships.  |  |
| The Richard Crosse CE (VA) Primary, Kings Bromley ( Academy Trust Sch with St Mary's, Colton and Howard Primary School, Elford ) | 01543 472245 | Message left & E mail sent                   |   |   |  |  |
| The Richard Clarke First School, Abbots Bromley  | 01283 840206 | Mrs Hanson - Headteacher                     | E mail sent   |   |  |  |



|   |              |  |   |   |   |  |
|---|--------------|--|---|---|---|--|
| Needwood Primary ( The Forest Federation)                           | 01283 575216 | Mrs Charlene Gethin - Executive Head Teacher     | Support children and their families in The Forest Schools Federation.   | The schools support charity organisations who deliver parenting programmes. | Support from LST and other external organisations. The schools provide a nurture groups for children. |  |
| The Mosley Academy, Burton  | 01283 239240 | Headteacher - email sent                         |   |   |   |  |
| St Peters CE (VC) First Sch, Marchington                            | 01283 820252 | Mrs P Livesey - Head Teacher                     | E mail sent   |   |   |  |
| Shobnall Primary, Burton  | 01283 239100 | Mrs Waldron - SENCO                              | To support children in school   |   |   |  |
| Mary Howard CE (VC) Primary School, Edingale (Fed with St. Andrews) | 01827 383245 | E mail sent                                      |   |   |   |  |
| Thomas Russell Jr   | 01283 239360 | Mrs Sharpe - Headteacher                         | E mail sent   |   |   |  |
| <b>Middle School</b>  |              |  |   |   |   |  |
| Windsor Park CE Middle  | 01889 563365 | Mrs Howells - SENCO                              |   |   |   |  |
| Oldfields Hall Middle   | 01889 562770 | Sam Fowler Assistant Head                        | Head of each year groups also offers students support.  | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes   |  |
| Ryecroft CE Middle  | 01889 590394 | E mail sent                                      |   |   |   |  |
| <b>Secondary - LST6</b>   |              |  |   |   |   |  |
| Thomas Alleynes High School   | 01889 561820 | Claire Catrill - Assistant Head Teacher          | Pastoral SLT, Head of House, Student Support Assistants, Behaviour Support Manager and Form Tutors all support children in school | Student mediation   | External agencies   |  |
| John Taylor High, Barton Under Needwood                             | 01283 239300 | E mail sent                                      |   |   |   |  |
| JCB Academy   | 01889 506100 |  |   |   |   |  |
| <b>Primary LST7</b>   |              |  |   |   |   |  |
| Christ Church Primary   | 01283 239445 | Rachel Knight - Inclusion Leader                 | email sent  |   |   |  |
| Anglesey Primary Academy  | 01283 563811 | Liz Runcorn -Deputy head                         | E mail sent   |   |   |  |
| Scientia Academy  | 01283 881110 | Email sent                                       |   |   |   |  |
| Rykneld Primary School, Burton                                      | 01283 239476 | Inclusion Leader                                 | To look after the emotional and well-being of the children.   | SEN parents groups in school who meet on a regular basis.                   | The school offer HOPE to support around emotional needs.  |  |
| Lansdowne A de Ferrers Trust Academy                                | 01283 239141 | Full time Pupil Support Manager - Amanda Carvell | Supporting pupils in school   |   | Emotional intelligence programme including Hope and Positive Play                                     |  |

|  |              |   |  |  |  |  |
|--|--------------|---|--|--|--|--|
| William Shrewsbury Primary School, Burton  |              | E mail sent   |  |  |  |  |
| Horninglow Primary                         | 01283 239535 | E mail sent   |  |  |  |  |
| Eaton Park Junior                          | 01283 239456 | E mail sent   |  |  |  |  |
| Outwoods Primary                           | 01283 529800 | Jane Hunt - Pupil Mentor  | Support children and parents within school | No.  | ?  |  |
| Richard Wakefield CE (VC) Primary, Turbury | 01283 239230 | Jemma Bethany - SENCO   | Message left & E mail sent                 |  |  |  |
| John of Rolleston Primary School, Burton   | 01283 239200 | Assistant Head in KS1 amd EYFS and the Deputy Head in KS2                 | To support children and their families     | Family SEAL as from September                                | Helping Hands programme.   |  |
| St. Modwen's Catholic Primary School       | 01283 239050 | E mail sent   |  |  |  |  |
| The Mosley Academy                         | 01283 239240 | Laura Hodder - SENCO  | To support children and their families     | Hope for children and their families around emotional issues |  |  |
| <b>Secondary LST7</b>                      |              |   |  |  |  |  |
| Paget High School                          | 01283 239000 | message left & email sent   |  |  |  |  |
| The de Ferrers Academy Burton              | 01283 239936 | Micky O'hare- Assistant Principle   |  | No.  | There is a designated Student Welfare Officer and large pastoral team. Staff mentor students using a flow and guidance chart. They run two inclusion centres on each site. All support is provided in-house. |  |
| <b>Primary LST8</b>                        |              |   |  |  |  |  |
| Holy Rosary Catholic                       | 01283 562686 | Jane Wells- Consultant who supports children in school . Liz hook - Senco | Emotional and wellbeing of children        | No   | Janes Wells - Positive play.   |  |
| Victoria Community School                  | 01283 239146 | Head Teacher - Mrs Fearn  | E mail sent                                |  |  |  |
| Holy Trinity Primary School                | 01283 239495 | Claire Goulding - Deputy Head Teacher                                     |  |  | Hope and Positive Play   |  |
| Violet Way Academy                         | 01283 239779 | E mail sent   |  |  |  |  |
| Grange Community Infants School            | 01283 564325 | Sharon Middleton  | E mail sent                                |  |  |  |
| River View Primary and Nursery             | 01283 239517 | E mail sent   |  |  |  |  |

|  |              |  |  |  |   |  |
|--|--------------|--|--|--|---|--|
| Edge Hill Junior School                | 01283 239040 | Mrs Foster - Deputy Head                   |  | There is a regular drop in for parents. The schools has previously run a parenting programme around behaviour. Burton College have run parenting courses in school. For year 6 children an intensive transition programme is put together. | Nurture in school 3 times a week and offer Aspern (CAMHS trained TA) Forest schools runs throughtout the school and each child has 3 weeks a year. After school club is offered for pupil premium children and their families |  |
| Kingfisher Academy                     | 01283 239176 | Mrs Putman - Behaviour Support TA          | Support children in school around education and emotional wellbeing    | Parent Support Advisor in school to support parents and families.  | SIBS ( Support with for children and siblings with disabilities). Boy and Girl groups.  |  |
| Tower View Primary                     | 01283 239123 | Head Teacher - Judy Day                    |  | No   | Positive play, Nurture,Hope along with other interventions  |  |
| Winshill Village Primary               | 01283 239485 | Mrs Dasilva - Head Teacher                 | Ring Jane Wells tomorrow   |  |   |  |
| The Fountains Primary School, Stretton | 01283 239700 | Sarah Gilbert                              | Inclusion support manager  | Behaviour Direct programme   | The Hope Programme and Mindfulness programme is run in school. Anger management support and positive play.  |  |
| <b>Secondary Schools LST8</b>          |              |  |  |  |   |  |
| Abbot Beyne School                     | 01283 239800 | Pastoral Support Office - Ang Hancock      | To support children with their learning and emotional and social needs | Parents are invited into school if needed and support is given. Anger management in school and behaviour modification. Girl/Boy groups run in school.  | In-house pastoral team  |  |
| Paulet High School                     | 01283 239710 | Nicola Bradley - Inclusion support manager | Manager social and emotional support and link with all agencies        | No   | Groups run in school . External Counsellor employed one day a week to support children in school.   |  |

|   |              |                            |                           |  |  |  |
|---|--------------|----------------------------|---------------------------|--|--|--|
| The Blessed Robert Sutton Catholic Sports College | 01283 749450 | Mrs McCauley - Deputy Head |                           | No   | School have a pastoral team and sign post as and when required.                          |  |
| The Fountains High School                         | 01283 239161 | Sarah Gilbert              | Inclusion support manager | Parents Guide to children's behaviour by parent direct . Girls and Boys group in school. | The Hope Programme and Mindfulness programme is run in school. Anger management support. |  |
| <b>Special Schools</b>                            |              |                            |                           |  |  |  |
| Loxley Hall Boys school                           | 01889 256390 |                            |                           |  |  |  |
| <b>Short Stay School</b>                          |              |                            |                           |  |  |  |
| Burton Short Stay School                          | 01283 239526 |                            |                           |  |  |  |
|   |              |                            |                           |  |  |  |
|   |              |                            |                           |  |  |  |
|   |              |                            |                           |  |  |  |

| Child's Physical Health                     | Add Info   | Address   | Number                           | E Mail / Web address   |
|---|--|---|----------------------------------|--|
| Health Visitors                             |  | Glascote Health Centre, B77 2ED   | 01827 285420                     |  |
|   |  | Wilnecote Health Centre, B77 5LB  | 01827 259472                     |  |
| Choices                                     | Counselling services for children  |   | 07536 062893                     | <a href="mailto:enquiries@choices-cic.org.uk">enquiries@choices-cic.org.uk</a>             |
| Midwife                                     | This will be through your GP   | Surgery's throughout Tamworth   |                                  |  |
| T3 Staffordshire                            | Drug and Alcohol Addiction   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>   |
| School Health                               | Contact can be made through school or LST. School nurses can support with health and emotional issues. | Dudson Centre, Hanley   | 07563 163602                     | <a href="mailto:www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>             |
| Midlands Psychology                         | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspsychology.co.uk">enquiries@midlandspsychology.co.uk</a> |
| NSPCC - LTFI(Letting the future in)         | Therapeutic Service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |
| NSPCC - TTP (turn the page)                 | YP displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |
| NSPCC Domestic abuse recovering together    | Age 7- 14. this is a 10 week programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>      |
| Upside Professional online Counselling      | Confidence building, managing emotions, self harm support for young people                             | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED                         | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>                         |
| The Carers Hub                              | Emotional support for carers 18 years of age and under   | SGI Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY                                   | 0330 1231937                     | <a href="mailto:carershubs@peopleplus.co.uk">carershubs@peopleplus.co.uk</a>               |
| Child and Adolescent Mental Health Services | Nurse and LST. CAMHS is a Mental Health Service at Teir 3  | Argyle Street Clinic, Argyle Street, Glascote, Tamworth, B77 3EW  | 01827 51183                      |  |
| Young Minds                                 |  |   | 020 70895050                     |  |

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|---|---|---|----------------------------------|--|--|
| <b>Gateway Psychology</b>   | Young Person wellbeing, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ   | 07841 995018                     |  |  |
| <b>Speech and Language Services</b>                                   | Speech therapy for children struggling with speech development  | Speech and Language Therapy Services, Block C, Beecroft Court, Off Beecroft Road, Cannock, WS11 1JP | 01543 509719 or fax 01543 509788 |  |  |
| <b>Parent/Carer Wellbeing</b>   |   |   |                                  |  |  |
| <b>Changes Health and Wellbeing -</b>                                 | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc. This is a 12 step programme.  | Tamworth Changes, 6 Lady Bank, Tamworth, B79 7NB  | 01827 311006                     | <a href="mailto:tamworth@changes.org.uk">tamworth@changes.org.uk</a>   |  |
| <b>Carers UK</b>  | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |   |                                  | <a href="http://www.carersuk.org">www.carersuk.org</a>   |  |
| <b>Making Space</b>   | Support and care services for those with mental health and learning disabilities. Support with Employment   | Lyn Varden, Unit 56, Staffordshire Business Village, Dyson Way, Staffordshire, ST18 0TW             | 01785 887813                     | <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a>   |  |
| <b>Staffordshire Mental Health</b>                                    | Free and confidential support services  |   | 0808 8002234                     |  |  |
| <b>Rural Emotional Support Teams (REST)</b>                           | Mental Health UK Charity  | County Show Ground, Weston Road, Stafford, ST18 0BD   | 01785 255305                     |  |  |
| <b>Rethink Stafford Carers Support</b>                                | We have over 200 mental health services and 150 support groups across England   |   | 01785 814214                     | <a href="http://www.rethink.org">www.rethink.org</a>   |  |
| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress  |   | 01785 243333                     | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.  |   | 01785 212680                     | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users  |   | 01785 254572                     | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice   |   | 01785 211734                     | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |

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|--|--|--|---------------------------------|--|--|
| <b>BAC O'Connor Centre</b>                             | Support with Drug and Alcohol misuse   | 126 Station Street,<br>Burton on Trent,<br>Staffordshire, DE14<br>1BX                        | 01283 537280                    |  |  |
| <b>Probation Services</b>                              |  | Moor Street, Tamworth,<br>B79 7QZ  | 01827 302600                    |  |  |
| <b>Family Nurse Partnership</b>                        | For young first time mothers.<br>Intensive support for mothers<br>pre and post birth.    | Staffordshire Cannock<br>& Tamworth,<br>Springvale, Walhouse<br>Street, Cannock, WS11<br>0DY | 01283 538956                    | <a href="mailto:southderbyshire.fnp@nhs.net">southderbyshire.fnp@nhs.net</a>       |  |
| <b>Pathways</b>  | Support for Women at risk and<br>exposed to Domestic Violence.                           |  | 01543 676800                    |  |  |
| <b>Mid Staffs Mind</b>                                 | Support for people with mental<br>health and emotional wellbeing<br>issues               |  | 01543 462907                    |  |  |
| <b>CASS Carers Association South<br/>Staffordshire</b> | Carers who need emotional<br>support   |  | 01785 606675                    |  |  |
| <b>Victim Support</b>                                  | Help and support to victims of<br>crime  |  | 0300303 1977                    |  |  |
| <b>Mencap</b>  | Support for adults with learning<br>disabilities on a weekly basis                       |  | 01543 503776 or 01785<br>785830 |  |  |
| <b>Child Death Helpline</b>                            |  |  | 0800 282 986                    |  |  |
| <b>Survivor of Bereavement by Suicide</b>              |  |  | 0300 115065                     | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a> |  |
| <b>Compassionate friend</b>                            | Support after the death of a<br>child.   |  | 0345 1232304                    |  |  |
| <b>Sexual Health Clinic</b>                            | Contraception support and<br>support around sexually<br>transmitted diseases             | Centre, Glascote,<br>Tamworth,<br>Staffordshire, B77 2BS                                     | 01543 509767                    |  |  |
| <b>National Centre for Domestic Violence</b>           | For help and support   |  | 0800 9702070                    | <a href="http://referdirect.org.uk">referdirect.org.uk</a>                         |  |
| <b>MarriageCare</b>                                    | Relationship Support and<br>Advice   |  | 0800 3893801                    |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b>            | Support for anyone who wishes<br>to quit smoking   | Robert Rel Medical<br>Centre, Plantation lane,<br>Tamworth, B78 3NG                          | 0800 0434304                    |  |  |
| <b>Robert Peel Medical Centre</b>                      | Minor Injuries Unit  |  | 01827 263800                    |  |  |
| <b>Asist</b>   | Advocacy support for people<br>with Learning Disabilities or<br>Mental Health            |  | 01785 246709                    | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>                     |  |
| <b>Community Mental Health Team</b>                    |  |  | 01827 308820                    |  |  |
| <b>Staffordshire Crisis Team</b>                       | A help line for anyone who has<br>thoughts of harm and is at<br>crisis point emotionally |  | 0300 111 8008                   |  |  |

### Meeting Children's Emotional Needs

|  |  |   |                                  |  |  |
|--|--|---|----------------------------------|--|--|
| <b>Family Group Conference</b>         | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Any member of staff from Families First can make a referral to FGC.                                     | 01785 276800                     | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>   |  |
| <b>Young Minds</b>                     | To provide Mental Health and Emotional support to young people.  |   | 0808 8025544                     |  |  |
| <b>SOVA</b>                            | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free.   | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH                          | 01785 278518 or 01785 276984     | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |
| <b>Autism Support</b>                  | Support for families with children with autism   |   | 0808 8004104                     | <a href="http://www.autism.org.uk">www.autism.org.uk</a>   |  |
| <b>Cruse Bereavement Service</b>       | Support for anyone who has suffered a bereavement that they are struggling to come to terms with.  | Lichfield WS13 or Derbyshire and East Staffordshire Area, Derby, DE1                                    | 01543 433479 or 01283 533        | <a href="mailto:southstafford@cruse.org.uk">southstafford@cruse.org.uk</a>   |  |
| <b>Winston's Wishes</b>                | To support bereaved children.  |   | 0845 2030405                     |  |  |
| <b>Keeping Children Safe</b>           |  |   |                                  |  |  |
| <b>NSPCC WAP - Women as Protectors</b> | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>  |  |
| <b>Papyrus uk</b>                      | Support for YP at risk of suicide and those who are concerned about a young person   |   |                                  |  |  |
| <b>TAMYOUTH</b>                        | Detached team working with young people. Amington PEEPS meet Tuesday 5-6 at Woodhouse High School. Age 13-19   | Tamyouth, Spinning School Lane, B79 7JN   | Linda James 01827 475786         |  |  |
| <b>Social Networks</b>                 |  |   |                                  |  |  |
| <b>Bancroft Community Centre</b>       | CV writing, art groups, ICT training and a social café   | 207a Bancroft, Glascote Heath, B7 2EZ   | 01827 311955                     | <a href="mailto:info@bancroftcentre.org">info@bancroftcentre.org</a>   |  |



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| <b>Glascote Children's Centre</b>                        | Activities for parents and their children from 0-5 years.   | Glascote Children's Centre, Hawksworth, Glascote Heath, Tamworth          | 01827 475222 or 475225     |   |  |
| <b>Able Buddies</b>                                      | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc. |   | 01543 277247               | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br><a href="http://www.ablebuddies.weebly.com">OR www.ablebuddies.weebly.com</a> |  |
| <b>Baby Bounce and Rhyme</b>                             | Wed 11-11.30 and Friday 11-11.30 for children 0-4 years   | Tamworth Library, Corporation Street, Tamworth, B79 7DN                   | 01827 475645               | <a href="mailto:tamworth.library@staffordshire.gov.uk">tamworth.library@staffordshire.gov.uk</a>  |  |
| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.  | 42a Eastgate Street, Stafford, ST16 1LY                                   | Jane Reynolds 07429 78261  | <a href="mailto:jane@staffscvys.org.uk">jane@staffscvys.org.uk</a>  |  |
| <b>Healthy Eating</b>                                    | For parent to plan and produce healthy food. Mon 9.30-11.30 starting 25/04/16.  | Glascote Children Centre, Main Centre, Hawksworth, B77 2ER                | 01283 233400               | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |
| <b>Simply Play</b>                                       | For parents and their children from 0-4. Starts Tuesday 26/04/16 1-3pm  | Tamworth Early Years Centre, Basin Lane, Tamworth, B77 2AH                | 01283 233400               | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |
| <b>Simply Play for Babies</b>                            | 0.12 mths. Tuesday 9.30-11.30   | Tamworth Early Years Centre, Basin Lane, Tamworth, B77 2AH                | 01283 233400               | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |
| <b>Home Start</b>  | DV and general support  | Voluntary Services Centre, Union street, DE14 1AA                         | 01283 566684               |   |  |
| <b>Education and Learning</b>                            |   |   |                            |   |  |
| <b>Introduction to Child Development</b>                 | For parents and children 0-8 who what a better understanding of their childs development. Mon 1-3                         | Glascote Childrens Centre, Main Centre, Hawksworth, B77 2ER               | 01283 233400               | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |
| <b>Entrust</b>   | Careers Advice for Young people   | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030               | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>  |  |
| <b>Pre School Learning Alliance</b>                      | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.          | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>  |  |
| <b>Support for Travelling Families</b>                   |   | Staffordshire County Council  | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a>  |  |
| <b>Think 2</b>   | Free childcare places for children 2 years+ who meed the criteria   | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007              |   |  |

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| <b>Midlands Psychology</b>               | Support for families with children on the autism spectrum.   | The Hayes, 19 Newport Road, Stafford, ST16 1BA                              | 01785 748447              |  |  |
| <b>Princes Trust</b>                     | For young people between 16-25 to take part in activities, gain qualifications and meet new people.          |   | 0800 842 842              |  |  |
| <b>Job Club</b>                          | A guide to job hunting Monday 10-2   | Tamworth Library, Corporation Street, Tamworth, B79 7DN                     | 01827 475645              | <a href="mailto:tamworth.library@staffordshire.gov.uk">tamworth.library@staffordshire.gov.uk</a>   |  |
| <b>School Choice Advice Service</b>      | Support around finding school places   |   | 01785 278992              | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>   |  |
| <b>Juniper Training</b>                  | Careers and training for YP  | Ground Floor, Guardian House, Rotten Row, Lichfield, WS13 6JB               | 01543 258948              |  |  |
| <b>Nacro</b>                             | Support around employment and getting employment from 14-24  | 59-60 Church Street, Staffordshire, B79 7DF                                 | 01827 56420               |  |  |
| <b>Bus Pass for Young People</b>         | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card |   |                           | <a href="http://www.staffordshire.gov.uk/transport/publictransport/buses/buspass">www.staffordshire.gov.uk/transport/publictransport/buses/buspass</a> |  |
| <b>IT Buddies</b>                        | ICT support Mon-Fri 10-4   | Tamworth Library, Corporation Street, Tamworth, B79 7DN                     | 01827 475645              | <a href="mailto:tamworth.library@staffordshire.gov.uk">tamworth.library@staffordshire.gov.uk</a>   |  |
| <b>Behaviour Support for Schools</b>     | Schools can access this support  | Riverway Centre, Riverway, Stafford, ST16 3TH                               | 0300 1118030              | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>   |  |
| <b>Job centre</b>                        |  | 90 Saxon Mill Lane, Tamworth, B79 7JD                                       | 01827 473400              |  |  |
| <b>Elective Home Education</b>           | For families who want to home educate their children.  |   | Jenny Dodd 07791032220    |  |  |
| <b>Children Missing Education</b>        | For children not in education or have gone missing from education  |   | Steve Hewitt 01785 278999 |  |  |
| <b>WEA Workers Education Association</b> | Bringing education to people and supporting people to get back to work.                                      |   | Chris 01889 578817        | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>   |  |
| <b>Boundaries/Behaviour and routines</b> |  |   |                           |  |  |
| <b>Banardos</b>                          | Family Support Services for children 5 and under   | Barnardo's, 62 Caledonian, Glascote Heath, Tamworth, Staffordshire, B77 2ED | 01827 286643              | <a href="mailto:SMART@barnardos.org.uk">SMART@barnardos.org.uk</a>   |  |
| <b>Childnet</b>                          | Support for young people and information for parent and carers on internet safety.                           |   |                           | <a href="http://www.childnet.com">www.childnet.com</a>   |  |

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| <b>NSPCC - PUP</b>                                 | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme                                   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098                         | E mail for a referral form<br>Stoke@NSPCC.org.uk   |  |
| <b>Home and Money</b>                              |   |   |  |  |  |
| <b>Rough Sleepers Team</b>                         | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire                                  |   | 0800 9702304   |  |  |
| <b>TamCan</b>                                      | Support and advice around debt, unemployment and risk of homelessness   | 1 King Street, Tamworth   | 01827 768809   | Drop in sessions: Monday 9.30-2 Tuesday 9.30 -6pm Wednesday & Thur 9.30 - 4 and Fri and Sat 9.30-12.30 |  |
| <b>Citizens Advice</b>                             | Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their local Housing team** | Tamworth Citizen's Advice Bureau, Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ     | 03444 111 444 or 01827 709645                            |  |  |
| <b>Department of Works and Pension</b>             | Via LST   |   |  |  |  |
| <b>Olive Branch</b>                                | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15  | For general enq 0845 122 1155, For bookings 0800 0241999 |  |  |
| <b>Crisis Support</b>                              | Immediate hardship support  | Staffordshire County Council  | 0300 1118008   |  |  |
| <b>Step Change</b>                                 | Support with debts and managing finances  |   | 0800 1381111   |  |  |
| <a href="http://www.frn.org.uk">www.frn.org.uk</a> | Donated furniture which can be purchased for a low price  |   |  |  |  |
| <b>YMCA Furniture Exchange</b>                     | Second hand furniture at affordable prices  | 4 Market Street, Tamworth, B79 7LU  | 01827 67759  |  |  |
| <b>Report Loan Sharks</b>                          | Support and Advice for anyone who has taken out a loan with a Loan Shark  |   | 0300 555 2222  |  |  |
| <b>Tamworth Cornerstone Housing Association</b>    | For those between 16-25 who are looking for sheltered Accommodation   | The Old School House, 2 Woodhouse Lane, Amington, Tamworth, Staffordshire, B77 3AE                      | 01827 319918   | <a href="http://www.t-c-h-a.co.uk">www.t-c-h-a.co.uk</a>   |  |
| <b>work4you</b>                                    | If you are recovering from mental health and registered with a GP they will support you with employment opportunities                       |   | 0770 371 5656  | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>                             |  |

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| <b>Buttle Trust</b>  | For professionals to apply for white goods and some other household items for families that are of hardship.   |  |              | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                           |  |
| <b>Homeless UK</b>   | Support for young people 16-24   | Reconnect, James Court, James Street, Burton-upon -Trent, DE14 3ST | 01283 547211 |  |  |
| <b>Tamworth Borough Council</b>  | Rent issues and housing allocation   | Marmion House, Lichfield Street, B79 7BZ                           | 01827 709709 | <a href="mailto:reception@eaststaffsbc.gov.uk">reception@eaststaffsbc.gov.uk</a> |  |
| <b>Resources</b>   |  |  |              |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>   | Information and advice on Child Sex Exploitation   |  | 0870 2700123 |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>                                   | This is a great website giving advice on all aspects of life from mental health, money and education.  |  |              |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>                                   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |  |              |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |  |              |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |  |              |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a> | Parent direct. Site to find childcare placed and activities for children under the age of 5.   |  | 0300 1118007 | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a>           |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |  | 0808 1000900 |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>                                   | Good resource for self help documents from anxiety to self harm  |  |              |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism. |  |              |  |  |

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| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/service/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/service/SpecialEducationalNeeds/spps</a>                     | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |
| <a href="http://www.dyslexiaaction.org.uk">www.dyslexiaaction.org.uk</a>   | Provided a wide range of services to people of all ages who have Dyslexia.   |  | 01784 222300 |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.   |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>   | A charity to help people to cope and understand Dyspraxia.   |  |              |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>   | Information and advice on finding disability grants  |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>   | Helping people with Downs Syndrome to live a full and rewarding lives.   |  | 0845 2300372 |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>   | Helps people with dyslexia find employment   |  | 0208 1336046 |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society   |  | 0808 8008880 |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>   | National Society for Epilepsy  |  | 01494 601400 |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a>   | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families  |  |              |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>   | Useful web site with information around organisations in your area, job opportunities and training.  |  |              |  |  |

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| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>             | Learning tools, reward charts and class room management tools |  |  |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a> | Friends in need and local groups for people with depression   |  |  |  |  |

## School

|                               | Contact      | Title of pupil support officer               | Function of pupil support officer  | Programmes running   | Staff Skills   | Additional information |
|-------------------------------|--------------|--|--|--|--|------------------------|
| <b>Primary LST9</b>           |              |  |  |  |  |                        |
| Three Peakes Primary Academy  | 01827 896424 | Elaine Blaby - Pupil Support manager         | Liaise with parents and external agencies  | FAST - sponsored by Save the Children and Middlesex University |  |                        |
| Stoneydelph Primary           | 01827 896666 | Mrs Claire Bevan                             | To work with and support parents and children that are or have problems with school attendance and engagement with school. | Lunch time groups for pupils to develop their social skills    | Staff training in nurture principles and ELKAN (Speech & Language early intervention)  |                        |
| Wilnecote Junior              | 01827 475035 |  | E mail sent  |  |  |                        |
| Oakhill Primary               | 01827 475020 | Caroline Stubbs - Deputy Head Teacher        | To support children and families in school   | There have been nurture groups in the past.                    | Positive play and support from outside agencies  |                        |
| Birds Bush Community Primary  | 01827 475170 | Family Support Worker - Denese Hill          |  | Cornerpost Education centre & Malachi                          | Positive play and 'Happy to be us'   |                        |
| Heathfields Infants           | 01827 475065 |  | E mail sent  |  |  |                        |
| St Gabriel's Catholic Primary | 01827 475045 | Sarah Mckay - Attendance and Welfare Officer | Child Protection Officer and EHA Practitioner  | No   | Hope Project.  |                        |
| Lakeside Community            | 01827 475080 | Alison Dolphine - SENCO & Deputy Head        | Lead for Inclusion   | Positive Play, Hope Project and Nurture Support                | Positive play, Hope and Nurture.   |                        |
| Hanbury's Farm Primary        | 01827 475100 |  | E mail sent  |  |  |                        |
| Dosthill Primary              | 01827 475155 | Nikki Roadway - Inclusion Leader             | To support children and their families.  | The Hope Programme   | School have a full-time Emotional Wellbeing TA/Learning mentor. Parent Support programmes and self esteem programme 'it's good to be me' EWW from Walsall employed to address attendance issues weekly |                        |
| <b>Secondary - LST9</b>       |              |  |  |  |  |                        |
| Wilnecote High                | 01827 831300 |  | Message left   |  |  |                        |
| <b>Primary LST10</b>          |              |  |  |  |  |                        |
| Woodlands Primary             | 01827 475567 |  | E mail sent  |  |  |                        |

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| Ashcroft Primary   | 01827 475925 |   | E mail Sent   |  |  |  |
| Landau Forte Academy   | 01827 300490 |   | E mail sent   |  |  |  |
| Moorgate Primary   | 01827 475755 | Faye Shaw - Attendance and Parent Support   | E mail sent   |  |  |  |
| Thomas Barnes County Primary   | 01827 475683 | Mrs Mandy Frith - Office Manager  | To suport children and their families   | Triple P from LST and behaviour support programmes. SALT   | Trained Counsellor in school   |  |
| Lark Hall Infants and Nursery  | 01827 475720 | Parent Suport Worker - Angela Doxford   | E mail sent   |  | Knowledge from working in LST  |  |
| St Leonards CE VA Primary  | 01827 475800 | Head Teacher -  | Message left  |  |  |  |
| Fax Hill Community Jr School   | 01827 475675 | Parent Support Worker - Angela Doxford  | E mail sent   |  | Knowledge from working in LST  |  |
| St Elizabeths Catholic Primary   | 01827 475860 |   | E mails sent but unable to be delivered. Contacted school direct, however informed this information should be requested via e mail. Explained that E mails were not being delivered. 27/6 |  |  |  |
| Florendine Primary   | 01827 475778 |   | E mail sent   |  |  |  |
| Coton Green Primary  | 01827 475672 |   | E mail sent   |  |  |  |
| Millfield Primary, Fazeley   | 01827 475010 | Heather Geobey - Senco  | Supporting children in school and monitor their wellbeing.  | Owl Group Yr 4,5 & 6 work around emotional wellbeing.  | SENCO and TA's have training in Counselling and anxiety                                |  |
| Glascode Academy   | 01827 475001 |   | E mail sent   |  |  |  |
| Amington Heath Primary and Nursery, Tamworth   | 01827 475161 | Janet Smith - Parent Support Worker   | E mail sent   |  | Knowledge from working in LST  |  |
| Manor Primary School Drayton Bassett   | 01827 475200 | message left.   |   |  |  |  |
| Two Gates Community Primary  | 01827 475051 | Miss Michelle Ganderton (SENDCO) & Mrs Hayley Pugh (Assistant SENDCO) and Mrs Nest Llewelyn-Cook (Head Teacher) |   | Nurture groups, Synergy Family support, Synergy Anger Management, Family Learning and Family seal, Attachment Disorder Training, Build to express, Lego therapy, start the day club, Malaichi transition | Staff have the skills to run the programmes for children and their families in school. |  |
| Howard Primary Sch, Elford<br>**Part of Multi Academy Trust with St Mary's Colton and Richard Clarke** | 01827 383292 | Message left  |   |  |  |  |
| Longwood primary, Tamworth   | 01827 475030 | Head Teacher -  | E mail sent   |  |  |  |



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| St Andrews Primary, Clifton Campville **Fed school with Mary Howard in Burton ) | 01827 373266 | Mrs Wiltshire- Head Teacher                                    | E mail sent  |   |  |  |
| Anker Moor Primary  | 01827 475730 | Eve Bryan - Family Support Worker                              | Promoting good attendance and punctuality. Promoting self esteem and confidence. | Counselling service in school.                                      | External agencies and staff trained in parenting programmes and behaviour programmes like positive play, Flourishing Families with Lisa Baker parenting programme and DISC growth Mindset for staff, pupils and parents. |  |
| William MacGregor Primary   | 01827 475705 | Pauline Constantine- Assistant SENCO & Home School Link Worker |  | 1-1 mentoring and small group skills with children, Nurture groups. | Triple P, Nurture and the school are looking into Hope training shortly  |  |
| <b>Secondary LST10</b>  |              |  |  |   |  |  |
| Tamworth Enterprise College & AET Academy                                       | 01827 285596 |  | E mail sent  |   |  |  |
| Landau Forte Academy, Amington  | 01827 301800 |  | E mail sent  |   |  |  |
| Landau Forte Academy, QEMS  | 01827 62241  |  | E mail sent  |   |  |  |
| The Rawlett School & AET Academy  | 01827 64823  |  | E mail sent  |   |  |  |
| <b>Special Schools</b>  |              |  |  |   |  |  |
| Two Rivers High School  | 01827 475690 |  |  |   |  |  |
| Two Rivers Primary School   | 01827 475746 |  |  |   |  |  |

| Child's Physical Health                         | Add Info   | Address   | Number                           | E Mail / Web address   |  |  |
|---|--|---|----------------------------------|--|--|--|
| <b>Health Visitors</b>                          |  | Moorlands Medical Centre, Dyson House, Regent Street, Leek ST13 6LU                                     | 01538 399008                     |  |  |  |
|   |  | Health Visitors, Biddulph Primary Care Trust, Whalf Road  |                                  |  |  |  |
| <b>Dove service</b>                             | Counselling services for children  | The Dudson Centre, Hope Street, Stoke-on-Trent, ST1 5DD   | 01782 683155/683153              | <a href="mailto:enquiries@thedoveservice.org.uk">enquiries@thedoveservice.org.uk</a>     |  |  |
| <b>Midwife</b>                                  | This will be through your GP   | Surgery's throughout Biddulph and Leek  |                                  |  |  |  |
| <b>T3 Staffordshire</b>                         | Drug and Alcohol Addiction   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>                                       |  |  |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandpsychology.co.uk">enquiries@midlandpsychology.co.uk</a> |  |  |
| <b>Time 4 Sport</b>                             | Healthy living and Exercise for children through school health   | Bridge Centre, Birches Head Road, Stoke-on-Trent, ST2 8BB   | 01782 409677 & 07707 275409      |  |  |  |
| <b>School Health</b>                            | Contact can be made through school or LST. School Nurses can support with health and emotional issues. | Dudson Centre, Hanley   | 07563 163602                     | <a href="http://www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>           |  |  |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |  |  |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |  |  |
| <b>NSPCC Domestic Abuse Recovering Together</b> | Age 7- 14. this is a 10 week programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>    |  |  |
| <b>Upside Professional online Counselling</b>   | Confidence building, managing emotions, self harm support for young people                             | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED                         | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>                       |  |  |

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| <b>The Carers Hub</b>   | Emotional support for carers 18 years of age and under  | SGI Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY      | 0330 1231937                 | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a>   |  |  |
| <b>Child and Adolescent Mental Health Services</b>                    | Referral through GP, school, Nurse and LST. CAMHS is a mental health service at Teir 3 .  | CAMHS, Eaton House, Buxton Road, Leek, ST13 6EG                            | 01782 652660                 |  |  |  |
| <b>Young Minds</b>  |   | CAMHS in Tunstall, Roundwell Street, Tunstall, ST6 5JJ                     | 0300 1230984<br>020 70895050 |  |  |  |
| <b>Gateway Psychology</b>   | Young Person wellbeing, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ                                      | 07841 995018                 |  |  |  |
| <b>Speech and Language services</b>                                   | Speech therapy for children struggling with speech development  | North Staffordshire, Bentilee Neighbourhood Centre, Dawlish Drive, ST2 0EU |                              |  |  |  |
| <b>Parent/Carer Wellbeing</b>   |   |  |                              |  |  |  |
| <b>Staffordshire Mental Health</b>                                    | Free and confidential support services  |  | 0808 8002234                 |  |  |  |
| <b>Carers UK</b>  | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |  |                              | <a href="http://www.carersuk.org">www.carersuk.org</a>   |  |  |
| <b>Rural Emotional Support Teams (REST)</b>                           | Mental Health UK Charity  | County Show Ground, Weston Road, Stafford, ST18 0BD                        | 01785 255305                 |  |  |  |
| <b>National Centre for Domestic Violence</b>                          | For help and support  |  | 0800 9702070                 | <a href="http://referdirect.org.uk">referdirect.org.uk</a>   |  |  |
| <b>MarriageCare</b>   | Relationship Support and Advice   |  | 0800 3893801                 |  |  |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.  |  | 01785 212680                 | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users  |  | 01785 254572                 | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice   |  | 01785 211734                 | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |  |
| <b>Arch North Staffs</b>  | Support for Women at risk and exposed to Domestic Violence.   |  | 01782 204479                 | <a href="http://www.archnorthstaffs.org.uk">www.archnorthstaffs.org.uk</a>   |  |  |

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| <b>Carers Association North Staffordshire</b>       | Carers who need emotional support  | North Staffordshire, Carers Centre, Fenn House, Duke Street, Fenton, Stoke-, St4 3PT  | 01782 793100                 | <a href="http://www.carersfirst.com">www.carersfirst.com</a>                       |  |  |
| <b>Victim Support</b>                               | Help and support to victims of crime   |   | 0300303 1977                 |  |  |  |
| <b>Mencap</b>                                       | Support for adults with learning disabilities on a weekly basis                    |   | 01543 503776 or 01785 785830 |  |  |  |
| <b>Child Death Helpline</b>                         |  |   | 0800 282 986                 |  |  |  |
| <b>Survivor of Bereavement by Suicide</b>           |  |   | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a> |  |  |
| <b>Compassionate Friend</b>                         | Support after the death of a child.  |   | 0345 1232304                 |  |  |  |
| <b>Advocacy Service in Staffordshire (ASIST)</b>    | Works alongside people with physical disabilities and mental health conditions     | Winton House, Stoke Road, Stoke, ST4 2RW  | 01782 845584                 | <a href="http://www.asist.co.uk">www.asist.co.uk</a>                               |  |  |
| <b>North Staffs Wellbeing</b>                       | Mental Health Support  |   | 01782 711651                 | <a href="http://www.northstaffswellbeing.co.uk">www.northstaffswellbeing.co.uk</a> |  |  |
| <b>Sexual Health clinic</b>                         | Contraception support and support around sexually transmitted diseases             | <b>Wed:</b> Biddulph Clinic, Wharf Street, Biddulph, ST8 6AG 5.30-7.30<br><b>Thur:</b> Leek Health, Fountain Street, ST13 6JB 1.30-3.30 | 0300 4042986                 |  |  |  |
| <b>Staffordshire Moorlands Cancer Support Group</b> |  |   | 07580 595711                 |  |  |  |
| <b>Patient Advice and Liaison Service</b>           | To support Patients and their families to resolve any complaints and offer support | Floor 1, Morston House, The Midway, Newcastle-under-Lyme, Staffordshire, ST5 1QG  | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |  |
| <b>Support for Male DV Victims</b>                  |  | Staffordshire Domestic Violence   | 0800 3283623                 |  |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b>         | Support for anyone who wishes to quit smoking                                      |   | 0300 1118006                 |  |  |  |
| <b>Community Mental Health Team</b>                 |  |   | 01827 308820                 |  |  |  |
| <b>Staffordshire Crisis Team</b>                    | A help line for anyone who has thoughts of harm and is at crisis point emotionally |   | 0300 111 8008                |  |  |  |

### Meeting Children's Emotional Needs

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|--|--|---|----------------------------------|---|--|--|
| <b>Family Group Conference</b>         | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Any member of staff from Families First can make a referral to FGC.                                     | 01785 276800                     | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>  |  |  |
| <b>Young Minds</b>                     | To provide Mental Health and Emotional support to young people.  |   | 0808 8025544                     |   |  |  |
| <b>The Dove Service</b>                | Counselling for children on loss, bereavement and life changing illness  | The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, ST1 5DD   | 01782 683155                     | <a href="mailto:enquires@thedoveservice.org.uk">enquires@thedoveservice.org.uk</a>  |  |  |
| <b>North Staffordshire YMCA</b>        | Accommodation for YP aged 16-25, Employment skills, Sports and Activities  | Harding Road, Stoke, ST1 3AE  | 01782 222376                     |   |  |  |
| <b>Winston's Wishes</b>                | To support bereaved children.  |   | 0845 2030405                     |   |  |  |
| <b>Keeping Children Safe</b>           |  |   |                                  |   |  |  |
| <b>NSPCC WAP - Women as protectors</b> | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>   |  |  |
| <b>Papyrus uk</b>                      | Support for YP at risk of suicide and those who are concerned about a young person   |   |                                  |   |  |  |
| <b>Social Networks</b>                 |  |   |                                  |   |  |  |
| <b>Soccer Lions</b>                    |  | Beresford Children's Centre   | 0774 7867745                     |   |  |  |
| <b>Able Buddies</b>                    | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc.  |   | 01543 277247                     | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br>OR <a href="http://www.ablebuddies.weebly.com">www.ablebuddies.weebly.com</a> |  |  |
| <b>Baby Bounce and Rhyme</b>           | Mon 11-11.30 & 2-2.30pm Thur 2-4pm   | Leek Library, Nicholson Institute, Stockwell Street, Leek, ST13 6DW                                     | 01538 483209                     |   |  |  |
| <b>BRIC Resource Centre</b>            | Café and support around Education, Training, Housing and other issues  | 85 St John Street, Biddulph, ST8 6LL  | 01782 522950                     |   |  |  |

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| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.                           | 42a Eastgate Street, Stafford, ST16 1LY                                   | Claire John 07429 734172  | <a href="mailto:claire@staffscvys.org.uk">claire@staffscvys.org.uk</a>   |  |  |
| <b>Bus Pass for Young People</b>                         | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card |   |                           | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a>                           |  |  |
| <b>Start 2 Job Seekers Advice</b>                        | Thursday 2-4pm   | Leek Library, Nicholson Institute, Stockwell Street, Leek, ST13 6DW       | 01538 483209              |  |  |  |
| <b>Musical Tot Time</b>                                  | Fri 11-11.30   | Leek Library, Nicholson Institute, Stockwell Street, Leek, ST13 6DW       | 01538 483209              |  |  |  |
| <b>Introduction to Child development</b>                 | 0-4 children Friday 1-3  |   | Debbie Fog 01283 233400   |  |  |  |
| <b>Simply Play</b>                                       | Friday 10-12   | Beresford Memorial Sch, 30 Novi Lane, ST13 6NR                            |                           |  |  |  |
| <b>Simply Play</b>                                       | Thur 1-3   | Staffordshire Moorlands Children's Centre, Albert Lane, Biddulph, ST8 6DT | Debbie 01283 233400       |  |  |  |
| <b>Childrens Centres</b>                                 | A range of activities at children's centres across Biddulph, Cheadle and Leek                                |   |                           | <a href="http://www.staffordshire.gov.uk/education/childcare/ccentres/moorlands/family-support">www.staffordshire.gov.uk/education/childcare/ccentres/moorlands/family-support</a> |  |  |
| <b>Carers Hub</b>  | Thursday 2-4 pm Advice and Support for anyone in a caring role   | Leek Library, Nicholson Institute, Stockwell Street, Leek, ST13 6DW       | Fiona Fowler 01543 483210 |  |  |  |
| <b>Musical Fun Time</b>                                  | Tue 10.30 -11  | Biddulph Library, Tunstall Road, ST8 6HH                                  | 01782 512103              |  |  |  |
| <b>Home Start</b>  | Domestic Violence and general support  | Voluntary Services Centre, Union street, DE14 1AA                         | 01283 566684              |  |  |  |
| <b>Education and Learning</b>                            |  |   |                           |  |  |  |
| <b>School Transport and Admissions</b>                   | Transport entitlement  | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH             | 01785 278593              |  |  |  |
| <b>Free School meals</b>                                 | Free school meals for low income families  | Staffordshire County Council, Tipping Street, Stafford                    | 01785 854990              |  |  |  |

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| <b>Staffordshire SEND Family Partnership</b> | Advice and support for parents and carers for children and Young people aged 0-25 with special educational needs and disabilities  |   | 01785 356921               |  |  |  |
| <b>Think 2</b>                               | Free childcare places for children 2 years+ who meet the criteria  | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007              |  |  |  |
| <b>Family Services Directory</b>             | Provides information on childcare places and whats on at the children's centres.   |   |                            | <a href="http://www.staffs.fsd.org.uk">www.staffs.fsd.org.uk</a>   |  |  |
| <b>Entrust</b>                               | Careers Advice for Young people  | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030               | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>   |  |  |
| <b>Pre School Learning Alliance</b>          | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.   | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>   |  |  |
| <b>Support for Travelling Families</b>       |  | Staffordshire County Council  | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a>                               |  |  |
| <b>Midlands Psychology</b>                   | Support for families with children on the autism spectrum.   | The Hayes, 19 Newport Road, Stafford, ST16 1BA                            | 01785 748447               |  |  |  |
| <b>Princes Trust</b>                         | For young people between 16-25 to take part in activities, gain qualifications and meet new people.  |   | 0800 842 842               |  |  |  |
| <b>Your Housing Group</b>                    | Employment Support Tuesday 10-12 Hammerely Hayes Community Centre, Cheadle. Wednesday 10-12 Support Staffordshire 7 High Street, Leek. Thursday 10-12 BRIC Annexe, 93 St Johns Road, Biddulph. | Your Housing Group, 602 Aston Avenue, Birchwood, Warrington, WA3 6ZN      | 01925 593000               | <a href="http://www.yourhousinggroup.co.uk">www.yourhousinggroup.co.uk</a>   |  |  |
| <b>School Choice Advice Service</b>          | Support around finding school places   |   | 01785 278992               | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>   |  |  |
| <b>Behaviour Support for Schools</b>         | Schools can access this support  | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030               | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>   |  |  |
| <b>Translation Service</b>                   | To find an approved translation provider   |   |                            | <a href="http://www.intra.staffordshire.gov.uk/equality/translation">www.intra.staffordshire.gov.uk/equality/translation</a> |  |  |
| <b>Job Centre</b>                            |  | Kidsgrove Job Centre, The Avenue, Kidsgrove, ST7 1AH                      | 0845 6043719               |  |  |  |

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| <b>Elective Home Education</b>           | For families who want to home educate their children.   |   | Jenny Dodd 07791032220           |   |  |  |
| <b>Children Missing Education</b>        | For children not in education or have gone missing from education   |   | Steve Hewitt 01785 278999        |   |  |  |
| <b>WEA Workers Education Association</b> | Bringing education to people and supporting people to get back to work.   |   | Chris 01889 578817               | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>                |  |  |
| <b>Boundaries/Behaviour and routines</b> |   |   |                                  |   |  |  |
| <b>Banardos</b>                          | Family Support Services for children 5 and under  | Barnardo's, 62 Caledonian, Glascote Heath, Tamworth, Staffordshire, B77 2ED                             | 01827 286643                     | <a href="mailto:SMART@banardos.org.uk">SMART@banardos.org.uk</a>                      |  |  |
| <b>NSPCC - PUP</b>                       | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme                                   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a> |  |  |
| <b>YMCA - North Staffordshire</b>        | Supporting family tension, Contact, Separating families and parenting skills  | Harding Road, Stoke, ST1 3AE  | 01782 222389                     |   |  |  |
| <b>Childnet</b>                          | Support for young people and information for parent and carers on internet safety.  |   |                                  | <a href="http://www.childnet.com">www.childnet.com</a>                                |  |  |
| <b>Home Start</b>                        | Support for families around parenting. They also run a number of groups   | Home Start Staffordshire Moorlands, School Yard, Earl Street, Leek, ST13 6JT                            | 01538 387231                     | <a href="mailto:homestart@tiscali.co.uk">homestart@tiscali.co.uk</a>                  |  |  |
| <b>Contact Centre</b>                    | Supervised contact for seperated families   | Westwood Hse, Wagg Street, CW12 4BA   | 01260 270899                     |   |  |  |
| <b>Home and Money</b>                    |   |   |                                  |   |  |  |
| <b>Rough Sleepers Team</b>               | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire                                  |   | 0800 9702304                     |   |  |  |
| <b>Citizens Advice</b>                   | Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their Local Housing team** | Citizens Advice Bureau, 51 High Street, Cheade Stoke-on-Trent, ST10 1AR                                 | 0344 4111444                     |   |  |  |
| <b>Salvation Army</b>                    | Support for men and women who are homeless  | Salisbury Street, Leek, Staffordshire, ST13 5EE   | 01538 630547                     |   |  |  |



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| <b>Furniture Mine</b>  | Second hand furniture at affordable prices through Aspire Housing   |  |   | <a href="http://www.furnituremine.org.uk">www.furnituremine.org.uk</a>                   |  |  |
| <b>Olive Branch</b>  | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15       | For general enq 0845 122 1155, For bookings 0800 0241999                  |  |  |  |
| <b>Crisis Support</b>  | Immediate hardship support  | Staffordshire County Council                                       | 0300 1118008  |  |  |  |
| <b>Foodbank -</b>  | Tuesday 12.30 -2.30pm   | Church, 34 West Street, Leek, Staffordshire, ST13 8AA              | 07847 689748  | <a href="mailto:info@leekdistrict.foodbank.org.uk">info@leekdistrict.foodbank.org.uk</a> |  |  |
| <b>Foodbank -</b>  | 9-1am   | St John's Church, Knypersley                                       |   |  |  |  |
| <b>Foodbank -</b>  | 6-8pm   | English Martyrs RC Church, Biddulph                                |   |  |  |  |
| <b>Step Change</b>   | Support with debts and managing finances  |  | 0800 1381111  |  |  |  |
| <a href="http://www.frn.org.uk">www.frn.org.uk</a>                 | Donated furniture which can be purchased for a low price  |  |   |  |  |  |
| <b>Report Loan Sharks</b>  | Support and Advice for anyone who has taken out a loan with a Loan Shark  |  | 0300 555 2222   |  |  |  |
| <b>Midlands Heart</b>  | Housing support, Rent, Buy  |  | 0345 6020540  | <a href="mailto:contact@midlandheart.org.uk">contact@midlandheart.org.uk</a>             |  |  |
| <b>work4you</b>  | If you are recovering from mental health and registered with a GP they will support you with employment opportunities |  | 0770 371 5656   | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>               |  |  |
| <b>Buttle Trust</b>  | For professionals to apply for white goods and some other household items for families that are of hardship.          |  |   | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                                   |  |  |
| <b>Homeless UK</b>   | Support for young people 16-24  | Reconnect, James Court, James Street, Burton-upon -Trent, DE14 3ST | 01283 547211  |  |  |  |
| <b>Staffordshire Moorlands District Council</b>                    | Rent issues and Housing Allocation  | Moorlands House, Stockwell Street, Leek, Staffordshire, ST13 6HQ   | 0345 6053012 (Benefits)<br>0345 605 3011 (Council Tax and Business rates) |  |  |  |
| <b>Resources</b>   |   |  |   |  |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a> | Information and advice on Child Sex Exploitation  |  | 0870 2700123  |  |  |  |

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| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | This is a great website giving advice on all aspects of life from mental health, money and education.  |  |              |  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |  |              |  |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |  |              |  |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |  |              |  |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a>   | Parent direct. Site to find childcare places and activities for children under the age of 5.   |  | 0300 1118007 | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a> |  |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |  | 0808 1000900 |  |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm  |  |              |  |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism.                                     |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps</a>                 | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with Special Educational Needs and Disabilities. |  |              |  |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |  |

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| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support. |  | 01782 627002 |  |  |  |
| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>                               | Provided a wide range of services to people of all ages who have Dyslexia.   |  | 01784 222300 |  |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.   |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>                     | A charity to help people to cope and understand Dyspraxia.   |  |              |  |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>                         | Information and advice on finding Disability Grants  |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>                               | Helping people with Downs Syndrome to live a full and rewarding lives.   |  | 0845 2300372 |  |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>                     | Helps people with Dyslexia find employment   |  | 0208 1336046 |  |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society   |  | 0808 8008880 |  |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>                                     | National Society for Epilepsy  |  | 01494 601400 |  |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a> | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families      |  |              |  |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>                     | Useful web site with information around organisations in your area, job oppertunities and training.                        |  |              |  |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>   | Learning tools, reward charts and class room management tools  |  |              |  |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>                             | Friends in need and local groups for people with depression  |  |              |  |  |  |

## School

|  | Contact      | Title of pupil support officer   | Function of pupil support officer  | Programmes running  | Staff Skills   | Additional information |
|--|--------------|--|--|---|--|------------------------|
| <b>Primary LST1</b>                                |              |  |  |   |  |                        |
| Valley Primary, Oakamoor                           | 01538 702355 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.   | Support individual families around behaviour at home or at school.  | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care  |                        |
| Bishop Rawle CE (VA) Primary                       | 01538 753236 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.   | Support individual families around behaviour at home or at school.  | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care  |                        |
| Oxhey First School, Biddulph                       | 01782 513000 | E Mail sent  |  |   |  |                        |
| Kingsfield First School                            | 01782 485400 | E Mail sent  |  |   |  |                        |
| Squirrel Hayes First School                        | 01782 297886 | Nikki Stroud - Family Link Co-ordinator                                    | To work in close partnership with inclusion team, a range of external partners and children and their families in order to support education and wellbeing | Parenting courses, drop in coffee mornings, nurture groups  | Key staff have been trained in Positive Behaviour management and Behaviour and attachment. The school works in conjunction with external agencies such as Salt and Visyon. |                        |
| Moor First School                                  | 01782 512350 | E Mail sent  |  |   |  |                        |
| Our Lady of Grace Catholic Academy                 | 01782 512644 | E Mail sent  |  |   |  |                        |
| St. Filumena's Catholic Primary School, Caverswall | 01782 392367 | Pupil Support and Welfare Officer - Maria Barlow                           | To ensure children access education and support around emotional wellbeing   | No school run parenting programmes  | No staff trained in specific Parenting/behaviour programmes  |                        |
| Knypersley First School                            | 01782 297900 | E Mail sent  |  |   |  |                        |
| Cheadle Primary                                    | 01543 483931 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.   | Ability to provide group parenting training if required. 1-1 work with children, staff and families in different areas. | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care  |                        |
| St. Annes CE (VC) Bown Edge                        | 01782 503102 | E Mail sent  |  |   |  |                        |
| Endon Hall Primary                                 | 01782 502645 | Ms Carter - Head Teacher   | Acting Head and Pastoral Support Officer   | No  | TA's trained in Counselling at Teir 2. Nurture group   |                        |
| Blackshaw Moor CE VC First School                  | 01538 300337 | Mrs Hillman - Head Teacher   | E mail Sent  |   |  |                        |

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| St Lukes CE (VC) Primary, Endon          | 01782 502396 | Kate Jacklin - Deputy Head Teacher   | Deal with pastoral and safeguarding issues.                                |  | Staff trained in positive play and behaviour programmes.  |  |
| Dilhorne Endowed CE Primary School       | 01543 753168 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.         | Support individual families around behaviour at home or at school.   | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care   |  |
| St Werburgh's CE (VA) Primary            | 01538 754700 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.         | Support individual families around behaviour at home or at school.   | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care   |  |
| St Thomas Catholic Primary, Tean         | 01538 722378 | Pupil Support and Welfare Officer - Maria Barlow                           | To ensure children access education and support around emotional wellbeing | No school run parenting programmes   | No staff trained in specific Parenting/behaviour programmes   |  |
| Great Wood Primary School, Tean          | 01538 722370 | Irene Welford - Home School Support Worker Moorlands Community Partnership | Support individual families around behaviour at home or at school.         | Ability to provide group parenting training if required. 1-1 work with children, staff and families in different areas.  | Irene has training in Psychology, Social Work, Counselling, Welfare Office Dip and Care   |  |
| St Michaels CE (VC) First School, Horton | 01538 306278 | E Mail sent  |  |  |   |  |
| Ilam CE (VA) Primary                     | 01335 350316 | Head Teacher   | To support students in school  | None   | School use LST  |  |
| Rushton CE (VC) Primary, Rushton Spencer | 01260 226303 | E Mail sent  |  |  |   |  |
| Manifold CofE Academy, Warslow           | 01298 84320  | E Mail sent  |  |  |   |  |
| The Faber Catholic Primary, Cotton       | 01543 702324 | Pupil Support and Welfare Officer - Maria Barlow                           | To ensure children access education and support around emotional wellbeing | No school run parenting programmes   | No staff trained in specific Parenting/behaviour programmes   |  |
| Hollinsclough CE (A) Academy             | 01298 83303  | E Mail sent  |  |  |   |  |
| <b>Middle School - LST1</b>              |              |  |  |  |   |  |
| Woodhouse Academy                        | 01782 297875 | Phil Reynolds - Pastoral Leader  |  | The school has a support centre with a Pupil Support Assistant who works with pupils and links with parents regarding behaviour, socialising, bereavement, nurture and attendance. | Visyon come into school and complete counselling session with pupils. Self esteem course run in school with groups of children. |  |

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| James Bateman Junior High School, Knypersley     | 01782 297912 | E mail sent                                      |  |   |  |  |
|  |              |  |  |   |  |  |
| <b>Secondary - LST1</b>                          |              |  |  |   |  |  |
|  |              |  |  |   |  |  |
| The Cheadle Academy                              | 01538 483900 | E mail sent                                      |  |   |  |  |
| Endon High                                       | 01782 502240 | E mail sent                                      |  |   |  |  |
| Painsley Catholic College<br><b>Primary LST2</b> |              | Pupil Support and Welfare Officer - Maria Barlow | To ensure children access education and support around emotional wellbeing   | No school run parenting programmes                              | No staff trained in specific Parenting/behaviour programmes  |  |
| All Saint's CE Primary First School              | 01543 483235 | E mail sent                                      |  |   |  |  |
| Forsbrook CE (VC) Primary, Blythe Bridge         | 01782 392577 | E mail sent                                      |  |   |  |  |
| St William Amory Primary                         | 01782 394900 | E mail sent                                      |  |   |  |  |
| Beresford Memorial CE A First School             | 01543 483245 | E mail Sent                                      |  |   |  |  |
| St Giles Catholic Primary                        | 01538 753220 | Pupil Support and Welfare Officer - Maria Barlow | To ensure children access education and support around emotional wellbeing   | No school run parenting programmes                              | No staff trained in specific Parenting/behaviour programmes  |  |
| Werrington Primary                               | 01782 302150 | E mail sent                                      |  |   |  |  |
| Springcroft Primary, Blythe Bridge               | 01782 394793 | E mail sent                                      |  |   |  |  |
| Fulford Primary,                                 | 01889 505303 | Mrs Helen Sutton - Acting Head Teacher           |  | 6 week nurture programme  |  |  |
| St Johns CE (VC) Primary, Wetley Rocks           | 01782 550309 | Diana Higton - Head Teacher                      | Irene Welford - Family Support Worker also supports children and their families around social and emotional wellbeing and parenting. | Younger Minds visit the school fortnightly to support children. |  |  |
| Leek First School                                | 01538 483200 | E mail sent                                      |  |   |  |  |
| St Mary's Catholic Primary                       | 01538 483190 | Pupil Support and Welfare Officer - Maria Barlow | To ensure children access education and support around emotional wellbeing   | No school run parenting programmes                              | No staff trained in specific Parenting/behaviour programmes  |  |
| St Leonards CE (VA) First Sch, Ipstones          | 01538 266292 | E mail sent                                      |  |   |  |  |
| Westwood First                                   | 01538 483000 | E mail sent                                      |  |   |  |  |
| St. Edwards CE (VC) First School, Cheddleton     | 01538 360435 | E mail sent                                      |  |   |  |  |
| St. Bartholomews CE (VC) Primary School, Longnor | 01298 83233  | Anne Collins - Head Teacher                      | Very Small school of 14 pupils, therefore Head Teacher covers all aspects of school from education to emotional wellbeing of pupils. |   | Training and support given from special schools and sustain. |  |

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| Woodcroft First School  | 01538 483186 | E mail sent                                       |   |   |   |  |
| Meir Heath Primary  |              | E mail sent                                       |   |   |   |  |
| <b>Middle School LST</b>                                      |              |   |   |   |   |  |
| Churnet View Middle   | 01538 384939 | E mail sent                                       |   |   |   |  |
| St Edwards COFE Academy                                       | 01538 483218 | Claire Broadhurst - Learning Support Co-ordinator | Responsible for pupil premium, LAC and pastoral care across all groups. Progress leaders and LSC coordinator also support children across the school. | Attitude to learning programme, teaching mentors, anger management, bereavement support, emotional support, Counselling via a trained Counsellor and self esteem support. | Staff are trained in order to support the programmes running for children and work along side outside agencies.                       |  |
| <b>Secondary LST2</b>   |              |   |   |   |   |  |
| Westwood College, Leek  | 01538 370930 | E mail sent                                       |   |   |   |  |
| Leek High Technology College                                  | 01538 225050 | Mr Simon Broad -                                  | Assistant Headteacher, pastoral lead and lead safeguarding officer in school  | T3, Dove, Independent Play Therapist, Visyon  | Academic mentor - Youth Work trained, Wellbeing mentor trained in solution focused therapy, motivational interviewing and restorative |  |
| Blythe Bridge High School                                     | 01782 388261 | E mail sent                                       |   |   |   |  |
| Moorside High, Werrington                                     | 01782 551200 | E mail sent                                       |   |   |   |  |
| <b>Special School</b>   |              |   |   |   |   |  |
| Cicely Houghton Community Special School                      | 01782 550202 |   |   |   |   |  |
| Horton Lodge Community Special School and Key Learning Centre | 01538 306214 |   |   |   |   |  |
| Meadows Special School Leek                                   | 01538 225050 |   |   |   |   |  |

| Child's Physical Health                         | Add Info  | Address  | Number                              | E Mail / Web address   |
|---|---|--|-------------------------------------|--|
| <b>Health Visitors</b>                          |   | Health Visitors<br>Staffordshire in<br>Newcastle Under<br>Lyme, Marston House,<br>ST5 1QG                            | 0300 1231161                        |  |
| <b>Sustain</b>                                  | Sustain work with Staffordshire<br>Carers and other professionals<br>involved with young people who<br>are looked after. Therapy, help<br>and support | Newcastle Register<br>Officer, 20 Sidmouth<br>Avenue, Newcastle-<br>under-Lyme, ST5 0QN                              | 01782 297015                        |  |
| <b>Dove service</b>                             | Counselling services for children   | The Dudson Centre,<br>Hope Street, Stoke-on-<br>Trent, ST1 5DD   | 01782 683155/683153                 | <a href="mailto:enquiries@thedoveservice.org.uk">enquiries@thedoveservice.org.uk</a>       |
| <b>Midwife</b>                                  | This will be through your GP  | Surgery's throughout<br>the Newcastle Under<br>Lyme area.  |                                     |  |
| <b>Time 4 Sport</b>                             | Exercise and healthy eating<br>support from children  | Bridge Centre, Birches<br>Head Road, Stoke-on-<br>Trent, ST2 8BB   | 01782 409677 or<br>07707275409      | <a href="http://www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>             |
| <b>T3 Staffordshire</b>                         | Drug and Alcohol Addiction  | Suite 1 7-8 Mill Street,<br>Stafford, ST16 2AJ   | 01785 241393                        | <a href="http://www.cri.org.uk">www.cri.org.uk</a>   |
| <b>School Health</b>                            | Contact can be made through<br>school or LST. School nurses<br>can support with health and<br>emotional issues.                                       |  | 07563 163602                        | <a href="http://www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>             |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP<br>affected by sexual abuse  | Carole House, NSPCC<br>Stoke Services Centre,<br>213 Basford Park<br>Road, Newcastle-under-<br>Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782<br>958098 | E mail for a referral form<br>Stoke@NSPCC.org.uk   |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual<br>behaviour   | Carole House, NSPCC<br>Stoke Services Centre,<br>213 Basford Park<br>Road, Newcastle-under-<br>Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782<br>958098 | E mail for a referral form<br>Stoke@NSPCC.org.uk   |
| <b>NSPCC Domestic Abuse Recovering Together</b> | Age 7- 14. this is a 10 week<br>programme   | Carole House, NSPCC<br>Stoke Services Centre,<br>213 Basford Park<br>Road, Newcastle-under-<br>Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782<br>958098 | E mail for a referral form<br>Stoke@NSPCC.org.uk   |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for<br>children with mental health<br>issues.  | The Hayes, 19 Newport<br>Road, Stafford, ST16<br>1BA   | 01785 748447                        | <a href="mailto:enquiries@midlandspsychology.co.uk">enquiries@midlandspsychology.co.uk</a> |



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| <b>Echo Group</b>                                  | is run as part of Brighter Futures  |   | 07500 444116 or 01782 406000 |  |  |
| <b>Brighter Futures</b>                            | Local Organisation who carries out all the missing person interviews in Newcastle.  |   | 01782 406000                 | <a href="http://www.brighter-futures.org.uk">www.brighter-futures.org.uk</a> |  |
| <b>Paediatric Psychology</b>                       | Specialist Psychological Services for children and young people aged 0-18 and their parents and families where there are psychological issues related to acute or chronic illness or traumatic injury | Dragon Square Community Unit, Dragon Square, Chesterton, ST5 7HL                | 01782 408354                 |  |  |
| <b>Upside Professional online Counselling</b>      | Confidence building, managing emotions, self harm support for young people  | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED | 01827 286643                 | <a href="http://upsideonline.co.uk">upsideonline.co.uk</a>                   |  |
| <b>The Carers Hub</b>                              | Emotional support for carers 18 years of age and under  | SGL offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY           | 0330 1231937                 | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a>   |  |
| <b>Child and Adolescent Mental Health Services</b> | Referral through GP, school, Nurse and LST. CAMHS is a Mental Health Service at Teir 3  | CAMHS, Dragon Square Community unit, Dragon Square, Chesterton, ST5 7HL         | 01782 408358                 |  |  |
| <b>Young Minds</b>                                 |   |   | 020 70895050                 |  |  |
| <b>Gateway Psychology</b>                          | Young Person wellbeing, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ   | 07841 995018                 |  |  |
| <b>Speech and Language Services</b>                | Speech Therapy for children struggling with speech development  | North Staffordshire, Bentilee Neighbourhood Centre, Dawlish Drive, ST2 0EU      |                              |  |  |
| <b>Parent/Carer Wellbeing</b>                      |   |   |                              |  |  |
| <b>Changes Health and Wellbeing -</b>              | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc  | Saint James Church Hall, Clayton Road, Clayton, ST5 2EY                         | 07538 763431                 | <a href="mailto:julyann@changes.org.uk">julyann@changes.org.uk</a>           |  |
|  | Tuesday 6.30 - 8.30 am  | Unitarian Meeting House, Lower Street, Newcastle, ST5 2RN                       | 07538 763431                 | <a href="mailto:julyann@changes.org.uk">julyann@changes.org.uk</a>           |  |
|  | Wednesday 2-4   | Lymbrook, Bradwell Hospital, Talke Road, Bradwell, St5 7TL                      | 07538 763431                 |  |  |

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|   | Thursday 1-3  | Kidsgrove Library,<br>Meadow Road,<br>Kidsgrove, ST7 7TL | 07538 763431        |  |  |
| <b>Staffordshire Mental Health</b>                                    | Free and confidential support services  |  | 0808 8002234        |  |  |
| <b>National Centre for Domestic Violence</b>                          | For help and support  |  | 0800 9702070        | referdirect.org.uk   |  |
| <b>Carers UK</b>  | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |  |                     | <a href="http://www.carersuk.org">www.carersuk.org</a>   |  |
| <b>MarriageCare</b>   | Relationship Support and Advice   |  | 0800 3893801        |  |  |
| <b>RIOT Recovery Programme</b>  | Recovery programme for adults 18 years and over.  | 35 Clayton Road,<br>Newcastle, ST5 3AE                   | 01782 615590        |  |  |
| <b>Staffordshire Mental Health</b>                                    | Free and confidential support services  |  | 0808 8002234        |  |  |
| <b>O'Connor Centre</b>  | Alcohol and Drugs support service.  |  | 01782 615590        | <a href="http://www.bacandoconnor.co.uk">www.bacandoconnor.co.uk</a>   |  |
| <b>Family Nurse partnership</b>                                       | Intensive support for pregnant women having their first baby and under the age of 19 years.   |  | 0300 1230995 x 3443 |  |  |
| <b>Healthy Minds</b>  | Multi Agency Partnership (North Staffs Combined Healthcare Trust, Changes and North Staffs Mind) offering Psychological Treatment   |  | 0300 123 0907       |  |  |
| <b>Druglink</b>   | Various services for those affected by substance misuse   |  | 01782 425100        | <a href="http://www.druglink.co.uk">www.druglink.co.uk</a>   |  |
| <b>Disability Solutions</b>   | Advice and Support for those affected by disabilities.  |  | 01782 538300        | <a href="http://www.disability-solutions.net">www.disability-solutions.net</a>   |  |
| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress  |  | 01785 243333        | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.  |  | 01785 212680        | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users  |  | 01785 254572        | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice   |  | 01785 211734        | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |

|  |   |   |                              |  |  |
|--|---|---|------------------------------|--|--|
| <b>Making Space</b>                              | Support and care services for those with mental health and learning disabilities. Support with Employment | Lyn Varden, Unit 56, Staffordshire Business Village, Dyson Way, Staffordshire, ST18 0TW         | 01785 887813                 | <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a>       |  |
| <b>Relate</b>                                    | Relationship and family Counselling service. Mediation and Children and young People's Counselling        | Stafford and North Staffordshire Relate Centre, The Dudson Centre, Hope Street, Hanley, ST1 5DD | 01743 344010                 |  |  |
| <b>One Recovery</b>                              | Drug and Alcohol Addiction support for adults and their families  | 2 & 7 Fellgate Court, Newcastle, ST5 2UA  | 01782 662585                 |  |  |
| <b>Probation Services</b>                        |   | Albert Street, Newcastle-under-Lyme, Newcastle, ST5 1HJ   | 01782 717423                 |  |  |
| <b>Arch North Staffs</b>                         | Support for Women at risk and exposed to Domestic Violence.   |   | 01782 204479                 | <a href="http://www.archnorthstaffs.org.uk">www.archnorthstaffs.org.uk</a>         |  |
| <b>Carers Association North Staffordshire</b>    | Carers who need emotional support   | North Staffordshire, Carers Centre, Fenn House, Duke Street, Fenton, Stoke, ST4 3PT             | 01782 793100                 | <a href="http://www.carersfirst.com">www.carersfirst.com</a>                       |  |
| <b>Victim Support</b>                            | Help and support to victims of crime  |   | 0300303 1977                 |  |  |
| <b>Mencap</b>                                    | Support for adults with learning disabilities on a weekly basis   |   | 01543 503776 or 01785 785830 |  |  |
| <b>Child Death Helpline</b>                      |   |   | 0800 282 986                 |  |  |
| <b>Survivor of Bereavement by Suicide</b>        |   |   | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a> |  |
| <b>Compassionate Friend</b>                      | Support after the death of a child.   |   | 0345 1232304                 |  |  |
| <b>Advocacy Service in Staffordshire (ASIST)</b> | Works alongside people with physical disabilities and mental health conditions                            | Winton House, Stoke Road, Stoke, ST4 2RW  | 01782 845584                 | <a href="http://www.asist.co.uk">www.asist.co.uk</a>                               |  |
| <b>Sexual Health Clinic</b>                      | Contraception support and support around sexually transmitted diseases                                    | The Silverdale and Ryecroft Practice, Vale Pleasant, Silverdale, Newcastle, ST5 6PS             | 0300 1234566                 |  |  |
| <b>Patient Advice and Liaison Service</b>        | To support Patients and their families to resolve any complaints and offer support                        | Floor 1, Morston House, The Midway, Newcastle-under-Lyme, Staffordshire, ST5 1QG                | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |
| <b>Support for Male DV Victims</b>               |   | Staffordshire Domestic Violence   | 0800 3283623                 |  |  |

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| <b>Sustain</b>   | Working with Staffordshire Carers, professionals and Looked After children to offer therapy to help and support placements.              | Newcastle Register Office, 20 Sidmouth Avenue, Newcastle-under-Lyme, ST5 0QN  | 01782 297015                        |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b>                  | Support for anyone who wishes to quit smoking  |   | 0300 1118006                        |  |  |
| <b>Asist</b>   | Advocacy support for people with Learning Disabilities or Mental Health  |   | 01785 246709                        | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>   |  |
| <b>Community Mental Health Team</b>                          |  | Newcastle North Adult Community Mental Health & Social care team, Lyme Brook Mental Health Centre, Bradwell Hospital, ST5 7TL | 01782 425350                        |  |  |
| <b>Staffordshire Crisis Team</b>                             | A help line for anyone who has thoughts of harm and is at crisis point emotionally   |   | 0300 111 8008                       |  |  |
| <b>Meeting Children's Emotional Needs</b>                    |  |   |                                     |  |  |
| <b>Autism Support</b>  | Support for families with children with autism   |   | 0808 8004104                        | <a href="http://www.autism.org.uk">www.autism.org.uk</a>   |  |
| <b>Community Safety Officer at Newcastle Borough Council</b> | Information and support around CSE and ASB   |   | Kath Fox 01782 743328 & 07775701633 |  |  |
| <b>Alice Charity</b>   | Provides support to young people and families. Support in turning a house into a home  | 4 Kent Lane, Silverdale, Newcastle-under-Lyme, ST5 6SR  | 0182 627017                         |  |  |
| <b>SOVA</b>  | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free. | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH  | 01785 278518 or 01785 276984        | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |
| <b>Young Minds</b>   | To provide Mental Health and Emotional support to young people.  |   | 0808 8025544                        |  |  |

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| <b>Family Group Conference</b>                           | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Any member of staff from Families First can make a referral into this service.                          | 01785 276800                     | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>                                   |  |
| <b>The Dove Service</b>                                  | Counselling for children on loss, bereavement and life changing illness  | The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, ST1 5DD   | 01782 683155                     | <a href="mailto:enquires@thedoveservice.org.uk">enquires@thedoveservice.org.uk</a>                               |  |
| <b>Changes YP</b>  | Support for young people aged 11-25 with any type of mental distress. Wellness workshop, accredited training and social activities   |   |                                  | <a href="http://www.changes.org.uk/html/young_people_stafford">www.changes.org.uk/html/young_people_stafford</a> |  |
| <b>North Staffordshire YMCA</b>                          | Accommodation fro YP aged 16-25, Employment skills, Sports and Activities  | Harding Road, Stoke, ST1 3AE  | 01782 222376                     |  |  |
| <b>Winston's Wishes</b>                                  | To support bereaved children.  |   | 0845 2030405                     |  |  |
| <b>Keeping Children Safe</b>                             |  |   |                                  |  |  |
| <b>NSPCC WAP - Women as Protectors</b>                   | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>                            |  |
| <b>Youth Offending Service</b>                           |  | North Staffordshire Team, The Seabridge Centre, Ash Way, Newcastle, ST5 3UB                             | 01782 297615                     |  |  |
| <b>Papyrus UK</b>  | Support for YP at risk of suicide and those who are concerned about a young person   |   |                                  |  |  |
| <b>Social Networks</b>                                   |  |   |                                  |  |  |
| <b>Bounce and Baby Rhyme</b>                             | Tuesday and Wednesday 11-11.30   | Newcastle Library, Ironmarket, Newcastle, ST5 1AT   | 01782 297300                     | <a href="mailto:newcastle.library@staffordshire.gov.uk">newcastle.library@staffordshire.gov.uk</a>               |  |
| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.   | 42a Eastgate Street, Stafford, ST16 1LY   | Claire John 07429 734172         | <a href="mailto:claire@staffscvys.org.uk">claire@staffscvys.org.uk</a>   |  |

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| <b>Able Buddies</b>                    | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc. |   | 01543 277247     | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br><a href="http://www.ablebuddies.weebly.com">OR www.ablebuddies.weebly.com</a> |  |
| <b>Bus Pass for Young People</b>       | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card              |   |                  | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a>  |  |
| <b>Healthy Eating PM Taster Course</b> | Tuesday 10-12   | Maryhill Children's Centre, Gloucester Road, Kidsgrove, ST7 4DJ   | 01283 233400     | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |
| <b>Elite Café</b>                      | 9.30-2pm Eat in or take away café   | Newcastle Library, Ironmarket, Newcastle, ST5 1AT                 | 01782 297300     | <a href="mailto:newcastle.library@staffordshire.gov.uk">newcastle.library@staffordshire.gov.uk</a>  |  |
| <b>Story and Rhyme Time</b>            | Friday 11-11.30 0-5 years   | Newcastle Library, Ironmarket, Newcastle, ST5 1AT                 | 01782 297300     | <a href="mailto:newcastle.library@staffordshire.gov.uk">newcastle.library@staffordshire.gov.uk</a>  |  |
| <b>Yoga Pips Toddler Class</b>         | Creative movements together. Children from 2-4 years Saturdays 10-11 at £4.50 per class                                   | Clayton Library, Dartmouth Avenue, Newcastle, ST5 3NR             | Emma 07941297432 | <a href="mailto:yogapips@outlook.com">yogapips@outlook.com</a>  |  |
| <b>Autism Support</b>                  | Support for families with children with autism  |   | 0808 8004104     | <a href="http://www.autism.org.uk">www.autism.org.uk</a>  |  |
| <b>Children Centres</b>                | Activities for parents and their children from birth to 5 years.  | Staffordshire Children's Centre, Faraday Road, Stafford, ST16 3NQ | 01785 854700     | <a href="mailto:staffordchildrenscentre@staffordshire.gov.uk">staffordchildrenscentre@staffordshire.gov.uk</a>  |  |

### Education and Learning

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| <b>School Choice Advice Service</b>                | Support around finding school places   |   | 01785 278992                                    | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>             |  |
| <b>Entrust</b>                                     | Careers Advice for Young people  | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030                                    | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>                 |  |
| <b>Merit Pupil Referral Unit in Stoke-on-Trent</b> | Provides educational provision for students with medical and mental health needs | Willetton Street, Bucknall, Stoke-on-Trent, ST2 9JA                       | 01782 236412                                    |  |  |
| <b>Ticket 2 Work</b>                               | Level 1 employment skills for young people 16-19                                 |   | Charlotte Johnston 01782 592197 or 07599 062578 | <a href="mailto:charlotte.johnston@stokecityfc.com">charlotte.johnston@stokecityfc.com</a> |  |
| <b>Think 2</b>                                     | Free childcare places for children 2 years+ who meet the criteria                | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007                                   |  |  |
| <b>Project Management (Staffordshire) Ltd</b>      | Employment and Apprenticeship Support 16-19                                      | Atlas Works, College Road, Hanley, Stoke-on-Trent, ST1 4DE                | 01782 279121                                    |  |  |

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| <b>Martec Training</b>                       | Apprenticeships, Study Programme and learning   | London Road, Lyme Valley, Newcastle-under-Lyme, ST5 1LZ                  | 01782 717272               | <a href="http://www.martectraining.co.uk">www.martectraining.co.uk</a>                         |  |
| <b>Family Services Directory</b>             | Provides information on childcare places and whats on at the children's centres.  |  |                            | <a href="http://www.staffs.fsd.org.uk">www.staffs.fsd.org.uk</a>                               |  |
| <b>School Transport and Admissions</b>       | Transport entitlement   | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH            | 01785 278593               |  |  |
| <b>Free School meals</b>                     | Free school meals for low income families   | Staffordshire County Council, Tipping Street, Stafford                   | 01785 854990               |  |  |
| <b>Pre School Learning Alliance</b>          | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.                  | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD  | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>             |  |
| <b>Support for Travelling Families</b>       |   | Staffordshire County Council   | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a> |  |
| <b>Midlands Psychology</b>                   | Support for families with children on the autism spectrum.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA                           | 01785 748447               |  |  |
| <b>Princes Trust</b>                         | For young people between 16-25 to take part in activities, gain qualifications and meet new people.                               |  | 0800 842 842               |  |  |
| <b>Staffordshire SEND Family Partnership</b> | Advice and support for parents and carers for children and Young people aged 0-25 with special educational needs and disabilities |  | 01785 356921               |  |  |
| <b>Nacro</b>                                 | Support young people in to work and with employment skills 14-24  | 54-58 Markets street, Stoke-on-Trent, Staffordshire, ST3 1BS             | 01782 332699               |  |  |
| <b>Behaviour Support for Schools</b>         | Schools can access this support   | Riverway Centre, Riverway, Stafford, ST16 3TH                            | 0300 1118030               | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>                       |  |
| <b>Job Centre</b>                            |   | Newcastle-under-Lyme jobcentre Plus, Paradise Street, Newcastle, ST5 1RS | 0845 6043719               |  |  |
| <b>Elective Home Education</b>               | For families who want to home educate their children.   |  | Jenny Dodd 07791032220     |  |  |
| <b>Children Missing Education</b>            | For children not in education or have gone missing from education   |  | Steve Hewitt 01785 278999  |  |  |

**Boundaries/Behaviour and routines**

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| <b>Childnet</b>                      | Support for young people and information for parent and carers on internet safety.  |   |  | <a href="http://www.childnet.com">www.childnet.com</a> |  |
| <b>Home Start</b>                    | Support around social groups, boundaries and routines for parents with children under the age of 5.   | Newcastle Children's Centre, Cemetery Road, Newcastle, ST5 6DH  | 01782 740388   |  |  |
| <b>NSPCC - PUP</b>                   | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098   | E mail for a referral form Stoke@NSPCC.org.uk          |  |
| <b>YMCA - North Staffordshire</b>    | Supporting family tension, Contact, Separating families and parenting skills  | Harding Road, Stoke, ST1 3AE  | 01782 222389   |  |  |
| <b>Home and Money</b>                |   |   |  |  |  |
| <b>Rough Sleepers Team</b>           | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire  |   | 0800 9702304   |  |  |
| <b>Corner Stone</b>                  | Foodbank, Charity Shop and youth clubs  | Community Centre, Newcastle-under-Lyme, ST5 6PF   | 07432 714997   |  |  |
| <b>Newcastle Fire Station</b>        | Installing free fire alarms in properties and talks to young people around the dangers of fire  | Knutton Lane, Newcastle, ST5 2SI  | 0800 0241999 for fire check requests and 08451 221155 for general enquires |  |  |
| <b>Newcastle Housing Advice Line</b> | Support around housing needs  | London Road, Newcastle  | 0345 8509698   |  |  |
| <b>Citizens Advice</b>               | Advice around Debt and Money, Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their Local Housing Team** | 25-27 Well Street, Newcastle, ST5 1BP   | 0344 4111444 or 0844 4994115   |  |  |
| <b>Citizens Advice</b>               | As above open Monday and Thursday mornings and all day Wednesday  | Newcastle Borough Council, Town Hall, Kidsgrove   |  |  |  |
| <b>Olive Branch</b>                  | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15  | For general enq 0845 122 1155, For bookings 0800 0241999                   |  |  |
| <b>Crisis Support</b>                | Immediate hardship support  | Staffordshire County Council  | 0300 1118008   |  |  |
| <b>Foodbank -</b>                    | Tuesday 10-12   | St Lukes Church, Clayton  |  |  |  |



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| <b>Foodbank -</b>  | Wednesday 10.30-12.30  | All Saints Church,<br>Madeley   |               |  |  |
| <b>Foodbank -</b>  | Thur 10.00-12.00   | Church, Chesterton  |               |  |  |
| <b>Foodbank -</b>  | Thur 2.00-4.00pm   | Congregational<br>Church, Newcastle   |               |  |  |
| <b>Foodbank -</b>  | Friday 10-1.00pm   | Cornerstone Centre,<br>Silverdale   |               |  |  |
| <b>Foodbank -</b>  | Friday 1.00-3.00pm   | St Thomas' Church,<br>Kidsgrove   |               |  |  |
| <b>Step Change</b>   | Support with debts and<br>managing finances  |   | 0800 1381111  |  |  |
| <a href="http://www.frn.org.uk">www.frn.org.uk</a>                           | donated furniture which can be<br>purchased for a low price  |   |               |  |  |
| <b>Report Loan Sharks</b>  | Support and Advice for anyone<br>who has taken out a loan with a<br>Loan Shark   |   | 0300 555 2222 |  |  |
| <b>Aspire housing</b>  | Housing support, Rent, Buy   | Kingsley, The<br>Brampton, Newcastle-<br>under-Lyme, ST5 0QW                | 01782 635200  | <a href="mailto:enquiries@aspirehousing.co.uk">enquiries@aspirehousing.co.uk</a> |  |
| <b>work4you</b>  | If you are recovering from<br>mental health and registered<br>with a GP they will support you<br>with employment opportunities |   | 0770 371 5656 | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>       |  |
| <b>Furniture Mine (Aspire)</b>   | Second hand furniture at<br>affordable prices. Shop open<br>Mon-Thurs 10-4pm Friday<br>10.00-10.30pm and Saturday<br>10-2pm.   | Newcastle Town<br>Centre, Bridge Street,<br>Newcastle                       | 01782 846111  |  |  |
| <b>Buttle Trust</b>  | For professionals to apply for<br>white goods and some other<br>household items for families<br>that are of hardship.          |   |               | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                           |  |
| <b>Homeless UK</b>   | Support for young people 16-24   | Reconnect, James<br>Court, James Street,<br>Burton-upon -Trent,<br>DE14 3ST | 01283 547211  |  |  |
| <b>Newcastle-Under-Lyme Borough Council</b>                                  | Rent issues and housing<br>allocation  | Merrial Street,<br>Newcastle, ST5 2AG                                       | 01782 717717  |  |  |
| <b>Resources</b>   |  |   |               |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>           | Information and advice on Child<br>Sex Exploitation  |   | 0870 2700123  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a> | This is a great website giving<br>advice on all aspects of life<br>from mental health, money and<br>education.                 |   |               |  |  |

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| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |  |              |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |  |              |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |  |              |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a>   | Parent direct. Site to find childcare places and activities for children under the age of 5.   |  | 0300 1118007 | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a> |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |  | 0808 1000900 |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm  |  |              |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism.                                     |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps</a>                 | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |

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| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>                               | Provided a wide range of services to people of all ages who have Dyslexia.  |  | 01784 222300 |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.                                    |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>                     | A charity to help people to cope and understand Dyspraxia.  |  |              |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>                         | Information and advice on finding Disability Grants   |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>                               | helping people with downs Syndrome to live a full and rewarding lives.  |  | 0845 2300372 |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>                     | Helps people with Dyslexia find employment  |  | 0208 1336046 |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society  |  | 0808 8008880 |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>                                     | National Society for Epilepsy   |  | 01494 601400 |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a> | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families |  |              |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>                     | Useful web site with information around organisations in your area, job oppertunities and training.                   |  |              |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>   | Learning tools, reward charts and class room management tools   |  |              |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>                             | Friends in need and local groups for people with depression   |  |              |  |  |

## School

|   | Contact      | Title of pupil support officer | Function of pupil support officer    | Programmes running                            | Staff Skills                           | Additional information |
|---|--------------|--------------------------------|--------------------------------------|---|--|------------------------|
| <b>Primary LST3</b>                       |              |                                |                                      |   |  |                        |
| Castle Primary School                     | 01782 433218 | Head Mrs Mason                 | E mail sent                          |   |  |                        |
| Dove Bank Primary                         | 01782 296786 | E mail sent                    |                                      |   |  |                        |
| Reginald Mitchell Primary                 | 01782 296778 | E mail sent                    |                                      |   |  |                        |
| Springhead Community Primary, Talke       | 01782 296835 | E mail sent                    |                                      |   |  |                        |
| St Saviour's CE (VC) Primary              | 01782 296700 | E mail sent                    |                                      |   | TA is Triple P trained                 |                        |
| St John the Evangelist Catholic Academy   | 01782 296736 | E mail sent                    |                                      |   |  |                        |
| Thursfield Primary                        | 01782 512301 | E mail sent                    |                                      |   |  |                        |
| University Primary Academy                | 01782 296825 | Laura Clothier - SENCO         | Early help for children and families | Social groups in school                       | KS2 Behaviour support course completed |                        |
| Ravensmead Primary, Bignall End           | 01782 296635 | E mail sent                    |                                      |   |  |                        |
| Richard Heathcote Community sch           | 01782 720406 | E mail sent                    |                                      |   |  |                        |
| Wood Lane Primary                         | 01782 720487 | E mail sent                    |                                      |   |  |                        |
| St. Thomas CE (VA) Primary                | 01782 787099 | Class teachers                 |                                      | Nurture group                                 | Nurture                                |                        |
| <b>Secondary - LST3</b>                   |              |                                |                                      |   |  |                        |
| The King's CE (VA) School                 | 01782 783281 | E mail sent                    |                                      |   |  |                        |
| University Academy, Kidsgrove             | 01782 948250 | E mail sent                    |                                      |   |  |                        |
| Sir Thomas Boughey High                   | 01782 729400 | E mail sent                    |                                      | School have a trained cllr come to the school |  |                        |
| <b>Primary LST4</b>                       |              |                                |                                      |   |  |                        |
| Baldwin Gate CE (VC)                      | 01782 680649 | E mail sent                    |                                      |   |  |                        |
| Betley CE (VC)                            | 01872 820286 | E mail sent                    |                                      |   |  |                        |
| Friarswood                                | 01782 297345 | E mail sent                    |                                      |   |  |                        |
| Hassell Community Primary                 | 01782 297500 | E mail sent                    |                                      |   |  |                        |
| Langdale Primary                          | 01782 297690 | E mail sent                    |                                      |   |  |                        |
| Our Lady & St Werburgh's Catholic Primary | 01782 297451 | E mail sent                    |                                      |   |  |                        |
| Seabridge Primary                         | 01782 297361 | E mail sent                    |                                      |   |  |                        |
| St Giles & St Georges CofE Aca            | 01782 297040 | E mail sent                    |                                      |   |  |                        |
| St. John's CE (VC) Primary                | 01782 296000 | E mail sent                    |                                      |   |  |                        |
| St. Mary's Catholic Primary               | 01782 619685 | E mail sent                    |                                      |   |  |                        |
| The Meadows Primary                       | 01782 750313 | E mail sent                    |                                      |   |  |                        |
| Westlands Primary                         | 01782 296130 | E mail sent                    |                                      |   |  |                        |
| Hugo Meynell CE (VC) Loggerh              | 01630 672287 | E mail sent                    |                                      |   |  |                        |



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| Child's Physical Health                         | Add Info   | Address   | Number                           | E Mail / Web address   |  |  |
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| <b>Health Visitors</b>                          |  | Bilbrook Medical Centre, Brookfield Road, Codsall, Wolverhampton, WV8 1DX                               |                                  |  |  |  |
| <b>Midwife</b>                                  | This will be through your GP   | Surgery's throughout South Staffordshire  |                                  |  |  |  |
| <b>T3 Staffordshire</b>                         | Drug and Alcohol Addiction   | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>                                       |  |  |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for children with mental health issues.                                       | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspychology.co.uk">enquiries@midlandspychology.co.uk</a> |  |  |
| <b>School Health</b>                            | Contact can be made through school or LST. School Nurses can support with health and emotional issues. |   | 07563 163602                     | <a href="mailto:www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>           |  |  |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP affected by sexual abuse  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual behaviour   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>NSPCC Domestic Abuse Recovering Together</b> | Age 7- 14. this is a 10 week programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>Upside Professional online Counselling</b>   | Confidence building, managing emotions, self harm support for young people                             | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED                         | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>                       |  |  |
| <b>CASS - Carers Association</b>                | Support Adults and young people who have a caring role   | Whitehouse, 3A Chapel Street, ST16 2BX  | 01785 222365                     | <a href="mailto:enquires@carersinformation.org.uk">enquires@carersinformation.org.uk</a> |  |  |
| <b>The Carers Hub</b>                           | Emotional support for carers 18 years of age and under   | SGL offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY                                   | 0330 1231937                     | <a href="mailto:carersh@peopleplus.co.uk">carersh@peopleplus.co.uk</a>                   |  |  |

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| <b>Child and Adolescent Mental Health Services</b>                    | Referral through GP, school, Nurse and LST. CAMHS is a Mental Health Service at Teir 3 .  | The Bridge, St George's Parkway, Off Crooked Bridge Road, Stafford, ST16 3NE. Pipper Grey has a outreach post in Codsall supporting children at level 2 but referrals should be submitted through the normal routes. | 01785 221665 |  |  |  |
| <b>Young Minds</b>  |   |  | 020 70895050 |  |  |  |
| <b>Gateway Psychology</b>   | Young Person wellbeing, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ  | 07841 995018 |  |  |  |
| <b>Speech and Language Services</b>                                   | Speech Therapy for children struggling with speech development  | Stafford Central Clinic  |              |  |  |  |
| <b>Parent/Carer Wellbeing</b>   |   |  |              |  |  |  |
| <b>Starfish Health and Wellbeing</b>                                  | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc  | 26-28 Wolverhampton Road, Cannock, WS11 1AH  | 01543 572161 | <a href="mailto:info@ewiss.co.uk">info@ewiss.co.uk</a>   |  |  |
| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress  |  | 01785 243333 | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |  |
| <b>Carers UK</b>  | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single webpage |  |              | <a href="http://www.carersuk.org">www.carersuk.org</a>   |  |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.  |  | 01785 212680 | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users  |  | 01785 254572 | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice   |  | 01785 211734 | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |  |
| <b>Staffordshire Mental Health</b>                                    | Free and confidential support services  |  | 0808 8002234 |  |  |  |
| <b>National Centre for Domestic Violence</b>                          | For help and support  |  | 0800 9702070 | <a href="http://referdirect.org.uk">referdirect.org.uk</a>   |  |  |
| <b>MarriageCare</b>   | Relationship Support and Advice   |  | 0800 3893801 |  |  |  |
| <b>Staffordshire Womens Aid</b>                                       | Support for Women at risk and exposed to Domestic Violence.   |  | 0870 2700123 | <a href="http://www.swaid.org">www.swaid.org</a>   |  |  |



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| <b>Victim Support</b>                       | Help and support to victims of crime   |  | 0300303 1977                 |  |  |  |
| <b>Mencap</b>                               | Support for adults with learning disabilities on a weekly basis  |  | 01543 503776 or 01785 785830 |  |  |  |
| <b>Child Death Helpline</b>                 |  |  | 0800 282 986                 |  |  |  |
| <b>Survivor of Bereavement by Suicide</b>   |  |  | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a>   |  |  |
| <b>Compassionate Friend</b>                 | Support after the death of a child.  |  | 0345 1232304                 |  |  |  |
| <b>Sexual Health Clinic</b>                 | Contraception support and support around sexually transmitted diseases   | Codsall Health Centre, Elliotts Lane, Codsall, WV8 1PH                           | 01902 847676                 |  |  |  |
| <b>Patient Advice and Liaison Service</b>   | To support Patients and their families to resolve any complaints and offer support   | Floor 1, Morston House, The Midway, Newcastle-Under-Lyme, Staffordshire, ST5 1QG | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |  |
| <b>Support for Male DV Victims</b>          |  | Staffordshire Domestic Violence  | 0800 3283623                 |  |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b> | Support for anyone who wishes to quit smoking  |  | 0300 1118006                 |  |  |  |
| <b>Asist</b>                                | Advocacy support for people with Learning Disabilities or Mental Health  |  | 01785 246709                 | <a href="mailto:stafford@asist.co.uk">stafford@asist.co.uk</a>   |  |  |
| <b>Community Mental Health Team</b>         |  |  | 01827 308820                 |  |  |  |
| <b>Staffordshire Crisis Team</b>            | A help line for anyone who has thoughts of harm and is at crisis point emotionally   |  | 0300 111 8008                |  |  |  |
| <b>Meeting Children's Emotional Needs</b>   |  |  |                              |  |  |  |
| <b>Kaleidoscope Group</b>                   | Young peoples Talking Therapy for children from 5-19   |  | 0121 565 8375                | <a href="mailto:sue.vincent@kaleidoscopeplus.org.uk">sue.vincent@kaleidoscopeplus.org.uk</a>                                     |  |  |
| <b>Base 25</b>                              | Offers Counselling service to children and their families in South Staffordshire   | Base 25, Castle House, Wheelers Fold, Wolverhampton, WV1 1HN                     | 01902 572040                 |  |  |  |
| <b>Young Minds</b>                          | To provide Mental Health and Emotional support to young people.  |  | 0808 8025544                 |  |  |  |
| <b>SOVA</b>                                 | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free. | Staffordshire Projects, Wedgewood Building, Tipping Street, Stafford, ST16 2DH   | 01785 278518 or 01785 276984 | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or <a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |  |

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| <b>Cruse Bereavement Service</b>                                       | Support for anyone who has suffered a bereavement that they are struggling to come to terms with. There is a drop in at Rugeley Fire station on Thursday between 10-12 | Lichfield WS13  | 01543 433479                     | <a href="mailto:southstafford@cruse.org.uk">southstafford@cruse.org.uk</a>  |  |  |
| <b>Changes YP</b>  | Support for young people aged 11-25 with any type of mental distress. Wellness workshop, accredited training and social activities                                     |   |                                  | <a href="http://www.changes.org.uk/html/young_people_stafford">www.changes.org.uk/html/young_people_stafford</a>  |  |  |
| <b>Autism Support</b>  | Support for families with children with autism   |   | 0808 8004104                     | <a href="http://www.autism.org.uk">www.autism.org.uk</a>  |  |  |
| <b>Winston's Wishes</b>  | To support bereaved children.  |   | 0845 2030405                     |   |  |  |
| <b>Keeping Children Safe</b>   |  |   |                                  |   |  |  |
| <b>NSPCC WAP - Women as Protectors</b>                                 | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form <a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>   |  |  |
| <b>Youth Offending Service</b>   |  |   | 01782 297615                     |   |  |  |
| <b>Papyrus UK</b>  | Support for YP at risk of suicide and those who are concerned about a young person   |   |                                  |   |  |  |
| <b>Social Networks</b>   |  |   |                                  |   |  |  |
| <b>South Staffordshire Network for Mental Health Awareness session</b> | Independent Charity promoting mental health  | Wombourne Library, Wombourne Community Centre, Church Road, Wombourne, WV5 9EZ                          | 01902 892032                     | <a href="mailto:wombourne.library@staffordshire.gov.uk">wombourne.library@staffordshire.gov.uk</a>  |  |  |
| <b>Staffordshire Council of Voluntary Youth Services</b>               | This website can put you in touch with youth organisations and clubs in your area.   | 42a Eastgate Street, Stafford, ST16 1LY   | Lucy Cox 07429 714242            | <a href="mailto:lucy@staffscvys.org.uk">lucy@staffscvys.org.uk</a>  |  |  |
| <b>Able Buddies</b>  | Provides Personal Assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc.  |   | 01543 277247                     | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br><a href="http://www.ablebuddies.weebly.com">OR www.ablebuddies.weebly.com</a> |  |  |
| <b>1-1 IT Buddy sessions</b>   | Learn basic computer skills  | Codsall Library, Wolverhampton Road, Codsall, WV8 1PX   | 01902 842764                     | <a href="mailto:codsall.library@staffordshire.gov.uk">codsall.library@staffordshire.gov.uk</a>  |  |  |
| <b>Relaxation session</b>  | Every Friday 3-4   | Codsall Library, Wolverhampton Road, Codsall, WV8 1PX   | 01902 842764                     |   |  |  |

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| <b>Story Time</b>                          | Friday 10.30-11am  | Codsall Library,<br>Wolverhampton Road,<br>Codsall, WV8 1PX   | 01902 842764 | <a href="mailto:codsall.library@staffordshire.gov.uk">codsall.library@staffordshire.gov.uk</a>  |  |  |
| <b>Baby Bounce</b>                         | Friday 10-10.30am  | Penkridge Library,<br>Bellbrook, Penkridge,<br>ST19 5DL   | 01785 712916 | <a href="mailto:penkridge.library@staffordshire.gov.uk">penkridge.library@staffordshire.gov.uk</a>  |  |  |
| <b>Brewood Walk and Talk</b>               | Friday from 10 - 10.45   | Brewood Library,<br>Newport Street,<br>Brewood, ST19 9DT  | 01902 580087 | <a href="mailto:brewood.library@staffordshire.gov.uk">brewood.library@staffordshire.gov.uk</a>  |  |  |
| <b>Health Walk</b>                         | Thursday 10-11   | Brewood Library,<br>Newport Street,<br>Brewood, ST19 9DT  | 01902 580087 | <a href="mailto:brewood.library@staffordshire.gov.uk">brewood.library@staffordshire.gov.uk</a>  |  |  |
| <b>Story time</b>                          | Tuesday 2.15 -2.45 pm  | Brewood Library,<br>Newport Street,<br>Brewood, ST19 9DT  | 01902 580087 |   |  |  |
| <b>Perton Walk and Talk</b>                | Tuesday 10.30-11   | Perton Library, Severn<br>Drive, Perton,<br>Wolverhampton, WV6<br>7QU   | 01902 755794 | <a href="mailto:perton.library@staffordshire.gov.uk">perton.library@staffordshire.gov.uk</a>  |  |  |
| <b>Penkridge South Staffs Runner</b>       | Wednesday and Saturday   | Penkridge Library,<br>Bellbrook, Penkridge,<br>ST19 5DL   | 01785 712916 | <a href="mailto:penkridge.library@staffordshire.gov.uk">penkridge.library@staffordshire.gov.uk</a>  |  |  |
| <b>Baby Bounce and Rhyme</b>               | Friday 10-10.30am  | Penkridge Library,<br>Bellbrook, Penkridge,<br>ST19 5DL   | 01785 712916 |   |  |  |
| <b>Bus Pass for Young People</b>           | Young people between 11-15<br>can travel for £1.20 and £1.30<br>for 16-19 year olds with a Your<br>Staffordshire Card  |   |              | <a href="http://www.staffordshire.gov.uk/transport/publictransport/buses/buspass">www.staffordshire.gov.uk/transport/<br/>publictransport/buses/buspass</a> |  |  |
| <b>Healthy Eating Course, Featherstone</b> | Tuesday 1-3pm  | Featherstone Children<br>Centre, Whitgreave<br>Primary School, The<br>Avenue, Featherstone,<br>Stafford, WV10 7AS | 01283 233400 | <a href="mailto:debbie.fogg@staffordshire.gov.uk">debbie.fogg@staffordshire.gov.uk</a>  |  |  |
| <b>Landy Wood Children's Centre</b>        | A number of daily activities for<br>children and their parents from<br>0-5. There are a number of<br>activities in outreach centres<br>which cover Wombourne,<br>Perton, Featherstone and<br>Penkridge | Landywood Children's<br>Centre, Holly Lane,<br>Great Wyrley, WS6  | 01922 415632 |   |  |  |
| <b>The Good Life</b>                       | To find groups, clubs and<br>support around health and<br>wellbeing in your local area.  |   |              | <a href="http://www.southstaffordshire.thegoodlife.uk.net">www.southstaffordshire.thegoodlife.uk.net</a>  |  |  |

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| <b>Work Club</b>                             | Tuesday 10-12   | Brewood Library,<br>Newport Street,<br>Brewood, ST19 9DT                  | 01902 580087               | <a href="mailto:brewood.library@staffordshire.gov.uk">brewood.library@staffordshire.gov.uk</a> |  |  |
| <b>Education and Learning</b>                |   |   |                            |  |  |  |
| <b>Entrust</b>                               | Careers Advice for Young people   | Riverway Centre,<br>Riverway, Stafford,<br>ST16 3TH                       | 0300 1118030               | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>                     |  |  |
| <b>Pre School Learning Alliance</b>          | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.                  | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>             |  |  |
| <b>Support for Travelling Families</b>       |   | Staffordshire County Council  | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a> |  |  |
| <b>Midlands Psychology</b>                   | Support for families with children on the autism spectrum.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA                            | 01785 748447               |  |  |  |
| <b>Princes Trust</b>                         | For young people between 16-25 to take part in activities, gain qualifications and meet new people.                               |   | 0800 842 842               |  |  |  |
| <b>School Choice Advice Service</b>          | Support around finding school places  |   | 01785 278992               | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>                 |  |  |
| <b>Family Services Directory</b>             | Provides information on childcare places and whats on at the Children's Centres.  |   |                            | <a href="http://www.staffs.fsd.org.uk">www.staffs.fsd.org.uk</a>                               |  |  |
| <b>School Transport and Admissions</b>       | Transport entitlement   | Staffordshire County Council, 2 Staffordshire Place, ST16 2QH             | 01785 278593               |  |  |  |
| <b>Think 2</b>                               | Free childcare places for children 2 years+ who meet the criteria   | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007              |  |  |  |
| <b>Free School Meals</b>                     | Free school meals for low income families   | Staffordshire County Council, Tipping Street, Stafford                    | 01785 854990               |  |  |  |
| <b>Staffordshire SEND Family Partnership</b> | Advice and support for parents and carers for children and Young people aged 0-25 with Special Educational Needs and Disabilities |   | 01785 356921               |  |  |  |

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| <b>Your Housing Group</b>                | Employment Support Tuesday 10-12 Hammerely Hayes Community Centre, Cheadle. Wednesday 10-12 Support Staffordshire 7 High Street, Leek. Thursday 10-12 BRIC Annexe, 93 St Johns Road, Biddulph. | Your Housing Group, 602 Aston Avenue, Birchwood, Warrington, WA3 6ZN                                    | 01925 593000                     |  |  |  |
| <b>Nacro</b>                             | Support young people in to work and with employment skills 14-24   | 54-58 Markets Street, Stoke-on-Trent, Staffordshire, ST3 1BS  | 01782 332699                     |  |  |  |
| <b>Behaviour Support for Schools</b>     | Schools can access this support  | Riverway Centre, Riverway, Stafford, ST16 3TH   | 0300 1118030                     | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>           |  |  |
| <b>Job Centre</b>                        | Opening time 8-6   | Job Centre Plus, Molineux House, Temple Street, Wolverhampton, WV2 4AU                                  | 0345 6043719                     |  |  |  |
| <b>South Staffs Work Clubs</b>           | Free work clubs in Featherstone, Huntington, Bilbrook, Codsall, Perton, Wombourne, Essington, Great Wyrley and Penkridge   |   |                                  | <a href="http://www.southstaffsworkcafes.co.uk">www.southstaffsworkcafes.co.uk</a> |  |  |
| <b>Elective Home Education</b>           | For families who want to home educate their children.  |   | Jenny Dodd 07791032220           |  |  |  |
| <b>Peep in the Home</b>                  | To help parents engage with their children through possitive play  | Referral can come through LST   | Lynn Hartshaw                    |  |  |  |
| <b>Children Missing Education</b>        | For children not in education or have gone missing from education  |   | Steve Hewitt 01785 278999        |  |  |  |
| <b>WEA Workers Education Association</b> | Bringing education to people and supporting people to get back to work.  |   | Chris 01889 578817               | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>             |  |  |
| <b>Boundaries/Behaviour and routines</b> |  |   |                                  |  |  |  |
| <b>NSPCC - PUP</b>                       | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk                                      |  |  |
| <b>Pre School Learning Allience</b>      | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children.   | Pre School Learning Allience, 5 Lower Temple Street, Birmingham, B2 4JD                                 | 0121 6430063                     | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a> |  |  |

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| <b>Childnet</b>                                | Support for young people and information for parent and carers on internet safety.  |   |  | <a href="http://www.childnet.com">www.childnet.com</a>                                   |  |  |
| <b>YMCA Wolverhampton</b>                      | Supporting family tension, Contact, Seperating families and parenting skills. Housing support fro young people  | YMCA, 29-31 Temple Street, City Centre, Wolverhampton, WV2 4AW  | 01902 371550   |  |  |  |
| <b>Home and Money</b>                          |   |   |  |  |  |  |
| <b>Rough Sleepers Team</b>                     | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire  |   | 0800 9702304   |  |  |  |
| <b>Citizens Advice</b>                         | Advice Around Debt and Money, Consumer, Relationships, Housing, Education and Law and Rights. **Council Tenants can get an appointment through their Local Housing Team** | <b>Mon:</b> Wombourne Community Centre 9.30-12.30 <b>Tue</b> Kinver Fire Station <b>Wed:</b> Cheslyn Hay Village Hall 10-4 Perton Children CC, Church Rd 9.30-12.30 and 1-4 <b>Thur</b> Hailing Dene Penkridge 9.30-12.30 Codsall village Hall 10-1 <b>Fri:</b> Wombourne Civic Centre 9.30-12.30 | 03444 111444   |  |  |  |
| <b>Community Link</b>                          | A community transport service for people with physical, social or mental health problems who have difficulty using public transport for a small fee                       | Schott House, Drummond Road, Astonfields, ST16 3EL  | 01785 252050 or free phone 0800 0436672                  |  |  |  |
| <b>Olive Branch</b>                            | Fire safety in the home   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15  | For general enq 0845 122 1155, For bookings 0800 0241999 |  |  |  |
| <b>Crisis Support</b>                          | Immediate hardship support  | Staffordshire County Council  | 0300 1118008   |  |  |  |
| <b>Bromford Housing</b>                        | Support in finding housing and they provided support for their tenants  | 5 Stowe Road, Lichfield, WS13 6WA   | 0330 1234034   |  |  |  |
| <b>South Staffordshire Housing Association</b> | Support in finding housing and they provided support for their tenants  | Acton Court, Stafford, ST18 9AP   | 01785 312000   |  |  |  |
| <b>Sanctuary Housing</b>                       |   | 28 Bevan Lee Road, Cannock, WS11 4PS  | 0800 1313348   | <a href="mailto:contactus@sanctuary-housing.co.uk">contactus@sanctuary-housing.co.uk</a> |  |  |

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| <b>Foodbank -</b>  |   | Kingsway Methodist Church, Common Road, Wombourne, WV5 0NE         | 01902 338420 or 07922614661 |  |  |  |
| <b>Foodbank -</b>  |   | The Well, Stafford Road, Wolverhampton                             | 01902 256523                |  |  |  |
| <b>Foodbank -</b>  | Friday 1-3  | Church, High Street, Cheslyn Hay, WS6 7AB                          | 01922 403423                |  |  |  |
| <b>Foodbank -</b>  | Friday 1-3  | Essington Community Centre, Hobnock Road, WV11 2RF                 |                             |  |  |  |
| <b>Foodbank -</b>  |   | Featherstone School  |                             |  |  |  |
| <b>Step Change</b>   | Support with debts and managing finances  |  | 0800 1381111                |  |  |  |
| <a href="http://www.frn.org.uk">www.frn.org.uk</a>   | Donated furniture which can be purchased for a low price  |  |                             |  |  |  |
| <b>Report Loan Sharks</b>  | Support and Advice for anyone who has taken out a loan with a Loan Shark  |  | 0300 555 2222               |  |  |  |
| <b>Midlands Heart</b>  | Housing support, Rent, Buy  |  | 0345 6020540                | <a href="mailto:contact@midlandheart.org.uk">contact@midlandheart.org.uk</a> |  |  |
| <b>work4you</b>  | If you are recovering from mental health and registered with a GP they will support you with employment opportunities |  | 0770 371 5656               | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a>   |  |  |
| <b>Buttle trust</b>  | For professionals to apply for white goods and some other household items for families that are of hardship.          |  |                             | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                       |  |  |
| <b>Homeless UK</b>   | Support for young people 16-24  | Reconnect, James Court, James Street, Burton-upon -Trent, DE14 3ST | 01283 547211                |  |  |  |
| <b>South Staffordshire Council</b>   | Rent issues and housing allocation  | Wolverhampton Road, Codsall, WV8 1PX                               |                             |  |  |  |
| <b>Resources</b>   |   |  |                             |  |  |  |
| <a href="http://www.southstaffordshire.thegoodlife.uk.net">www.southstaffordshire.thegoodlife.uk.net</a> | For groups, clubs and information about health and wellbeing in your local area.                                      |  |                             |  |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>                                       | Information and advice on Child Sex Exploitation  |  | 0870 2700123                |  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>                             | This is a great website giving advice on all aspects of life from mental health, money and education.                 |  |                             |  |  |  |

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| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |  |              |  |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |  |              |  |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |  |              |  |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a>   | Parent direct. Site to find childcare places and activities for children under the age of 5.   |  | 0300 1118007 | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a> |  |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |  | 0808 1000900 |  |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm  |  |              |  |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with Autism.                                     |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/Service/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/Service/SpecialEducationalNeeds/spps</a>                     | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with special educational needs and disabilities. |  |              |  |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |  |



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| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>                               | Provided a wide range of services to people of all ages who have Dyslexia.  |  | 01784 222300 |  |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.                                    |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>                     | A charity to help people to cope and understand Dyspraxia.  |  |              |  |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>                         | Information and advice on finding disability grants   |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>                               | Helping people with downs Syndrome to live a full and rewarding lives.  |  | 0845 2300372 |  |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>                     | Helps people with dyslexia find employment  |  | 0208 1336046 |  |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society  |  | 0808 8008880 |  |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>                                     | National Society for Epilepsy   |  | 01494 601400 |  |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a> | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families |  |              |  |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>                     | Useful web site with information around organisations in your area, job oppertunities and training.                   |  |              |  |  |  |
| <a href="http://www.sparklebox.co.uk">www.sparklebox.co.uk</a>   | Learning tools, reward charts and class room management tools   |  |              |  |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>                             | Friends in need and local groups for people with depression   |  |              |  |  |  |

## School

|  | Contact      | Title of pupil support officer                | Function of pupil support office | Programmes running                | Staff Skills  | Additional information |
|--|--------------|---|----------------------------------|-----------------------------------|---|------------------------|
| <b>Primary LST17</b>                           |              |   |                                  |                                   |   |                        |
| St Mary's CE (VC) First Sch, Wheaton Aston     | 01785 840314 | E mail sent 20/06 message left 04/07          |                                  |                                   |   |                        |
| St. Mary & St. Chad CE (VC) First Sch, Brewood | 01902 850373 | e mail sent and message left 04/7             |                                  |                                   |   |                        |
| St Paul's CE (VC) First Sch, Coven             | 01902 790253 | E mail sent and again 04/7 along with message |                                  |                                   |   |                        |
| Featherstone Academy                           | 01902 734167 | David Watkins - Learning Mentor               | To support children and families | Base 25 used for all support.     | 2 CAMHS teir 2 trained TA's   |                        |
| Havergal CE Primary Academy                    | 01922 415342 | Mr Mitchell - Head Teacher                    |                                  | No.                               | No.   |                        |
| St. John's CE (VC) Pri, Essington (Academy)    | 01922 476695 | Alex-Jane Walker - Family Liaison Worker      | To support families in school    | No.                               | Parenting Puzzle  |                        |
| Landywood Primary                              | 01922 857020 | E mail sent 20/06, 04/07                      |                                  |                                   |   |                        |
| Cheslyn Hay Community Primary                  | 01922 857080 | E mail sent 20/06, 04/07                      |                                  |                                   |   |                        |
| Glenthorne Community Primary, Cheslyn Hay      | 01922 857000 | E mail sent 20/06 and 04/07                   |                                  |                                   |   |                        |
| Moat Hall Primary, Great                       | 01922 857005 | E mail sent 20/06 and 04/07                   |                                  |                                   |   |                        |
| St Thomas More Catholic Primary                | 01922 857075 | E mail sent 20/06, 04/07                      |                                  |                                   |   |                        |
| St. Leonard's CE (VC) First School             | 01785 712488 | Julie Lane - Head Teacher                     | To support children and families |                                   | Two TA's trained in Self Esteem and positive play. Use of external agencies |                        |
| Marshbrook First School, Penkridge             | 01785 712780 | E mail sent & message left                    |                                  |                                   |   |                        |
| St Michael's CE (VA) First School, Penkridge   | 01785 712344 | Jayne Grundy -Head Teacher                    |                                  | School access Eclipse bereavement | One member of staff is Mental Health Trained                                |                        |
| Princefield First School, Penkridge            | 01785 714050 | Helen Johnson - Head Teacher                  |                                  | Nurture Groups                    | Staff trained in Nurture to support social skills                           |                        |
| St. John's CE VC First Sch, Bishops Wood       | 01785 840318 | Miss Emma Challiner - Head Teacher and Senco  |                                  | No                                | No  |                        |
| St Mary's Catholic Primary Sch, Brewood        | 01902 850261 | Mrs Corbett - Head Teacher                    |                                  | No                                |   |                        |
|  |              |   |                                  |                                   |   |                        |
|  |              |   |                                  |                                   |   |                        |
|  |              |   |                                  |                                   |   |                        |
| <b>Middle School - LST17</b>                   |              |   |                                  |                                   |   |                        |
| Brewood CE (VC) Middle School                  | 01902 850266 | Miss Watson - Pastoral Co-ordinator           | Message left                     |                                   |   |                        |
| Penkridge Middle School                        | 01785 413400 | E mail sent 20/06 and 04/7                    |                                  |                                   |   |                        |

|   |              |   |                               |   |  |  |
|---|--------------|---|-------------------------------|---|--|--|
| <b>Secondary - LST17</b>                    |              |   |                               |   |  |  |
| Great Wyrley Performing Arts School         | 01922 419311 | E mail sent 20/06 and 04/7                              |                               |   |  |  |
| Wolgarston High School, Penkridge           | 01785 788400 | E mail sent   |                               |   |  |  |
| The Rural Enterprise Academy, Penkridge     | 01827 304445 | E mail sent   |                               |   |  |  |
| Cheslyn Hay Sports and Community College    |              | E mail sent   |                               |   |  |  |
| <b>Special Schools</b>                      |              |   |                               |   |  |  |
| The Hollies Pupil referral Unit             |              |   |                               |   |  |  |
| <b>Primary LST18</b>                        |              |   |                               |   |  |  |
| St.Nicholas CE (VC) First School, Codsall   | 01902 842998 | E mail sent 20/06 04/07                                 |                               |   |  |  |
| Lane Green First Sch, Codsall               | 01902 434300 | E mail sent 20/06 04/07                                 |                               |   |  |  |
| St Christopher's Catholic Primary School    | 01902 434310 | As above  |                               |   |  |  |
| Birches First School, Codsall               | 01902 434100 | As above  |                               |   |  |  |
| Perton Sandown First School                 | 01902 742686 | As above  |                               |   |  |  |
| Perton First School                         | 01902 750006 | As above  |                               |   |  |  |
| St. Chad's CE (VC) First Sch, Pattingham    | 01902 700372 | As above  |                               |   |  |  |
| Bhylls Acre Primary                         | 01902 761153 | As above  |                               |   |  |  |
| All Saints CE (VC) Primary, Trysull         | 01902 894452 | Rachael Walker - SENCO and Mrs J Woodall - Head Teacher | To support families           | No  | No, refer if needed to LST.                                      |  |
| St Benedict Biscop CE Primary               | 01902 892197 | Head Teacher  | To manage behaviour in school | lego therapy programme delivered by Autism Outreach | TA's are in the process of being trained to deliver lego therapy |  |
| Westfield Community Primary                 | 01902 324987 | As above  |                               |   |  |  |
| St. Bernadettes Catholic Primary, Wombourne | 01902 894787 | As above  |                               |   |  |  |
| Blakeley Heath Pri,                         | 01902 893400 | As above  |                               |   |  |  |
| St. John's CE (VC) Primary, Swindon         | 01384 273865 | As above  |                               |   |  |  |
| Corbett VA CE Primary, Bobbington           | 01384 221260 | As above  |                               |   |  |  |
| Brindley Heath Junior Sch, Kinver           | 01384 872343 | As above  |                               |   |  |  |
| Foley Infant Sch, Kinver                    | 01384 872382 | As above  |                               |   |  |  |
| Whitgrave Primary, Featherstone             | 01902 734167 | As above  |                               |   |  |  |
| <b>Middle School LST18</b>                  |              |   |                               |   |  |  |
| Codsall Middle School                       | 01902 843177 | As above  |                               |   |  |  |

|                                    |              |   |  |   |  |  |
|------------------------------------|--------------|---|--|---|--|--|
| Perton Middle School               | 01902 758244 | As above  |  |   |  |  |
| Billbrook CE VC Middle Sch         |              | As above  |  |   |  |  |
|                                    |              |   |  |   |  |  |
| <b>Secondary LST18</b>             |              |   |  |   |  |  |
| Codsall Community High             | 01902 907560 | As above  |  |   |  |  |
| Ounsdale High, Wombourne (Academy) | 07902 892178 | Rachael Thompson - Vice Principle and Student Support |  | Inhouse hub for student internal behaviour improvement service and school student support team. | • In-house resources, for example, staff training in parenting programmes or behaviour programmes such as positive play. – HUB resources to improve engagement and |  |
| Kinver High School (Acadamey)      | 01384 551000 | As above  |  |   |  |  |
|                                    |              |   |  |   |  |  |
| <b>Special Schools</b>             |              |   |  |   |  |  |
| Wightwick Hall School              | 01902 761889 |   |  |   |  |  |
| Cherry Trees School                | 01902 894484 |   |  |   |  |  |
|                                    |              |   |  |   |  |  |

| Child's Physical Health                         | Add Info  | Address   | Number                           | E Mail / Web address   |  |  |
|---|---|---|----------------------------------|--|--|--|
| <b>Health Visitors</b>                          | You can contact your local Health Visitor via your GP, Local Children's Centre or through your Local Health Clinic.                       |   | 0300 1231161                     |  |  |  |
| <b>Sustain</b>                                  | Sustain work with Staffordshire carers and other professionals involved with young people who are looked after. Therapy, help and support | 161 Eccleshall Road, Stafford, ST16 1PD   | 01782 297015                     |  |  |  |
| <b>Midwife</b>                                  | This will be through your GP  | Surgery's throughout the Newcastle Under Lyme area.   |                                  |  |  |  |
| <b>T3 Staffordshire</b>                         | Drug and Alcohol Addiction  | Suite 1 7-8 Mill Street, Stafford, ST16 2AJ   | 01785 241393                     | <a href="http://www.cri.org.uk">www.cri.org.uk</a>   |  |  |
| <b>Midlands Psychology</b>                      | Assessment and Therapies for children with mental health issues.  | The Hayes, 19 Newport Road, Stafford, ST16 1BA  | 01785 748447                     | <a href="mailto:enquiries@midlandspsychology.co.uk">enquiries@midlandspsychology.co.uk</a> |  |  |
| <b>School Health</b>                            | Contact can be made through school or LST. School nurses can support with health and emotional issues.                                    |   | 07563 163602                     | <a href="http://www.ourhealth5-19@nhs.net.uk">www.ourhealth5-19@nhs.net.uk</a>             |  |  |
| <b>NSPCC - LTFI(Letting the future in)</b>      | Therapeutic service for YP affected by sexual abuse   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>NSPCC - TTP (turn the page)</b>              | YP displaying harmful sexual behaviour  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>NSPCC Domestic Abuse Recovering Together</b> | Age 7- 14. this is a 10 week programme  | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098 | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>Upside Professional online Counselling</b>   | Confidence building, managing emotions, self harm support for young people  | Barnardo's Staffordshire, 62 Caledonian, Glascote Heath, Staffordshire, B77 2ED                         | 01827 286643                     | <a href="http://www.upsideonline.co.uk">www.upsideonline.co.uk</a>                         |  |  |

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| <b>The Carers Hub</b>   | For carers 18 years of age and under   | SGI Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY                           | 0330 1231937 | <a href="mailto:carershub@peopleplus.co.uk">carershub@peopleplus.co.uk</a>   |  |  |
| <b>Child and Adolescent Mental Health Services</b>                    | Referral through GP, school, Nurse and LST. CAMHS is a Mental Health Service at Teir 3   | Children Services, The Bridge, St George's Parkway, Off Crooked Bridge Road, Stafford, ST16 3NE | 01785 221665 |  |  |  |
| <b>Young Minds</b>  |  |   | 020 70895050 |  |  |  |
| <b>Gateway Psychology</b>   | Young Person wellbeig, self harm and trauma  | P O Box 3618, Stoke-on-Trent, ST7 9EZ   | 07841 995018 |  |  |  |
| <b>Speech and Language Services</b>                                   | Speech Therapy   | North Staffordshire, Bentilee Neighbourhood Centre, Dawlish Drive, ST2 0EU                      |              |  |  |  |
| <b>Parent/Carer Wellbeing</b>   |  |   |              |  |  |  |
| <b>Starfish Health and Wellbing</b>                                   | Referral through GP. Support for parents with mental health issues such as anxiety, stress etc   | 11a Princes Street, Stafford, ST16 2BN  | 01785 243002 | <a href="mailto:info@ewiss.co.uk">info@ewiss.co.uk</a>   |  |  |
| <b>Carers UK</b>  | SCC has teamed up with Carers UK to offer carers in our area a comprehensive solution bringing carers UK's digital products and online resources with our own information and support for parents on a single web page |   |              | <a href="http://www.carersuk.org">www.carersuk.org</a>   |  |  |
| <b>Stonham Project</b>  | Support and housing for people recovering from alcohol misuse  | Fernleigh House, 75-76 Corporation Street, Stafford, ST16 3LT                                   | 01785 225043 |  |  |  |
| <b>Rural Emotional Support Teams (REST)</b>                           | Mental Health UK Charity   | County Show Ground, Weston Road, Stafford, ST18 0BD   | 01785 255305 |  |  |  |
| <b>Samaritans Stafford</b>  | An organisation to offer support to anyone in distress   |   | 01785 243333 | <a href="http://www.samaritans.org">www.samaritans.org</a>   |  |  |
| <b>Soldiers, Sailors &amp; Airmen Family</b>                          | To help and support all current and ex service personnel and their families.   |   | 01785 212680 | <a href="http://www.communitiestogether.org.uk/group/ssafa-forces-help">www.communitiestogether.org.uk/group/ssafa-forces-help</a> |  |  |
| <b>Staffordshire Blind Centre</b>                                     | To support the blind and partially sighted service users   |   | 01785 254572 | <a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>   |  |  |
| <b>Stafford &amp; District Bereavement &amp; Loss Support Service</b> | Working in partnership with Katherine House Hospice  |   | 01785 211734 | <a href="http://www.staffordbereavementsupport.org.uk">www.staffordbereavementsupport.org.uk</a>                                   |  |  |

|  |   |  |                              |  |  |  |
|--|---|--|------------------------------|--|--|--|
| <b>Staffordshire Womens Aid</b>                  | Support for Women at risk and exposed to Domestic Violence.   |  | 0870 2700123                 | <a href="http://www.archnorthstaffs.org.uk">www.archnorthstaffs.org.uk</a>         |  |  |
| <b>Carers Association North Staffordshire</b>    | Carers who need emotional support   | North Staffordshire, Carers Centre, Fenn House, Duke Street, Fenton, Stoke-, ST4 3PT | 01782 793100                 | <a href="http://www.carersfirst.com">www.carersfirst.com</a>                       |  |  |
| <b>Victim Support</b>                            | Help and support to victims of crime  |  | 0300303 1977                 |  |  |  |
| <b>Mencap</b>                                    | Support for adults with learning disabilities on a weekly basis   |  | 01543 503776 or 01785 785830 |  |  |  |
| <b>Child Death Helpline</b>                      |   |  | 0800 282 986                 |  |  |  |
| <b>Survivor of Bereavement by Suicide</b>        |   |  | 0300 115065                  | <a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a> |  |  |
| <b>Compassionate Friend</b>                      | Support after the death of a child.   |  | 0345 1232304                 |  |  |  |
| <b>Advocacy Service in Staffordshire (ASIST)</b> | Works alongside people with physical disabilities and mental health conditions                          | Winton House, Stoke Road, Stoke, ST4 2RW   | 01782 845584                 | <a href="http://www.asist.co.uk">www.asist.co.uk</a>                               |  |  |
| <b>Sexual Health Clinic</b>                      | Contraception support and support around sexually transmitted diseases                                  | Staffordshire Borough Council, Riverside, ST16 3AQ                                   | 01785 619000                 |  |  |  |
| <b>Patient Advice and Liaison Service</b>        | To support Patients and their families to resolve any complaints and offer support                      | Floor 1, Morston House, The Midway, Newcastle-under-Lyme, staffordshire, ST5 1QG     | 0800 7832865                 | <a href="mailto:customerservices@ssotp.nhs.uk">customerservices@ssotp.nhs.uk</a>   |  |  |
| <b>Support for Male DV Victims</b>               |   | Staffordshire Domestic Violence  | 0800 3283623                 |  |  |  |
| <b>Time to Quit NHS Stop Smoking Advice</b>      | Support for anyone who wishes to quit smoking   |  | 0300 1118006                 |  |  |  |
| <b>Robert Peel Medical Centre</b>                | Minor Injuries unit   |  | 01827 263800                 |  |  |  |
| <b>National Centre for Domestic Violence</b>     | For help and support  |  | 0800 9702070                 | <a href="http://referdirect.org.uk">referdirect.org.uk</a>                         |  |  |
| <b>MarriageCare</b>                              | Relationship Support and Advice   |  | 0800 3893801                 |  |  |  |
| <b>Lifeline</b>                                  | Delivers the integrated Community Drug and Alcohol service to young people and adults in Stoke-on-Trent |  | 01782 212800                 | <a href="http://www.lifeline.org.uk">www.lifeline.org.uk</a>                       |  |  |
| <b>Access Team</b>                               | NHS mental health contact for those in crisis or needing advice on accessing mental health services.    |  | 0300 1230907                 |  |  |  |
| <b>Staffordshire Crisis Team</b>                 | A help line for anyone who has thoughts of harm and is at crisis point emotionally                      |  | 0300 111 8008                |  |  |  |

### Meeting Children's Emotional Needs

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|--|--|--|-------------------------------------|---|--|--|
| <b>Eclipse</b>                         | Support for children around bereavement  | The Gateway, 2<br>Wildwood Gate, ST17<br>4RA   | 01785 660080                        |   |  |  |
| <b>Young Minds</b>                     | To provide Mental Health and Emotional support to young people.  |  | 0808 8025544                        |   |  |  |
| <b>SOVA</b>                            | 1-1 Support from a buddy for children who are looked after. This support is from an independent person who gives up their time for free.   | Staffordshire Projects,<br>Wedgewood Building,<br>Tipping Street, Stafford,<br>ST16 2DH                              | 01785 278518 or 01785<br>276984     | <a href="mailto:sova@staffordshire.gov.uk">sova@staffordshire.gov.uk</a> or<br><a href="http://www.sova.org.uk">www.sova.org.uk</a> |  |  |
| <b>Changes YP</b>                      | Support for young people aged 11-25 with any type of mental distress. Wellness workshop, accredited training and social activities   |  |                                     | <a href="http://www.changes.org.uk/html/young_people_stafford">www.changes.org.uk/html/young_people_stafford</a>                    |  |  |
| <b>Family Group Conference</b>         | This process is about embracing families and identifying their strengths so that they can be empowered to problem solve in their own way within their networks. This can be for children at risk of being in care or need to return home from care, DV and dealing with Youth offending, exclusion and poor attendance | Any member of Staff in Families First can make a referral to this service.   | 01785 276800                        | <a href="http://www.staffordshire.gov.uk/fgc">www.staffordshire.gov.uk/fgc</a>  |  |  |
| <b>Winston's Wishes</b>                | To support bereaved children.  |  | 0845 2030405                        |   |  |  |
| <b>Keeping Children Safe</b>           |  |  |                                     |   |  |  |
| <b>NSPCC WAP - Women as Protectors</b> | Groups work programme helping mothers who are in contact with a man who may pose a risk of sexual harm to their children.  | Carole House, NSPCC<br>Stoke Services Centre,<br>213 Basford Park<br>Road, Newcastle-under-<br>Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782<br>958098 | E mail for a referral form<br><a href="mailto:Stoke@NSPCC.org.uk">Stoke@NSPCC.org.uk</a>  |  |  |
| <b>Youth Offending Service</b>         |  | South West Stafford,<br>Anson House,<br>Lammascote Road,<br>ST16 3TA   | 01782 297615                        |   |  |  |
| <b>Papyrus UK</b>                      | Support for YP at risk of suicide and those who are concerned about a young person   |  |                                     |   |  |  |
| <b>Social Networks</b>                 |  |  |                                     |   |  |  |
| <b>Sensory Room</b>                    | Sensory room which can be hired by young parents and their young children  | Stafford Shire Hall<br>Gallery   | 01785 278345                        |   |  |  |



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|--|--|---|-----------------------|---|--|--|
| <b>Rising Brook Methodist church</b>                     | Provides youth Clubs, Café, toddler groups and support for the local community   | Burton Square, Rising Brook, Stafford, ST17 9LT                                       | 01785 214750          |   |  |  |
| <b>Able buddies</b>                                      | Provides personal assistants to accompany children/adults with learning disabilities to social events/clubs/swimming etc.              |   | 01543 277247          | <a href="mailto:ABLEBUDDIES@HOTMAIL.CO.UK">ABLEBUDDIES@HOTMAIL.CO.UK</a><br><a href="http://www.ablebuddies.weebly.com">OR www.ablebuddies.weebly.com</a> |  |  |
| <b>Warhammer Club</b>                                    | Sunday 1.30-3.30 at a cost of £0.50 for paint  | Stafford Library, Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH           | 0178 278585           | <a href="mailto:stafford.library@staffordshire.gov.uk">stafford.library@staffordshire.gov.uk</a>  |  |  |
| <b>Silkmore Childrens Centre</b>                         | A range of activities and groups for parents and their children from birth to 5.   | Exeter Street, Stafford, ST17 4EG   | 01785 246802          |   |  |  |
| <b>Families First at Faraday Road</b>                    | A range of activities and groups for parents and their children from birth to 5. <b>Sensory room and Toy Library also Available</b>    | Faraday Road, Stafford, ST16 3NQ  | 01785 854700          |   |  |  |
| <b>Chuckle</b>   | Chuckle Production provides work shops that aid development (physical, Cognitive, Social and Emotional) for children and young people. | Chuckle House, Unit 10, Stone Enterprise Park, Emerald Way, Stone, Stafford, ST15 0SR | 07837 741510          |   |  |  |
| <b>Bus Pass for Young People</b>                         | Young people between 11-15 can travel for £1.20 and £1.30 for 16-19 year olds with a Your Staffordshire Card                           |   |                       | <a href="http://www.staffordshire.gov.uk/transport/publictransport/busses/buspass">www.staffordshire.gov.uk/transport/publictransport/busses/buspass</a>  |  |  |
| <b>Staffordshire Council of Voluntary Youth Services</b> | This website can put you in touch with youth organisations and clubs in your area.   | 42a Eastgate Street, Stafford, ST16 1LY   | Lucy Cox 07429 714242 | <a href="mailto:lucy@staffscvys.org.uk">lucy@staffscvys.org.uk</a>  |  |  |
| <b>Work Club</b>   | Monday 10-12pm   | Stafford Library, Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH           | 01785 278585          | <a href="mailto:stafford.library@staffordshire.gov.uk">stafford.library@staffordshire.gov.uk</a>  |  |  |
| <b>Reading Group</b>                                     | Wednesday 9.30-10.30   | Baswich Library, Lynton Avenue, Baswich, ST17 0EA                                     | 01785 663355          | <a href="mailto:baswich.library@staffordshire.gov.uk">baswich.library@staffordshire.gov.uk</a>  |  |  |
| <b>Baby Bounce &amp; Rhyme</b>                           | Monday 10.30-11.30   | Stone Library. High Street, Stone, ST15 8AT   | 01785 354135          | <a href="mailto:stone.library@staffordshire.gov.uk">stone.library@staffordshire.gov.uk</a>  |  |  |
| <b>Education and Learning</b>                            |  |   |                       |   |  |  |
| <b>Entrust</b>   | Careers Advice for Young people  | Riverway Centre, Riverway, Stafford, ST16 3TH   | 0300 1118030          | <a href="mailto:enquiries@entrust-ed.co.uk">enquiries@entrust-ed.co.uk</a>  |  |  |

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| <b>Nova Training</b>                     | Support and Education for school leavers   | Victoria Park House, 2-9 Victoria Road, ST16 2AF                          | 01785 242600               |  |  |  |
| <b>Pre School Learning Alliance</b>      | Supporting children and their families at level 2 in terms of parenting and behaviour for 0-5 year old children. | Pre School Learning Alliance, 5 Lower Temple Street, Birmingham, B2 4JD   | 0121 6430063               | <a href="mailto:westdivision@pre-school.org.uk">westdivision@pre-school.org.uk</a>             |  |  |
| <b>Support for Travelling Families</b>   |  | Staffordshire County Council  | Caroline Escott 01785 2786 | <a href="mailto:caroline.escott@staffordshire.gov.uk">caroline.escott@staffordshire.gov.uk</a> |  |  |
| <b>Midlands Psychology</b>               | Support for families with children on the autism spectrum.   | The Hayes, 19 Newport Road, Stafford, ST16 1BA                            | 01785 748447               |  |  |  |
| <b>Think 2</b>                           | Free childcare places for children 2 years+ who meet the criteria  | Staffordshire County Council, Wedgewood Building, Staffordshire, ST16 2DH | 0300 111 8007              |  |  |  |
| <b>Princes Trust</b>                     | For young people between 16-25 to take part in activities, gain qualifications and meet new people.              |   | 0800 842 842               |  |  |  |
| <b>Behaviour Support for schools</b>     | Schools can access this support  | Riverway Centre, Riverway, Stafford, ST16 3TH                             | 0300 1118030               | <a href="mailto:enquires@entrust-ed.co.uk">enquires@entrust-ed.co.uk</a>                       |  |  |
| <b>School Choice Advice Service</b>      | Support around finding school places   |   | 01785 278992               | <a href="mailto:choiceadvice@stafford.gov.uk">choiceadvice@stafford.gov.uk</a>                 |  |  |
| <b>Job centre</b>                        |  | Job Centre Plus, Greyfriar's House, Grey Friars, Stafford, ST16 2RX       | 0345 6043719               |  |  |  |
| <b>Elective Home Education</b>           | For families who want to home educate their children.  |   | Jenny Dodd 07791032220     |  |  |  |
| <b>Children Missing Education</b>        | For children not in education or have gone missing from education  |   | Steve Hewitt 01785 278999  |  |  |  |
| <b>WEA Workers Education Association</b> | Bringing education to people and supporting people to get back to work.  |   | Chris 01889 578817         | <a href="mailto:rugeleycentre@wea.org.uk">rugeleycentre@wea.org.uk</a>                         |  |  |
| <b>Boundaries/Behaviour and routines</b> |  |   |                            |  |  |  |
| <b>Barnardo's</b>                        | Parenting support from parents of children from 0-5  |   | 01827 286643               | <a href="mailto:SMART@barnardos.org.uk">SMART@barnardos.org.uk</a>                             |  |  |
| <b>Childnet</b>                          | Support for young people and information for parent and carers on internet safety.                               |   |                            | <a href="http://www.childnet.com">www.childnet.com</a>   |  |  |

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| <b>NSPCC - PUP</b>                               | 20 week parenting programme for parents who have children between 0-5 who are on a drug/alcohol programme   | Carole House, NSPCC Stoke Services Centre, 213 Basford Park Road, Newcastle-under-Lyme, Staffs, ST5 0PG | 01782 958100 or fax 01782 958098                         | E mail for a referral form Stoke@NSPCC.org.uk  |  |  |
| <b>Home and Money</b>                            |   |   |  |  |  |  |
| <b>Citizens Advice</b>                           | Advice around Debt, Money, Consumer, Relationships, Housing, Education, Law and Rights. **Council Tenants can get an appointment through their Local Housing Team** | 17 Eastgate Street, Stafford, ST16 2LZ  | 0344 4111444 or 0844 4994115                             |  |  |  |
| <b>Department of Works and Pension</b>           | Via LST   |   |  |  |  |  |
| <b>Rough Sleepers Team</b>                       | The Rough Sleepers Team offers help and support to anyone sleeping rough within Staffordshire and Cheshire  |   | 0800 9702304   |  |  |  |
| <b>Highfields Signpost Centre</b>                | Signpost Ltd is a groups of 3 local community projects, highfields, Stone and Barlaston, that provide services, support and encouragement to residents.             |   | 01785 223860   |  |  |  |
| <b>Community Link</b>                            | A community transport service for people with physical, social or mental health problems who have difficulty using public transport for a small fee                 | Schott House, Drummond Road, Astonfields, ST16 3EL  | 01785 252050 or free phone 0800 0436672                  |  |  |  |
| <b>Colwich and Haywood</b>                       | To provide transport for elderly, disabled or those who have no means of available public transport   |   | Anne 01889 881129  | <a href="http://www.communitiestogether.org.uk/group/colwich-haywood-voluntary-transport-scheme">www.communitiestogether.org.uk/group/colwich-haywood-voluntary-transport-scheme</a> |  |  |
| <b>Gnosall and District Voluntary Car Scheme</b> | To support members of the community who are unable to use the bus. Typical journeys include shopping trips, appointments etc  |   | 01785 823637   | <a href="http://www.gnosall.info">www.gnosall.info</a>   |  |  |
| <b>Olive Branch</b>                              |   | Stafford Fire and Rescue Headquarters, Pirehill, Stone, ST15  | For general enq 0845 122 1155, For bookings 0800 0241999 |  |  |  |
| <b>Christians Against Poverty</b>                | Job club and support around managing finances   | Rising Brook Methodist Church, Burton Square, ST17 9LT  | 0800 3280006   |  |  |  |
| <b>Bromford Housing</b>                          | Support around housing  | 5 Stowe Road, Lichfield, WS13 6WA   | 0300 123 4034  |  |  |  |

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| <b>Richmond Fellowship</b>   | Support around finances and health and wellbeing  | Suite 2, St Johns House, Bedford Avenue, Stafford, ST16 3RP        | 01785 227020  |  |  |  |
| <b>Eaglehouse</b>  | Provides temp. accommodation for people over 18.  | Eaglehouse, Newport Road, Stafford,                                | 01785 228484  |  |  |  |
| <b>Staffordshire Rural homes</b>   | Housing support   | 1 Parker Court, Stafford Technology Park, ST18 0WP                 | 0800 111 4554 |  |  |  |
| <b>Crisis Support</b>  | Immediate hardship support  | Staffordshire County Council                                       | 0300 1118008  |  |  |  |
| <b>Rowley Trust</b>  | Support for young single mums and young women.  | 16 Brunswick Terrace, Stafford, ST16 1BB                           |               |  |  |  |
| <b>Step Change</b>   | Support with debts and managing finances  |  | 0800 1381111  |  |  |  |
| <a href="http://www.frn.org.uk">www.frn.org.uk</a>                           | Donated furniture which can be purchased for a low price  |  |               |  |  |  |
| <b>Report Loan Sharks</b>  | Support and Advice for anyone who has taken out a loan with a Loan Shark  |  | 0300 555 2222 |  |  |  |
| <b>Stafford Furniture Exchange</b>   | Second hand furniture for disadvantaged people in need  |  | 01785 606674  |  |  |  |
| <b>work4you</b>  | If you are recovering from mental health and registered with a GP they will support you with employment opportunities |  | 0770 371 5656 | <a href="mailto:sue.bannister@makingspaces">sue.bannister@makingspaces</a> |  |  |
| <b>Buttle trust</b>  | For professionals to apply for white goods and some other household items for families that are of hardship.          |  |               | <a href="http://www.buttleuk.org">www.buttleuk.org</a>                     |  |  |
| <b>Homeless UK</b>   | Support for young people 16-24  | Reconnect, James Court, James Street, Burton-upon -Trent, DE14 3ST | 01283 547211  |  |  |  |
| <b>Staffordshire County Council</b>  | Rent issues and housing allocation  | 1 Staffordshire Place, Stafford,                                   | 0300 111 8000 |  |  |  |
| <b>Resources</b>   |   |  |               |  |  |  |
| <a href="http://www.knowaboutcse.co.uk">www.knowaboutcse.co.uk</a>           | Information and advice on Child Sex Exploitation  |  | 0870 2700123  |  |  |  |
| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a> | This is a great website giving advice on all aspects of life from mental health, money and education.                 |  |               |  |  |  |

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| <a href="http://www.staffordshirecares.info">www.staffordshirecares.info</a>   | Click on Market Place on this website to lead to whats on in Rugeley and lists of different services   |  |              |  |  |  |
| <a href="http://www.nhs.co.uk">www.nhs.co.uk</a>   | Click on tools at the top of the home page to access advice on mental health, weight, families etc.  |  |              |  |  |  |
| <a href="http://www.turn2me.org">www.turn2me.org</a>   | Online resource for mental health  |  |              |  |  |  |
| <a href="http://www.rallyroundme.com">www.rallyroundme.com</a>   | Helps individuals be independent through practical help from friends and family.   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/childcare">www.staffordshire.gov.uk/education/childcare</a>   | Parent direct. Site to find childcare places and activities for children under the age of 5.   |  | 0300 1118007 | <a href="mailto:fis@staffordshire.gov.uk">fis@staffordshire.gov.uk</a> |  |  |
| <a href="http://stopitnow.org.uk">stopitnow.org.uk</a>   | Protecting children from child sex abuse   |  | 0808 1000900 |  |  |  |
| <a href="http://www.ntw.nhs.uk/pic/selfhelp">www.ntw.nhs.uk/pic/selfhelp</a>   | Good resource for self help documents from anxiety to self harm  |  |              |  |  |  |
| <a href="http://www.optionsgroup.co.uk">www.optionsgroup.co.uk</a>   | A clinical team have created a series of help sheets offering advice and guidance to parents and carers who look after children , young people and adults with autism.                                     |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh">www.staffordshire.gov.uk/health/childrenandfamilycare/childrenwithdisabilities/aiminghigh</a> | Aiming high provides a list of activities and clubs for children with disabilities   |  |              |  |  |  |
| <a href="http://www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps">www.staffordshire.gov.uk/education/welfare/reservice/SpecialEducationalNeeds/spps</a>                 | SEND offers information, advice and support around education, health and social care issues for parents and carers of children and young people aged 0-25 with Special Educational Needs and Disabilities. |  |              |  |  |  |
| <a href="http://www.autismwestmidlands.org.uk">www.autismwestmidlands.org.uk</a>   | Autism West Midlands support people to live independently and find employment  |  | 0303 0300111 |  |  |  |
| <a href="http://www.nsaaa.org.uk">www.nsaaa.org.uk</a>   | North Staffordshire Asperger/Autism Association allows those with autism to take part in social events and offers support.   |  | 01782 627002 |  |  |  |

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| <a href="http://www.dyslexiaaction.ork.uk">www.dyslexiaaction.ork.uk</a>                               | Provided a wide range of services to people of all ages who have Dyslexia.  |  | 01784 222300 |  |  |  |
| DAD's Group  | DAD's groups is a support groups for parents who have children with special needs.                                    |  | 07809 756461 | <a href="mailto:steven.tunas@btinternet.com">steven.tunas@btinternet.com</a>     |  |  |
| <a href="http://www.dyspraxiafoundation.org.uk">www.dyspraxiafoundation.org.uk</a>                     | A charity to help people to cope and understand Dyspraxia.  |  |              |  |  |  |
| <a href="http://www.disability-grants.org.uk">www.disability-grants.org.uk</a>                         | Information and advice on finding Disability Grants   |  |              | <a href="mailto:contact@disability-grants.org">contact@disability-grants.org</a> |  |  |
| <a href="http://www.downs-syndrome.org.uk">www.downs-syndrome.org.uk</a>                               | Helping people with Downs Syndrome to live a full and rewarding lives.  |  | 0845 2300372 |  |  |  |
| <a href="http://www.exceptionalindividuals.com">www.exceptionalindividuals.com</a>                     | Helps people with Dyslexia find employment  |  | 0208 1336046 |  |  |  |
| <a href="http://www.ndcs.org.uk">www.ndcs.org.uk</a>   | National Deaf Children Society  |  | 0808 8008880 |  |  |  |
| <a href="http://www.epilepsynse.org.uk">www.epilepsynse.org.uk</a>                                     | National Society for Epilepsy   |  | 01494 601400 |  |  |  |
| <a href="http://www.nasstaffordanddistrict.webeden.co.uk">www.nasstaffordanddistrict.webeden.co.uk</a> | National Autistic Society. Parent and toddler groups, youth groups and support groups for children and their families |  |              |  |  |  |
| <a href="http://www.communitiestogether.org.uk">www.communitiestogether.org.uk</a>                     | Useful web site with information around organisations in your area, job oppertunities and training.                   |  |              |  |  |  |
| <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>                             | Friends in need and local groups for people with depression   |  |              |  |  |  |

## School

|  | Contact      | Title of pupil support officer                             | Function of pupil support officer              | Programmes running                | Staff Skills   | Additional information                     |
|--|--------------|--|--|-----------------------------------|--|--|
| <b>Primary LST19</b>                     |              |  |  |                                   |  |  |
| Green Lea First school                   | 01889 505309 | Mrs Katies Wilson - Head teacher                           |  |                                   | Positive Play.   |  |
| St. Andrews CE (VC) Primary              | 01889 256555 | Lisa Yewdell - SENCO                                       | Support children and their families in school. |                                   |  | No   |
| All Saints CE, Standon                   | 01782 791234 | Mrs Bradley - Head Teacher                                 |  | No                                | No.  |  |
| Bishop Lonsdale CE (VC), Eccleshall      | 01785 850388 | Christopher Middleton - Head Teacher                       |  | No.                               | School run their own Intervention programmes in school.  |  |
| Springfields First School, Yarnfield     | 01785 355770 | Alison Bagnall - Head Teacher                              |  | No                                | No.  |  |
| Tittensor CE First School                | 01782 372539 | Emily Profitt - Head Teacher                               |  | No                                | No staff currently trained in behaviour or parenting programmes but well trained TA staff in school to deal with behaviour |  |
| Barlaston CE (VC) First Sch              | 01782 372543 | Mrs Clarey - Head Teacher                                  |  | No                                | Positive Play.   |  |
| St Dominic's Catholic Pri, Stone         | 01785 354070 | Mrs Clews - School Senco.                                  |  |                                   |  |  |
| Oulton CE VC First                       | 01785 354100 | Mrs Holdcroft - SEN co-ordinator                           |  | No.                               | No   |  |
| Christ Church CE VC First Sch, Stone     | 01785 354125 | Janet Smith - Senior Leadership Team & Deputy safeguarding | E mail sent                                    | No                                | ?  |  |
| Manor Hill First School, Stone           | 01785 812418 | message left & E mial sent                                 |  |                                   |  |  |
| St. Michael's CE VC First School , Stone | 01785 354111 | Miss Witney - Senco  | Behaviour and emotional wellbeing of children. |                                   |  |  |
| St. Peter's CE VC Primary, Hixon         | 01889 270233 | Julie Alexander - Head Teacher                             | Pastoral Support                               | No                                | The school are currently using the services of Sustain.  |  |
| Anson CE VA Primary, Great Haywood       | 01889 881200 | Mr Howard - Head Teacher                                   |  | No                                | No.  |  |
| St. John's Catholic Primary              | 01889 808190 | e mail sent x 2 04/07/16                                   |  |                                   |  |  |
| St Johns CE C Primary                    | 01785 251960 | E mail sent x 2 04/07/16                                   |  |                                   |  |  |
| John Wheeldon Primary Academy            | 01785 356636 | Mrs Ferry - SENCO  | Senco and support safeguarding                 | Nurture groups and breakfast club | Nurture  |  |
| St. Patricks Catholic Primary            | 01785 356685 | Emily Compton - Special Needs Co-ordinator                 | SEN, EAL, LAC amd safeguarding officer         |                                   | Dramathery to address emotional and social issues. External Agencies   | Open to further training around behaviour. |

|                                     |              |   |  |  |  |  |
|-------------------------------------|--------------|---|--|--|--|--|
| Cooper Perry Primary School         | 01785 282210 | Mrs Claire Jones - Assistant Head teacher       |  | No.  | No - Use LST.  |  |
| Parkside Primary School             | 01785 854215 | E mail sent and phone call made 04/07           |  |  |  |  |
| St Johns , Great Haywood            | 01889 808190 | Head Teacher - Mr Shingler<br>Ann Davis - Senco | Safeguarding, SEN, looking after children's emotional wellbeing Teir 2           | No   | TA training in Children's Emotional Wellbeing.   |  |
| St Leonards Primary, stafford       | 01785 356890 | Anita Hensley - Assistant Senco                 | Emotional support and wellbeing for children and a point of contact for parents. | No.  | Fisher trust interventions. Seal. Lego therapy. Mental Health charities have come into school to work with the older children around confidence and self esteem. |  |
| Pirehill First School, Walton       | 01785 354041 | Karen Smith - Head Teacher                      | There is a designated TA who works as pastoral support.                          | No, there is no room in school   | Staff trained on Bereavement and Attachment Disorders and well trained TA's  |  |
| Tillington Manor Primary            | 01785 356880 | Mrs Bently - Deputy Head Teacher                | E mail sent  |  |  |  |
| <b>Middle School - LST19</b>        |              |   |  |  |  |  |
| Christ Church Academy, Stone        | 01785 354047 | Wendy Holdcroft - SENCO                         | message left   |  |  |  |
| <b>Secondary - LST19</b>            |              |   |  |  |  |  |
| Alleyne's Academy                   | 01785 354200 | Mrs Moore - Deputy Head                         | Oversee Pastoral heads   | No   | The school have a local Counsellor come into school once a week.   |  |
| Walton Priory Middle School, Walton | 01785 814930 | Mrs Kelly - Deputy Head Teacher                 | Safeguarding Officer and Pastoral Support Officer                                |  |  |  |
| The Western Road, Academy           | 01785 356700 | Behaviour Support Officer                       | e mail sent 22/06/16   | Isolation area in school. The school have previously ran parenting Groups. | Staff trained in key areas such as ADHS, self Harm, Autism and Attachment.   |  |
| Sir Graham Balfour School           | 01785 223490 | Fiona Hartley                                   | Deputy Head Teacher, Head of pastoral and designated child protection officer    | Self esteem and life skills for students                                   | Staffs are trained in self esteem, anager management and bereavement.  |  |
| <b>Primary LST20</b>                |              |   |  |  |  |  |



|  |              |  |  |   |  |  |
|--|--------------|--|--|---|--|--|
| Veritas Academy                        | 01785 333400 | Message left                           | E mail sent 22/6/16  |   |  |  |
| St. Pauls CE (VC) Primary              | 01785 356634 | Mrs Leech - Senco,                     | To support children in school  | No.   | Positive Play scheme run in school.  |  |
| St Austin's Primary School             | 01785 356765 | Mrs Warden - Family Support Officer    | Ring Monday Am   |   |  |  |
| Rowley Park Academy                    | 01785 334144 | Ms Wendy Allen - Safeguarding          | To support children and families around learning, emotional wellbeing and attendance | 1-1 groups with children as and when required.  | The school have their on Education Psychologist on site 2.5 days per week. |  |
| Blessed mother Teresa's Catholic       | 01785 356405 | E mail sent - message left 04/07       |  |   |  |  |
| Doxey Primary                          | 01785 356100 | Claire Jones - Learning Mentor         | Ring tomorrow  |   |  |  |
| Castlechurch Primary                   | 01785 356772 | Jo Metcalf - Inclusion Officer         |  |   |  |  |
| Flash Ley Primary                      | 01785 356642 | Mrs Lock - Behaviour Support           |  |   |  |  |
| Silkmore Primary                       | 01785 356107 | E mail sent                            |  |   |  |  |
| Gnosall St. St. Lawrence CE VC Primary | 01785 822391 | Emma Jefferies - Senco                 |  | No  | No.  |  |
| Church Eaton Endowed Primary           | 01785 823089 | Simon Shaw - Head Teacher              |  | Staff training in parenting programmes or Behaviour programmes such as Positive Play.   | Support network TA's   |  |
| All Saints CE C School, Ranton         | 01785 282228 | Mr Adrian Dipple - Head Teacher        | Head Teacher and all staff take the lead on Pastoral Support in school.              | none  | Signpost onto other services   |  |
| Burton Manor Primary                   | 01785 356900 | No specific pastoral officer in school |  | Young minds have delivered free children work shops for 6 week blocks. In September they hope to set up adult and community learning around child development to aidwith parenting and play. Stay and play sessions for parenting, hoping to model learning through play. | School employs it's own EP.  |  |

|  |              |   |   |   |   |  |
|--|--------------|---|---|---|---|--|
| St. Anne's Catholic Primary            | 01785 663128 | Head Teacher - Mrs Lomas                                    |   | positive play   | Staff are trained in positive play and 2 members of staff will be having truama training in September                   |  |
| Haughton St. Giles CE Primary          | 01785 780511 | Emma Jefferies - SENCO                                      |   | No  | Lego therapy  |  |
| Woodseaves Academy                     | 01785 284212 | Paul Gallant - Head Teacher                                 |   |   | Outside agencies  |  |
| Leasowes Primary                       | 01785 356365 | Head teacher  | message left 04/07  |   | LST and Eclipse   |  |
| Berkswich CE VC Primary                | 01785 354604 | Jo Bagshaw-Ray - Senco and Theresa Newman - Senco Assistant |   |   | Bereavement trained and using external agencies such as Eclipse, SWA and school nurse.                                  |  |
| All Saints Primary School, Bednall     | 01785 355540 | Mrs Yates - Head Teacher                                    |   |   |   |  |
| Barnfields Primary                     | 01785 356356 | Mrs Richards - Head Teacher                                 | To support all children and their families in school  | Eclipse Bereavement Counselling Service. Schools sign onto other services as and when required. | Staff trained in Bereavement Counselling, Attachment Issues and Nurture groups in school.                               |  |
| Oakridge Primary                       | 01785 354620 | Mrs Evans   | Senco   | No  | TA staff in school support student through development and with social and emotional skills. Support through transition |  |
| <b>Secondary LST20</b>                 |              |   |   |   |   |  |
| Blessed William Howard Catholic School | 01785 244236 | Chris Williams - Pastoral Care Lead                         |   | Wellbing courses, anger management, confidence and self esteem courses for children in school   | Learning mentors support children in school with some solution focused and restorative practice work                    |  |
| King Edward VI High                    | 01785 258546 | Shona Christie - Safeguarding officer                       | Emotional support for student and co-ordinate support for families who require support outside of school. | No  | No.   |  |

|                           |              |                                      |   |   |   |  |
|---------------------------|--------------|--------------------------------------|---|---|---|--|
| Stafford Manor High       | 01785 258383 | Assistant SENCo & Teaching Assistant | Deputy Child Protection officer and Pastoral Support. This officer support children and their families. | Counselling pupils and gaining their wishes and feelings. | Student mentoring, Clinic in a box, Safer Schools and a number of external agencies |  |
| Walton High School        | 01785 356300 | Mrs E Simmons                        | E mail sent   |   |   |  |
| <b>Special School</b>     |              |                                      |   |   |   |  |
| Marshlands Special School | 01785 356385 |                                      |   |   |   |  |
| Walton Hall Academy       | 01785 850420 |                                      |   |   |   |  |
| <b>Short Stay Schools</b> |              |                                      |   |   |   |  |
| Hollies, Stafford         | 01785 241839 |                                      |   |   |   |  |



## **The Childcare Sector in Staffordshire: The current picture, future challenges and implications for Safeguarding**

### **1.0 Context – Childcare sector & statutory duties**

Under legislation, all three and four year olds are entitled to fifteen hours of free early education/childcare and approximately forty per cent (32% in Staffordshire – scheme known as Think2) of less advantaged two year olds. From September, most working families will be entitled to thirty hours of free early education/childcare. Staffordshire is currently one of eight local authorities trialling an offer (415 places).

Staffordshire benefits from a mixed economy of provision across the county. Access to different types of provision in summer term for three year olds was:

- 81% in Private, Voluntary and Independent (PVI)
- 16% in schools

This highlights how important the PVI sector is in Staffordshire in terms of childcare sufficiency.

### **2.0 Free entitlement: Take up & quality**

Think 2 take up peaked at 86% in autumn term against a national take up of 68%. Take up is also good amongst cohorts from vulnerable groups:

- Child Protection = 98%
- Children in Need = 91%
- Looked After Children = 83%
- SEND = 78% (with a further 9% being supported to access places)

Currently, 96% of places in the Private, Voluntary and Independent (PVI) sector (non-domestic) are in good and outstanding provision. 84% of Childminders operate at good or outstanding.

### **3.0 Sufficiency duty**

Under section 6 of the Childcare Act 2006, local authorities are required to ‘manage the childcare market’. This is essentially involves working with the PVI sector and schools to create, develop and sustain places aligned to demand and changing demographics.

### **4.0 Future challenges and implications for safeguarding**

With the exception of two Nursery Schools, SCC no longer provides or commissions childcare and therefore, a sustainable, quality childcare sector is essential. Often, settings will see vulnerable children more than any other professional so they play an essential role in the safeguarding and monitoring of children. Challenges over the next eighteen months are:

- Sufficiency – With a new 30 hour entitlement imminent, there is a requirement to sustain current provision and develop new places in identified areas. We are working with providers to ensure that '30 hour' places are not at the expense of 'Think2' places as a result of sector re-modelling. We are also trying to ensure that the introduction of a new local funding formula will not result in closure of provision. Many providers are concerned that the introduction of 30 hour childcare is impinging on their opportunity to privately charge parents for hours beyond the current entitlement. In addition, retaining childminders continues to be an issue (nationally). In Staffordshire, we have 450 less childminders operating than in 2009.
- Quality – Maintaining an overall high percentage of good and outstanding settings countywide as sector support is reduced.

## **5.0 Mitigating risks**

We will initiate and continue with a number of key actions to ensure we maintain and develop a thriving mixed economy of provision that keeps children safe and supports best outcomes. These include:

- Twice yearly sufficiency audits and sector analysis. This provides us with intelligence to RAG rate areas in terms of priorities for business/development support.
- Close working with School place planning team – We work closely to share information with colleagues and ensure any decisions regarding new schools and expansions is cognisant of current and future childcare requirements
- Early Years Take up Dashboard – We have now enhanced our analysis to understand where our most vulnerable children are attending, by type and quality of provision. This helps us to know where to target support.
- New Local Funding Formula for Early Years – Introducing a new formula will signal an end to the current variable rate model where different providers receive different rates, simplifying a model from sixteen bandings to three. We hope this will help sustainability in the sector.
- Continue to target our sector support in Entrust by:
  - Focussing on welfare requirements & safeguarding which encompasses, policies, procedures and recruitment with all providers
  - Intensive packages of support for Requires Improvement and Inadequate settings
  - Undertake analysis of the core themes for 'Inadequate' graded settings to learn lessons and share with all providers
- Introduce a new 'Attendance Policy' which offers support and guidance to settings to ensure families are supported into consistent attendance patterns and routines and provides information on who to contact for further support
- Increase the number of audits to support attendance monitoring and ensure providers understand the importance of regular and consistent attendance.

- Continue to pull together and triangulate all information regarding settings causing concern at our Nursery Education Funding (NEF) and Sufficiency Operational Group. Escalate issues to Ofsted (as the regulator of PVI provision) via our termly meetings.
- Continue to focus on improving the uptake of Think2 places & closer working with Families First to ensure vulnerable children access free entitlements.

## Author

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- ▶ Sharing health data to improve outcomes for families and children:

## **Staffordshire executive summary**



## Introduction

**Information sharing has been at the heart of the Troubled Families programme from the start, providing the intelligence local programmes need to identify families, understand their needs and demonstrate their progress. Local authorities depend on local public services providing access to their data and intelligence on families and family members. Without this, there is a risk that families with the highest need will not be identified and do not receive the coordinated support they need.**

To assist local delivery of the Troubled Families Programme, the national Troubled Families team (based in the Department for Communities and Local Government – DCLG) have joined up with the Department of Health (DoH) and the Centre of Excellence for Information Sharing (the Centre) to look at how sharing health data can further help improve outcomes for families and children.

The approach of the Centre, was to work with several local Troubled Families teams, including Staffordshire County Council (SCC), to identify the cultural barriers and enablers to sharing health data. The Centre also looked to capture best practice in order to help and support other local places to overcome similar barriers they may face and to develop local solutions.

To understand this further, Engagement Managers from the Centre carried out a series of semi-structured interviews with key professionals involved in both the management and the delivery of the Staffordshire programme.

The Troubled Families programme in Staffordshire is known locally as 'Building Resilient Families and Communities' (BRFC). Key health and council services work to a shared local vision - enabling families to be 'safe, healthy, self-reliant, educated, responsible and informed'<sup>1</sup> by coordinating support across local services – delivered through a partnership approach to workforce development, joint commissioning, and improved information sharing.

Phase one of the programme demonstrated local priorities around 'Hidden Harm' (domestic violence, mental health, and substance abuse), which strengthened the case for sharing information between the health-care sector and the BRFC programme.

The BRFC programme is managed through a commissioning framework, by the Community Safety and Families department of SCC. Troubled Families funding from DCLG is split between SCC and the district teams, with upfront 'attachment fees' funding the central programme costs (within SCC), whilst 'Payment by Results' funding goes to district teams, who use this to commission additional local activity. This strategic decision was taken to enable buy-in and information sharing between the district councils and the county council.

Approaches to developing information sharing have included:

- ▶ building information sharing into commissioning for public health services;
- ▶ building relationships with mental health services.

These individual arrangements have been supported by the BRFC programme operating under the county's overarching One Staffordshire Information Sharing Protocol. This is supported by individual Information Sharing Agreement (ISA) appendices for each specific project. These ISA's cover specific details governing information sharing including the legal gateways and who information is shared with. ISAs are in place between the BRFC programme and two health trusts (Staffordshire and Stoke on Trent Partnership Trust, and South Staffordshire and Shropshire Mental Health Trust). These ISAs are limited to the scope of the current information sharing arrangement that involves the sharing of profiling data for families who already meet two or more eligibility criteria to check if they also meet the health criteria. The aims are for health information sharing to occur at the same point as other partners information so that identification considers health criteria alongside other eligibility criteria. Progress towards this is through BRFC's stepped approach to the development of information sharing and at points this will require the supporting ISA to be revised and reissued.

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<sup>1</sup> <https://www.staffordshire.gov.uk/community/community/Building-Resilient-Families-and-Communities.aspx>

## Cultural barriers to information sharing

Discussions with the BRFC programme team and their partners in Staffordshire highlighted a range of issues which are perceived to be challenges to information sharing. The overarching themes are outlined below:

- ▶ Information sharing maturity
- ▶ Risk and fear
- ▶ Information governance
- ▶ Building trust
- ▶ Engagement
- ▶ Organisational complexity
- ▶ Joint working
- ▶ 'Think Family'

More detailed explanations of how the successes were achieved and the challenges overcome are available in the full case study available online by visiting: [www.informationsharing.org.uk/debate](http://www.informationsharing.org.uk/debate)

## The development of information sharing with mental health to identify eligible families

A key holder of mental health data in Staffordshire is the South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT). The SSSFT are the primary provider of both adult, child and adolescent mental health services in the county. The data sharing discussions between the BRFC programme and SSSFT are one of the most mature partnerships regarding health data sharing, so provide an insight into the challenges, and steps taken. An Information Sharing Agreement (ISA) between the BRFC programme and SSSFT came into effect in March 2016.

### Lessons learnt:

- ▶ Make use of government guidance on information sharing to support confidence and commitment of mental health providers to share at both strategic and operational level.
- ▶ Develop understanding of where mental health providers are regarding information sharing and work from this position. This considers their current experience, confidence, capability and capacity to share information.
- ▶ Don't assume that with the strategic level sign-off of formal ISA that information will automatically start to flow from mental health providers.
- ▶ Developing information sharing takes time and work needs to be done collaboratively to progress in a stepped approach that recognises and works within mental health providers limitations, including available resources.
- ▶ Identify, secure introductions and take time to develop relationships with the key individuals within the mental health provider organisations who are involved in handling information. Support them in developing their understanding of the reasons for sharing information, what information is required and the level of commitment required.
- ▶ Develop your understanding of and relationships with mental health through various approaches e.g. staff training, targeted engagement of individual mental health service providers and development of joint and co-located working arrangements.

## Commissioning as an enabler of information sharing

SCC made an active choice to take a commissioned based approach to delivering the Troubled Families programme and have embedded requirements for information sharing (to support the BRFC programme) into their commissioning specifications for relevant commissions, including health services.

This creates levers to move forward data sharing discussions with partners, and is an approach which they plan to use in future contracts.

### Lessons learnt:

- ▶ Take proactive steps to find out what data local organisations have - the BRFC coordinator seeks knowledge about the data which local agencies have and/or collect - not necessarily by asking them directly, but through involvement in other activities e.g. Children's Centres at district level.
- ▶ The BRFC team look at opportunities for joining up not just around data sharing but also front line worker co-ordination. For example, in addition to a data sharing requirement, the school nursing contract also contains a Key Performance Indicator (KPI) for the number of Troubled Families they are supporting (but not the lead agency). The BRFC programme plan aims to look at a similar approach to linking health visitor KPIs to data sharing requirements.
- ▶ Be very specific about the type of data to be shared, especially when it is patient identifiable data, and what level of granularity is required i.e. information at individual and family level. This is both to improve the ease in which the data is transferred into the BRFC system; but also to ensure both parties know what the commitment is before signing and ensure that systems are in place to collect data at the level required.
- ▶ Be very clear on the purpose for having the data requested (the BRFC co-ordinator has worked closely with the data analyst team to help do this).

## Next steps

The BRFC team in Staffordshire have identified two priority areas for the development of health information sharing:

1. Securing strategic engagement and support from health partners at the county level. In particular, this would include: health partners from the six CCGs and another key physical and mental health provider, Staffordshire and Stoke on Trent Partnership NHS Trust.
2. Developing an operational district level GP and mental health information sharing 'good practice' pilot which is geographically targeted. They will ensure it is targeted through an analysis of the families with mental health criteria identified through the information sharing between BRFC and the SSSFT.

BRFC have identified further areas which they feel will help them to (a) engage and secure commitment from health partners for their pilot work and (b) embed information sharing and broader learning into wider operational practice and local service transformation.

These further areas include:

- ▶ Building BRFC's own understanding of the health landscape.
- ▶ Highlighting the health outcomes that are being realised through the BRFC programme.
- ▶ Developing language that will all resonate with health partners.

## Find out more

To find out more about our work in Staffordshire and read our full case study visit

[www.informationsharing.org.uk/debate](http://www.informationsharing.org.uk/debate)

|                         |
|-------------------------|
| Local Members' Interest |
| N/A                     |

### **Safe & Strong Communities Select Committee - 6<sup>th</sup> March 2017**

### **Staffordshire Safeguarding Children Board (SSCB) Annual Report 15/16**

#### **Recommendation**

1. Members are asked to receive the report to understand the role and function of Staffordshire Safeguarding Children Board (hereafter referred to as the SSCB). They are asked to consider or comment on the progress that the Board has made since the last annual report was presented to the committee on 14<sup>th</sup> December 2015. This SSCB Annual Report sets out the progress made by the partnership during 1st April 2015 and 31<sup>st</sup> March 2016.

#### **Report of Cllr Mark Sutton, Cabinet Member for Children and Young People**

#### **Summary**

#### **What is the Select Committee being asked to do and why?**

2. The SSCB should report annually on the progress made by the Board to the Safeguarding Scrutiny Committee to enable robust member scrutiny of its statutory functions. SSCB Annual Reports provide a transparent, public account of the work of the partnership during 2015-2016 and includes key messages for local commissioners to consider to help strengthen local safeguarding children arrangements.

#### **Report**

#### **Background**

3. The SSCB is the key statutory mechanism that brings together representatives of each of the main agencies and professionals responsible for promoting the welfare and safety of children and young people. It is an inter-agency forum for agreeing how the different services and professional groups should cooperate to safeguard children throughout Staffordshire (except Stoke-on-Trent, which has its own Local Safeguarding Children Board LSCB) and for making sure that arrangements work effectively to help to promote better outcomes for children.
4. The SSCB works together in partnership to safeguard and promote the welfare of children across three broad areas of activity all of which takes into account the need to promote equality of opportunity and to meet the diverse needs of all children living in our communities. Specifically:

- a. Engage partner agencies to set the strategic direction for safeguarding all children;
  - b. Identify and prevent harm and impairment of health or development and help ensure that all children are provided with safe and effective care as they are growing up;
  - c. Lead and coordinate on proactive work to target vulnerable groups;
  - d. Lead and coordinate on responsive work to protect children suffering, or at risk of suffering, significant harm; and
  - e. Lead and coordinate the development and delivery of multi-agency safeguarding training.
5. The objectives of the Board are pursued through core statutory functions which are set out within the Children Act 2004 and the statutory guidance Working Together to Safeguard Children 2015. These core functions are achieved through the work of the Board's subgroups which are chaired by a Board member or representative of one of the partner agencies. Each subgroup is responsible for measuring its performance against an annual work plan, which is derived from the SSCB Business Plan. Members of the Executive Group and the Board monitor the effectiveness of the work completed.

### **Membership**

6. Membership of the SSCB is set out in section 13(3) of the Children Act 2004 and has been updated in Working Together to Safeguard Children 2015 (page 68/69). Organisations that include local authority, police and health are required to cooperate with the local authority in the establishment and operation of the Board and have shared responsibility for the effective discharge of its functions. The Staffordshire County Council Cabinet Member for Children and Young People also attends the Board as a participating observer.
7. The Independent Chair of both Staffordshire and Stoke-on-Trent Local Safeguarding Children Boards is continuing to steer the strategic direction of the Boards and provides an opportunity to promote improved synergy within safeguarding children arrangements across the whole of Staffordshire and Stoke-on-Trent.

### **Budget**

8. The SSCB is reliant on the contributions it receives from statutory member agencies and the SSCB is funded through a multi-agency budget. The agreed budget allocation for 2015-2016 was £253,047.

### **Governance**

9. The governance arrangements of the SSCB have been the subject of significant review since 2014 and are in line with the statutory guidance 'Working Together to Safeguard Children 2015'. The Board is confident that it is fully compliant with the statutory function requirements for local safeguarding children boards.

## **SSCB Activity**

10. Since the last report to the Safe & Strong Communities Select Committee the SSCB has made considerable progress on a wide range of objectives through effective local partnership working, despite the challenges presented by the current economic climate and agency restructures. This includes engaging in activity which is targeted at groups of children and young people who have been identified as being vulnerable due to sexual abuse and exploitation, or neglect as a result of parental alcohol use, substance misuse and / or domestic abuse (known as the 'toxic trio'). The following information provides examples of some of the progress and achievements the SSCB partnership has made during this year:

### **Child Sexual Abuse and Exploitation**

11. The SSCB and Voice Project consulted with three high schools to seek children and young people's views on sexting. 100% of young people were unaware that sexting is unlawful. Their views and ideas were shared with Burton and Derbyshire College who developed and produced a short 'For the Whole World to See' DVD for children and young people. This DVD was shared with all education establishments across Staffordshire to help children and young people keep themselves safer.
12. A Joint CSE Outcomes Framework for CSE has been developed in partnership with Bedford University and funded by the Staffordshire OPCC. Phase 1 included extensive consultation across partner agencies and with children and young people, families and communities. This is first time that this has been done and it has attracted national interest. The framework will be piloted during 2016-2017.
13. A Staffordshire Police Signs and Indicators Leaflet and Police intelligence form was developed for use by agencies, parents, carers and young people to provide information and report concerns about potential perpetrators of CSE. Every school in Staffordshire and Stoke-on-Trent has been sent an information leaflet with details of who to contact for advice when there is concern that a young person is vulnerable to CSE.
14. Staffordshire Police working together with the two local authorities has formed a multi-agency Preventing Child Sexual Exploitation Team; a Staffordshire social worker with specialist skills in supporting young people who have experienced CSE is seconded to this team. The Prevention Team has been delivering CSE awareness and internet safety advice to a range of diverse communities and local businesses. The team offers support and education to families, potential victims and their families and will also work with perpetrators and potential perpetrators. Off the curriculum subjects at schools such as the danger of Youth Generated Sexual Images and interactive sessions on how to recognise the signs of grooming online have also been provided by the team.
15. A joint LSCB multi-agency CSE Campaign was delivered across the city and county from November 2015 to March 2016 and included specific activity around Safer Internet Day and CSE Awareness Day. As part of this campaign a new

website [www.knowaboutcse.co.uk](http://www.knowaboutcse.co.uk) has been developed to help young people, parents and carers, and practitioners to access information on being targeted and groomed, spotting the signs of CSE and reporting concerns. The campaign has used social media (Email; Facebook; Twitter) and has had a significant reach across Staffordshire and Stoke-on-Trent. Letters were also sent to all schools in March 2016 asking them to contact parents to let them know about resources available in relation to CSE including the website.

16. In November 2015 a survivor of CSE gave an emotionally moving description of her experiences to more than two hundred frontline professionals attending the joint Stoke-on-Trent and Staffordshire Safeguarding Children Training Conference to help raise awareness about the risks posed to children and young people. Feedback from attendees demonstrates that the event was successful in meeting its objectives of raising awareness.
17. Well attended multi-agency CSE Panels, chaired by the County Managers from the CSC Specialist Safeguarding Service continue to operate across Staffordshire on a bi-monthly basis. These are proving critical in supporting the development of local problem profiles.
18. In addition there are a number of ongoing joint operations with Staffordshire Police and partner agencies which are subject to the Joint Staffordshire and Stoke-on-Trent LSCB Organised and Complex Abuse Procedures.
19. The CSE support service called Base 58 provides specialist support to children and young people at risk of or involved in sexual exploitation in Staffordshire. The service is designed to meet the principles of effective practice as required in the SSCB policies and procedures. The service delivers one to one support in partnership with the child or young person and also works closely with partners in order to reduce risk and improve outcomes. A number of outcomes have been achieved as a result of the support offered by the service which includes reductions in risk taking behaviour; in missing episodes; in harm to self; and improvements in emotional health and resilience. Over the 12 month period the service has regularly supported 29 children and young people. The service has also provided regular advice and support to professionals and family members in relation to CSE.
20. Since the launch of the Staffordshire Police 'Operation Safenet' in July 2015 to 31 March 2016 there have been 108 persons arrested and processed for child sexual offences in the Staffordshire Force area and 138 children have been directly safeguarded as a result of Safenet's investigations. One significant individual identified by Operation Safenet officers as abusing children online resulted in 32 victims being identified (additional to the 138 safeguarded above). Safenet investigations have also identified and provided information regarding a further 29 people in other force areas who are strongly suspected of involvement in child sexual abuse.
21. Training to taxi drivers, operators and passenger assistants in respect of CSE is ongoing. The focus of the training is on recognising abuse and neglect, communication, disability, hate crime, how to report, the law on consent, CSE with



an underlying message that taxi drivers and passenger assistants are the “eyes and ears of the community.” Work is being undertaken to agree content of the presentation and reciprocity across all licensing authorities and community transport services in the county and city. All taxi firms are being required to adhere to a number of safeguarding requirements and these are set out in their conditions of contract. Taxi driver badges are now only issued following a standard DBS disclosure and evidence that training has been completed.

### **Neglect and the Toxic Trio**

22. Around half of all children looked after by the local authorities are known to have experienced harm as a result of neglect. The SSCB has a particular focus on the impact of parental behaviours and influences that can often lead to neglect of the welfare and safety of children and young people specifically, domestic abuse, drug and alcohol misuse and parental mental ill-health. In combination these factors are often referred to as the ‘toxic trio’.
23. The two LSCBs are currently developing a joint Neglect Strategy which will set out the vision, commitment and inter-agency approach to help promote the effectiveness of local arrangements to safeguard children from parental neglect.
24. The two year pilot Perpetrator Programme delivered by Core Assets will finish in October 2016. To date seven local programmes (four in Stafford, two in Newcastle and one in Lichfield) have either been run or are currently underway. Following completion of the Programme, both men on the Programme and the victims who are being supported are asked to complete a feedback form. 100% of men who completed the programme felt they had a better understanding of domestic abuse and its effects and data for the end of March 2016 indicates that 67% believed that there had been a reduction in their abusive behaviour.
25. In order to effectively communicate information about how to report domestic abuse and how to get help in an accessible, inclusive and relevant way information has been made available on the Staffordshire Web about existing services across Staffordshire, Stoke-on-Trent and regional / national services.
26. Training continues to be provided directly by local domestic abuse support service providers and through the SSCB. Targeted training is also now underway for BRFC practitioners.
27. Guidelines for Working with Male Victims of Domestic Abuse have been endorsed by both Staffordshire and Stoke on Trent Steering Groups and are available online.
28. A Safeguarding Housing Subgroup has been established which will consider a range of safeguarding issues.
29. For children and young people the ‘Treated Badly’ communication campaign completed last year is still live on the website and posters / leaflets are still displayed in numerous locations.

30. There has been a significant increase in the number of reported cases, primarily since January 2016 as a result of Operation Liberty which was Staffordshire Police's response to the HMIC 2015 inspection learning. The improvement action resulting from this included mandated training for all frontline staff and changes in the structure across the force to help ensure all risk assessments (DIALS) have effective management oversight. All officers have been trained on the importance of seeing, hearing and speaking to any children present when they attend a domestic incident.
31. The SSCB has been assured that in all the domestic incidents (in which a total of 1035 children and young people were involved) the children either directly within the family or as associated to the families have been discussed in either the Multi Agency Safeguarding Hub (MASH) or by the Staffordshire Police Vulnerability Hub. Where appropriate their information is shared with Children's Social Care services and when required a formal assessment has been undertaken to help ensure that children and young people are properly safeguarded.
32. In November 2015 Staffordshire County Council, Stoke-on-Trent City Council and the Staffordshire Police and Crime Commissioner initiated a review of the provision of domestic abuse services across the neighbouring local authority areas. The review will examine the feasibility of the joint-commissioning of domestic abuse services across the City Council and County Council areas under joint contracts that are designed to be more responsive to the needs of victims and their children; will promote early identification and referral; will have a greater focus on prevention and the addressing of perpetrator behaviours; and will provide a consistent high quality service across the whole of the area. It is intended that the new contracts will commence in early 2017.
33. The development of a comprehensive needs assessment that will highlight the needs of children and young people is also underway and will be utilised to inform the commissioning cycle, the development of the first pan-Staffordshire Domestic Abuse Strategy and future collaborative governance arrangements.
34. Confirming with commissioners and providers what data and information should be received from children and drug and alcohol services for inclusion in the Safeguarding Board performance data set.
35. The SSCB has sought assurances that commissioners of drug and alcohol services have systems in place to monitor the extent to which providers of those services meet their responsibilities to safeguard and protect children. They have also been required to provide information on the number of adults receiving specialised drug and alcohol services who are parents or carers; in order to develop an understanding of local needs relating to children affected by parental substance misuse and to seek assurances that children and young people are being supported.
36. The Board has been assured that senior managers from connected partners have arrangements in place for supervision and oversight and evaluate the quality of joint working through analysis of referrals and case file audits; and that all

children's and adults services practitioners working with families affected by drug and alcohol problems have the competence and confidence in identifying the impact of these difficulties on the child or young person.

37. Senior managers and practitioners across all connected partner agencies services are made aware of learning from Serious Case Reviews relevant to drug and alcohol misuse; and commissioners of drug and alcohol services ensure that the role of adult drug and alcohol services in safeguarding is set out explicitly in all relevant tender documents and contracts.

### **Early Help**

38. During 2015-2016 the SSCB and the Families Strategic Partnership (FSP) developed the Staffordshire Early Help Strategy in recognition of the significant national and local focus on early help and prevention. To launch the new strategy the SSCB commissioned a low-cost, digital campaign and a range of different products were developed and launched.
39. Surveys completed pre and post the campaign evidenced that 87.7% of respondents to the evaluation survey found the Early Help webpages informative; 97.54% respondents to the survey agreeing that they felt confident in being able to spot the signs that a family needs early help; 95.9% of people agreed they have a role in ensuring families receive early help; 73% agreed that the information received has increased their confidence; 87% agreed that they feel confident in knowing how to support a family to get the early help they need; and 94% were committed to using the tool in the future.
40. In summary this campaign was a success and has achieved a high level of awareness around the strategy, an evidenced increase in confidence around early help and an improved commitment to use the shared tools in the future.
41. Staffordshire County Council provided a train the trainers event for 80 Early Help Champions to cascade Early Help assessment training to all partners within Staffordshire. Approximately 950 professionals have received face to face early help training this year and over 1800 have completed the SSCB 'Delivering Early Help in Staffordshire' eLearning module.

### **Other Safeguarding Children Activity**

42. The SSCB website has a total of 41,013 visitors this year and continues to provide a wealth of relevant and up to date information to children, parents, carers and front line professionals, much of the content has been informed by feedback using on line surveys and through SSCB training events. Front line practitioners continue to make contact with the Board and raise suggestions at training events which helps the website remain current and topical.
43. The SSCB newsletter continues to be widely distributed to front line practitioners and managers, promoting the Board priorities, the learning from serious case or learning reviews, Domestic Homicide Reviews (DHR's), as well as key national and local information relating to the safeguarding of children. This communication

is supported with a range of short practitioner guides and briefing papers to Board partners. Managers and practitioner feedback evidences the value of this newsletter in keeping frontline staff up to date with national and local learning.

44. A range of locally developed policies and procedures are available to the safeguarding workforce in order to support frontline practice. Sixteen inter-agency procedures have been developed or revised and communicated to frontline staff this year.
45. During 2015-2016 three serious case reviews (either the actual review or the monitoring of the respective action plans) were managed through the SCR Subgroup. The publication of the three reviews has been delayed due to parallel investigations; however the action plans approved by the Board have been actively progressed. The SSCB Annual Report sets out how learning has helped to strengthen local safeguarding children arrangements.
46. A section 11 safeguarding children peer audit has been coordinated with partners of both LSCBs. This enabled additional scrutiny and challenge to local arrangements and provided an opportunity for evidence to be scrutinised. There was good engagement from all partners with a variety of supporting evidence as well clear improvement actions where improvements were required.
47. Throughout 2015-2016 Staffordshire and Stoke on Trent Child Death Overview Panel (CDOP) has continued to work with partners locally and nationally to continue to improve child safety, child welfare and develop the functions and effectiveness of CDOP. This has included the development of a Safety Booklet entitled 'Protect Your Little Bundle... From Birth and Beyond' to raise awareness of potential hazards in and around the home and to prevent unintentional injuries to babies and children. Funding has been provided by Stoke on Trent Public Health to launch this from 1st April 2016 and health Visitors will supply and explain the contents of the booklet to all new parents.
48. CDOP have also conducted a thematic review of three child deaths relating to asthma in Staffordshire and Stoke on Trent and devised a learning and improvement action plan for Primary Care (GP Practices), acute health services (including community establishments), Education and Public Health.
49. SSCB multi-agency training courses remain popular and during 2015-2016 we trained more staff than ever, proving to be a very successful year. In total 153 events have been coordinated and 2953 practitioners from across all agencies have attended our training. Following targeted activity there has been an increase of 41% for district/ borough staff attending SSCB training events; a 90% increase in Probation Service attendance; and a 48% increase in specialist service providers for substance misuse and domestic abuse attending.
50. SSCB has been a founder member of Safeguarding Children e-Academy since 2006; through this academy our members can access 41 e-learning modules; this is a free resource for our contributing partners and the voluntary/charitable sector.

51. To date we have had 31,678 licence requests (this is an increase of 38% since last year). Of these 10,905 were allocated to our main Level 1 Awareness of Child Abuse and Neglect modules (including Safeguarding Children Refresher training); 8,307 people have completed the modules, taken the on-line test and passed the module. This is a good completion rate of 76%.
52. A 'Dreamkeepers' drama focusing on cyberbullying and CSE was delivered to 131 primary schools and 13,825 pupils across Staffordshire and Stoke-on-Trent. From a questionnaire completed by 646 children 97% of children thought that the play explained cyberbullying quite well or really well. The questionnaire asked '*Having watched the play do you understand that if you send a picture online or by mobile phone that this picture could end up being used by any person, anywhere in the world?*' 91% responded 'Yes' and 9% 'No'. This demonstrates real improvement outcomes.
53. As part of the SSCB's role in preventing abuse and neglect the Board have considered activities to raise awareness of sexual exploitation and healthy relationships with children and young people. During 2015-2016 the SSCB part funded and organised the tour of Chelsea' Choice drama. Approximately 8,900 pupils saw the production and over 140 professionals. 763 pupils out of the 8,900 responded to the online questionnaire (9%). The results indicate that 95% of pupils enjoyed the play and 67% of pupils said that they would now do something differently to keep themselves safer as a result of watching this drama.
54. The District Safeguarding Subgroup has reviewed and updated the District and Borough council policies to take account of national legislative changes and updates relating to Prevent/ radicalisation, forced marriage, early help and CSE. They have also reviewed and updated all district and borough council websites to provide information on safeguarding, including promoting the work of the SSCB.
55. Staffordshire Council of Voluntary Youth Services (SCVYS) has produced and distributed 5000 safeguarding cards for volunteers along with flowchart posters to help the workforce make the most appropriate decisions. 48% of SCVYS members report using the SSCB website to find relevant information. The impact is a safer sector where the workforce knows how to respond appropriately to concerns and disclosures, helping to keep children and young people participating in voluntary youth groups safe in Staffordshire and its surrounds.

### **Remaining Challenges and Issues**

56. The socio-political developments that occurred during 2015-2016 have been considered by the Board and have resulted in the SSCB identifying the following key messages for commissioners and local agency leads:
57. Neglect (particularly for children under the age of 5 years old) due to parental factors such as domestic abuse, parental mental ill-health and substance misuse continue to present the greatest risk to the welfare and safety of children and young people in Staffordshire. Commissioners are asked to continue to work together with partners (including the voluntary and private sector) to ensure that

the scale and nature of these issues are clearly understood and that resources are targeted to promote effective and coordinated local responses.

58. The SSCB must strongly advocate for commissioning and delivery plans, as well as the work of the SSCB, to be clearly informed by national drivers and local based evidence. As a board we need to know what the needs and risks are for our local children and their families and become smarter about how work can be coordinated across the key statutory partners to target prevention and responsive activity in a proactive and more efficient way. The first proposed step to achieving this change is through an enhanced Joint Strategic Needs Assessment (JSNA) for safeguarding children with key partner agencies who work with children and their families. A partnership approach to sharing intelligence and producing a shared analysis based on local strengths, needs and risks would help to provide an evidence base to clearly identify what we need to collectively do to reduce need and risk and promote improved outcomes for children. This would create the potential for a shared vision about working together to help keep children safer, smarter multi-agency prioritisation and cohesive strategically aligned planning and delivery that could be more innovative. This multi-agency approach would complement the national drive towards integrated inspection, joint accountability frameworks, stronger local multi-agency governance and scrutiny arrangements.
59. Local strategic governance and partnership arrangements should be mapped out to identify which strategic board has the governance lead for the key strategic issues identified as priorities from the JSNA analysis. This would create strategic synergy across the wider system by clarifying and streamlining local accountability arrangements and prevent confusion over governance when there are cross cutting strategic responsibilities such as domestic abuse, substance misuse and mental ill-health. This approach would help to align strategic and operational activity in a cohesive way across the county and city and promote a whole system approach to learning and development across all statutory partners who commission or deliver services to children and their families.
60. Improved effectiveness in safeguarding arrangements could be achieved through more robust commissioning standards explicitly set out the safeguarding role, responsibilities and expectations placed on providers. Commissioners from all partner agencies have a critical role to play in embedding safeguarding children vision, priorities, standards, principles and inspection requirements into provider arrangements from the initial tendering process right through to the review of the contract.
61. Embedding the Early Help Assessment (EHA) through formal commissioning is yet to be an automatic process; commissioners should affirm their commitment to ensuring that the requirement of the use of the EHA at the first sign of early concerns for a child and/or young person is explicit within contractual arrangements with external providers.
62. The Board needs to have an agreed neglect strategy in place to be clear about its strategic aims, the activity required to achieve these aims and how outcomes will be measured. This strategy should be underpinned by a SMART action plan that

aligns with other Hidden Harm and partnership board's activities to avoid duplication and improve local coordination.

63. The national review of LSCBs being undertaken by Alan Wood is due to be published in May 2016. The proposed vision is for a framework where there would be the local freedom to recognise geographical and political differences. This provides an opportunity to reduce system bureaucracy, to work more efficiently as an inter-agency partnership and refocus partner agency resources back onto the coordination and effectiveness of child protection arrangements. It will be critical however to ensure that these arrangements retain strong links to partner agencies children's and adults services in order to retain a strong local partnership and reduce the risk of repeating previous failures.
64. This year a significant piece of work has been undertaken to develop a Performance Service Level Agreement between the Families First Business Improvement and Development Team and the three local adults and children boards. It is imperative that a more robust multi-agency quality assurance and audit process is developed quickly to monitor the effectiveness of local safeguarding arrangements, particularly in respect of early help, child protection processes and LSCB priorities.
65. All children and young should have equal access to information about how to keep themselves safer regardless of where they live in the county and what education provision they are accessing. Parents and carers should also receive consistent messages about how to help keep their children safe and education staff should know about local multi-agency arrangements or learning that helps them to fulfil their critical safeguarding role. Whilst some good work has been undertaken, further action is required to help to build on this to ensure that there is a consistent approach across the county; this is particularly pertinent given the change in local authority roles and responsibilities. This includes communication to all early years' providers, schools, colleges and alternative education provision.

**Link to Strategic Plan:**

66. The work of the SSCB contributes to and supports the values and principles detailed in the Staffordshire County Council's Strategic for 2014-2018, particularly in relation to the priority outcome for the people of Staffordshire to, '*Feel safer, happier and more supported in and by their community*'.

**Link to Other Overview and Scrutiny Activity:**

67. The work of the SSCB links to Committee's overview of the local authority's Children's Social Care arrangements, domestic abuse and child sexual exploitation.

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**Appendices/Background papers:**

**Appendix A:** Staffordshire Safeguarding Children Board Annual Report: 2015-2016.





[www.staffsscb.org.uk](http://www.staffsscb.org.uk)

## **STAFFORDSHIRE SAFEGUARDING CHILDREN BOARD**

A group of six diverse children standing in a line, each holding a large wooden letter. The letters, from left to right, spell out the word "Safely". The children are wearing colorful shirts: blue, pink, green, yellow, red, and purple.

### **Annual Report on the Effectiveness of Safeguarding Children in Staffordshire**

**1st April 2015 - 31st March 2016**

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## SECTION 1

### Introduction & welcome

#### Purpose of this Report

It is a statutory requirement under Section 14A of the Children Act 2004 for the Chair of a Local Safeguarding Children Board (LSCB) to publish an annual report on the effectiveness of child safeguarding and promoting the welfare of children in the local area.

This annual report sets out this information for Staffordshire and provides a rigorous assessment of the performance and effectiveness of local services that have responsibilities to safeguard children and accordingly it:

- Provides evidence of progress and achievements
- Identifies areas of weakness, the causes of those weaknesses and the action being taken to address them as well as other proposals for action
- Demonstrates the extent to which the functions of the LSCB are being effectively discharged
- Includes an account of progress made in implementing actions from Serious Case Reviews (SCR)
- Provides an outline of the assurances sought about the work of the Family Strategic Partnership (FSP) Board.

#### Who should read this report?

In accordance with statutory requirements and best practice this annual report has been sent to the Chief Executive of Staffordshire County Council Director, the Lead Cabinet Member for Children & Young People, the Staffordshire Police and Crime Commissioner, the Chairs of the Staffordshire Health and Wellbeing Board and the chief officers of all partners represented on the Safeguarding Children Board.

The report is presented to the Staffordshire County Council Safe and Strong Communities Select Committee to promote transparency and enable further scrutiny and challenge.

Operational managers and frontline practitioners should be provided with a copy of a Summary Report of this document to promote awareness of the work undertaken through the Board during 2015-2016, to help our wider workforce to understand what they have helped to achieve during the year; and the plans for working together to achieve the desired safeguarding outcomes for children during 2016-2017.

This report is published on the website at: [www.staffsscb.org.uk](http://www.staffsscb.org.uk) to provide a publically visible account of the work of the Board and its partners.

## Foreword from the SSCB Independent Chair

It is my privilege to write the introduction to this Annual Report of the Staffordshire Safeguarding Children Board. I became Chair in April 2015 and take this opportunity to acknowledge the significant contribution of my predecessor Jackie Carnell in building a sound foundation for our work.

The current economic and social climate is very challenging for families and for those professionals working with children who are at risk of neglect and abuse. Statutory services are working to capacity as a result of increasing numbers of referrals over recent years and at the same time partner agencies are facing pressures from a significant reduction in public funding and increased levels of poverty and deprivation within communities. This combination of socio-economic factors can result in extremely vulnerable families and the potential for increases in the numbers of cases of neglect and abuse of children and young people.



It is against this background that this annual report provides an overview of the work of the Board and how, despite operating in austere times with the reality of having to do more with less that, safeguarding partners are making a positive difference to ensuring that children and young people who may be at risk of or experiencing abuse or neglect are protected.

The need to be as effective as we can be in our working together was a key factor in the decision of the Staffordshire and Stoke-on-Trent Boards that share geographical boundaries and a geographical footprint common to a number of partners including Health and Police to pursue joint priorities of Child Sexual Abuse and Neglect. Strategies produced for each of the priorities guide this work for the period 2015-2018. The Safeguarding Children Boards also work in support of the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board with its priority on Transition to Adult Care and Support.

In my first year as Independent Chair I have been impressed by the energy, commitment and enthusiasm of Board members and the many front line practitioners that I have met and their clear focus on doing their very best for the children and young people whom we are here to protect from harm.

I would like to take this opportunity to acknowledge the commitment of all of our partners and supporters including the statutory, independent and voluntary community sector who have contributed significantly to the work of the Board during the year. I am particularly grateful to all who chair the Board Subgroups and the Board Support Team who work so hard behind the scenes to ensure that our business programme works efficiently.

I look forward to working with you again next year.

John Wood, QPM

## About Staffordshire Safeguarding Children Board (SSCB)

The Children Act 2004 (sections 13 and 14) requires each Local Authority to establish a Local Safeguarding Children Board (LSCB) to co-ordinate the actions of partner agencies and ensure the effectiveness of the local arrangements to safeguard children. The statutory guidance '*Working Together to Safeguard Children*' (DfE, 2015) provides the framework for how agencies should work in partnership to help to safeguard and promote the welfare of children and young people.

All LSCBs should be independent from all partner agencies in order to provide effective scrutiny of local safeguarding arrangements and have an appointed Independent Chair that can support inter-agency collaboration, seek assurances about the effectiveness of local services and hold partner agencies to account for improving local safeguarding children arrangements. The role, responsibilities and functions of Staffordshire Safeguarding Children Board (SSCB) reflect the statutory requirements set out in the Children Act 2004 and are based on the objectives set out in Chapter 3 of '*Working Together*' 2015.

### The LSCB core functions include:

- Developing local policies and procedures for safeguarding and promoting the welfare of children that provides information on:
- Action to be taken when there are concerns about a child's safety or welfare; promoting the welfare and safety of privately fostered children; setting good standards for the recruitment, supervision and training of persons who work with children or are in services affecting children; and improving the way in which we work with other local authority areas and LSCBs;
- Communicating the need to safeguard and promote the welfare of children to practitioners, agencies and the public and providing clear information to encourage and help them to take action;
- Monitoring and evaluating the effectiveness of what is done by the local authority and other SSCB partners individually and collectively to safeguard and promote the welfare of children, and advising them on ways to improve;
- Participating in the planning of local services for children in Staffordshire;
- Undertaking reviews of serious cases and advising the local authority and Board partners on lessons to be learned;
- Undertaking reviews of child deaths to identify any concerns or patterns affecting the welfare or safety of children in the local authority and having procedures in place to offer a coordinated local multi-agency response to unexpected child deaths; and
- Local Safeguarding Children Boards must submit their annual report to the Chief Executive and Leader of the Council; to the local Police and Crime Commissioner; and to the Chair of the local Health and Wellbeing Board.

## Composition and governance arrangements

The Board has a broad membership of statutory partners in accordance with section 13(3) of the Children Act 2004 and '*Working Together*' 2015. Other local partners who contribute to safeguarding children and young people arrangements in Staffordshire are also members. Our Board is chaired by an Independent Chair who was appointed by Staffordshire County Council in conjunction with a panel of Board members in April 2015. **The full SSCB partner membership and their attendance at SSCB Meetings during 2015-2016 are set out in Appendix 2 on pages 83-85.**

The Independent Chair contract is reviewed by the Deputy Chief Executive and Director for Families and Communities on an annual basis and a partner agency appraisal process is coordinated to inform and support this review.

The Board met four times during this annual report period; this included a joint LSCB meeting with Stoke-on-Trent in September 2015. As evident in **Appendix 2**, the vast majority of members or their agreed deputies attended all meetings. The Independent Chair is responsible for communicating directly with the Chief Officer of any partners who are not maintaining regular attendance to understand the rationale for this, to hold them to account and to promote their active engagement.

An annual review of roles and responsibilities of Board members, the subgroup chairs and Terms of Reference of each subgroup was undertaken in April 2015. Each SSCB member was also required to sign a copy of a Memorandum of Agreement which asks for confirmation that the requirements of Board membership are and will be met. This document has been countersigned by the Chief Officer of each individual agency. The SSCB Constitution is next due to be reviewed in June 2016 to ensure that it remains fit for purpose.

### **Our Lay Member**

Our Lay Member operates as a full member of the Board and plays a key role in making links with community groups and helping to improve public understanding of child protection work. The Lay Member offers the following reflection on her role:

Another annual report and I find myself having completed three years as Lay member on the Board. It has been a year with many challenges and changes. We have had our new Independent Chair, John, who has continued to drive the Board in the direction it needs to go, emphasising our responsibility to maintaining challenge when acting in our roles on the Board. For myself, I will continue challenging the Board on the accessibility of its plans and procedures by the public, children and young people.

With the work of Early Help we have discussed the importance of continued development and maintenance of strong ties to community groups. As was mentioned in the last meeting, this improved understand of what the LSCB does and its work will ensure that everyone implements the framework with a real understanding of its purpose and importance.

There has also been the extraordinary amount of work on serious case reviews that have been required throughout this year and I am in constant awe at the amount of work that is put into the Board from professionals whose “day job” must also be extremely demanding. I am inspired by the professionalism, drive and determination of people who continue to work in extremely difficult circumstances, both emotionally and intellectually draining and yet remain committed to safeguarding the children of Staffordshire; and for my part I will also continue to represent the community.



## Relationship with other forums

There is a Memorandum of Understanding in place between the Families Strategic Partnership Board (FSP), the Health and Wellbeing Board (HWB) and Staffordshire Safeguarding Children Board to help clarify governance and reporting arrangements. This document has been formally endorsed by all three strategic partnership boards. The Memorandum was revised in March 2016 following consultation between members of all of Boards to ensure that it remains fit for purpose.

The SSCB Independent Chair has developed links with the HWB and is a member of the FSP along with other SSCB partners to help promote local strategic synergy. The SSCB Independent Chair is also the Chair of the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board and Stoke-on-Trent's LSCB. The SSCB continues to report to Staffordshire County Council's Safe and Strong Communities Select Committee and to work closely with Stoke-on-Trent LSCB to collaborate, align process and where possible promote joint ways of working across the whole of the city and county. Our Independent Chair also attends the quarterly meeting of the Safer Staffordshire Strategic Board, which is chaired by the Police and Crime Commissioner.

During 2015-2016 the Independent Chair has met regularly with the:

- The Staffordshire County Council Cabinet Member for Children & Young People
- The Deputy Chief Executive and Director for Families and Communities
- The Head of Families First and Deputy Director of Children's Services (who is also the Chair of the SSCB Executive Group)

The Safeguarding Children Board Managers for both Staffordshire and Stoke-on-Trent meet on a regular basis with the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board Manager, to help promote effective joint working and appropriate information sharing. It is recognised that there have been benefits from the three safeguarding Boards having the same Independent Chair, particularly in relation to strategic synergy and the consistency of practice.

## The Structure of the SSCB

The Board is supported by an Executive Group, seven subgroups, a task group relating to the review of restraint, a joint LSCB multi-agency forum in respect of child sexual abuse (the Child Sexual Abuse Forum) and additional task to finish groups as required. The Board is dependent on the performance of agencies with a safeguarding remit for meeting its objectives. **The SSCB Structure set out in Appendix 1 on page 81** shows the accountability, reporting and scrutiny role of the SSCB within the wider local safeguarding partnership arrangements.

The SSCB Manager is strategically responsible to the SSCB Independent Chair and is supported by a senior manager within Staffordshire County Council. The SSCB Manager is responsible for providing day to day business support, for implementing the business plan and for the coordination, monitoring and evaluation of SSCB activity. The SSCB Development Officer and Training Manager support the SSCB Manager to undertake this work. SSCB Administrators provide administrative and organisational support for the Board and the SSCB Manager.



## SECTION 2

### Analysis of Effectiveness in Safeguarding Children

This section of the report provides an assessment of the effectiveness and performance of local services. The categories and themes do not cover all the factors influencing the risk to children and young people within Staffordshire. The focus is on key local vulnerabilities and related themes which the Board needs to have scrutiny and seek assurances about in order to help ensure the effectiveness of local inter-agency arrangements to protect children and young people.

#### About Staffordshire's Children

Approximately 171,500 children and young people under the age of 18 years live in Staffordshire. This is approximately 20% of the total population in the area.

Approximately 15% of the local authority's children are living in poverty.

The proportion of children entitled to free school meals:

- in primary schools is 10.0% (the national average is 14.5%)
- in secondary schools is 9.0% (the national average is 13.2%)

There are 541 children and young people with a disability are supported by Independent Futures.

Based on the Index of Multiple Deprivation 2015, Staffordshire is a relatively affluent area but has notable pockets of high deprivation in some of its urban areas with 9% of its population living in the fifth most deprived areas nationally. In addition some of the remote rural areas in Staffordshire have issues with hidden deprivation, particularly around access to services.

Children and young people from minority ethnic groups account for 8% of all children living in the area, compared with 16% in the country as a whole.

The largest minority ethnic groups of children and young people in the area are Asian British 4% and mixed 3%. The proportion of children and young people with English as an additional language:

- in primary schools is 6.8% (the national average is 20.1%)
- in secondary schools is 4.5% (the national average is 15.7%)

#### Contacts and Referrals to Children's Social Care

During 2015-2016 there were a total of 11,253 contacts to the Staffordshire Children's Social Care First Response Team (FRT). This equates to an average of 216 contacts per week that cover a range of issues concerning the welfare of children and young people. The FRT is based within our local Multi-agency Safeguarding Hub (MASH) where a highly trained team of workers, including social workers and senior practitioners consider every contact received.

Following contact, the FRT aims to ensure that those children meeting thresholds for statutory assessments are progressed as referrals to Children's Social Care (CSC) social work teams. Local Authorities have a duty to undertake these assessments to determine what services to a child may need and any action required.

Of the 11,253 contacts made to the FRT in 2015-16, 10,093 (90%) had an outcome of advice and information, 921 (8%) were referred to Local Support Teams, the remaining 239 (2%) were no further action. Of the 11,253 contacts, 6654 referrals were managed by the FRT during this period.

Referrals have reduced slightly over the 12 months, but the number of referrals that have resulted in no further action (NFA) has increased slightly from 8.8% in 2014-2015 to 9.6% in 2015-2016. Staffordshire's Social Care Services need to continue to work with partners to ensure that threshold and referral criteria are clearly understood by some referring agencies and professionals to help reduce this level of inappropriate referrals. The rate of referrals (per 10,000) received during 2015-2016 (501.5) has decreased slightly from 2014-2015 (505.8); this follows the national trend which has also declined (from 548.3 to 532.2).

The proportion of re-referrals has remained similar to last year's figures at 18.8% (18.5% in 2014-2015) and is lower than statistical neighbours' (22.1%), regional (20.2%) and national (22.3%) averages. Staffordshire's re-referral rates have steadily decreased over the last five years, suggesting that more families receive the right intervention at the right time and are therefore less likely to come back into the children's system. Auditing activity has shown that interventions are more focused and have less drift than previous years.

## **Children in Need (CiN)**

Section 17 of the Children Act 1989 defines a child in need as 'a child who is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision of services'.

At the end of March 2016, Staffordshire had 3323 child in need cases open (including those in assessment), compared to 3824 at the end of March 2015, a decrease of 515; this is mainly due to improved recording processes, robust case management oversight ensuring that cases are assessed more promptly and case closures are being appropriately closed in a more timely way.

The national rate of Children in Need (includes CiN cases, CP and LAC) rate was 343.8 for Staffordshire; which is an increase from the previous year (329.6); due to the LAC and CP populations increasing. This rate is above both the national (337.7) and statistical neighbouring authorities' (309.9) average, but lower than the regional rate (359.2).

Almost one third (32.9%) of Staffordshire's children in need (open as at March 2016) were open longer than two years, a proportion which is in line with the national (30.9%), regional (32.8%), and statistical neighbours' (31%) average. All other case durations were similar to the national and statistical neighbours' averages.

## Children's Social Care Assessments

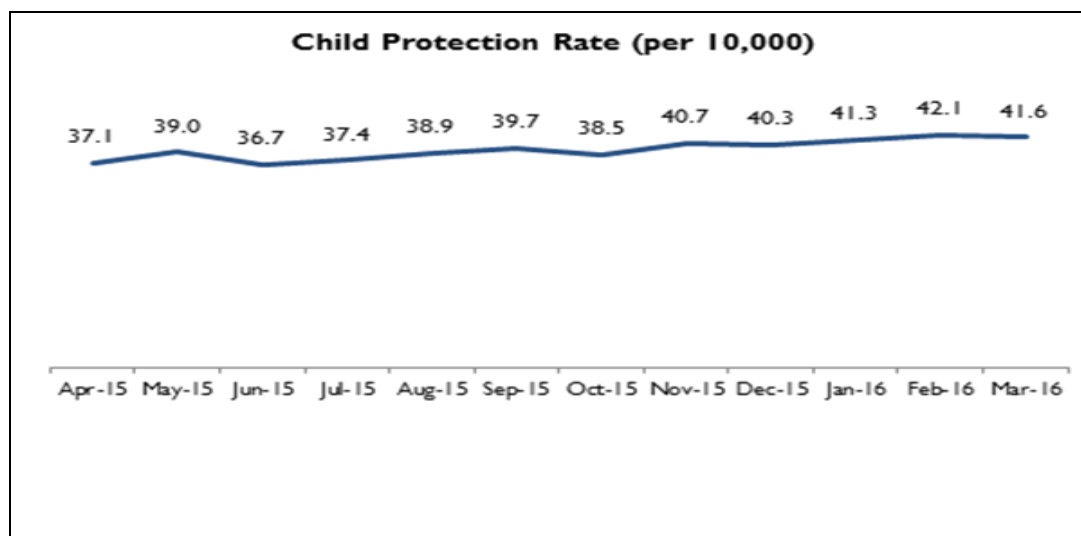
During 2015-2016, 9791 social work assessments were completed. 1260 assessments were in progress as at 31/03/16, an increase from 1064 as at 31/3/15 (+18.4%).

The timeliness of child social work assessments completed in 45 days has risen to 83.5% compared to 73.7% in 2014/2015 which demonstrates improvement. There has also been an increase of 7% in the number of child social work assessments undertaken. This performance is in line with the national and statistical neighbouring authorities rates of over 80%. Staffordshire monitors assessment timeliness very closely every month to ensure continuous improvement and reduce the potential stress involved for families during the assessment process. Staffordshire continues to promote the use of an interactive safeguarding dashboard by managers which aims to avoid delays in families having a specialist assessment.

Overall case holding across all Children's Social Care Families First service areas has increased by 214. The numbers of cases closing has also reduced by 12% indicating, in part, that there is some drift in the closure process inflating case numbers, which is being addressed in supervision with practitioners.

## Child Protection

### Child Protection Rate Diagram:



Child protection is the process of protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect. It involves measures and structures designed to prevent and respond to abuse and neglect. A child protection plan is drawn up by the local authority. It sets out how the child can be kept safe, how things can be made better for the family and what support they will need. Parents are informed of the reason for the plan.

This year there has been an increase in the number of children and young people who became the subject of a child protection plan 711 (a rate of 41.6 per 10,000) compared to 624 children and young people (a rate of 36.8) last year. Staffordshire's rate is lower than the current national rate of 42.9 and regional average of 44.0 and is in line with similar local authorities based on levels of deprivation.

810 children and young people in total became the subject of a child protection plan over the annual period and 719 ceased to be the subject of a plan. For the latter group of children this was a result of positive outcomes such as improved parenting capacity that led to a return home, living with other family and friends, special guardianships or adoption.

Staffordshire’s proportion of Initial Child Protection Conferences held within the required timescale of fifteen days from the start of the section 47 enquiries has increased this year, from 85.6% to 86.6% which is very positive. This is higher than the national (76.7%), regional (76.5%) and statistical neighbours’ (77.1%) averages. Improvements have been made to data quality and this is being monitored by Safeguarding Review Managers on a regular basis to ensure that timescales are being met.

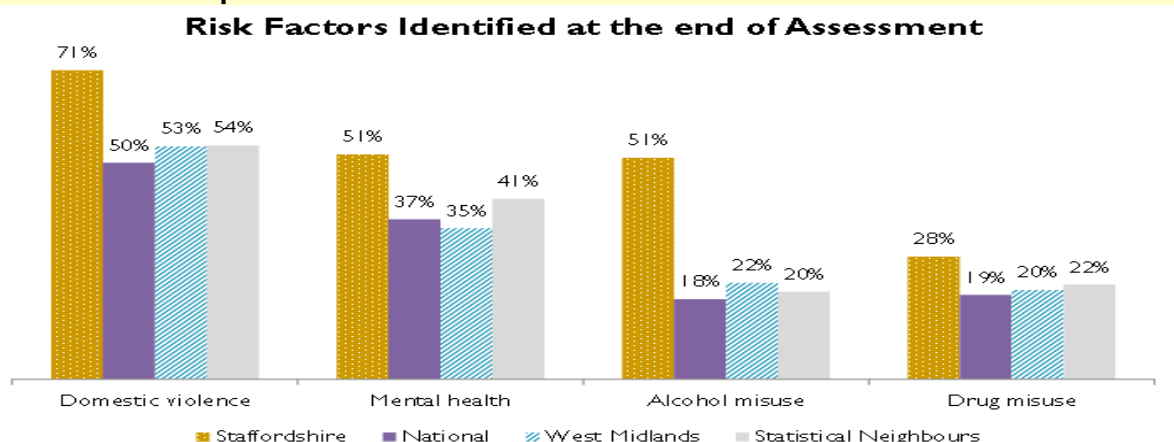
There has been an increase in the proportion of children subject of a child protection plan for a second or subsequent time this year, from 13.5% in 2014-2015 to 17.3%. This increase is in line with the national trend rise and other local authorities have seen a similar change this year. As a result of this increase an in-depth audit has been undertaken to understand this rise further: The most prevalent risk factor identified at the second/subsequent child protection plan (49% of children) was domestic violence. The toxic trio (domestic violence, substance misuse and mental ill health) was also identified as being present for almost one fifth (18%) of children and young people at the time of their second or subsequent child protection plan. As a result of this learning services have been commissioned to provide interventions for parents with these identified needs.

An improved reporting process has also been introduced to provide managers with a bi-monthly report that identifies children that have been subject of a child protection plan for 15 months. This enables managers to rigorously review cases to reduce drift and help ensure that planned work is focused to reduce risk factors and identify appropriate exit strategies. Staffordshire CSC will monitor the impact of this revised process and will be required provide an assurance report to the SSCB Performance Management Subgroup.

Staffordshire’s proportion of child protection reviews in timescale has increased this year, from 97.6% in 2014/15 to 99.2%; this is higher than the national (94%) and statistical neighbours (95.2%) level. Child protection review timeliness has increased to 99% (the 1% dip is due to 4 children not receiving their review conference in time).

## Risk Factors

### Risk Factors Graph:

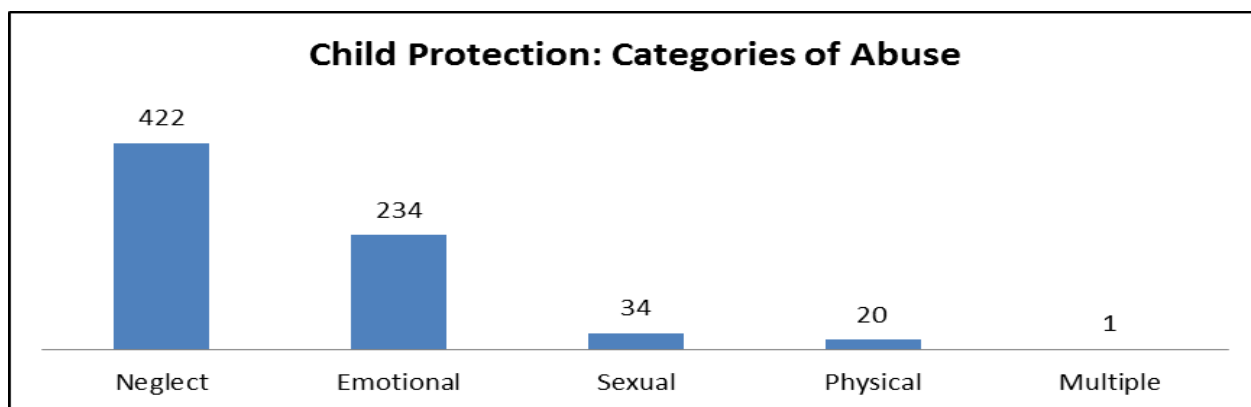


The risk factors identified at the end of the single assessment process were submitted by all local authorities for the 2015-2016 Child in Need Census. The above chart identifies these factors in Staffordshire and offers associated national, regional and statistical neighbour data. As a proportion of all assessments completed in the period, the risk factors identified as being the most prevalent related to domestic abuse (50%), followed by mental health (37%), drug misuse (19%), emotional abuse (19%), and then alcohol misuse (18%).

Staffordshire's proportions for the toxic trio risk factors are much higher than the national, regional and statistical neighbouring authorities; 71% of all assessments completed in Staffordshire had a risk factor of domestic abuse only. Over half of all assessments had identified mental health (51%) and alcohol misuse (51%) as a risk factor in Staffordshire, with just under one third identifying drug misuse (28%). These risk factors have been recognised and this local intelligence has been used to inform local single and multi-agency commissioning and delivery plans.

### Categories of Abuse

#### Child Protection – Categories of Abuse Diagram:

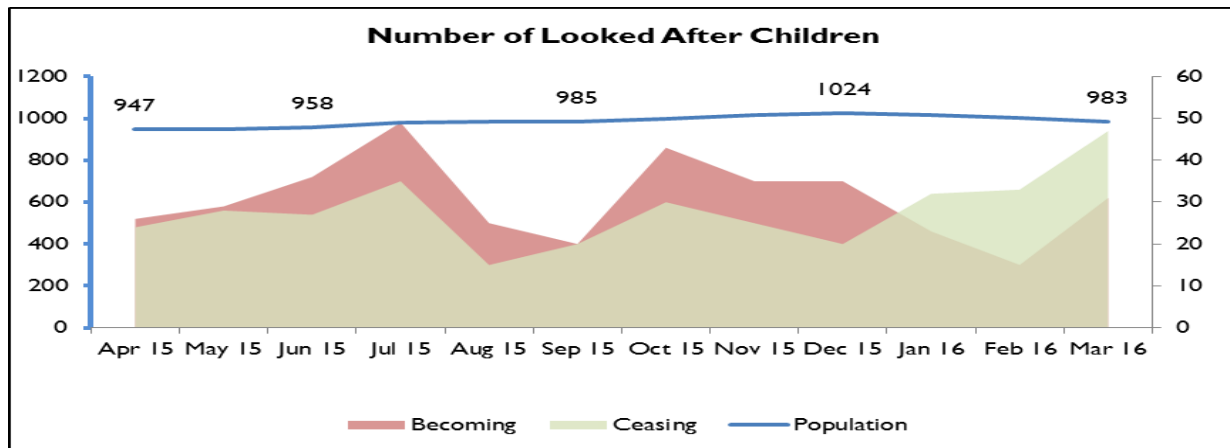


Of the 711 local children and young people subject of a child protection plan, Neglect continues to represent the largest category. This forms the rationale for neglect being a joint strategic safeguarding children priority for Staffordshire and Stoke-on-Trent LSCBs. Emotional Abuse accounts for 32% (234) of children on a child protection plan; Neglect is 59% (422); Physical Abuse 6.7% (20) and Sexual Abuse 9.0% (34).

### Looked after Children in Staffordshire

'Looked after Children' is the term for children and young people who are in the care of the local authority. They can be placed in care voluntarily by parents /carers who are struggling to cope; they can be unaccompanied asylum seeking children; or children and young people in other circumstances. The local authority and partner agencies will also intervene when a child or young person is at risk of significant harm. Children and young people who come into the care system at a younger age are more likely to go on to be adopted or be made subject of Special Guardianship Orders. In such instances children and young people are able to leave the care system at an early stage; however older children and young people are more likely to remain longer term in the care of the local authority.

## Number of Looked After Children Diagram:



The number of children and young people looked after in Staffordshire at 31st March 2016 was 983; an increase of 51 (5.5%) children and young people from the previous year, predominantly due to the rise in unaccompanied asylum seeking children (UASC). Nationally the number of looked after children has increased by 1.4% but decreased by 1.3% across the West Midlands region. The looked after children population figure for Staffordshire is higher than the average population across our statistical neighbours of 761.

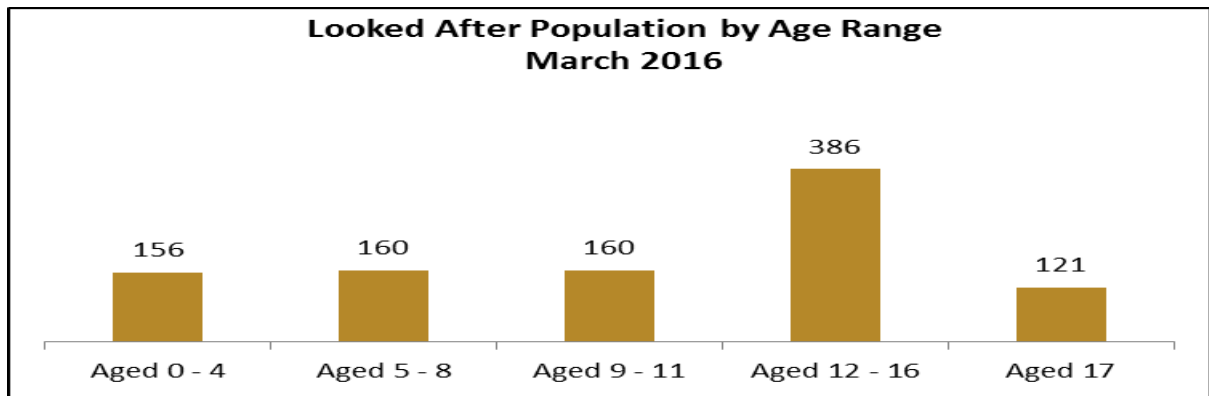
The rate of looked after children has risen to 58 per 10,000 from 55 the previous year. This is lower than the national rate of 60. During the year there were 373 children starting to be looked after, compared to 343 in 2014-2015.

There were 331 children ceasing to be looked after (a reduction of 35) compared to the previous year of 366. The main reasons for ceasing are returning home to their parents or guardians (23% which is in line with last year); adoption (at 22% which is 5% higher than last year); and special guardianship (at 28% which is 7% higher than last year). Staffordshire's Intensive Prevention Service (IPS) has continued to have a major impact in reducing the number of teenagers coming into care by offering intensive support in their home environment.

The stability of those children in a long term placement of two years or more has decreased to 64.8% which is lower compared to previous years. The CSC short term stability indicator (of three plus placements in twelve months) has increased to 12.4% (from 10.4% in 2014-2015) partly due to a number of planned placement moves occurring during this time. A new auditing process has been designed and introduced to monitor placement stability more closely and help reduce the number of any unplanned placement moves children and young people experience.

Children and young people in care are subject to Statutory Reviews in a prescribed timescale. The first review must be undertaken within twenty days, followed by a subsequent review at three months and every six months thereafter. Keeping Staffordshire's looked after children safe and achieving their potential is a key part of the local authority's corporate parenting responsibilities, with the Independent Chairs service having a pivotal role in supporting this. The majority of looked after child reviews during 2015-2016 (90.4%) were held on time and in accordance with national guidance; this figure has remained stable from last year.

## Looked After Children by Age Range:



From an age perspective the largest increase in looked after children was in the 12 - 16 year age cohort which has risen from 349 children and young people in 2015 to 386 children in 2016. While there was an increase in the older age ranges of young people in the looked after population (partly due to the rise in the number of Unaccompanied Asylum Seeking Children), a fall was recorded in the numbers of Looked After Children aged 0-4 and 5-8 (4 and 15 less respectively).

## Placement type and location

The vast majority of looked after children 711 (72%) are in foster placements. Staffordshire has 99 (10%) of children and young people in residential placements.

At the end of March 2016, 261 looked after children were in placements outside the local authority area (27%). When a decision is made by the local authority to place a looked after child outside of its area high priority must be given to the child's needs. During the year CSC services has continued to lead work on supporting this group of looked after children across multi-agency partners and to resolve any common issues, for example around accessing mental health support for young people placed in other areas.

## Unaccompanied Asylum Seeking Children (UASC)

The numbers of UASC in Staffordshire has risen from 20 children and young people in March 2015 to 74 in March 2016, a rise of 55 children and young people. The numbers in Staffordshire are higher than the average for our statistical neighbours (58) which also increased compared to last year. Work has been undertaken to review this increase and this has identified a link with the county's proximity to the motorway network.

## Children subject to Care Proceedings

The Government implemented the Family Justice Review (FJR) in an attempt to significantly reduce delay in care proceedings concerning children and young people considered to be at serious risk of significant harm. As a result of the FJR, the expectation is that all care proceedings should be completed within twenty-six weeks. In exceptional circumstances, cases can be extended for a further eight weeks.

The number of orders granted in Staffordshire has decreased from 355 in 2014-2015 to 347 for the period 2015-2016. Of these 347 orders, just over half (51%) were for Interim Care Orders, 33% were for Full Care Orders and 16% were for Placement Orders. Figures available from the Children and Family Court Advisory and Support Service (Cafcass) on the timeliness of care proceedings reveal that at the end of March 2016, the average duration of care applications in Staffordshire was 27 weeks, which is timelier than the national average of 30 weeks.

Links between the Local Family Justice Board (LFJB) and the Safeguarding Children Board are ensured through our Chair of the Executive Group and other Board partners attending the LFJB.

## **Adoption**

During 2015-2016 the number of children adopted has increased in Staffordshire from 60 to 74. Nationally the percentage of children leaving care who were adopted has fallen but remained unchanged across the West Midlands, however Staffordshire's figure is higher than average in comparison to our statistical neighbours (their average number of children leaving care who are adopted is 57). The proportion of children adopted during the year to 31st March 2016 rose 5% from 17% to 22%. This is higher than national, regional and statistical neighbour rates.

In addition, figures released by the Adoption Leadership Board suggests that the average length of time spent waiting since entering care at the end of March 2016 was 348 days in Staffordshire. This is less than the national average (543), the West Midlands average (530) and the average for our statistical neighbours (496) which demonstrates the speed and effectiveness of our adoption system in Staffordshire.

95 children became subject of Special Guardianship Orders (SGO) during this annual period; which is 20 percentage points higher than in 2014-2015 (79) and demonstrates the efficiency and effectiveness of the Family and Friends Team in processing SGO applications.

## **Children with Disabilities**

Independent Futures was working with 541 children and young people at the end of March 2016 who had been assessed as having a social care need linked to their disability. 42 of the disabled children were looked after by the local authority. Where there are increased concerns or it becomes evident that a parent is unable to safeguard their child from harm Staffordshire's CSC services will investigate the concerns. The child's Independent Futures worker also remains involved throughout.

## **Staffordshire's Care Leavers**

Some of our most vulnerable young people are care leavers who are in need of safeguarding and support as they transition into adulthood. In Staffordshire care leavers are well supported by their personal advisors with the implementation of the 'staying put' policy helping care leavers feel safe where they are living. The latest information indicates that between January 2016 and March 2016, 50% of eligible looked after children are staying put which is above the national target of 25%.



Staffordshire's looked after children service has been working in partnership with 'Sustain' in a new contract due to commence in April 2015 to focus on extending the age of engagement with young people up to 25 years. This is a very significant development as the previous service end date of 18 years has left some young people vulnerable. A Multi-Agency Complex Cases Panel has been established to look at those cases which don't meet adult safeguarding/ protection criteria. A structured programme of preparation for independence is undertaken with young people through the National Youth Advisory Service (NYAS)<sup>1</sup> CD Rom which provides a series of 'Getting Ready for Life' modules.

There is evidence of progress with care leavers in education, training and employment with increasing levels of care leavers going to university; joint work with the Virtual Head teacher and Entrust around post 16 years opportunities and Staffordshire's Foundation to Employment scheme which has received a quality mark. There is still work to do in ensuring that the local authority is investing in care leavers so they can live independent safe lives.

## **Missing Children**

Under section 13 of the Children Act 2004, Staffordshire CSC services along with its statutory partners (such as health, police and education services) are required to have in place arrangements to ensure that our statutory functions are discharged to safeguard and promote the welfare of children. This includes planning to prevent children from going missing; including assessing any risks, analysing data for patterns and trends associated with particular concerns and risks and taking a proactive approach to reduce missing episodes or to protect children when they do go missing.

As part of the framework to safeguard children, a joint protocol between Staffordshire and Stoke on Trent Local Authorities and Staffordshire Police is in place for those children who go missing from home or care.

During this reporting period the governance arrangements for missing children in Staffordshire have been reviewed and the Strategic Lead for Looked after Children now chairs a Strategic Missing Children Board (previously known as the Young Runaways Group) that has a clear action plan. A Missing Children Operational Group also focuses on learning and trends across the county in respect of for example the child / young person, their placement, locations, the reason for the missing episode and any associated risk factors.

These multi-agency meetings help to ensure a focus on these vulnerable groups of children and young people. In addition strong information sharing links have been established between CSE and children missing from education.

During 2015-2016 there has been a steady increase in missing episodes with an average of 393 children and young people per quarter being reported as missing. In total there were 1758 missing episodes by 666 young people of which 276 (41%) had gone missing more than once. The majority of children and young people are going missing from home (36%).

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<sup>1 1</sup> The NYAS CD rom is a series of modules which young people work through with their foster / residential carers on issues such as budgeting, being a good tenant etc. in preparation for when they have to live on their own.

The average number of children and young people missing per quarter is 229, with 30% being other local authority looked after children placed in Staffordshire. These children and young people are responsible for 60% of the missing episodes from looked after children placements. 58 young people (9%) were responsible for 724 (41%) missing episodes; these are mainly from children and young people living in independent children's homes.

The children and young people repeatedly missing are all known to CSC services and there is a high correlation between their missing episodes and vulnerabilities associated with child sexual exploitation, learning difficulties or disabilities and problems within the school environment. Around 50% of this cohort of children and young people are also known to youth offending services.

There is a continuing trend of females that go missing more than once compared to males and the 15-16 year old age range is the highest cohort. More recently Staffordshire has started to see recording of children 10 years and under being reported as missing which is a particular concern.

The main District/Borough locations where children are going missing from are Stafford Borough and Newcastle Borough. This does change if the missing episode is from home as it is then highest in Newcastle, Stafford and East Staffordshire. Children and young people missing from Independent Residential Units are more likely to be living in Stafford, Stoke-on-Trent, and Staffordshire Moorlands.

The local authority is continuing to work in partnership with Staffordshire Police to target hot spot locations, particular children's homes and foster carers experiencing high levels of call-out incidents. A Care Pack has also been developed, which will be circulated to Independent Care Homes and Foster Carers by September 2016.

There is also an improved recording process on CSC ICT systems around the missing episode and return interview; this helps to ensure that the local authority and social workers have the relevant information needed to safeguard children and young people. Monthly and quarterly performance reporting systems are in place to monitor demand, manage risk, timescale compliance and to provide general insight into local themes.

The completion of return interviews has systematically improved with Brighter Futures commissioned for a twelve month pilot in Staffordshire Moorlands, Newcastle and Stafford and Families First employing dedicated Return Interview Workers to target the remaining District/Borough areas. In addition improvements have been made in relation to notifications from other local authorities placing children and young people in Staffordshire; a revised notification form and letters setting out expectations has been developed.

Audit learning demonstrates that there is evidence of good communication between agencies in the cases open to CSC Local Support Teams (LSTs) to help manage the risk. Where children and young people were living at home at the time of their missing episode, social work team have in most cases, offered parents and carers some level of support or intervention.

Over the last twelve months the local authority has strengthened the focus around missing children from care and home, particularly around the return interview process and performance management arrangements; however it is recognised that further work is needed to make our local arrangements even more robust during 2016-2017.

To achieve these improvements, assessments and plans need to be updated following missing episodes to include a record of multi-agency responses and communication in relation to missing episodes; the membership of the Strategic Board would be made more effective by having health representative, to triangulate intelligence with the local authority and police; and there is a need to have more connectivity with the Child Sexual Abuse Forum (CSAF) to strengthen the governance and strategic coordination between the Strategic Missing Board and the CSAF.

The voice of the child has been gathered during the return interview pilot and this information and insight is being used to inform and implement a new countywide service from April 2016; it will be critical that CSC services and partner agencies work closely with commissioners to help make this an effective local service.

For next year there will be a focus on raising greater awareness about the vulnerabilities and risks associated with children missing from care and home and it is hoped that the Missing Strategic Group and CSAF can work together to help achieve a county wide approach to such a campaign.

## Young Carers

Young carers are children and young people aged from 5 to 18 years who provide regular or on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances. A young carer becomes vulnerable when the level of care given and responsibility to the person in need of care becomes excessive or inappropriate for that child, risking impacting on his or her emotional or physical well-being or educational achievement and life chances.

New legislation under the Care Act 2014 and the Children and Families Act 2014 came into force in April 2015 where all young carers are entitled to an assessment of their needs from the local authority. From October 1<sup>st</sup> 2015 Staffordshire County Council has a commissioned and appointed a service to manage, co-ordinate and provide an integrated Carers Hub.

From this date to March 2016 (the period of the new service) Staffordshire provided support and interventions to 182 young carers, the majority of which were aged between 10 to 15 years of age (121 children and young people). The majority of children were female (106 and of white ethnicity (166). Of these children and young people:

- 18% (33) care for someone with a learning disability
- 18% (33) care for someone with a mental health problem
- 20% (37) care for some other physical illness
- 25% (46) care for someone with a physical disability
- 2% (4) care for someone with a substance misuse problem
- 16% (29) unknown.

The majority were supported via the Carers Hub, a service commissioned by Staffordshire and Stoke-on-Trent to support Young Carers with face-to-face advice about money, support planning, employment, housing, well-being and other skills they may need. It is believed that there are young carers who have not been identified. Publicity and awareness sessions are delivered on a regular basis to a range of agencies including schools to help to find the 'hidden' carers that, for a number of reasons, are not known to services. This is an area for the SSCB to explore further.

## **Self-harm in young people**

Self-harm is a prominent issue for young people. In context during 2015-2016 Childline nationally, delivered over 18,471 counselling sessions about self-harm equating to 50 sessions a day and making it one of the most common reasons for children and young people to reach out for support. In September, the NSPCC sent Freedom of Information (FOI) requests to all NHS Trusts in England and Health Boards in Wales with A&E departments. Of the 155 that received the FOI, six did not respond but data received from the remaining 149 reported that 18,778 children and young people were admitted to hospital in 2015-2016, compared to 16,416 in 2013-2014 which equates to a 14% rise.

In Staffordshire during 2015-2016 there were around 1,600 hospital admissions due to self-harm of which two in five occurred in children and young people aged 10-24 (a total of 650 admissions). This information indicates that there is clearly further work to be done to help and support children and young people in Staffordshire.

## **Private Fostering**

A child under the age of 16 (under 18, if disabled) who is cared for and provided with accommodation by someone other than a parent, a person with parental responsibility or a close relative for twenty-eight days or more is privately fostered.

At the end of March 2016, there were 20 children and young people who were reported to be living in private fostering arrangements. This is an increase in the previous year (when only 8 children and young people were identified) and the rise is attributed to a coordinated communication campaign during 2015-2016 which has helped to raise greater awareness with professionals across the county.

The main age range for those children living in private fostering arrangements was between 12-15 years and the majority gender of the children referred was predominantly males. In respect of the ethnicity of the children it is evidenced that half of the children privately fostered in Staffordshire during this annual period were of Asian Origin, with the rest of the children originating from the UK, Europe, Caribbean and Africa.

Although the notification rate this year has increased, it is evident that private fostering arrangements continue to be a grey area, due to individuals and other agencies outside of the local authority remaining unclear about what constitutes as a `private fostering arrangement` and not making a referral to CSC services. It is recognised that this is an area that will continue to require ongoing improvements if we are to increase the number of notifications received.

Whilst Staffordshire has met the minimum requirement for responding to notifications, there are areas that require improvement, particularly in respect of the timeliness of initial actions, visits and ongoing statutory visits in accordance with DfE minimum standards. This is a key area for improvement during 2016-2017.

## **Raising awareness**

In Staffordshire the Family and Friend's Team along with the SSCB has continued to promote local understanding and raise awareness of private fostering and has sought to improve how we meet the needs of the children and young people concerned.

The Staffordshire Private Fostering Communication Strategy was updated and a supporting campaign action plan developed during this year and this had led to the following activity:

- An internal campaign was undertaken to key stakeholders via increased activity on the website including links to the new leaflets for private fostering.
- New Private Fostering posters were devised for schools and other agencies.
- New hard copies of Private fostering leaflets and posters along with an explanatory letter were sent to an extensive list of schools (including private and language schools), guardianship agencies faith groups and GP surgeries to display.
- Information about private fostering was published in the SSCB Newsletter.
- A day in the life of a social worker managing private fostering cases was posted on Staffordshire's webpage for private fostering.
- Feedback from a private foster carer was uploaded onto the website to evidence 'what private fostering has meant for them' and the support they received from Staffordshire County Council, which supported the placement to be successful.
- Internal events were offered in conjunction with the SSCB Team to raise awareness amongst social workers, health and education professionals. Leaflets were provided and a power point presentation devised to enable all professionals to understand their roles/responsibilities regarding notifying CSC services of private fostering arrangements.
- Private Fostering was identified as an area that will be discussed with newly appointed social workers, as part of their induction by the principal social worker.
- A schools mailshot was undertaken whereby information about private fostering was sent via the e-bag to all schools, nurseries, colleges and academies within Staffordshire totalling approximately 400 schools.
- An article about private fostering was put on the county council and SSCB's websites to signpost people to the relevant contact points.
- Messages were put on Facebook / twitter to promote private fostering.
- The private fostering webpage was updated on the Care4child website.

Partnership work also continues to work well with Stoke-on-Trent, a bordering local authority and their education admissions department to help identify children who may be living in private fostering arrangements. Through improved partnership working, we are identifying those hidden arrangements and becoming increasingly aware of children, particularly those from abroad, who are moved across local authority borders.

The SSCB continues to play a vital role in helping protect children who are privately fostered, exercising leadership and raising awareness of the requirements and issues around private fostering. A full analysis of activity in Staffordshire during 2015-2016 is available in the Staffordshire CSC Private Fostering Annual Report 2015-2016.

### **Allegations against a Person in a Position of Trust – Local Authority Designated Officer (LADO)**

The SSCB has a duty to ensure that there are effective inter agency procedures in place for dealing with allegations against people who work with children and that all allegations are investigated in accordance with those procedures.

The Staffordshire LADO arrangements continue to be delivered via a generic duty desk based service, co-located with Staffordshire's FRT and embedded within the MASH environment. All referrals or requests for advice, irrespective of workforce sector, are routed initially via FRT which allows for the capture of basic information prior to passing directly to the duty LADO.

The duty desk's embedded location within the MASH allows for real time conversations with Staffordshire Police and other MASH located agencies which greatly enhances the provision of well-informed advice and decision making.

Staffordshire LADO continues to benefit from a very effective working relationship with Staffordshire Police's 'Common Law Police Disclosure Unit' (previously known as the Notifiable Occupations Scheme) which is also located within the MASH environment. This provides for additional robustness in identifying adults potentially employed within the children's workforce who have been detained in Police custody on suspicion of offences which may (or may not) reflect possible risk to children. This working relationship assists greatly in tracking early activities with individuals who have chosen not to advise their employer of events which may require an assessment of risk.

The LADO location within the MASH also allows checks to be made and information gathered in support of case management activities within the fostering service, for example, when risk features indicate the need for rapid assessment of peripheral adults.

The critical statistical data relevant for the 2015-2016 reporting period indicates a continuing trend of increasing referral activity. In terms of formally managed cases, 355 referrals (a 9% increase on 2014-2015) were processed in addition to over 380 enquiries for advice which fell short of the formal threshold criteria.

The majority of referrals (61%) emerge from three professional occupations which reflect the nature of the often intense daily interactions between children and adults. These are teachers and lecturers (71 referrals and 20% of total number of referrals received); foster carers (66 and 19% of all referrals received); and residential care workers (75 and 21% of the referrals).

Effective working relationships have been maintained with regional Ofsted personnel, and on two separate occasions in this reporting period a lead Social Care Compliance Inspector spent the day with Staffordshire LADO as part of an agreement to further our partnership working arrangements. Frequent dialogue is undertaken between the duty officer and Ofsted regulatory inspectors in support of their inspection and monitoring activities and there are a number of examples of robust joint working in dealing with organisations whose services and employees have caused concern. Staffordshire LADO supported a meeting of regional Ofsted leads in March 2016 and presented an overview of Staffordshire's processes and operational arrangements.

It is appropriate to acknowledge that a significant amount of work undertaken by the LADO and Specialist Safeguarding Unit's in relation to allegations emerging from independent children's homes reflects work around children who are placed in Staffordshire by other local authorities. There are over 90 children's homes in our local authority area, predominantly providing care for 'out of area' children. There continues to be some frustration with the inconsistent approach taken by placing local authorities in terms of the wide variation in their commitment and support to the allegations management process. This seems to be related to a small number of local authorities who appear to have acute recruitment challenges which leads to lack of consistency and communication breakdowns between the placing authority and the host authority. In addition there are challenges related to some private providers not raising concerns about placing authorities when they do not fulfil their statutory responsibilities.

To help to address these issues the Staffordshire LADO meets with Ofsted on regular basis to raise local observations and concerns. The placing authorities are monitored to help to identify those who do not notify Staffordshire about a child or young person placed in our area and representations are made to escalate these concerns as required. Clear messages and information is also provided to all local children's homes managers and staff about their roles and responsibilities and the use of advocacy services is encouraged where needed to promote a child's best interests. Staffordshire CSC services are also clear within their looked after children documentation about the expectations they have on placing social workers and their responsibilities to support their children irrespective of geographical location.

During 2016-2017 the Staffordshire LADO service will continue to facilitate bespoke training events to the schools and wider workforce in respect of 'allegations management'. This is being offered within the SSCB's wider training catalogue and recent feedback from events has been overwhelmingly positive.

### **Independent Chairperson Annual Report**

The Staffordshire CSC Independent Chairperson (IC) Service consists of 19 Independent Chairs and 2 Business Managers and the Principal Social Worker has operational lead for the IC service. The chairs undertake the dual function of chairing meetings for looked after children and those who are subject to child protection plans. All chairs are co-located within the social work safeguarding teams and are well positioned to have an overview of both corporate parenting and child protection in Staffordshire. The following offers key messages from the IC Service for 2015-2016:

#### **Key Messages about Looked After Children:**

- The looked after children population for 2015/2016 has ranged from 933 to 1025
- 389 Children have entered the care system (excluding overnight short term breaks) in the last 12 months, an increase of 54 since 2014-2015
- The majority of children and young people who started to be looked after were aged 12-16 years which equates to 36.5% of those children becoming looked after
- The majority of looked after children (84) achieved permanency through a return home to parents which is consistent with last year
- The number of children placed more than 20 miles outside of Staffordshire boundary is 122 which is an increase of 26 children from last year
- A total of 2606 statutory care plan reviews were held in the year, an increase of 45 since 2014-2015; and 93% of reviews were held within timescale which is an increase of 1.1% since 2014-2015.

#### **Key Messages about Child Protection:**

- A total of 813 children were considered at Initial Child Protection Conference, an increase of 102 children since 2014-2015
- A total of 1433 children were considered at Child Protection Review Conference, a decrease of 327 children since 2014-2015
- 94.5% of children presented to Initial Child Protection Conference were considered within timescales
- 99.6% of children presented to Child Protection Review Conference were considered within timescales
- The majority of children were subject to a child protection plan under the category of neglect which has remained consistent and reflects the national picture.



## Children with a Disability

Research and inspection indicate that nationally disabled children face an increased risk of abuse or neglect yet they are underrepresented in safeguarding systems. It is believed this is because there are greater barriers in identifying and responding to abused disabled children than for non-disabled children. During 2015-2016 Staffordshire had 39 children with a disability who were the subjects of child protection plans out of the total of 541 children and young people being provided services by Staffordshire's CSC Independent Futures service. The difference demonstrates a significant under-representation for Staffordshire.

To help with this the IC Service has an identified practice champion for children with disabilities which is in addition to 4 IROs who specialise in chairing looked after statutory care plan reviews for children with disabilities. In light of national inspection process changes, there are plans for the 4 IROs to deliver a presentation to their IC colleagues regarding legislation, research and policy for children with disabilities. Furthermore the service has already started to build positive working relationships with Independent Futures which will inform future practice regarding child protection and care planning.

## Children and Young People's Involvement

Children and young people's participation in their review is a fundamental aspect of the review process and in Staffordshire a high percentage of children and young people continue to participate by attending and/or actively contributing to their review. The IROs continue to use a number of different mediums to promote children's participation which includes the following:

- Viewpoint as a tool for promoting feedback and capturing children's wishes and feelings
- Meeting children and young people before/in between the reviews ensuring they have opportunities to talk to their IRO in private before the review meeting.
- Conducting the review in 2 or more parts
- Promoting the use of advocacy for every looked after child
- Ensuring reviews are child friendly with some IROs using a social pedagogic approach in the child's review
- A successful pilot of MOMO – Mind of My Own
- The IROs create opportunities for children and young people to chair all or part of their reviews. This is really empowering and remains an ongoing area for improvement and development
- Feedback from each child or young person is also sought following their review by giving them a child friendly questionnaire. Of the 188 questionnaires completed this year **95% of children felt listened to and 95% of children reported everything was explained well.**
- The use of advocacy is the dominant method of participation for children and young people in their child protection conferences with 47.15% using this mode of participation. This demonstrates the Local Authority's commitment to promoting the use of advocacy for children who are subject to child protection planning.



## **Achievements from 2015 – 2016:**

- Development work to create and implement feedback forms for children, parents and professionals for all child protection conferences has been completed.
- Reflective group supervision is now fully embedded across the service and a more robust supervision and management framework has been introduced to provide greater scrutiny of the work of the ICs.
- A training plan has been applied to further develop the use of social pedagogy across the service.
- An audit of first review for children who come become looked after to track permanency planning has been completed which found that where possible entry into care is on a planned basis; children return home when possible; and that IROs provide an appropriate level of challenge.
- The management analysis of the process used to grade social work practice within looked after reviews and child protection conferences have been reinstated.
- Development work has been undertaken to help strengthen the performance and quality assurance function of the chairs role by increasing the IRO/ICC footprint on the child's file and alignment of this with a revised dispute resolution policy has commenced.
- A successful pilot of MOMO (Mind of My Own) an APP used to increase looked after children's participation in their statutory care plan review meeting; the IROs also routinely establish in every review whether a child needs, or wants, an Independent Visitor.
- The service has also worked collaboratively with the University of Birmingham and the Local Authority in developing the chairs knowledge and practice of SMART (Specific, Measurable, Achievable, Realistic, Targeted) outcome focused planning.

## **During 2016-2017 the service plans to:**

- Undertake a full revision of the current dispute resolution policy to facilitate the implementation of a solution focused approach to resolution. This will increase the chair's 'footprint' on the child's file.
- Continue to work collaboratively with the Children's Voice Project and Children in Care Council in order to strengthen their voice within their meetings and increase their participation in the process.
- Launching an information pack for parents and carers of looked after children.
- Develop SMARTER child protection and dual process conference agendas in addition to developing specific agendas for statutory care plan reviews which focus on key priorities for looked after children.
- Complete planned audits.
- Hold themed discussions in supervision to capture local trends in single agency and multi-agency practice.
- Help to ensure that practitioner and children and young people feedback continues to inform and shape service development.

## SECTION 3

### The key strategic priorities

#### CHILD SEXUAL ABUSE

At a joint meeting of Staffordshire and Stoke-on-Trent and Staffordshire Boards in September 2014 it was agreed that the strategic priorities for 2015-2018 would be common to and owned by both Boards. The development sessions held by the partnership Boards and the Executive Groups to examine and assess the national and local drivers set out within the Single Improvement Plan identified the need to tackle child sexual abuse as a priority.

The strategic priorities for 2015-2018 have been developed following self-assessments, external scrutiny and evaluation. High profile national serious case reviews have identified child sexual abuse as a significant risk factor for children regardless of where they live in the country. It is also known that children who are missing from home or from residential care settings are particularly vulnerable to the risk of internal trafficking and child sexual abuse.

The risk of child sexual abuse through exploitation has been recognised by the Government as a national threat and in March 2015 they introduced an expectation that all Safeguarding Children Boards will conduct regular local assessments on the effectiveness of local responses to Child Sexual Exploitation (CSE) and publish those assessments through their annual reports.

The following sections illustrate the focus of the SSCB with an outline of what has been done during the year to tackle child sexual abuse in all its forms together with the challenges encountered and further actions to be undertaken in 2016-2017.

#### Progress and Achievements

The Safeguarding Children Boards have developed a cross agency approach to co-ordinate activity and increase effectiveness in tackling all forms of child sexual abuse. The overarching Child Sexual Abuse strategy has the following four key elements:

- **Prepare** – Provide strong leadership, effective systems and working with partners to tackle child sexual abuse
- **Prevention** – Raising awareness of child sexual abuse amongst young people, parents, carers, the community and potential perpetrators and provide help at the earliest opportunity. This includes building resilience with families and partners to understand and act together in preventing this form of abuse.
- **Protect** - Safeguard young people by providing targeted support in order to achieve good outcomes for those who are at risk of or already victims of exploitation and support professionals to do so
- **Pursue** – Disrupt, arrest and prosecute offenders wherever possible and appropriate

The Stoke-on-Trent and Staffordshire Safeguarding Children Boards have formed a Child Sexual Abuse Forum (CSAF) the key purpose of which is to share information; initiate action to implement the above mentioned Child Sexual Abuse strategy; provide mutual challenge to connected partners and to ensure that work towards implementation is given continual priority. The CSAF reports to the respective Safeguarding Children Boards. The governance structure showing links to connected partnership groups is at **Appendix 3 on page 86**.

## **CHILD SEXUAL EXPLOITATION**

During 2015-2016, progress has been made by working in partnership to further the collective understanding of the profile of CSE in Stoke-on-Trent and Staffordshire to help to prevent, identify and tackle this important issue. The following is a summary set out against the elements of the overarching strategy.

### **PREPARE**

- A CSE Coordinator was appointed in June 2015, with funding provided by the Staffordshire Police and Crime Commissioner (PCC), to drive the CSE agenda across both Stoke-on-Trent and Staffordshire.
- The initial version of the partner agency CSE Strategy has been reviewed and updated to take account of learning from its application.
- A Joint CSE Outcomes Framework for CSE has been developed in partnership with Bedford University and funded by the Staffordshire OPCC. Phase 1 included extensive consultation across partner agencies and with children and young people, families and communities. This is first time that this has been done and it has attracted national interest. The framework will be piloted during 2016-2017.
- As part of piloting of the Joint CSE Outcomes Framework, Staffordshire has taken an approach of building on existing mechanisms and understanding what do we already have that supports identifying CSE. This includes the Safeguarding Survey (section 175) that is issued to schools and supports performance measures under Education and Awareness with schools. In addition the more localised performance activity in Moorlands and East Staffordshire is mainly around capturing activity CSE data from agencies, conducting a community survey, child survey, parent/carer survey, and staff surveys. This will be developed in partnership with the District Commissioning Leads, District/Borough Council leads for CSE, Staffordshire Police and CSE Co-ordinator.
- Local gaps have started to emerge from the framework activity to date and will need to be appropriately captured going forward. One example includes the development of an interim missing children / CSE service for the remainder of 2015 which will link in with the 1.5 Staffordshire County Council Missing Children Co-ordinators (which have been funded since April 2014 and up until October 2015 by the SSCB) and to also secure a CSE service for children and young people identified as most in need.
- A review of the multi-agency Risk Factor Matrix has been completed providing assurances that this assessment tool is robust, fit for purpose and assists practitioners and managers in the decision making process in relation to presenting risk, intervention and support needs. A series of briefings about the use of the new tool were delivered during March 2016 and a suite of the new documents is in final draft form.
- The tools aim to assist professionals in determining the right help at the right time for children at risk of or involved in CSE are being revised and will 'go live' in May 2016.

- A Staffordshire Police Signs and Indicators Leaflet and Police intelligence form was developed for use by agencies, parents, carers and young people to provide information and report concerns about potential perpetrators of CSE. Every school in Staffordshire and Stoke-on-Trent has been sent an information leaflet with details of who to contact for advice when there is concern that a young person is vulnerable to CSE.
- The Chair of the CSE Commissioning Group attends CSAF to update on needs led service wide commissioning priorities. Updates from the specialist provider delivering service to children at risk of or being sexually exploited are also provided to the SSCB.
- Local learning from the Independent Review of CSE by Channon Consulting in Stoke-on-Trent and from a peer review of six CSE cases by Liz Murphy Consultancy, both of which took account of the experiences of children and young people has been cascaded to partners to inform local developments.
- Quarterly reporting arrangements have been established and undertaken for the mutual sharing and scrutiny of performance reports between the SSCB and the Staffordshire County Council Safe and Strong Communities Select Committee. This Committee includes the Cabinet Lead for Children's Services.
- CSAF has also focused on the way in which education establishments provide relationships and sex education to children and young people. The forum agreed for a joint LSCB letter to be sent from the LSCB Independent Chair to the Department of Education to address the requirement for CSE and other safeguarding children priorities to be included in PHSE curriculums nationally. A request has been shared with the Staffordshire Lead Cabinet Member for Children and Young People and their equivalent in Stoke-on-Trent to add political support.
- A Joint Commissioning Group has been established with representatives from Staffordshire County Council, Stoke on Trent City Council, Public Health, PCC and Police. The group has met regularly and is well attended by partners from OPCC, Stoke and Staffordshire.

## PREVENTION

There has been a major focus by safeguarding partners on preventing child sexual abuse. Below is a summary of some key developments and achievements:

- Staffordshire Police working together with the two local authorities has formed a multi-agency Preventing Child Sexual Exploitation Team. The Prevention Team has been delivering CSE awareness and internet safety advice to a range of diverse communities and local businesses. The team offers support and education to families, potential victims and their families and will also work with perpetrators and potential perpetrators.
- The Preventing CSE Team has been providing off the curriculum subjects at schools such as the danger of Youth Generated Sexual Images and interactive sessions on how to recognise the signs of grooming online. An evaluation of the Preventing CSE Team by Keele and Staffordshire Universities is scheduled for 2016-2017.
- An outline joint LSCB multi-agency CSE Campaign was agreed by CSAF in October 2015. The campaign was delivered from November 2015 to March 2016 and included specific activity around Safer Internet Day and CSE Awareness Day. A new website [www.knowaboutcse.co.uk](http://www.knowaboutcse.co.uk) has been developed to help young people, parents and carers, and practitioners to access information on being targeted and groomed, spotting the signs of CSE and reporting concerns. The campaign has used social media (Email; Facebook; Twitter) and has had a significant reach across Staffordshire and Stoke-on-Trent. Letters were also sent to all schools in March 2016 asking them to contact parents to let them know about resources available in relation to CSE including the website.

The results of this campaign will be reported to the respective Safeguarding Children Boards in 2016-2017.

- Level 1 safeguarding children training is also delivered or accessed by all school staff and these training programmes contain an input on the signs and indicators of CSE along with local profile information.
- In November 2015 a survivor of CSE gave an emotionally moving description of her experiences to more than two hundred frontline professionals attending the joint Stoke-on-Trent and Staffordshire Safeguarding Children Training Conference to help raise awareness about the risks posed to children and young people. Feedback from attendees demonstrates that the event was successful in meeting its objectives of raising awareness.
- In July 2015 SSCB also held two Child Sexual Exploitation training events specifically for Staffordshire Councillors. This training was well received and further training is required during 2016-2017 to ensure that all members become informed about the importance of recognising and responding to CSE.

### **Prevention work in the Youth Offending Service (YOS)**

- Staff have received accredited training in Assessment, Intervention and Monitoring (AIM). This is recognised training for YOS professionals working with young people who engage in sexually harmful behaviour and involves direct work with young people who are at risk of CSE
- The YOS Risk and Safeguarding Coordinator attend the multi-agency CSE Panel and is the single point of contact for all CSE referrals. This has enabled improved information sharing and intervention with identified young people
- The YOS Management of Risk Forum; where concerns are highlighted about a young person's offending relating to sexual behaviour the young person is managed through a multi-agency forum where intervention is planned to minimise risk.

### **PROTECT**

- All Children's Social Care Teams are responsible for working with children and young people at risk of being sexually exploited.
- A Social Worker with specialist skills in supporting young people who have experienced CSE is seconded to Staffordshire Police Child Exploitation Team at Police Headquarters and supports practitioners across Children's Social Care, sometimes acting as co-worker on cases assessed as high risk and a CSC Families First CSE Co-ordinator has been appointed on a permanent basis.
- Multi-agency CSE Panels, chaired by the County managers from the CSC Specialist Safeguarding Service continue to operate across Staffordshire on a bi-monthly basis.
- Panels remain well attended and additional partner agencies have started to attend and are proving critical in supporting the development of local problem profiles. Following each district CSE panel information is now shared with all Families First Staff and partner agencies that has been gathered at the panel regarding areas that children and young people are known to congregate where CSE is a concern, substance and alcohol misuse occurs and known safer areas where they may also congregate. It is felt that this locality knowledge will assist as practitioners to spot the signs more effectively.

- In January 2016 the Strategic Lead for Specialist Safeguarding Service met with all of the CSE safeguarding leads from the District and Borough Councils to ensure involvement in the CSE panels and to provide awareness within their organisation regarding the wider implications of utilising locality knowledge to inform plans for disruption and prosecution of CSE. This awareness will further feed into the prevention of CSE on a community basis.
- Staffordshire Police analysts continue to review information relating to organised crime groups, perpetrators, enablers/facilitators, victims and associates and have presented evidence based findings to the SSCB.
- In addition there are a number of ongoing joint operations with Staffordshire Police and partner agencies which are subject to the Joint Staffordshire and Stoke-on-Trent LSCB Organised and Complex Abuse Procedures. Aspects of this work have resulted in a crown court trial which commenced earlier in 2016 but was dismissed. This case is subject to a reporting embargo and therefore has not been detailed within this report.
- The FF CSE Coordinator continues to attend both the Operational and Strategic Missing Overview Boards, the Strategic Overview Board is also attended by the Specialist Safeguarding Development Manager; strengthening links between missing children and CSE.
- The FF CSE Coordinator has consolidated all of the responses from other local authorities requesting contact details of their designated safeguarding leads for CSE. This has been shared within the West Midlands CSE Coordinators network and contact will be made with outstanding Local Authorities as a shared collective through this group requesting that their details be shared for the purpose of building a directory as a further resource to aid information sharing and will be shared with other local authorities who will be responsible for maintaining this themselves.
- The FF CSE Coordinator attended the Supported Accommodation Market Engagement Event in March 2016 to raise further awareness of CSE and to provide a point of contact for them; and also the virtual school conference to raise awareness of the launch of the CSE campaign. This was supported by further attendance at the North Midlands Safeguarding Conference in March 2016. A workshop has also been delivered to school nurses in February 2016, following the contract being awarded to Birmingham Community Healthcare Trust.
- The County Manager for Specialist Safeguarding Service continues to attend strategic meetings regarding gangs, youth violence and vulnerability and also chairs the CSE panel. The Principle Social Worker has also held gang and youth violence workshops jointly with the Youth Violence Coordinator within the county to raise awareness of this issue. In addition to this, the Youth Violence Coordinator has observed a local CSE Panel to consider further communication routes between the CSE and gangs.
- The Child Sexual Exploitation support service called Base 58 provides specialist support to children and young people at risk of or involved in sexual exploitation in Staffordshire. The service is designed to meet the principles of effective practice as required in the SSCB policies and procedures. The service delivers one to one support in partnership with the child or young person and also works closely with partners in order to reduce risk and improve outcomes. A number of outcomes have been achieved as a result of the support offered by the service which includes reductions in risk taking behaviour; in missing episodes; in harm to self; and improvements in emotional health and resilience. Over the 12 month period the service has regularly supported 29 children and young people. The service has also provided regular advice and support to professionals and family members in relation to CSE.



## PURSUE

- Staffordshire Police has formed an 'On-Street' team of officers who work closely with partner agencies in tackling protracted investigations of Child Sexual Exploitation by groups or gangs as well as individual perpetrators. The On Street Child Exploitation Team (CET) comprises an Inspector, two Sergeants, fifteen police officers and a social worker, who is based with the team.
- Staffordshire Police have three teams responding to the issue of CSE; including the Preventing CSE Team and the CET mentioned beforehand. The Operation Safenet Team comprised of an inspector, a sergeant and eight officers and tackles all aspects of online abuse.
- There is a national pilot with the Lucy Faithfull Foundation in relation to individuals who download or share abusive images of children. National statistics show that 55,000 people a day download or share images and 1 in 5 of those images are taken by children themselves who are groomed online. This is an important development in tackling online abuse and has resulted in a number of arrests and charges.
- The officers on the Operation Safenet Team are both proactive and reactive in dealing with child sexual exploitation online. Proactive actions have included targeting groups or individuals who are seeking to distribute indecent images of children and young people online and those who are grooming children online with a view to meeting them to commit child sexual offences. The team works closely with regional, national and international law enforcement agencies sharing intelligence to safeguard victims and prosecute offenders.
- Since the launch of Operation Safenet in July 2015 to 31 March 2016 there have been 108 persons arrested and processed for child sexual offences in the Staffordshire Force area and 138 children have been directly safeguarded as a result of Safenet's investigations.
- One significant individual identified by Operation Safenet officers as abusing children online resulted in 32 victims being identified (additional to the 138 safeguarded above)
- Safenet investigations have also identified and provided information regarding a further 29 people in other force areas who are strongly suspected of involvement in child sexual abuse.

## CSE and licensing

A task and finish group was set under the remit of the Stoke-on-Trent and Staffordshire Responsible Bodies Group to develop a coherent policy in relation to licensing issues and strengthening current arrangements and ensuring a consistent and effective approach to licensing particularly of taxi drivers/private hire drivers in relation to safeguarding. The approach includes three strands of work: intelligence, training, practice/procedures. Both the CSE Coordinator and local authority strategic leads are members of this group.

The practices and procedures for licensing authorities in Stoke and Staffordshire were approved by the Chief Executives Group in March 2016. Regular scrutiny will now take place to assess how well the policy is being implemented across Stoke and Staffordshire; progress is also routinely reported on a quarterly basis to the Stoke and Staffordshire Responsible Bodies Group. Two of the licensing authorities have already amended their policies and procedures to bring in stricter requirements for licensed drivers and others are currently in the process of revising their rules.

Training to taxi drivers, operators and passenger assistants in respect of CSE is ongoing. The focus of the training is on recognising abuse and neglect, communication, disability, hate crime, how to report, the law on consent, CSE with an underlying message that taxi drivers and passenger assistants are the “eyes and ears of the community.” Work is being undertaken to agree content of the presentation and reciprocity across all licensing authorities and community transport services in the county and city.

Data on the number of people trained to date is currently being collated across the eight district councils to provide an analysis of the progress made. This analysis information will be contained within next year’s SSCB Annual Report.

An internal audit of safer recruitment practices relating specifically to taxi contractors Passenger Assistants and members of staff who have access to the Public Sector Network (PSN) was also undertaken during 2015-2016, as part of Staffordshire County Council’s Strategic Internal Audit Plan process. The Public Sector Network (PSN) connects all public bodies onto one Network and guidance from Cabinet requires all those who have full access to the PSN to undergo Disclosure and Barring Service (DBS) and appropriate safe recruitment checks. These checks also apply to Staffordshire County Council contracts with third parties, including all taxi firm contracts for the carriage of children from home to school.

All taxi firms are required to adhere to a number of safeguarding requirements and these are set out in their conditions of contract. Taxi driver badges are only issued following a standard DBS disclosure, although the process for drivers is the responsibility of each District Licencing Authority and not under the control of the County Council. Taxi Passenger Assistants, however, are controlled at County Council level and the County maintains control of the DBS check process and maintains a database of approved Passenger Assistants.

### Wider work through Child Sexual Abuse Forum

Whilst CSAF was established largely in response to the emerging national and local profile of CSE, triggered by a series of high profile cases being highlighted in the media, local safeguarding partners wanted to ensure that there were robust safeguarding arrangements in place for all children and young people at risk of sexual abuse in whatever form the abuse may be. The Safeguarding Children Boards decided that CSAF would have a remit to consider all forms of sexual abuse and determined the following areas for specific focus:

- Child sexual exploitation – reported on above
- Children missing (from home, education and care)
- Child trafficking – Modern Day Slavery
- Intra familial abuse
- Youth violence
- Forced marriage
- Female genital mutilation (FGM)
- Honour based abuse (HBA)

A task and finish group for each of these sub areas was formed with a brief to produce a report for CSAF



## Progress and Achievements

Strategic leads were assigned to individual multi-agency task and finish groups with a brief to scope the local position and provide an overview of:

- what is currently in place structurally and operationally and the associated governance arrangements
- cross-cutting equality and vulnerability issues
- training needs in the form of an analysis
- considerations for education; mental health; public health
- local gaps and concerns
- key messages for service commissioners
- outcomes to be achieved
- key national legislation, guidance and research which directs and supports local practice

Each of the strategic leads from the task groups attend the CSAF meetings, held quarterly, to update on progress and to respond to questions seeking assurances as to the existence of and effectiveness of safeguarding arrangements. It is not the purpose of this annual report to list all of the progress made through this activity but it is documented as part of CSAF meeting papers.

## Challenges

Whilst the Board is eager to make progress on this priority it is also cognisant that this is the first year of a three years strategic plan and it will take time for the work to gain traction and demonstrate evidence of improved outcomes

There are some issues around strategic alignment with other related activity. Discussions have taken place and continue with the Safer Staffordshire Strategic Board where there is overlapping activity.

Strategic partnerships without clear co-ordination can cause governance and leadership confusion in respect of local priorities. Therefore it is paramount that all partner agencies are fully sighted on individual areas of strength and areas for development relating to those key strategic priorities in order to achieve the best possible outcomes for children, young people and families.

The wider work through CSAF has also reinforced the requirement for a Safeguarding Children Joint Strategic Needs Assessment and highlighted differences in demand and services. Some common themes have been identified across all task groups, for example the need to raise awareness of different types of abuse with children, young people, parents and carers, with practitioners who work with children, young people and families, as well as the general public. This is an area that will need to be actively progressed during 2016-2017 to provide a clear evidence base for future intelligence led activity.

## NEGLECT

The need for this priority was based on national learning and local evidence which highlighted neglect as a recurring theme in serious case reviews and is known to be the most prevalent form of abuse for children subject of a child protection plan in Staffordshire and Stoke-on-Trent.

Around half of all children looked after by the local authorities are known to have experienced harm as a result of neglect. Arising from the knowledge of local factors the Safeguarding Children Boards have a particular focus on the impact of parental behaviours and influences that can often lead to neglect of the welfare and safety of children and young people specifically, domestic abuse, drug and alcohol misuse and parental mental ill-health. In combination these factors are known locally as the 'toxic trio'.

The two LSCBs are currently developing a joint Neglect Strategy which will set out the vision, commitment and inter-agency approach to help promote the effectiveness of local arrangements to safeguard children from parental neglect.

The following sections illustrate the focus of the SSCB on the toxic trio with an outline of what has been done during the year to tackle neglect, the challenges that have been highlighted and are being addressed and concluding with a summary of further actions to be undertaken in 2016-2017.

### Low Level Neglect Working Group

In December 2015 the SSCB 2014-2015 Annual Report was presented to the Staffordshire County Council Safe and Strong Communities Select Committee Working Group. The annual report made clear the impact of neglect in Staffordshire, with the report referring to neglect as a; *'reoccurring theme arising from serious case reviews that has a significant impact on the lives of children. In Staffordshire the category of neglect for children who are made the subject of a child protection plan has remained the highest category for a number of years, particularly in respect of children under the age of 5 years old.'*

Poor parenting is a major risk factor in terms of child safeguarding. Approximately 40% of children subject to a child protection plan and 47% of those escalated from child protection to 'Looked After' children cases have domestic abuse, parental mental health and / or drugs and alcohol as a risk factor.

In October 2015 the Committee also received a presentation on work being undertaken by the County Council on 'Commissioning Better Outcomes for Children, Young People and Families'. At the time, the Committee agreed to form a Working Group to consider the options for services going forward. The report presented in October 2015 focussed on maximising the outcomes for children in Staffordshire using all available resources effectively and efficiently.

Recognising the impact that neglect is having on children and young people in Staffordshire, the limited resources of the Council and the need for prevention, the Committee agreed to consider the issue of low level neglect in more detail and to take the opportunity for the findings from this piece of work to feed into the Council's Children's Transformation Programme.

The initial terms of reference for this review were presented to the Safe and Strong Communities Select Committee in July 2015 and it was decided that a cross party working group, including a member from Healthy Staffordshire Select Committee and a Member from the Prosperous Staffordshire Select Committee, should be formed to review the County's response to Low Level Neglect.

At the Working Group's first informal meeting in January 2016 a number of more focussed lines of inquiry were identified. The Working Group decided to focus on the two following areas:

- The early identification of the signs of neglect in children under five years of age; and
- Preventing the low level neglect of children and young people by addressing the risk factors commonly present and promoting good parenting.

The objective of the cross party Working Group is to focus on a more holistic wrap around support plan in working with children and families where neglect is a concern and providing a more effective, coordinated partnership response to meeting a families support needs. The aim of this is for low-level or early indicators of neglect to be identified and addressed at a more local level preventing these cases from escalating to a tier 3 - 4 statutory basis, and helping to ensure that children are given the best start in life possible.

The Safe and Strong Communities Select Committee recommended, to the Cabinet Member for Children and Young People, that '*a strategic approach to embed, promote and encourage the use of the Common Assessment Framework (CAF) process amongst partners*' should be adopted. As a result of this it was reported to the Safe and Strong Communities Select Committee in March 2015 that, '*... the Children and Young People's Strategic Partnership had approved a replacement for the national CAF which is the Staffordshire Early Help Assessment (EHA)*'. This much more user friendly tool is now in place.

Recommendations from the review are scheduled to be presented and formally approved by the Safe and Strong Select Committee in June 2016 before being submitted to Cabinet. The SSCB Annual Report for 2016-2017 will capture these recommendations and activity to progress them.

## DOMESTIC ABUSE

There is extensive evidence illustrating the harm caused to children and young people who live with domestic abuse. The Adoption and Children Act 2002 extended the definition of harm to include 'impairment suffered from seeing or hearing the ill-treatment of another'. The term 'living with domestic abuse' includes:

- Children who are currently living where there are incidents of domestic abuse, or where there is risk of domestic abuse, taking place
- Children seeing or hearing domestic abuse outside of their home
- Children witnessing the effects of domestic abuse on others.

The risks of harm to children who are exposed either directly or indirectly to domestic abuse are known to be significant but the gathering of data in relation to the number of children affected by domestic abuse is difficult to capture; national statistics would suggest 1 in 5 children will be exposed to domestic abuse. In 2015-2016 there were approximately 22,000 domestic crimes and incidents recorded by Staffordshire Police; 13,217 in Staffordshire alone. The highest prevalence of domestic crimes and incidents in the county were in Newcastle-under-Lyme, Tamworth and Cannock Chase although domestic abuse exists to some extent in every part of Staffordshire.

It is estimated that in the past year 8.5% of women and 4.4% of men have been subjected to domestic abuse. A recent analysis of domestic abuse by the Insight Team, Staffordshire County Council, suggests that the rise in recorded domestic offences is due to a combination of improved recording practices by the police, a change to crime classifications, and increased awareness of the issues, rather than a commensurate increase in prevalence. However, taking into account the findings from the British Crime Survey, it is recognised that there is likely to be a continued degree of under reporting of domestic abuse.

Responding proactively and in collaboration with the Staffordshire Domestic Abuse Steering Group (DASG) is a key priority for the SSCB in recognition of the short and long term impact on the welfare and safety of children and young people. The SSCB is represented on the DASG which is comprised of a number of statutory and voluntary organisations.

### Progress and achievements:

- The two year pilot Perpetrator Programme delivered by Core Assets will finish in October 2016. To date seven local programmes (four in Stafford, two in Newcastle and one in Lichfield) have either been run or are currently underway. Following completion of the Programme, both men on the Programme and the victims who are being supported are asked to complete a feedback form. 100 % of men who completed the programme who felt they had a better understanding of domestic abuse and its effects and data for the end of March 2016 indicates that 67% believed that there had been a reduction in their abusive behaviour.
- In order to effectively communicate information about how to report domestic abuse and how to get help in an accessible, inclusive and relevant way information has been made available on the Staffordshire Web about existing services across Staffordshire, Stoke-on-Trent and regional / national services.
- Training continues to be provided directly by local domestic abuse support service providers and through the SSCB. Targeted training is also now underway for BRFC practitioners.

- Guidelines for Working with Male Victims of Domestic Abuse have been endorsed by both Staffordshire and Stoke on Trent Steering Groups and are available online.
- A Safeguarding Housing Subgroup has been established which will consider a range of safeguarding issues.
- For children and young people the ‘Treated Badly’ communication campaign completed last year is still live on the website and posters / leaflets are still displayed in numerous locations.

## Staffordshire Police

Staffordshire Police has changed the way it carries out the risk assessment of domestic abuse incidents. The new policy has seen double the number of ‘High Risk’ victims identified and referred into MARAC. The police recognise the importance of providing appropriate services to support high risk victims and their children at an early stage to enable effective safety planning.

The Staffordshire MARAC activity for the comparative periods April 2014 to March 2015 and April 2015 to March 2016 is shown below:

|                       | April 2014 – March 2015 | April 2015 – March 2016 |
|-----------------------|-------------------------|-------------------------|
| Total Number of Cases | 668                     | 867                     |
| Female Victims        | 694                     | 955                     |
| Male Victims          | 21                      | 42                      |
| Children Involved     | 797                     | 1035                    |

There has been a significant increase in the number of reported cases, primarily since January 2016 as a result of Operation Liberty which was Staffordshire Police’s response to the HMIC 2015 inspection learning. The improvement action resulting from this included mandated training for all frontline staff and changes in the structure across the force to help ensure all risk assessments (DIALS) have effective management oversight.

All officers are now aware of the importance of seeing, hearing and speaking to any children present when they attend a domestic incident. This will help to ensure Staffordshire Police and partners improve the level of service to all victims and those affected by domestic abuse. An evaluation of the impact of this force wide training on frontline practice is scheduled to be initiated during 2016-2017.

The SSCB has been assured that in all the cases where the 1035 children and young people were involved, either directly within the family or as associated children to those families, they will have been discussed in either the Multi Agency Safeguarding Hub (MASH) or by the police Vulnerability Hub. Where appropriate their information is shared with Children’s Social Care and when required a formal assessment has been undertaken to help ensure that children and young people are properly safeguarded.

Within each Local Policing Team, there are ‘Vulnerability Teams’ staffed by dedicated staff and officers who have received specific training to deal effectively with the complexities around domestic abuse. The Vulnerability Team have forged strong links with the MASH ensuring consistency and effectiveness.

In December 2015 new legislation was introduced, making Coercion and Control a Criminal Offence carrying a maximum prison sentence of five years. Staffordshire Police has mandated training on the new legislation for all staff and officers up to the rank of Chief Inspector. In addition to providing training on Coercion and control there have been specific inputs from partner organisations about support and specific tools that officers and police staff can use to help victims of domestic abuse. The training included the 'Voice of the Victim, whereby a victim of domestic abuse spoke of her personal experience to help convey the impact her experiences had on her and to promote professional reflection.

### **Domestic Abuse Data Dashboard**

The Domestic Abuse Steering Group set up a small Working Group to review the quarterly performance report that was presented to them and to identify whether it was fit-for-purpose and supported strategic decision making. It was agreed that although the existing report provided a wealth of data from a range of sources, further refinement and analysis was needed in order to produce a meaningful document to facilitate discussion and decision making.

The dashboard continues to be developed and work is currently underway to identify relevant data in relation to children. Initially this will consist of police data which identifies the number of children in households where domestic abuse has been reported. Dialogue is underway with children's services to identify any data which is held which could enhance this picture. Data will also be included from commissioned domestic abuse support services, which includes details of children who are in households of victims who are receiving support and children who have support plans in place with the commissioned services.

The dashboard is due to be shared with the SSCB Performance Management Subgroup to consider how all partners can work together to develop a clear understanding of the profile of domestic abuse across Staffordshire. This will help to identify and address priorities for action both at a countywide and locality level.

### **Domestic Homicide Reviews (DHRs)**

The SSCB receives all notifications relating to local DHRs and helps to ensure that their local partners actively contribute to the review process. Learning from DHRs relating to children and their families is discussed at our Serious Case Review Subgroup and disseminated to frontline practitioners through workforce development and communication pathways.

### **Multi Agency Safeguarding Hub (MASH)**

Safeguarding and promoting the welfare of children is everyone's responsibility and the evidence nationally and locally indicates that information sharing is vital to achieving this. Despite professionals' best efforts, information sharing is always a theme within any review process where improvements have to be made. The MASH provides the opportunity for agencies to do this better by providing all professionals with more information on which to make better decisions.





The MASH is an integrated approach where a number of agencies work together in one place, sharing information and making collaborative decisions to promote the welfare and safety of vulnerable children and adults across the county and city so that any required interventions can be put into place at the earliest opportunity.

The Multi Agency Risk Assessment Conference (MARAC) team are also based within the MASH and there is a clear synergy which means that cases assessed in MASH can often get sent direct to MARAC.

The MASH has been in a year of transformation during 2015-2016 driven primarily by the volumes of domestic abuse through 2014-2015 and learning from the HMIC Inspection in December 2015. This triggered a wholesale review of the reporting and recording system which resulted in a significant increase of cases needing to be reviewed and recorded (from 8,000 to 22,000). This change in process and therefore demand required a new model with capacity beyond that of MASH and therefore the implementation of locally based vulnerability hubs was introduced. The impact of these changes will be reported in next year's SSCB Annual Report.

A number of issues for improvement have been identified. From a toxic trio perspective there is currently no facility or ability in MASH to bring together a domestic incident with mental health and substance misuse information. Whilst there is currently ongoing effort to bring mental health data into the MASH more work needs to be done to include substance misuse information. The governance of MASH is moving towards the creation of a contractual alliance where agencies would stipulate the services they will provide in MASH in the future and there is a possibility that these issues can be resolved through these developments.

On a more positive note through the implementation of a new MASH operating model, we have removed any previous domestic abuse incident backlogs and there is timely assessment of risk and information sharing. The overall benefit is being felt at the front line with practitioner feedback suggesting that this information is leading to improved decision making. More children and victims are being referred to the MARAC forum and whilst there is no hard evidence of improving outcomes there can be a conclusion drawn that such people are safer than they would have been using the previous operating model.

### **Priorities for Domestic Abuse 2016-2017**

In November 2015 Staffordshire County Council, Stoke-on-Trent City Council and the Staffordshire Police and Crime Commissioner initiated a review of the provision of domestic abuse services across the neighbouring local authority areas. The review will examine the feasibility of the joint-commissioning of domestic abuse services across the City Council and County Council areas under joint contracts that are designed to be more responsive to the needs of victims and their children; will promote early identification and referral; will have a greater focus on prevention and the addressing of perpetrator behaviours; and will provide a consistent high quality service across the whole of the area. It is intended that the new contracts will commence in early 2017.

The development of a comprehensive needs assessment that will highlight the needs of children and young people is also underway and will be utilised to inform the commissioning cycle, the development of the first pan-Staffordshire Domestic Abuse Strategy and future collaborative governance arrangements.

The SSCB will be seeking a clear overview of the prevalence of domestic abuse and responses to it to ensure that where children and young people have been present that they are provided with effective support that meets individual needs.

## Challenges

- There remains a high prevalence of domestic abuse within Staffordshire and a significant proportion occurs in households with children.
- A local needs analysis suggested that there is insufficient focus on children and young people. This will be addressed through the domestic abuse strategy and commissioning arrangements planned for 2016-2017.
- To provide specific services and appropriate support for young people who have been affected by domestic abuse.
- Reducing the number of domestic incidents across the county.
- To ensure the joint commissioning of domestic abuse services across Staffordshire and Stoke-on-Trent is consistent, of high quality and meets the needs of victims, perpetrators and their children / families.
- To provide additional capacity to meet increasing demands on existing services.
- To improve the existing information sharing process with schools and GPs to ensure that they are made aware of any of their children who are living in a household where a domestic incident has taken.
- Due to the increase in referrals outlined previously, if an increase in capacity is not maintained within support services (and IDVAs) the potential is that referrals may be closed to one or both services.
- More action is needed to bring about a wider understanding amongst professionals of the root causes / key determinants of domestic abuse.
- Breaking the cycle of crime in families with a history of inter-generational domestic abuse through strengthened family relationships / approaches.



## **SUBSTANCE MISUSE**

Public Health England collects data nationally on the number of drug and alcohol service users who are parents. In 2011 it was estimated that around one third of people receiving treatment were parents and had children living with them.

Whilst the extent to which difficulties impact on parenting varies enormously, In terms of assessing the impact of problem drug and alcohol misuse on children and young people there is limited evidence. However, it is clear from a variety of sources that alcohol misuse by parents can result in violence and risks of physical harm to children and young people and as referenced in other parts of this strategy there are overlaps with the so called 'toxic trio' of Domestic Abuse and Parental Mental ill Health.

### **Progress and Achievements**

The focus of the Safeguarding Children Boards has been on seeking information from connected partners in relation to:

- Confirming with commissioners and providers what data and information should be received from children and drug and alcohol services for inclusion in the Safeguarding Board performance data set.
- Assurances that commissioners of drug and alcohol services have systems in place to monitor the extent to which providers of those services meet their responsibilities to safeguard and protect children
- The number of adults receiving specialised drug and alcohol services who are parents or carers; in order to develop an understanding of local needs relating to children affected by parental substance misuse and to seek assurances that children and young people are being supported.
- Assurances that senior managers from connected partners have arrangements in place for supervision and oversight and evaluate the quality of joint working through analysis of referrals and case file audits with findings reported to the LSCB
- Assurances that senior managers and practitioners across all connected partner agencies services are made aware of learning from Serious Case Reviews relevant to drug and alcohol misuse
- Assurances that all children's and adults services practitioners working with families affected by drug and alcohol problems have the competence and confidence in identifying the impact of these difficulties on the child or young person
- Assurances that commissioners of drug and alcohol services ensure that the role of adult drug and alcohol services in safeguarding is set out explicitly in all relevant tender documents and in contracts.

## **PARENTAL MENTAL ILL HEALTH**

Data is not collected nationally about how many of the adults receiving specialised mental health services are parents or carers, but it is estimated that approximately 30% of adults with mental ill health have dependent children. Evidence from small studies of people with mental ill health difficulties shows that a high proportion of adults in acute psychiatric settings may be parents (at least 25%). The extent to which these difficulties impact on parenting capacity varies enormously.

Analyses by Ofsted of serious case reviews between 2007 and 2011 where children had either died or been seriously harmed, showed that mental health difficulties, drug and alcohol problems and domestic abuse were the most common characteristics of the family involved. The analyses highlighted repeated examples of ways in which the risks for children and young people resulting from the parents' own needs were underestimated.

### **Activity and Achievements**

The focus of the SSCB has been on seeking information from connected partners in relation to:

- Confirming with commissioners and providers what data and information should be received from children and adults mental health services for inclusion in the LSCB performance data set.
- Assurances that recording systems are in place which set out clearly and, in sufficient detail, children's needs and risks.
- Assurances that young carers of adults with mental health issues are identified and supported to access early support.
- Assurances that senior managers and practitioners across adult mental health services are made aware of learning from Serious Case Reviews relevant to parent or carer mental ill health and the impact on their child's health, safety and well-being.
- Evidence of case file audits undertaken to establish if adult (mental health) practitioners are 'thinking family' and identifying children appropriately; considering their needs and risks to them; arriving at sound and defensible conclusions regarding what action is needed to support or protect them; and referring them for support or intervention where necessary.
- Assurances that managers in adult mental health services are aware of all cases in which adults with mental health difficulties have children, or where there are children in the household, and that all these cases have appropriate and recorded oversight.
- Assurances that adult mental health practitioners have the competence and confidence in identifying the impact of the adult mental ill health on the child.

### **Priorities for 2016-2017**

To influence the compilation of the Joint Strategic Needs Assessment to ensure that the needs of vulnerable children, young people and their families are understood and that appropriate services to respond to those needs have been considered.

To refresh and widen the existing working protocol between the SSCB, the Staffordshire FSP and the Health and Wellbeing Board, to include FSP as the strategic lead for Hidden Harm.

To maintain the focus on gathering information and assurances as outlined in the Joint LSCB Neglect Strategy.

## **Challenges**

One of the key challenges has been that some of the information requested to provide assurances is not routinely being gathered. The Board will continue to explore this further in the coming year.

## **TRANSITION TO ADULT CARE AND SUPPORT**

Young people with ongoing or long-term health or social care needs may be required to transition into adult services. Transition is defined as a purposeful and planned process of supporting young people to move from children's to adults' services.

In April 2015 the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board adopted Transition to Adult Care and Support as a key strategic priority. In recognition of the areas of overlap the Adult Board is supported by both Stoke-on-Trent and Staffordshire LSCBs in its activities.

## **Why it is Important**

The preparation and planning for moving into adult services can be an uncertain time for young people with health or social care needs. It is recognised that some children who receive health and care services may not meet the eligibility criteria for adult social care and health support.

Transition takes place at a pivotal time in the life of a young person. There is a risk that there may be service gaps where there is a lack of appropriate services for young people to transition into and evidence that young people may fail to engage with services without proper support.

A loss of continuity in care can be a disruptive experience, particularly during adolescence, when young people are at an enhanced risk of psychosocial problems. Some groups are seen as at particular risk of falling into service gaps including: Young people with complex and multiple needs, child and adolescent mental health service users, young people with palliative care needs and life limiting conditions and young people leaving residential care.

## **Progress and Achievements**

During 2015-2016 the key focus of the work has been to undertake a strategic scope and gap analysis of the current systems in respect of the eligibility criteria and transition processes for vulnerable children into adulthood. This has been undertaken in accordance with Sections 58 to 66 of the Care Act, the Care and Support (Children's Carers) Regulations 2014 and statutory guidance. It has also been undertaken to include best national practice and recommendations from local learning reviews.

Seven targeted focus groups were held and this initial piece of work will lead to an improvement plan being presented to all three safeguarding boards for consideration.

- Working closely with both the respective Staffordshire and Stoke on Trent Children's Boards to develop an improvement plan with both commissioners and provider services based on the evidence gained from the strategic scope and gap analysis.
- To drive progress against the transition action plan recommendations
- Ascertain assurance of Board compliance
- Ascertain assurance of partner organisational compliance and establish a process for monitoring the impact of operational practice in providing improved transition arrangements and outcomes for vulnerable children and young adults

The work towards the delivery of the Strategic Priority continues and will be reported upon further in the 2016-2017 annual reports of all three safeguarding boards.

## EARLY HELP

Early Help means: *'...providing support as soon as problems emerge, at any point in a child's life, from the foundation years through to the teenage years. Early help can also prevent further problems arising, for example, if it is provided as part of a support plan when a child has returned home to their family from care.'*

(Working Together to Safeguard Children, 2015)

It is well recognised amongst safeguarding partners that Early Help is more effective in promoting the welfare of children than reacting later. Early Help services in Staffordshire are delivered by the CSC Families First Local Support Teams (LSTs) and a range of partners, including schools, children centres, a range of health providers, the community and voluntary sectors. The ambition for early help services in Stoke-on-Trent is that children, young people and their families will receive the most appropriate support to meet their needs at the earliest opportunity, in order to ensure better outcomes as well as cost effective delivery of services.

In Staffordshire the Families Strategic Partnership (FSP, a subgroup of Staffordshire Health and Wellbeing Board) is responsible for the Early Help Strategy. SSCB partners contributed to the development of the strategy and endorsed the document this year. The FSP is responsible for developing an annual plan to secure sufficient provision of quality and effective Early Help, in line with local needs. The SSCB has an established scrutiny and challenge role and there is a standing agenda item at quarterly meetings to examine activity and progress.

During 2015-2016 the SSCB and FSP developed the Staffordshire Early Help Strategy in recognition of the significant national and local focus on early help and prevention. The purpose of this Staffordshire Early Help Strategy is to establish a common understanding of Early Help, and ensure everyone can see how their contribution can make a difference to the lives of the children, young people and families. This will help us to achieve the Health and Wellbeing Board's and Family Strategic Partnership's priorities and outcomes for children and young people to start, grow and live well.

## Early Help Strategy Launch Campaign

Working Together to Safeguard Children, 2015 is clear that early help is everyone's responsibility. Staffordshire's Early Help Strategy (2015-2018) and its associated tools were created by a multi-agency team on behalf of the SSCB to provide inter-agency clarity and consistency.

To launch the new strategy the SSCB commissioned a low-cost, digital campaign that aimed to:

- Raise awareness of the strategy and shared tools with the target audience
- Increase confidence in taking a role in Early Help
- Encourage engagement and action – downloads, training, use of the tools



The campaign was developed through input from a multi-agency communications team to develop:

- New [Staffordshire Early Help Strategy](#) webpages on the SSCB website
- A 'three-touch' email campaign
- A one page summary of the Early Help Strategy and the supporting tools
- A series of top tips and case study videos
- A quick-reference guide on the signs for when an Early Help Assessment is required
- The production of a briefing pack for team managers to accompany the one page summary
- A briefing note and key messages for the Family Strategic Partnership on the launch of the strategy and their role; and
- Surveys pre and post-campaign to support campaign evaluation.

The survey resulted in the following outcomes:

- 87.7% of respondents to the evaluation survey found the Early Help webpages informative
- Early help materials were downloaded over 1043 times in total, with the one page summary being the most popular and exceeding the target set.
- 97.54% respondents to the survey agreeing that they felt confident in being able to spot the signs that a family needs early help.
- The vast majority of people who viewed the video agreed that it was useful.
- 95.9% of people agreed they have a role in ensuring families receive Early Help
- 73.77% said they were aware of the shared Early Help tools
- 73% agreed that the information received has increased their confidence
- 87% agreed that they feel confident in knowing how to support a family to get the early help they need; and
- 94% were committed to using the tool in the future.

This campaign was a success and has achieved a high level of awareness around the new strategy, an evidenced increase in confidence around early help and an improved commitment to use the shared tools in the future.

## Early Help Assessments

In 2016 the SSCB received an assurance report on the use of the Staffordshire Early Help Assessment in the county.

During 2015-2016, a total of 1916 early help assessments (EHA) were completed with children and their families. It should be highlighted that this information has been extracted from the CSC Capita One system and so is predominantly reflectively of local authority early help interventions and where information about EHAs being initiated or led on by partner agencies has been received.

The EHA is the main assessment tool used by Local Support Teams therefore the greatest number of EHAs initiated each month will be by the local authority. All cases open to LST will have an active EHA & plan unless they have recently been stepped down from the CSC Specialist Safeguarding Units and there is a recent Child Social Work Assessment in place.

### Key progress and learning:

- The CAMHS Behaviour & Emotional Well-Being Pathway is now being further developed to include Attention Deficit Hyperactivity Disorder (ADHD) & Autism Spectrum Disorder (ASD). The working group helping to progress this work have agreed that early completion of the EHA will be the first step of the pathway for children & young people accessing ADHD/ASD services.
- Schools continue to initiate the highest number of EHA (660) either in support of referrals to LST or as a single agency leading on the delivery of early help. It is a requirement that an EHA will have been started by a school wishing to request LST support for a child / or young person.
- Teams and practitioners in other agencies are now completing the EHA when working with Building Resilient Families and Communities families.
- Accredited providers are now required to use the EHA as their assessment tool and this was included in training across the Framework earlier this year. There has been a sharp increase in the proportion of early help assessments initiated by the third sector: this will be due to a large degree to use of the EHA by the Accreditation Framework providers.
- The EHA Development Officer attended a number of sector forums and events to raise awareness and encourage engagement through the e-Learning tool.
- 80 EHA champions from a range of agencies across the county have been trained to deliver EHA training. Early Help Assessment Champions across all agencies are delivering training to their colleagues and the numbers of practitioners who have received training has increased by 20% since last year. To date 958 delegates have attended the training for trainer's events.
- The e-Learning module hosted on the SSCB website has been completed by 1786 frontline staff.
- District Led Local Training & Support Events have been undertaken, including 'Lite Bite' awareness sessions.
- Entrust has been instrumental in providing support to the Early Years Sector. It is encouraging to see that Early Years practitioners are now beginning to use the EHA to support their work with children and their families.
- Local Support Teams continue to target private, voluntary and independent childcare settings and child minders to ensure that they are encouraged to access the e-Learning module.



- During 2016-2017 further support will be offered to partner agencies to enable them to regard use of the EHA as a template for that early conversation with families as part of their daily practice. Local and district based awareness-raising, sustained promotion of the e-Learning tool and a greater emphasis on a 'marketing' approach will remain priorities.

### **Challenges:**

Overall there is evidence that there is a steady increase in the number of EHAs completed within the county the end of year figures however it is recognised that further work is still needed to ensure that partner agency information is accurately collated, reflected and extracted from the data system currently used.

Quality assurance is a key area of development. Increasing the use of the EHA is important, but ensuring that it supports a meaningful and effective process to identify need and agree a plan of action is equally vital if the ambition is to improve outcomes for children. A multi-agency group has developed a quality assurance framework, drawing on examples from other authorities by local authorities considered to be good or outstanding by Ofsted. This framework will enable the SSCB to maintain a clear understanding of the quality of engagement with families when the EHA process is used and the outcomes that this process then achieves.

### **School Nurse Attendance at Child Protection Conferences**

During 2015-2016 the SSCB sought assurances from Staffordshire County Council in respect of provider changes made to the local school nurse contract and whether the requirements of child protection statutory and partnership arrangements in the county would be met by the service. They also actively supported the safeguarding children aspect of the tendering, procurement and contract process.

Staffordshire County Council (SCC) commissioned Birmingham Community NHS Health Trust (BCHT) to deliver the national Healthy Child Programme (5-19 years) and this service commenced delivery in September 2015. The service scope also includes the provision of special school nursing, enuresis and review health assessments (RHA) for school-aged looked after children (LAC).

Stakeholder and multi-agency workshop events were coordinated and attended by SSCB partners in respect of child protection processes and attendance at child protection conferences. These helped to ensure that the new contract adhered to Staffordshire's systems and local SSCB policies and procedures.

The SSCB has received a number of assurance reports from BCHT and SCC during 2015-2016 and is confident that protecting the welfare and safeguarding all children and young people is a priority. Quality assurance data supports this and in January 2016 there was 100% school nurse attendance at initial child protection conferences.

## Accommodation of Young Offenders Released from Custody

In June 2015 the Staffordshire Area Youth Offending Service (YOS) Manager advised the Board that the Chair of the Youth Justice Board had written to all Local Authority Chief Executives. This was to seek assurances that Children's Services and Housing Services were working with Youth Offending Teams and Secure Estate Establishments to ensure that effective resettlement work and accommodation needs are addressed in a timely manner. Our Independent Chair wrote to the County Manager of YOS to seek assurances about local practice. The County Manager provided a letter of response which demonstrated that in Staffordshire significant attention is given to the importance of resettlement.

## The Voice Project (VP)



The Voice Project (VP) provides a consultation and engagement service across the whole of CSC Families First, with the aim of ensuring the voices of children, young people and families are embedded in Staffordshire's approach to planning, design, delivery and evaluation of services. Their annual report highlights the work undertaken during 2015-2016. The VP has used a variety of consultation methods to focus on the following areas:

- Hearing the voice of children, young people and families across Families First
- Working in partnership with new service areas to help develop new ways of working to improve the life chances of children, young people and families across Staffordshire
- Working alongside Commissioners to help evaluate and develop new services; and
- Developing a Care Leavers Ambassadors team in partnership with the CSC Throughcare Service

More than 1000 views and opinions from children and young people have been gathered over the last twelve months. The following provides a summary of the how these views have been collated and used to inform local service developments:

- **Viewpoint:** Over the last year 97 children and young people subject of a child protection plan have taken part and completed the Viewpoint Questionnaire. Viewpoint started for looked after children in late May 2015 and 86 had been completed by the end of March 2016; 95% of the looked after children said they felt safe where they live. This information has been used by each child's social worker, manager and Independent Reviewing Officer to inform reviews and conferences.
- **Engagement Tool Review:** In September 2015 the VP launched a review of the engagement mechanisms and tools which are currently used to ensure the views, opinions, wishes and feelings of children and young people are listened to and acted upon within assessments and care planning processes. This review will inform future activity during 2016-2017.



- **SSCB Sexting consultation:** As part of the consultation and engagement around CSE we carried out consultation at three high schools (Stafford, Tamworth and Newcastle) 27 young people aged 13-17 took part. 100% of young people were unaware that sexting is unlawful. The consultation also highlighted that young people would not read posters/leaflets or visit websites they would prefer someone to come into the school and talk with them. These views were shared with Burton and Derbyshire College who developed and produced a short '*For the Whole World to See*' DVD for children and young people.
- **Big Vote Consultation:** Over 100 looked after children, young people and care leavers young people completed the questionnaire informing us what their priorities were as a looked after young person. All staff involved in supervising family contact have now received new training as a direct result of some of the issues raised.
- **LST Consultation:** There is a framework of consultation work in place; this occurs three times a year covering different areas of the County. As a result of the VP attends the LST and schools working group and feeds reports from consultation directly to the group. Recommendations from this consultation have been sent to Senior LST Managers, the consultation has given us some real insight and highlighted areas of good practice and areas that need to improve.
- **CSE and E-safety:** Through the VP's established consultation and engagement structures, looked after children, young people & care leavers were invited to share their views, opinions and experiences around e-safety with a particular focus on how they are supported and educated to be aware of the dangers of the cyber world. The outcome of this work is directly influencing the development of a training programme for foster carers in Staffordshire.

### Children in Care Council (CiCC)

The Children in Care Council consists of young people aged 10-17 years old who represent all other looked after young people in Staffordshire. Part of their responsibility is to review and monitor Staffordshire Pledge, follow the Corporate Parenting Panel (CPP) agenda and work with senior managers on service priorities. The following activity was undertaken during 2015-2016:

- 196 looked after children, young people and care leavers were consulted on about Delegated Authority and facilitated targeted consultation was held with 14 social workers and 22 carers. As a result an action plan to improve the Delegated Authority Offer in Staffordshire has been produced and the policy updated as a direct result of young people's feedback during the consultation.
- This year the CiCC has also led one of the most comprehensive reviews of the Staffordshire Pledge and sought the views, opinions and experiences of over 911 looked after children, young people and care leavers along with practitioners, managers and commissioners. As a result of this review The New Staffordshire Pledge is scheduled to be launched in May 2016.
- The CiCC has been working with the County Council, Sports Across Staffordshire, Staffordshire Police and District & Borough Councils to apply for funding to support a Leisure Offer in Staffordshire for our care leavers.
- The Voice Project has also successfully recruited five Care Leaver Ambassadors to their team to support the delivery of consultation and engagement services to Staffordshire's Care Leavers and the Preparation for Adulthood Programme.

- Quality Assurance Visits: CiCC members and The Voice Project Manager carry out a quality assurance visit each month on private residential homes across the County, this visit is completed from a young person's perspective and the format is reviewed by young people each year. The main reason for carrying out these visits is to ensure Staffordshire young people are safe and happy in their placements.
- Training and Events: The VP has hosted the Celebration Event to celebrate the achievements of the County's looked after children and young people and care leavers. The event was held at Drayton Manor Park in Tamworth: 428 young people were nominated and 255 attended on the day.

## **Future Plans**

Despite this year's vast range of consultation activity further work is required to ensure that the wider CSC service is supported around consultation and engagement with children, young people and families. Future work areas identified include SEND and Independent Futures, CSE and missing, children involved in court proceedings, SYOS consultation and Life Story work development. More in depth feedback also needs to be gained from services who have requested consultation from children, young people and their families, so we can be clearer on how they have helped shape future services and effected change.

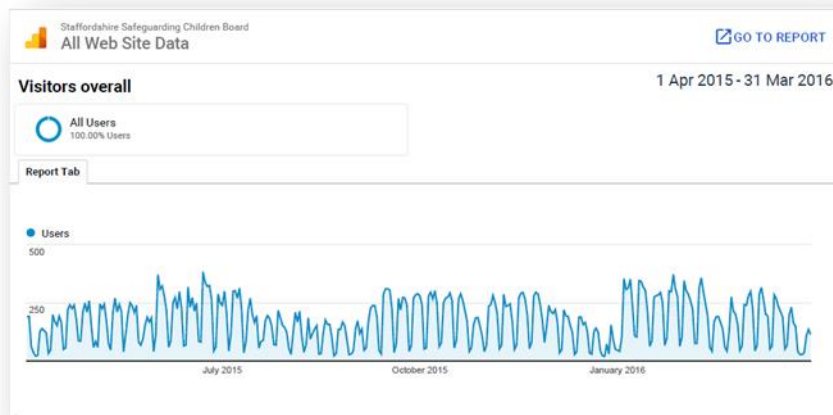
## SECTION 4

### The Work of the SSCB Subgroups

#### COMMUNICATION ACTIVITY

A key part of the Safeguarding Children Board functions is to communicate to persons and bodies in the area of the authority the need to safeguard and promote the welfare of children, raising their awareness of how this can best be done and encouraging them to do so. SSCB partners, the FSP and HWB have actively engaged in local partnership activity to help ensure that the need to safeguard and promote the welfare of children is continually reinforced.

The SSCB has a Communication Strategy in place to promote its key messages that covers a range of face to face and technological communication methods and mediums. This will be reviewed during 2016-2017 to ensure that it remains fit for purpose. The following information offers examples of how the SSCB has promoted communication during 2015-2016:



- The SSCB website has a total of 41,013 visitors this year and continues to provide a wealth of relevant and up to date information to children, parents, carers and front line professionals, much of the content has been informed by feedback using on line surveys and through SSCB training events. Front line practitioners continue to make contact with the Board and raise suggestions at training events which helps the website remain current and topical.
- The Youth Box's 'stay safe' page which is primarily aimed at children and young people continues to be a well-used reference and has been promoted within all education establishments through communication campaigns. Further work around the use of social media in engaging with children and young people will be explored by the SSCB during the coming year.





- The SSCB newsletter continues to be widely distributed to front line practitioners and managers, promoting the Board priorities, the learning from serious case or learning reviews, Domestic Homicide Reviews (DHR's), as well as key national and local information relating to the safeguarding of children. This communication is supported with a range of short practitioner guides and briefing papers to Board partners. Managers and practitioner feedback evidences the value of this newsletter in keeping frontline staff up to date with national and local learning. To view the latest newsletters please go to: [www.staffscb.org.uk/Newsletters](http://www.staffscb.org.uk/Newsletters).

- The SSCB continues to consult with a range of focus groups in order to produce material that is appropriate and informative. Feedback from professionals, parents, carers and children during 2014-2015 brought about the development of the Staffordshire Young Peoples Service (SYPS), 'stay safe' concertina card and poster. Following a successful campaign with high schools, these concertina cards and an NSPCC staying safe booklet for children and young people have been redistributed to local high schools with the support of CSC Local Support Teams.
- Work to engage with professionals, communities, children and families has steadily progressed over the year with partner engagement also increasing. SSCB campaigns continue to be promoted along with a range of initiatives delivered by Board partners.
- There have also been a number of campaigns to raise the profile of safeguarding awareness in the community. The '[Know about CSE](#)' campaign was undertaken in partnership with Staffordshire Safeguarding Children Board, and the Staffordshire Police and Crime Commissioner. This website focuses on raising awareness amongst young people, their families and professionals around CSE; it also provides details of local and national helplines and support services.

There were three parts to the campaign:

1. 'Professionals' campaign - To raise awareness and understanding of CSE, the associated warning signs, sexting and associated risks among all relevant professions and partner agencies to support a proactive approach to identify CSE, safeguard the child and ensure all allegations are investigated.
2. 'Say no to sexting' – a campaign developed as a result of internet safety research with young people. Sexting was discovered as the main digital and online risk factor. The campaign group worked with young people to design a simple solution to tackle perceptions and the likelihood of repeat sexting.

3. 'Know About CSE' – a campaign to raise general public, parents and young persons' awareness of the signs of CSE, how to report concerns and to increase reporting. In addition, to support young people to know what is and what is not a safe and healthy relationship, and to recognise targeting and grooming.

## Challenges

The reliance on the SSCB Core team member to keep the SSCB website updated is a continuous challenge by virtue of the range of competing demands, capacity and the budget available for campaign resources. It is important going forward for Board partners to continue to promote key safeguarding messages to children, young people, parents, carers, practitioners and communities to help to embed them; it is therefore recommended that the SSCB supports a second phase of the CSE and Early Help campaigns during 2016-2017.

## POLICY AND PROCEDURES SUBGROUP

LSCBs have a statutory duty to develop policies and procedures for the safeguarding and protecting the welfare of children in the area of the authority. In recognition of the benefits of collaborating to share expertise to ensure consistency in approaches and efficient use of time the Staffordshire and Stoke-on-Trent Safeguarding Children Boards decided to form a shared Policies and Procedures Subgroup in 2014. The subgroup fulfils the following core functions:

- To produce and develop legislatively compliant inter-agency policies and procedures for safeguarding and promoting the welfare of children and young people which promote consistent and effective evidence based practice across organisations working with children; and
- Focus on meeting the needs of children and young people via multi-agency working in order to improve their outcomes.
- Policies and procedures are available to practitioners on the SSCB website at: <https://www.staffscsb.org.uk/Professionals/Procedures>.

During the Ofsted inspection in 2014 positive feedback was received in respect of the SSCB website and the range of policies and procedures that were available to the safeguarding workforce in order to support frontline practice.

## Progress and Achievements

Where it has been possible, Staffordshire and Stoke-on-Trent's inter-agency policies and procedures have been aligned to provide synergy to those professionals who work across our borders. Listed below are the policies, procedures and guidance documents that have been formally reviewed, updated and ratified by the SSCB during this year:

- Bruises in non-mobile babies
- Child Sexual Exploitation
- E-Safety
- Forced Marriage
- Making a referral
- Missing children
- Prevent / Channel Referral Guidance
- Private Fostering Guidance

- Private Fostering Statement
- Responding to Concerns about Unborn Children
- Safeguarding CYP Vulnerable to violent extremism
- Safeguarding Disabled Children
- Safeguarding Disabled Children and Children with Impairments and Additional Needs
- Safeguarding in Madrasahs Guidance
- Suicide and Self Harm
- Undertaking assessments and investigations

Alongside the above activity the LSCB Managers have been engaging with an innovation project that is examining the feasibility of a single set of policies for all safeguarding partners in the West Midlands region. Whilst there are clearly some advantages to such a collaborative approach there is also a need to consider the local procedures that are usually required to take account of the different geographical and political considerations associated with wider partnership arrangements.

At the time of compiling this report, the SSCB is monitoring developments but has not made any formal commitments to become part of the arrangements as there are cost and procurement implications beyond the above considerations for the LSCBs that participate.

## Challenges

- The work of this particular subgroup is demanding of time as all policies and procedures are compiled and revised by frontline staff from our partner agencies. Whilst this work doesn't impact directly on a financial budget, the professional time used to develop and maintain local policies and procedures has an impact on our partnership.
- To ensure policies and procedures are relevant and up to date through the most cost effective methods.

## THE JOINT LSCB LEARNING FRAMEWORK

The SSCB has developed a Joint LSCB Local Learning Framework with Stoke-on-Trent. The framework covers the learning from serious case reviews, learning reviews, the voice of children, young people, their families and practitioners. Single agency and multi-agency audit and quality assurance activity also forms part of the framework.

## SERIOUS CASE REVIEW (SCR) SUBGROUP

The key focus of the SCR Subgroup is on the learning from national, regional and local serious case reviews (SCR); as well as local cases not reaching the criteria for a SCR but from which it is likely lessons can be learned.

- All serious incidents are carefully considered and all key decisions as to whether a review should be initiated are ratified by the Independent Chair
- During 2015-2016 three serious case reviews (either the actual review of the monitoring of the respective action plans) were managed through the SCR Subgroup.



- The publication of the three reviews has been delayed due to parallel investigations; however the action plans approved by the Board have been actively progressed to help strengthen local arrangements.
- Publication meetings will be arranged when it is confirmed that publication will not impede on any parallel investigation processes. The DfE and Ofsted have been provided with regular updates in respect of the status of any serious case review decision making and activity.
  - The lessons learned from the three SCR have been widely disseminated to frontline professionals across the partnership through an extensive programme of practitioner learning events, multi-agency briefing sessions, single agency and SSCB communications.
  - Two complex abuse investigations have also been initiated. Progress made in respect of these will be reported in the next SSCB Annual Report.
  - One case also went to a Scoping Panel during 2015-2016 however through multi-agency information sharing a decision was made that the criteria for SCR had not been met.
  - Learning from the local SCRs were shared with the Stoke-on-Trent LSCB and regional colleagues to consider any impact.
  - The actions plans for three learning reviews have also been quality assured by the SCR Subgroup Chair and reported to the Board.
  - Quarterly updates on the progress made against review action plans are provided to Board partners and challenges made to hold agencies to account for their learning.
  - SCIE Learning Together training was also undertaken by a number of Board members on 30<sup>th</sup> and 31<sup>st</sup> March and 15<sup>th</sup> April to help improve the knowledge and skills of our subgroup members.

### **The Impact of Serious Case Review Learning**

The following information provides examples of how the learning from our two most recent serious case reviews has helped to strengthen local safeguarding children arrangements and frontline practice with children and their families:

- Communication has been shared and audits undertaken by North and South Staffordshire Clinical Commissioning Groups (CCGs) to help ensure GP's are aware of the need to and are sharing information in relation to parental mental health (or other predisposing risk factors that may affect parenting capacity). **The audits have reinforced the requirement for primary health care teams to have regular meetings to discuss families of concern where there are health issues which could impact on the welfare of children.**
- Multi-agency Safeguarding Hub Operating Principles have been revised to strengthen child protection and children in need information sharing processes.
- Midwifery and health visiting services practitioners have been reminded of the importance of routinely asking all mothers, both ante and post-natally whether they are or have been a victim of domestic abuse. **This is now embedded within local workforce, development and training pathways.**
- **85% of documents audited by CSC services in 2015-2016 were graded as outstanding or good for their evidence base which included information sharing with other agencies.**
- **91% of CSC cases audited in 2015-2016 had case notes that were updated regularly.**

- The Children and Family Court Advisory and Support Service (Cafcass) have revised their organisation's Child Protection and Recording and Retention Policies and Procedures for their workforce to strengthen information sharing and recording requirements.
- The MASH Doing More Project has incorporated a requirement for there to be face to face dialogue with partner agencies referring information, to help establish accuracy about the relevant children identified and who is potentially at risk. **Local Policing Team Vulnerability Hubs are also now routinely speaking directly to partners when referrals relating to the safeguarding of children are received and the Hubs have structured partnership meetings where cases are directly discussed and agreed action formulated.**
- The University Hospital of North Midlands NHS Trust (UHNM) has audited and provided assurance evidence in relation to the quality of information sharing within patient records.
- A CSC audit in respect of the closure of child in need cases was requested as part the response to this serious case review to monitor compliance with newly developed Child Social Work Assessment Policy & Procedures. **The audit found there was a high level of compliance in this area.** Multi-agency meetings were held in accordance with the protocol when parents had disengaged prior to case closure and referrals to other services were identified at the point of case closure were made in the majority of cases.
- Staffordshire and Stoke-on-Trent Partnership NHS Trust (SSOTP) have redesigned their health visiting documentation to ensure clear evidence of documentation of all children in the family. **Mandatory record keeping training has also been delivered to all SSOTP health visitors and school nurses. A subsequent audit of 197 records across the organisation has demonstrated improved recording and information sharing.** Areas for development are monitored via an improvement action plan.
- South Staffordshire & Shropshire Foundation Trust has highlighted the importance of assessing all service users parenting role and contact with children to their frontline staff. **They require a Single Assessment Tool to be completed at first contact and any safeguarding children concerns regarding their safety to be shared with CSC services.**
- **The Early Help Assessment** which prescribes a focus on the whole family is the assessment tool for CSC Local Support Teams (LSTs) **is now embedded into LST case recording as the format by which an LST involvement is opened.** Practitioners cannot open an involvement without completing an EHA, which has a clear focus on the whole family. The quality of the EHA, including the extent to which the other members of the family, is reviewed by LST Co-ordinators to provide stronger management oversight.
- **Tamworth and Cannock District Councils have developed 'Initial Concerns Reporting Card for Housing Staff and Housing Contractors to assist in reporting cases.** Anti-social behaviour (ASB) reporting is now collated on their respective recording systems to capture trigger events, household links; record risks alerts and collate safeguarding information for sharing with other agencies. Housing Estate Management Staff who deal with all ASB issues are aware of managing ASB cases and of recognising potential triggers for reporting concerns. Both councils' housing staff have accessed SSCB Level 1 training. **Safeguarding Champions have also been established corporately to raise awareness, mainstream policy and procedures, share information and review appropriate cases.**
- Midwifery, health visiting documental and CSC Targeted Services early help assessment records have been reviewed and strengthened to help ensure that they include prompts relevant to practitioners asking questions about whether a parent or carer has any other children and if so the level of contact held with their child/ren.



**The West Midlands Perinatal Institute (WMPI) summary cards used by midwives have been strengthened as a result of this local learning.**

- Walsall Manor Hospital have provided written assurances and evidence to the SSCB and Walsall LSCB on how they are taking internal action to help to address the two quality issues identified as a result of our serious case. Immediate communication was circulated to all Accident and Emergency (A&E) staff to provide guidance and remind them to be vigilant in care record entries. The review learning has also been discussed at A&E team meetings and been embedded into the hospital's A&E workforce development and training programme. **Several audits have also been undertaken to monitor and quality assure the impact of the communication and training on the record keeping of ED staff. These audits have evidenced improvements.**
- As a result of our serious case review learning Staffordshire Police have worked with partners to strengthen the Staffordshire and Stoke-on-Trent Sudden Unexpected Deaths in Childhood (SUDIC) Protocol. **A new SUDIC booklet has also been developed and uploaded onto police officer's mobile devices to support officers in understanding and following local processes; feedback from practitioners has been very positive.** It has also been shared with regional CDOP and police colleagues.
- North and South Staffordshire CCGS undertook an audit across GP practices. **The analysis of the results has given a level of assurance that GPs are communicating and documenting more effectively in regards to safeguarding.** The learning from these reviews has been embedded into Level 3 GP training and a web page dedicated to safeguarding and resources has been developed for GPs to access. The outcomes of the audit are enabling the CCGs to support GPs in a more structured beneficial way to meet their identified learning needs.

### **Areas of challenge**

Education representation at the SCR Subgroup remains an outstanding issue. The local authority is in the process of recruiting to a post and the successful candidate will become the education SCR representative.

Ensuring that the learning from reviews is meaningful for frontline practitioners and that single agency and multi-agency activity can evidence outcomes of improvement in practice.

### **Action for 2016-2017**

The national Wood Review on the role of functions of Local Safeguarding Children Boards has advocated the discontinuation of complex serious case reviews in favour of an independent body at national level to oversee a new national learning framework for inquiries into child deaths and cases where children have experienced serious harm. Local learning reviews are still being advocated. The anticipated changes in arrangements will be linked to the provisions of the Children and Social Work Bill that is to be enacted through legislation during 2016-2017.

## PERFORMANCE SUBGROUP

### Section 11 Audit

The Section 11 audit was undertaken using a joint audit template with specific members of the Staffordshire SCB. Each member who was completing the audit on behalf of their service setting was 'paired' with a member of the opposite Board. This enabled additional scrutiny and challenge. There was good engagement from all partners with a variety of supporting evidence as well as clear improvement actions where judgements were rated amber or red.

As part of the Section 11 auditing cycle partners completed the peer review focusing on three standards:

***Standard 1 (1.2) – There is a senior board level lead to take leadership responsibility for the organisation's safeguarding arrangements and this includes responsibility for embedding the LSCB's key strategic priorities.***

#### **Findings from Standard 1:**

The audit identified that there is clear evidence of a nominated lead representation from each agency. However, it is not always clear as to how the representative has contributed at the Board and how the Board's priorities have been transferred into service practice.

***Standard 2 – A culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services:***

- 2.1 There is a system in place that routinely captures the views of children, and young people who go missing***
- 2.2 There is a system in place that routinely captures the views of children, young people who are involved or on the cusp of child sexual exploitation (CSE)***
- 2.3 These views are used to inform service development***
- 2.4 There is evidence of regular audit activity in respect of CSE and missing.***
- 2.5 There is evidence of management oversight including regular audit activity in respect of CSE and Missing.***

#### **Findings from Standard 2:**

There was a mixed response across partners on whether or not they had a system in place to capture the voice and experiences of children and young people and used this knowledge to inform decision-making for the child and to influence service planning and development. Some agencies also had difficulties in evidencing regular audit activity in respect of children and young people who go missing or are at risk of CSE.

The reporting of auditing activity taking place does assure the Board that service areas are generally working towards safeguarding children and young people. However there were varying degrees of judgements in the completion of the audit tool across the three standards. Accordingly it is difficult for the SSCB to determine whether it has an accurate reflection from all partners on how they are working towards keeping children safe around CSE and Missing.

## **Standard 5 – Effective appropriate supervision and support for staff, including safeguarding training:**

5.1 The agency has an up-to-date training strategy that demonstrates what training staff need and where specifically in relation to CSE and missing.

5.2 The agency has effective systems in place to track and monitor staff training re: CSE and missing and this is used to inform service delivery.

### **Findings from Standard 5:**

There is robust and regular evidence that demonstrates the impact that training has had on front line staff and those outcomes for children and young people have improved as a direct result.

The audit found that most of the connected partners have a training strategy or plan with evidence of staff accessing core and mandatory safeguarding training. There was greater emphasis and evidence around CSE compared to missing and more agencies acknowledging the need for review or improvements in this standard compared to the others. The Board will use the findings a focus during 2016-2017 to continue to raise the profile and awareness of children who go missing from care, home and education.

Evidence received indicates that supervision within partner agencies is extended beyond the standard requirement to provide specialist advice and guidance as part of workforce development (for example in relation to children with disabilities; forced marriages; FGM and Human Trafficking).

### **Action for 2016-2017**

Generally, the evidence from service providers was stronger than that provided by commissioners. The Board will examine the findings via the Joint LSCB Performance Subgroup to provide further challenge and seek assurance as required. Further consideration will also be given to how the evidence gathering process can be improved upon.

## **CHILD DEATH OVERVIEW PANEL (CDOP)**

It is the responsibility of Local Safeguarding Children Boards to ensure that a review of every death of a child normally resident in their area is undertaken by a Child Death Overview Panel (CDOP). In line with best practice that CDOPs responsible for reviewing deaths from larger populations are better able to identify significant recurrent contributory factors the Staffordshire and Stoke-on-Trent Safeguarding Children Boards decided to form a shared and jointly funded CDOP in 2008. The full Staffordshire and Stoke-on-Trent CDOP Annual report for 2015-2016 is available from the SSCB website using the following link: [www.staffscsb.org.uk](http://www.staffscsb.org.uk).

The overall purpose of the Staffordshire and Stoke-on-Trent Child Death Overview Panel is to undertake a multi-disciplinary review of child deaths, in order to understand how and why children die and use the findings to take action to prevent other deaths and improve the health, safety and wellbeing of our children.

## CDOP Summary

Between April 2008 and March 2016 there have been a total of 637 deaths of children and young people under the age of 18 years and normally resident in Staffordshire and Stoke-on-Trent; 426 of these were Staffordshire's children. The total number of deaths between April 2015 and March 2016 was 70. Year on year variation in notifications is to be expected but the overall number of notified deaths has remained virtually the same as 2014-2015.

- There have been 48 deaths of children and young people who lived in Staffordshire during 2015-2016 which is an increase of from the 42 children and young people who died in 2014-2015
- From the 48 deaths in 2015-2016, 15 deaths were unexpected compared to 14 deaths in 2014-2015.
- Of the children and young people that died 44 were male and 26 female.
- Children under one year old (neonatal and post neonatal) accounted for 47 child deaths.
- 52 child deaths are of children from a white background.

## Reviewed Deaths during this period:

As part of its functions, the CDOP is required to categorise the preventability of a death by considering whether any factors may have contributed to the death of the child and if so, whether these could be “modified” to reduce the risk of future child deaths.

85 deaths were reviewed by the CDOP across Stoke-on-Trent and Staffordshire and of these 47 were local to Staffordshire and from these 85 deaths CDOP identified modifiable factors in 17 (20%).

CDOP identified modifiable factors in 8 (17%) of the Staffordshire child deaths it reviewed; this is lower than the national average (24%).

14 of the deaths with modifiable factors related to children under one year old. Of these 4 were associated with sleeping arrangements; 4 were associated with adult smoking; 5 were associated with consanguinity and 2 associated with asthma.

All Fatal Road Traffic Collisions (RTCs) are investigated by a nationally accredited Senior Investigating Officer (SIO) from the Central Motorway Patrol Group (CMPG). CDOP has an established a robust approach to liaison with the SIO throughout the course of the enquiry, through the Child Death Co-Ordinator. A representative from CMPG is periodically invited to CDOP to present Fatal RTC cases and provide the necessary specialist support and advice to the group.

## CDOP Activity and Achievements

Throughout 2015-2016 Staffordshire and Stoke on Trent CDOP has continued to work with partners locally and nationally to continue to improve child safety, child welfare and develop the functions and effectiveness of CDOP. The following is a summary of the key activity and achievements:

- Continued to promote the Safe Sleeping Campaign to raise awareness amongst parents, carers and practitioners of the importance of safe sleeping arrangements. This has been complemented by the development of a safe sleeping assessment tool and a hospital discharge leaflet giving safer sleeping advice following hospital admission.
- Developed a Safety Booklet entitled 'Protect Your Little Bundle... From Birth and Beyond' to raise awareness of potential hazards in and around the home and to prevent unintentional injuries to babies and children. Funding has been provided by Stoke on Trent Public Health to launch this from 01 April 2016 and health Visitors will supply and explain the contents of the booklet to all new parents.
- Designed and circulated a number of CDOP newsletters designed to raise awareness of key issues and campaigns including blind cord safety advice, button battery dangers and bereavement services.



**CDOP has also achieved the following:**

- Engaged with the National Database Development Project to explore options for the development of a national database for Child Death Review data
- Joined the National Network of CDOPs to share best practice, exchange information and collectively support each other to prevent and reduce child deaths
- Worked with regional colleagues to re-invigorate the West Midlands Regional CDOP Network
- Used local knowledge and experience to support the pan-Lancashire CDOP in their campaign to highlight to the Department for Education the challenges sometimes encountered to secure all relevant information following the death of a child abroad
- Supported the independent author of a CCG commissioned review in their recommendations around the roles, responsibilities and statutory functions of CDOP and used these to feedback on the consultation on the Government review of LSCBs
- Conducted a thematic review of three child deaths in Staffordshire and Stoke on Trent over the last five years alongside national guidance from the Royal College of Physicians (Why asthma still kills: The National Review of Asthma Deaths, May 2014) and the National Institute for Health and Clinical Excellence (Quality Standard for Asthma, February 2013). Developed an action plan with actions for Primary Care (GP Practices), acute health services (including community establishments), Education and Public Health.

- Worked with colleagues from Staffordshire Police to develop a Child Death Investigation Booklet. The guidance built on the national Association of Chief Police Officers (ACPO) publication 'A Guide to Investigating Child Deaths' and was enhanced by SUDIC/bereavement services information from acute hospitals and colleagues across the region. The purpose of this guidance is to assist investigating and attending officers and staff in responding to the Sudden and Unexpected Death of an Infant, Child or Young Person (SUDIC) whether or not there are any suspicious factors.
- Continued to work with regional colleagues in the palliative care network to improve the quality of Advanced Care Plans to support children and young people and their families in circumstances where there are life limiting conditions.

## Objectives for 2016-2017

The 2016-2017 objectives are contained in the CDOP Business Plan (2016-2017). The Plan builds on the strong joint arrangements between the Staffordshire and Stoke-on-Trent Safeguarding Children Boards and the key areas of focus are summarised below:

- To conduct a formal evaluation of the CDOP Safety Booklet to include feedback from practitioners and service users
- To respond to demand from professionals and work with colleagues from the Staffordshire Children and Families Bereavement Alliance to develop and host a follow up Bereavement Alliance Study Day
- To respond to demand from professionals to continue to deliver Safer Sleep Awareness Workshops to support multi-agency practitioners in their role in preventing and reducing Sudden Infant Death Syndrome
- To build on the work undertaken with Staffordshire Police to enhance their response to investigating child deaths and use this learning to inform a refresh of the SCB child death procedures
- To monitor progress against the Asthma Thematic Review Action Plan to ensure that improvements in service delivery are operationalised and sustained
- To continue to develop the support available to bereaved families through working with local services to develop support networks (the 'Star Café') at venues across the county
- To respond to recommendations relevant to CDOP from the national review of LSCBs

## WORKFORCE, DEVELOPMENT & TRAINING SUBGROUP

### Key Achievements for 2015-2016

The training opportunities offered by SSCB are designed to meet the diverse needs of staff at different levels within a range of organisations that work with children and their families. SSCB multi-agency training courses remain popular and during 2015-2016 we trained more staff than ever, proving to be a very successful year. In total 153 events have been coordinated and 2953 practitioners from across all agencies have attended our training.

Supported by a [Multi-Agency Training Strategy](#), the SSCB training programme focuses on the SSCB's strategic priorities and other key practice areas, with learning from local and national reviews being fully integrated into the training material.





The SSCB training programme is adaptable and flexible to take into account practitioner needs and emerging local and national trends from serious case reviews (SCR) or learning reviews. SSCB developed an information sharing lite bite session in response to practitioner feedback and recommendations from SCR's.

The SSCB training department not only take into account SSCB priorities and national, regional or local learning, but also the views of the staff actually working front line with children as to what is working well and not so well in safeguarding. This information is collated, analysed, documented and fed back to partner agencies to address issues. For example many practitioners raised concerns over the time it took to get through to the CSC First Response Service and also the lack of feedback to them once a referral was made.

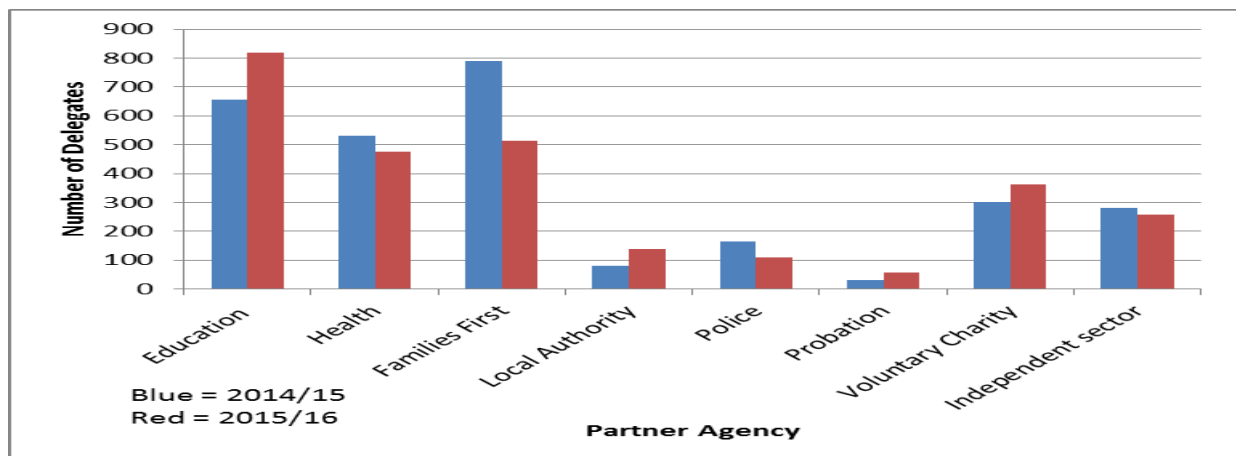
These concerns were highlighted to First Response who now have a new telephone system in place and now send feedback letters to referrers; practitioner feedback has confirmed the improvements made. Partners are held to account at the subgroup meeting and issues are escalated to Board if necessary. To date we have had no escalations to the main Board.

### SSCB Multi-Agency Training Programme Summary 2015-2016

- 1 Annual conference
- 1 Baby P Seminar
- 4 Section 47 Practitioner events
- 10 WRAP Workshops
- 3 Parental Offending Workshops
- 149 Training courses
- 2953 training places accessed

There has been a 5.5% decrease in the number of recorded places taken up this year. This is due to a large amount of practitioners attending the FGM conference (388) in the 2014-2015 reporting year. If this figure was disregarded, then there would be an 8% increase in attendance this year compared to last year. SSCB training courses remain popular and we continue to provide high quality training opportunities which are valued by participants.

The graph below highlights the main partner agency attendance at SSCB multi-agency training for years 2014-2015 and 2015-2016:



SSCB training remains well attended and this is considered to be attributable to a range of factors such as:

- the implementation of the new electronic booking system ( enabling delegates to easily access training and view the range of events available)
- ongoing promotion of SSCB training by partners.



During 2015/16, 138 district and borough council staff attended SSCB face to face training level 2 or above. For the previous year 98 staff from councils/ districts attended events; therefore there has been an increase of 41% for district/ borough staff attending SSCB events. Attendance has consistently increased over the last two years.



The Probation Service attendance has increased by 90%, from 30 in 2014-2015 to 57 in 2015-2016.



SSCB subgroups are currently working towards increasing awareness of SSCB training events to adult service providers. The Training Manager has been in contact with specialist service providers during the year for substance misuse and domestic abuse. Attendance increased by 48% from 29 in 2014-2015 to 43 in 2015-2016.

Our main Level 2 programme 'Working Together to Safeguard Children' was delivered 40 times this year. This course is compulsory for professionals and volunteers who work with children, young people and/or their parents or carers and who could contribute to assessing, planning, intervening and reviewing the needs of a child where there are safeguarding concerns. The following key training courses were also coordinated and delivered:

- Mental Health and Child Protection;
- Children and Domestic Violence;
- Substance Misuse and Parenting Capacity;
- Recognition of Neglect and Emotional Harm;
- Child Sexual Exploitation
- Female Genital Mutilation
- Child Trafficking
- Forced Marriage and Honour Based Abuse.

#### **Additional Training Events:**

The following training events were also coordinated and managed by the SSCB during 2015-2016:

- A 'Baby P' Seminar
- A Joint Staffordshire and Stoke-on-Trent Conference
- WRAP ( Workshop to Raise Awareness of Prevent)
- Parental Offending workshops.



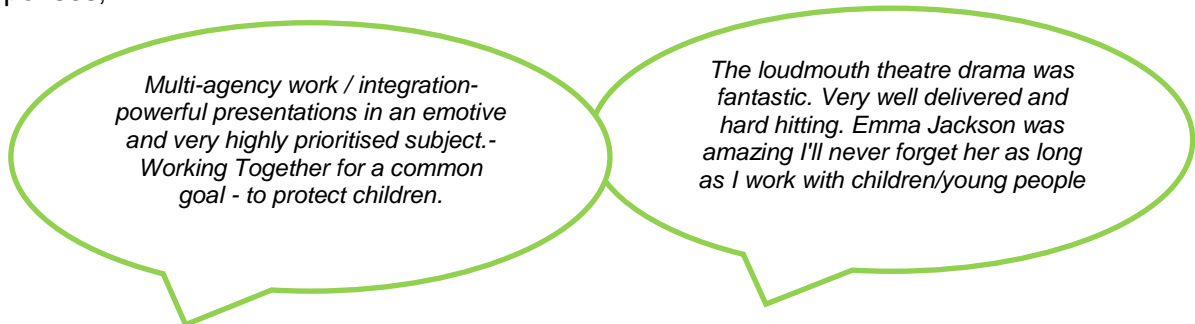
## Joint SSCB and Stoke-on-Trent Annual Conference

On 10<sup>th</sup> November 2015 Staffordshire and Stoke-on-Trent held a joint conference 'Working Together to Keep Children Safe. The event was to highlight our joint safeguarding priorities and to improve the strategic synergy between both LSCBs. The conference focused on the issues of sexual exploitation, neglect and the toxic trio, domestic abuse, youth violence, child trafficking and intra-familial sexual abuse. In total the event was attended by 173 delegates 85 of which were from Staffordshire partners. Out of the 173 delegates, 159 evaluation forms were returned. The delegates were asked to give their overall rating for the conference (with 6 being excellent and 1 being poor); 85% of attendees scored 6; 5% scored 5; and 6 people skipped this question.



The overall feedback from the day was excellent, with the vast majority of delegates finding the day worthwhile, improving their knowledge and allowing them to network. There were numerous comments emphasising what an inspiring, motivational conference this was, with appropriate subjects and powerful speakers.

Delegates were asked what they found most useful about the conference, here are some responses;



For all speakers, 75% or above of the delegates, rated their knowledge as excellent. When asked to comment if the conference had met its objectives 89 % of delegates scored 6 and 11 % scored 5. Over 90% of delegates reported an increased understanding of the topics covered as a result of attending the conference.

## Evaluation and Impact of Training

The SSCB's Workforce Development and Training Quality & Assurance Strategy was updated in 2013 and was aligned to Stoke-on-Trent Safeguarding Children Board's document (to view the strategy click [SSCB-Quality-and-Assurance-Strategy-2015-2018](#)). The Training Quality Assurance Scheme addresses the relevance, currency and accuracy of course material and the quality of training delivery. The evidence clearly shows that all our events achieved the required standards in 2015-2016. The document was refreshed during 2015.

To measure how knowledge has been transferred to and how it has influenced practice delegates are asked three months after the training how they have utilised the knowledge and skills into their daily safeguarding children practice. They are also asked to describe how their practice has improved as a result of the training. A survey monkey form is distributed to all attendees on all events.

## Measuring impact of training on improved outcomes for children and their families

SSCB have implemented a number of methods for obtaining evidence of impact of training on outcomes, each yielding a low return rate with insufficient quality. Delegates on selected courses are asked via a personal e-mail to provide a summary, with brief examples, of how the things they have learned on SSCB training has influenced the way they work with children, young people and their families to improve outcomes for them. Any significant responses are followed up via a telephone conversation by the appropriate relevant agency WD&T Subgroup member.

Attendees are asked to provide evidence of the impact of the training both on their practice and on children and families, the evidence shows that the majority of attendees report increased confidence, improved skills and the fact that having attended the training they felt it had impacted positively on their safeguarding practice. The following offers an insight into some of the feedback received:

*The training gave me more confidence when assessing situations. The more informed you feel I think the more capable you are at making an informed decision. **Working Together to Safeguard Children***

*I am more aware of how important observations and assessment are. E.g. Recent ante natal visit to a mum to be with a learning difficulty, I spent more time than I would before the training information sharing and gathering a picture of circumstances to make sure appropriate support in place to safeguard baby and support mum and dad. **Working Together to safeguard Children***

*The course was very good and a necessary reminder to all organisations of practice and procedure. In particular the lessons learnt nationwide and within Staffordshire. It was helpful to keep improving practice and improve confidence. **Lessons from serious Case Reviews***

*I came away armed with a lot more knowledge into how to assess a situation and to understand the requirements of a safeguarding referral. Also I understood how difficult it is for people to change, but how to help them with that change. **Recognition of Emotional Harm and Neglect***

*I have a greater awareness of the impact of neglect and the different indicators to be alert to. I also found it interesting to hear about different professionals roles. I will also be more aware of the earlier neglect which may have affected some of the young people. **Recognition of Emotional Harm and Neglect***

## **SSCB E-Learning**

SSCB has been a founder member of Safeguarding Children e-Academy since 2006; through this academy our members can access our e-learning modules. There is a choice of 41 modules and for our contributing partners and the voluntary/charitable sector this provision is free.

To date we have had 31,678 licence requests (this is an increase of 38% since last year); of these 10,905 were allocated to our main Level 1 Awareness of Child Abuse and Neglect modules (including Safeguarding Children Refresher training). 8,307 people have completed the modules, taken the on-line test and passed the module; this is a completion rate of 76%.

## **The Voice of our Children and Young People**

### **‘The World Through Our Eyes’ - Sexting DVD**

SSCB had been made aware that sexting is becoming a massive issue that children and young people are facing locally and is becoming an increasing area of concern. The National Crime Agency recently reported that child protection officers are investigating an average of one case involving sexting every day. SSCB have been working with the Voice Project in consulting with children and young people to understand what they were aware of about sexting and the laws around it; as well to ask them about what they thought needed to be put in place to help keep young people safe and aware of the dangers around sexting.

Two of the key findings from the consultation were that:

- Overall the majority of young people felt that using hard hitting facts and scare tactics is the most effective way of getting the message across to young people with many saying ‘show us the worst case scenario to get our attention’.
- The young people also felt that school assemblies were a popular way for children and young people to receive information but felt that using role play/DVD or having a person in authority such as the police helped get the message across even further.

Whilst working with the Voice Project on this consultation, the SSCB were engaging with the young people at Burton College who study Drama and media. We asked them to produce a short film clip around Sexting, its consequences and the legalities behind the practice.

This film clip was launched in January 2016 as part of a wider Staffordshire County Council campaign around CSE. This film is available on SSCB website Staffordshire County Council website and YouTube. This film clip is also forms part of various SSCB multi-agency training events and as an educational resource sent to all schools in Staffordshire. To view this film clip please go to: [www.staffsscb.org.uk/learningresource/sexting](http://www.staffsscb.org.uk/learningresource/sexting).

## **Dreamkeepers Drama**

During 2015-2016 the SSCB and Stoke-on Trent LSCB were successful in bidding for funding from the Office of the Police Crime Commissioner to put drama into our primary schools which had a focus on cyberbullying and sexting. Partners had identified that this was an emerging concern both locally and nationally. The drama uses a combination of theatre, allegory and an interactive workshop to teach children the consequences of bullying and cyberbullying in a fun and accessible way. Covering topics ranging from cyber bullying to the dangers of talking to strangers on the internet, this play is an innovative way to teach Internet Safety and the dangers of bullying to children.

During the tour 131 primary schools across Staffordshire and Stoke-on-Trent saw the production; a total of approximately 13,825 pupils. From the survey monkey questionnaire completed by 646 children (50% male, 50% female, youngest age 7, eldest age 11) 97% of children thought that the play explained cyberbullying quite well or really well. When asked 'How well does the play explain the consequences of sending private photos of yourself that you wouldn't want everyone to see?' 93% responded quite well or really well. 24% of children said that they play games on line with people they don't know, while 57% said they didn't and 18% of children said they did not play games online at all.

The questionnaire asked 'Having watched the play do you understand that if you send a picture online or by mobile phone that this picture could end up being used by any person, anywhere in the world?' 91% responded 'Yes' and 9% 'No'.

Here are some quotes from the children about what they would do differently or what they have learnt as a result of watching the play.

- *"It was very entertaining and funny to watch".*
- *"It helped me know about cyberbullying a lot more and it will help me be safe on my computer too."*
- *"I thought it was an amazing production it taught the whole school how to stay safe online and not to chat or play games online with people you do not know because it can be DANGEROUS and may lead to cyber bullying and you might be left alone with no one to play or chat with also it taught us to not play or chat to strangers that you do not know."*
- *"It was good because the play tells you about to keep you safe online and it tells you not send pictures or give out your private Emails."*

### **Chelsea's Choice Drama**

As part of the SSCB's role in preventing abuse and neglect the Board have considered activities to raise awareness of sexual exploitation and healthy relationships with children and young people. Since September 2013 to January 2015 the SSCB have either funded or part-funded the Chelsea's Choice drama production into Staffordshire schools and children homes. Chelsea Choice has also been delivered to Staffordshire County Council members.

During 2015-2016 the SSCB part funded and organised the tour of Chelsea' Choice drama during 2015-2016. The play demonstrates how easily young people can be groomed on line and in the real world and how they can then be exploited. The following workshop addresses many other e-safety issues and safeguarding issues, like consent, relationships and grooming. The 2015-2016 Chelsea's Choice tour started in October 2015 and concluded January 2016, 74 slots were booked with uptake from a variety of educational settings including;

- 17 Academies
- 46 Maintained
- 6 Independent
- 2 Special School
- 1 College
- 2 Short stay schools
- Professional Day for Health – attended by 100 professionals
- 1 session for Elected Members

In total for 2015, approximately 8,900 pupils saw the production and 140 professionals. Over the last three years nearly 30,000 pupils have now seen Chelsea's Choice. 763 pupils out of the 8,900 responded to the online questionnaire (9%). The results indicate that 95% of pupils enjoyed the play. The questionnaire completed after the event showed that 67% of pupils said that they would now do something differently as a result of watching the drama. Some comments include;

- *"I will definitely do things a lot differently, for starters, I will be a lot more careful when I am out and about on my own and obviously when I am talking to people I don't necessarily know. I will not do anything or go anywhere I am not allowed with anyone I will not go online and post anything unless it is a picture that has nothing to do with me or anyone else. I have realised ever since I have seen the Chelsea's choice production that you genuinely have to be careful what you are doing at all times. as the play showed us all, Chelsea was just a vulnerable young girl that wasn't having such a good time at school with Shaun and her best friend and then she had an argument with them and that is when she met Gary online and things started getting out of hand because she fell into his trap, she was too dependent on him. We need to start facing down to these crimes more in society today and stop this happening."*
- *"I will take personal things out of my biography on social networking sites like Instagram and Twitter"*
- *"I would change that if I have any cyberbullying I would tell someone and I will be careful of what relationships I have with people and if I think I am getting abused in any relationship I will tell someone"*
- *"Be safer online and not post pictures of yourself that I wouldn't want others to see"*

As a result of the drama several young people have made disclosures or spoken out about behaviour or activities causing them concern. All the concerns were appropriately referred to CSC services for further investigation.



Drama is a powerful method of educating our young people; our LSCBs have found this educational approach to be a very successful method of reaching young people in a way that they can genuinely engage, relate to the characters and understand the topics discussed. Children and young people have also told us that this is their preferred learning approach.

## Challenges

The SSCB spent some considerable time exploring the way forward in terms of future funding for dramas such as Chelsea's Choice and have concluded that whilst it remains a priority for the Board, work to explore other funding options is necessary due to the Board's own budget constraints. It is however imperative that work to engage and inform children and young people across all education establishments and local children's homes about how to stay safe and where to access help continues. Discussions with the OPCC, Community Safety Partnerships and members in relation to this issue are on-going.

## Priorities Going Forward

- To strengthen the training evaluation and measuring of impact.
- To continue to monitor level 1 safeguarding training activity across partners.
- To encourage accurate completion of SSCB Annual Training Needs Analysis.



- To explore opportunities to encourage sales of SSCB approved eLearning.
- To continue to increase the number of delegates from adult service providers.
- To continue to monitor the event management systems provided by Virtual College and ensure that it is serving its purpose and creating efficiencies.
- To continue to implement and embed the use of media as a learning resource and develop a process whereby viewing can be monitored and impact evaluated; as evidenced in 2015/16 with the sexting clip.

### **Additional Safeguarding Training**

- Staffordshire County Council provided a train the train event for 80 Early Help Champions to cascade Early Help assessment training to all partners within Staffordshire. During 2015/16 approximately 950 professionals have received face to face early help training and over 1800 have completed the 'Delivering Early Help in Staffordshire' eLearning module.
- Workshop to Raise Awareness of Prevent (WRAP) training has been taking place across Staffordshire by Safeguarding Leads and Police. Designated Leads within all Staffordshire Schools are in the process of receiving training to cascade to staff members.
- Safeguarding Leads within Newcastle-Under-Lyme, East Staffs Borough and Tamworth Borough Council have provided their staff with CSE training. Newcastle has also provided Domestic Abuse training.
- The District/ Borough councils are now working towards training all their taxi drivers in Level 1 safeguarding and CSE, this includes the transport of vulnerable children.
- During 2015-16 the SSCB WD&T Subgroup have continued to quality assure partners Level 1 training, this involved partners completing a training audit form submitting their slides, trainer details and being observed delivering the training. This audit is an ongoing process and the vast majority of partners are receiving approved Level training. In the recent Training Needs Analysis partners were asked what percent of their staff received appropriate Level 1 training - 72% of those that responded to this question state 100% of their staff receive training.

### **THE DISTRICT SAFEGUARDING SUBGROUP**

The District Safeguarding Subgroup is a formally constituted arm of Staffordshire Safeguarding Children Board (SSCB) and of Staffordshire & Stoke on Trent Adult Safeguarding Partnership (SSASP). It is responsible for helping to ensure that the safeguarding children and vulnerable adults' agenda is fully embedded and driven forward in district and borough councils across Staffordshire. The subgroup is responsible for progress such as:

- Promoting effective channels of engagement and communication between the district / borough councils and the safeguarding boards; between subgroup members; and with children and their parents/ carers;
- Promoting SSCB / SSASP priorities and campaigns with district and borough councils;
- Raising awareness in partner agencies of the contribution that District Councils make to safeguarding and promoting the welfare of all ages and advise Board partners on good practice and ways to improve;
- Establishing a shared understanding of safeguarding issues in district / borough councils, and develop common approaches across the eight district/borough councils towards discharging their responsibilities; and

- Promoting safeguarding workforce development and training opportunities to help to improve the recognition of and response to welfare and abuse concerns and safeguarding practice.

## Progress and Achievements:

During 2015-2016 the subgroup has:

- A development and peer audit session took place at the end of March 2015. The members of the District's Safeguarding Subgroup altered the wording / language to the Section 11 audit tool to make it more relevant for District Councils. The section 11 peer audit was completed as part of the workshop on the same date. The fill section 11 audit tool is scheduled to be reviewed during next year, to make it more relevant to District Councils.
- Promoted delivery of level 1 Safeguarding Children training to District and Borough Council staff members
- Reviewed and updated the District and Borough council policies to take account of the changes to Working Together to Safeguard Children 2015 and updates relating to Prevent/ radicalisation, forced marriage, early help and CSE.
- Reviewed and updated District and Borough council websites to provide information on safeguarding, including promoting the work of the SSCB.
- Following a successful housing provider's workshop event for all social housing safeguarding leads across Staffordshire and Stoke-on-Trent a housing representative from Sanctuary Housing Services has attended the districts sub group to support the group in findings ways of strengthening our links with all the housing providers. An agreement has now been made with regards to setting up a task and finish group that will take forward specific pieces of work, one of which will be a safeguarding information page for housing providers hosted on the SSCB website.
- As a consequence of the work undertaken to address CSE and licensing each of the Districts have begun to look at how they can support taxi firms in accessing child protection training for all their drivers; this includes the development of a taxi licensing policy and presentation. Some training has already taken place with plans to roll out further training. The districts have also completed a number of awareness raising events whereby local police teams have got involved as well as local business to raise the profile of CSE. All licensing officers and environmental health officers within the districts have now been trained in CSE.
- Districts have agreed to each add a financial contribution to the development of a drama for schools on Prevent awareness.

## THE REVIEW OF RESTRAINT TASK GROUP

HMYOI Werrington falls within the SSCB locality of Staffordshire. It houses approximately one hundred and twenty children aged between fifteen and eighteen years of age. The SSCB has strong links with Werrington and robust systems and procedures. This relationship provides external partnership scrutiny and helps to ensure the effective use of Managing and Minimising Physical Restraint (MMPR) procedures, as well as to agree what action is required to remedy any identified non-compliance.

The SSCB Board Manager and other partner agency representatives are invited to quarterly Safeguarding Meetings at the establishment and an SSCB coordinated multi-agency Review of Restraint Task Group Meeting is convened on a quarterly basis.

This task group is chaired by the Local Authority's County Manager for Youth Offending Services and is attended by a range of other partners. Dip samples of restraint incidents and associated documentation which includes the views of the child / young person, are reviewed by partners to provide challenge and seek assurance that any use of force is being used appropriately in the establishment.

There are also daily checks and scrutiny feedback to the establishment's Safeguarding Team members via two local authority full time social workers who are located in HMYOI Werrington and are available for the children and young people to access; these workers help to contribute to the establishment's welfare and safety multi-agency decision making processes. In addition there is a team of Barnardo's advocates within Werrington which see the children on request.

## Key Progress on other Safeguarding Children Activity

### Staffordshire Council of Voluntary Youth Services (SCVYS)



SCVYS was established in 1982 to meet the needs of young people by strengthening and supporting the work of local voluntary youth organisations. Through the core infrastructure functions of influence, develop and connect, SCVYS adds a unique youth work specialism to providing information, advice and guidance, direct support, facilitated learning, networking, consultation and collaboration opportunities, as well as representing and promoting Staffordshire's voluntary youth sector wherever they can. SCVYS represents the sector on a number of county and regional strategic partnerships. One of these is the SSCB which in 2014 achieved a "good" rating from Ofsted. Staffordshire is one of the few areas to achieve this, and the contribution and engagement of the voluntary sector was one of many highlighted factors.

SCVYS is continually working hard to interpret the high level complexities of the safeguarding arena into clear and simple key messages for our members and the wider voluntary youth sector, as well as ensuring that people know where to go for help and advice as and when they need it.

5000 cards for volunteers have been distributed, 150 flowchart posters helping the workforce make the most appropriate decisions, and 349 DBS checks have been completed in the last twelve months. 48% of SCVYS members report using the Safeguarding Children Board website to find relevant information.



The impact is a safer sector where the workforce knows how to respond appropriately to concerns and disclosures, helping to keep children and young people participating in voluntary youth groups safe in Staffordshire and its surrounds.



## Safeguarding in Education

During 2015-2016 a job description for a Safeguarding in Education Officer was created, evaluated, advertised and recruited to. The post holder commenced in August 2015. The role has been developed to be a central expert and single point of contact in supporting schools and other agencies in the educational world and their functions include

- Establishing direct contact and engagement routes with Heads and DSL (Designated Safeguarding Leads).
- The development of a dedicated e-mail for communication as a vehicle to update DSL; efficiently and effectively and confidentially; this supports multi-agency information sharing partner agencies information and resources to enhance partnership working e.g. CSE, Gang Violence, Prevent.
- Central portal for Ofsted complaint with robust process of outcomes.
- Review and update Education Safeguarding website ESAS and develop the ESAS (Education safeguarding advice support) telephone line.
- Provide guidance for **all** schools on policy and process, guidance for Governors linked to their roles and responsibilities.
- Support and promote campaigns e.g. CSE, prevent, gang violence.

## Progress and achievements:

- To date over 100 complaints and 8 Freedom of Information requests have been managed by the Safeguarding Education Officer.
- Analysis after the follow up of Ofsted complaints demonstrates common themes linked to bullying, staffing ratios, DSB clearances, equality of opportunity, physical intervention, duty of care, use of social media, school web sites, before and after school clubs, lack of SEND support, school trips. Themes that occur are shared with commissioners of local authority education services to inform future commissioning intentions e.g. Entrust PSHE delivery content, training, online safety and data protection.
- A section 175/ 157 safeguarding children audit has been developed with the SSCB to help ensure it is fit for purpose and links all national agendas and inspection functions. This audit is scheduled to be rolled out during 2016-2017 and the results will be included in the next SSCB Annual Report. All education establishments will be expected to develop an improvement action plan as a result of the self-assessment.
- Over 51 safeguarding audits have been completed to date with schools. Ofsted inspections for safeguarding have consistently been highlighted as good when safeguarding audit has been completed.
- A process for safeguarding background checks for children and young people in residential special schools has also been developed this year. Staffordshire has 5 residential special schools and in this year's OFSTED inspection **all** are now graded Outstanding.
- The Education Safeguarding Officer also contributes to a number of strategic priority groups such as children missing out on education, Gypsy Roma Traveller children, Children Missing Education, Elective Home Education, CSE and PREVENT.
- In addition meetings are being held with MARAC co-ordinators to look at ways to enhance how domestic abuse information is shared with education establishments.

## Multi-agency Public Protection Arrangements (MAPPA)

MAPPA is the mechanism whereby agencies within the 42 criminal justice areas across England and Wales work collaboratively to minimise the risks of serious harm posed to the public by sexual and violent offenders.

The Risk Management Co-ordinator, located within CSC services is the primary interface between the CSC and the MAPPA activity within Staffordshire and acts as a Single Point of Contact for all MAPPA related business. The Risk Management Coordinator also initiates any necessary referrals through to CSC services in respect of any assessment or activity required in response to information shared about a specific offender and/or as part of a multi-agency risk management plan. During 2015-2016, 215 individual discussions and 51 meetings (and 62 panels) were held in respect of 80 offenders and Staffordshire CSC services attended 100% of these panels. The explanation for the number of 'panel's exceeding the number of meetings reflects an increasing drive towards more time efficient panelling.

Some offender's circumstances have required the direct intervention of Staffordshire's CSC services during this reporting period. Of the **80** total offenders, **11** have resulted in, or been associated directly with safeguarding and/or support social work assessment activity.

Staffordshire's Families First continues to make a very significant and effective contribution to the MAPPA activities within Staffordshire. The provision of a core representative to all MAPPA panels helps to ensure that any potential risks to children can be identified and factored into offender risk assessments; and the early undertaking of appropriate social care interventions and safeguarding actions which are critical elements of individual Risk Management Plans. The function of the Risk Management Co-ordinator remains pivotal to the maintenance of effective working partnerships with those agencies whose contribution to the broader children's safeguarding agenda extends well beyond their specific MAPPA obligations. Much work also continues to be undertaken outside of the panels to understand and manage risk and this activity is an equally essential component to the protection of vulnerable children within Staffordshire.

## Prevent

Staffordshire County Council, using a small grant allocated from the Home Office, has pooled funds with district and borough councils to commission the development of a curriculum resource pack for schools. The pack will include lessons plans and a DVD featuring scenarios based on issues which have been identified by young people themselves, which can be used by teachers as a stimulus for classroom discussion and other activities. The pack is intended to provide young people with a robust understanding of the risks and threats of radicalisation and extremism, equip practitioners with the confidence and skills required to address the issues in an age-appropriate way and provide an accessible way of engaging with local communities to promote resilience and cohesion. Work to develop the package commenced in the Summer Term, with the aim of launching it in the autumn of 2016.

The remaining County Council Home Office funding has been used to commission Staffordshire Observatory to undertake work in relation to enhancing our current understanding of communities in Staffordshire. This will look at the challenges and opportunities they face and the most effective ways of engaging with them. Information about risks and challenges faced by communities will be used to enhance the Staffordshire Counter Terrorism Local Profile (which is a document produced by Staffordshire Police and which identifies the threat and vulnerability from terrorism and extremism relating to terrorism in local areas).

## Prevent Referrals and Staffordshire Channel Panel

The Counter-Terrorism and Security Act 2015 required local authorities to establish a multi-agency panel (known as a 'Channel Panel') to identify and support those felt to be vulnerable to being drawn into terrorist activity. The Staffordshire Channel Panel has been in place since April 2015. It is made up of a small core group, which includes adult and child safeguarding, education, health (including mental health) and community safety, and a wider co-opted group of members, who can be called upon as necessary on a case-by-case basis.

In Staffordshire the approach to Prevent is being embedded as an integral part of the safeguarding agenda. Joint Staffordshire and Stoke-on-Trent Prevent Safeguarding Guidance has been produced which is intended to provide a clear framework for all professionals working with people (or those around them) for whom there are concerns that they are at risk of becoming involved in violent extremist activity. The guidance reinforces the link between safeguarding procedures and the Channel programme and the document has been developed and endorsed by Staffordshire and Stoke-on-Trent Adult and Children's Safeguarding Boards.

Between 1<sup>st</sup> January 2015 and March 2016, 60 referrals were made to the Police Prevent Team. Further information about the number of referrals and the impact of local activity will be more readily available in the next SSCB Annual Report.

There has been a considerable amount of work undertaken to effectively implement and embed a robust response to tackling extremism and radicalisation in Staffordshire. The partnership approach to Prevent will continue to be developed and will build upon the strong foundations which have been established. The focus over the next 12 months will include the implementation of the training plan across the partnership workforce; the SSCB continues to support this activity by helping to coordinate free Workshop to Raise Awareness of Prevent (WRAP) training across Staffordshire. Mechanisms will be developed to ensure that the impact of training can be measured and any gaps identified and addressed. Work will also be undertaken to develop tailored and proportionate communication material for use with various audiences, including partners from the SSCB.

## SECTION 5

As a requirement of their annual report, all LSCBs are asked to make specific recommendations to local senior agency leads and commissioners of services to advise them of key safeguarding children issues that need to be strengthened, to promote improved outcomes for children and young people in Staffordshire.

### Key Messages from Partner Agencies

In their annual safeguarding reports to the SSCB partner agencies have identified the following key challenges they are facing and would like local senior agency leads and commissioners to hear:

**Barnardos** - Have concerns over waiting lists for CAMHS services for children and young people; and also over the increasing number of children and young people who have self-harm issues.

**Burton Hospitals NHS Foundation Trust**- Further development is required in areas of child sexual exploitation and children who exhibit intentional self-harming behaviour, particularly focussing on assessment and therapeutic services.

**Community Rehabilitation Company** - There is a lack of knowledge about what works to reduce CSE perpetrators risk through treatment and whether the tradition sex offender treatment are effective with CSE perpetrators.

**Independent Futures** - Commissioners recognise that there are a lack of registered children's Domiciliary Care providers with staff who have the capacity, skills and experience to safely and appropriately meet the needs of disabled children, particularly those with complex physical needs and/or challenging behaviour. This remains a significant issue as there continues to be a dearth of providers with skilled, registered staff who can safely and appropriately manage challenging behaviour and promote the development of independence for the child/young person, particularly where community activities are an element of the support package.

Access to advocacy services for young people is also limited as this is a specialist role requiring comprehensive understanding of the nature and purpose of advocacy as well as the ability to communicate using a range of mediums in order to truly hear the voice the young person.

**Staffordshire Youth Offending Service** - Harmful Sexualised Behaviour is becoming more prevalent and may be as a consequence of the strategy to address CSE. A key issue in respect of safeguarding and public protection to raise for SYOS is capacity and appropriate resources to respond to an emerging and growing issue. As agencies work hard to keep children and young people out of the Criminal Justice System, there are cases of HSB being dealt with out of court. Given that there is no statutory basis to work with perpetrators of these offence types, the extent of the problem will remain unknown and might potentially create further demand later on as there is the possibility that without assessment and intervention to address the problem, repeated behaviour is a likely situation. It is appropriate to look at both the perpetrator and victim perspective as both will place demands on agencies and services.

**Transitions:** Those children and young people entering the Criminal Justice System are doing so at an age where they are transitioning from the service of a number of agencies at the same time i.e. YOS to Probation or the CRC. Unfortunately where this occurs, it is the position that young people as a consequence of transition do not receive the same level of welfare support as they would had they remained with YOS. A further point to consider is that where there are vulnerabilities affecting transition, the YOS will retain case management of that young person which can impact on resources.

**Tamworth Borough Council** – Have concerns about the issues surrounding the reduction in the supporting people funding and the impact this will have on vulnerable families who access this support.

## Key Messages from the Board to Senior Agency Leads and Commissioners

- The LSCB must strongly advocate for commissioning and delivery plans, as well as the work of the LSCB, to be clearly informed by national drivers and local based evidence. As a board we need to know what the needs and risks are for our local children and their families and become smarter about how work can be coordinated across the key statutory partners to target prevention and responsive activity in a proactive and more efficient way. The first proposed step to achieving this change is through an enhanced Joint Strategic Needs Assessment (JSNA) for safeguarding children with key partner agencies who work with children and their families. A partnership approach to sharing intelligence and producing a shared analysis based on local strengths, needs and risks would help to provide an evidence base to clearly identify what we need to collectively do to reduce need and risk and promote improved outcomes for children. This would create the potential for a shared vision about working together to help keep children safer, smarter multi-agency prioritisation and cohesive strategically aligned planning and delivery that could be more innovative. This multi-agency approach would complement the national drive towards integrated inspection, joint accountability frameworks, stronger local multi-agency governance and scrutiny arrangements.
- Local strategic governance and partnership arrangements should be mapped out to identify which strategic board has the governance lead for the key strategic issues identified as priorities from the JSNA analysis. This would create strategic synergy across the wider system by clarifying and streamlining local accountability arrangements and prevent confusion over governance when there are cross cutting strategic responsibilities such as domestic abuse, substance misuse and mental ill-health. This approach would help to align strategic and operational activity in a cohesive way across the county and city and promote a whole system approach to learning and development across all statutory partners who commission or deliver services to children and their families.
- Improved effectiveness in safeguarding arrangements could be achieved through more robust commissioning standards explicitly set out the safeguarding role, responsibilities and expectations placed on providers. Commissioners from all partner agencies have a critical role to play in embedding safeguarding children vision, priorities, standards, principles and inspection requirements into provider arrangements from the initial tendering process right through to the review of the contract.

- Embedding the Early Help Assessment (EHA) through formal commissioning is yet to be an automatic process; commissioners should affirm their commitment to ensuring that the requirement of the use of the EHA at the first sign of early concerns for a child and/or young person is explicit within contractual arrangements with external providers.
- The Board needs to have an agreed neglect strategy in place to be clear about its strategic aims, the activity required to achieve these aims and how outcomes will be measured. This strategy should be underpinned by a SMART action plan that aligns with other Hidden Harm and partnership board's activities to avoid duplication and improve local coordination.
- The national review of LSCBs being undertaken by Alan Wood is due to be published in May 2016. The proposed vision is for a framework where there would be the local freedom to recognise geographical and political differences. This provides an opportunity to reduce system bureaucracy, to work more efficiently as an inter-agency partnership and refocus partner agency resources back onto the coordination and effectiveness of child protection arrangements. It will be critical however to ensure that these arrangements retain strong links to partner agencies children's and adults services in order to retain a strong local partnership and reduce the risk of repeating previous failures.
- This year a significant piece of work has been undertaken to develop a Performance Service Level Agreement between the Families First Business Improvement and Development Team and the three local adults and children boards. It is imperative that a more robust multi-agency quality assurance and audit process is developed quickly to monitor the effectiveness of local safeguarding arrangements, particularly in respect of early help, child protection processes and LSCB priorities.
- All children and young should have equal access to information about how to keep themselves safer regardless of where they live in the county and what education provision they are accessing. Parents and carers should also receive consistent messages about how to help keep their children safe and education staff should know about local multi-agency arrangements or learning that helps them to fulfil their critical safeguarding role. Whilst some good work has been undertaken, further action is required to help to build on this to ensure that there is a consistent approach across the county; this is particularly pertinent given the change in local authority roles and responsibilities. This includes communication to all early years' providers, schools, colleges and alternative education provision.

## SECTION 6

### The Financial Contribution of Partner Agencies

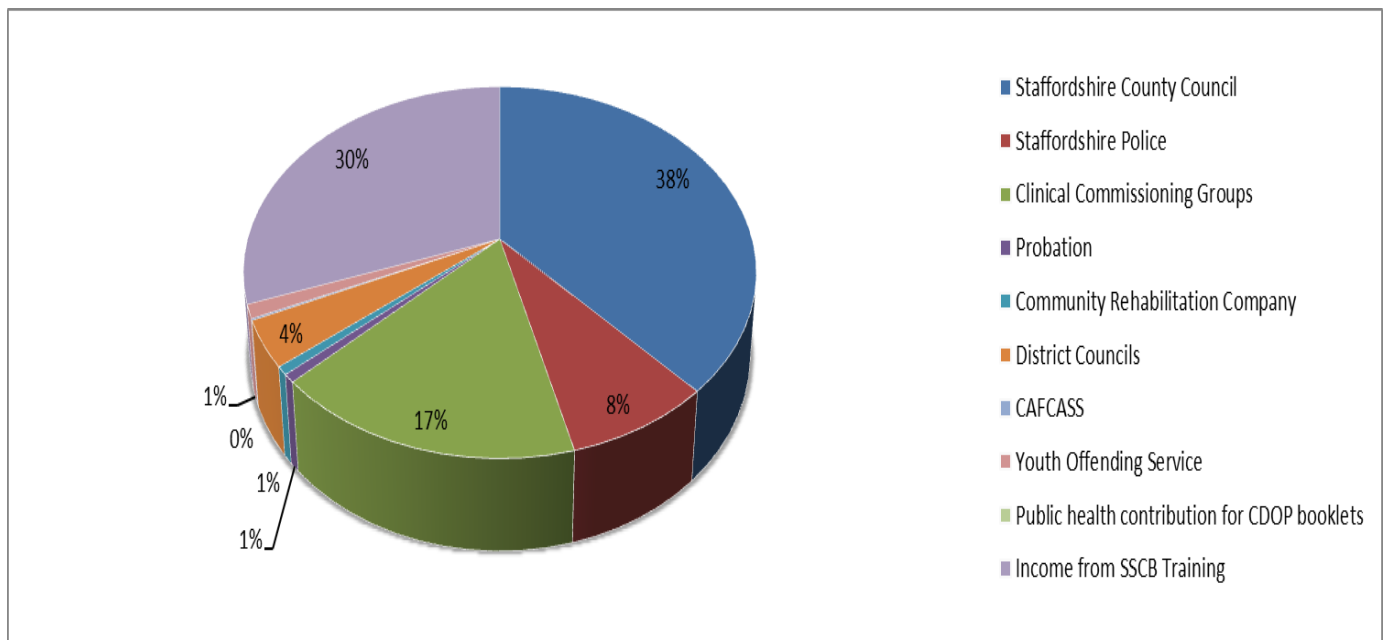
Partner agencies continued to make financial contributions to the work of the SSCB in addition to providing a variety of resources, such as staff time to help facilitate and deliver the multi-agency training and offer venues to hold both training sessions and workshops.

The Board Training Team has again generated income from training that they have provided to private sector settings. This income contributes to the funding of the SSCB for communication campaigns, targeted pieces of work and the training programme.

During 2015-2016 the total financial contribution received from partner agencies was **£253,047**. The pie-chart below provides a breakdown of partner agency contribution to the SSCB budget:

- Staffordshire County Council - £137,331
- Police- £28,614.60
- Probation- £5,000
- Clinical Commissioning Groups - £60,091.20
- Prison Service -£2,861.10
- District Councils (x8) – £14,307.36
- Youth Offending Service -£4,292.10
- CAFCASS £550

A contribution is also made annually by Stoke-on-Trent LSCB to the SSCB, for their 30% contribution to the funding of the Joint LSCB Child Death Coordinator post.

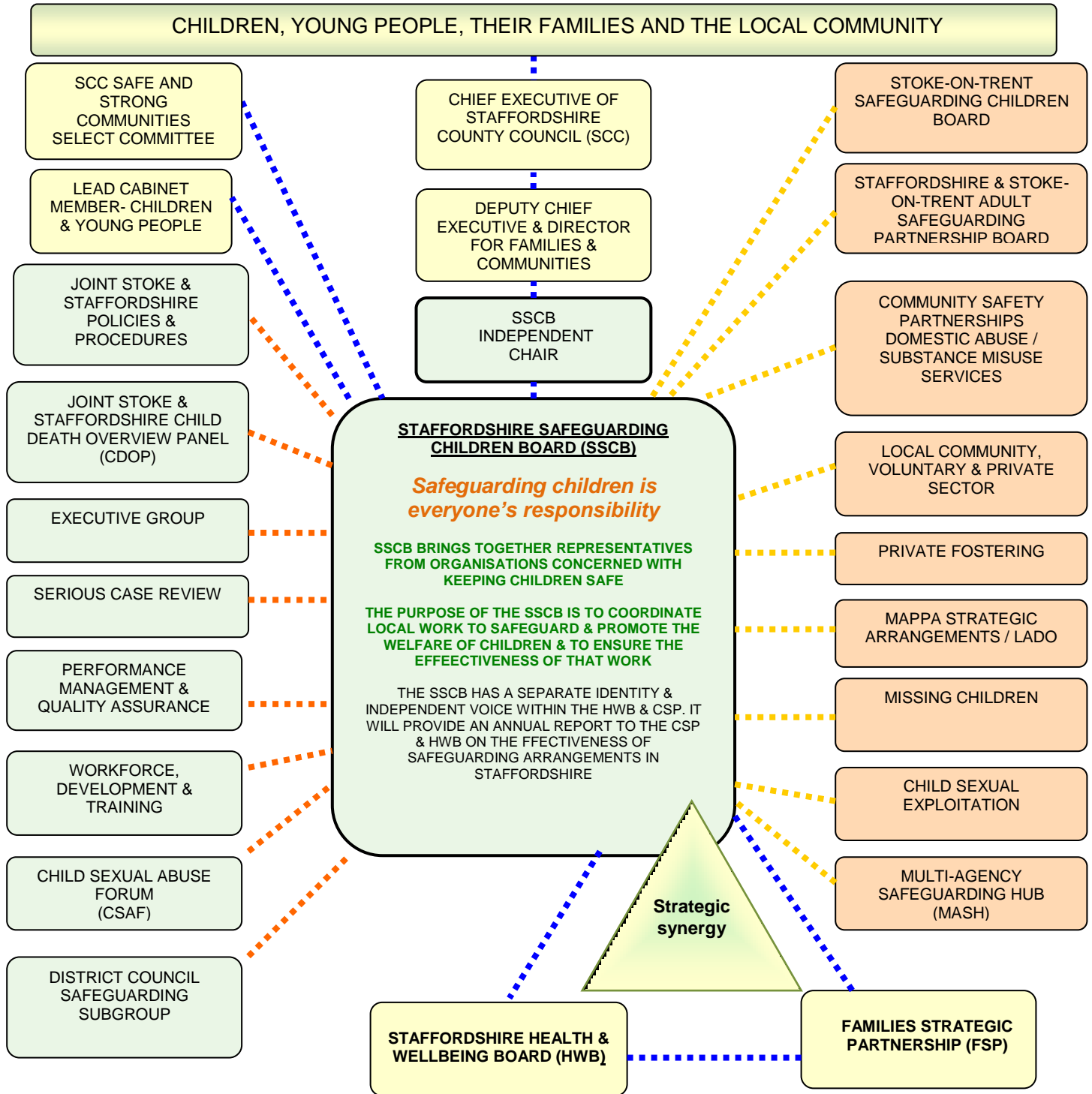


## Expenditure

- Staffing costs for the SSCB Core Team: £275,128
- Independent Chair Total Costs: Staffs: £26,098 (this includes on costs associated with HMRC requirements).
- SSCB Training: £132,631 – Whilst the SSCB has a multi-agency training team of 38 professionals from a range of partner agencies who utilise their local knowledge and expertise, there are a small number of multi-agency training opportunities that are externally commissioned.
- Serious Case Reviews: £14,260
- Contribution to the CDOP Administrator: £15,697.



# Appendix 1: SSCB Structure



## SSCB Staffing Arrangements

The SSCB Business Unit consists of the following members of staff:

- SSCB Independent Chair
- SSCB Manager
- SSCB Training Manager
- SSCB Development Officer
- Child Death Coordinator (70% funded by SSCB and 30% funded by Stoke-on-Trent LSCB)
- SSCB Administrator (2 part time posts)
- SSCB Training Coordinators (2 part time posts – 1.0 FTE)
- SSCB Training Administrator (1x part time post – 0.5 FTE)

All of the above posts are funded through the SSCB partner contributions however the contract of employment is managed by the local authority, with the exception of the Child Death Coordinator, whose employment contract is managed by Staffordshire Police.

## **Appendix 2:**

### **The Partners of the SSCB**

Membership of the SSCB is set out in section 13(3) of the Children Act 2004 in Working Together to Safeguard Children 2015. The following organisations are required to cooperate with the local authority in the establishment and operation of the Board and have shared responsibility for the effective discharge of its functions:

#### **SSCB membership April 2015 - March 2016:**

- Staffordshire County Council (incorporating children's services - Families First and Specialist Safeguarding; adult services, Independent Futures, the Youth Offending Service and Public Health responsibilities)
- Staffordshire Police
- South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)
- Staffordshire and Stoke on Trent Partnership NHS Trust (SSOTP)
- Burton Hospital NHS Foundation Trust
- University Hospitals of North Midlands NHS Trust
- North Staffordshire Combined Health NHS Trust
- Staffordshire's Clinical Commissioning Groups
- Birmingham Community Healthcare NHS Foundation Trust (since October 2015)
- CAF/CASS
- National Probation Service
- Staffordshire and Stoke on Trent Community Rehabilitation Company
- Entrust
- The eight Staffordshire District and Borough Councils – (all represented by one nominated representative)
- HMYOI Werrington
- Local education representatives: primary (Redhill Primary School until September 2015); middle (Christchurch Academy until September 2015), special school (Chasetown Community School); independent (St Dominic's Brewwood) and Burton & South Derbyshire College;
- Staffordshire Council of Voluntary Youth Services (SCYVS is the named representative for the voluntary sector)
- West Midlands Ambulance Service NHS Trust
- The Army Welfare Service
- Staffordshire Fire and Rescue Service
- NSPCC
- NHS England
- Barnardos
- 1 community lay member

The Staffordshire County Council Cabinet Member for Children & Young People also attends the Board as a participating observer.

**Appendix 2 - Board attendance by agency 2015-2016**

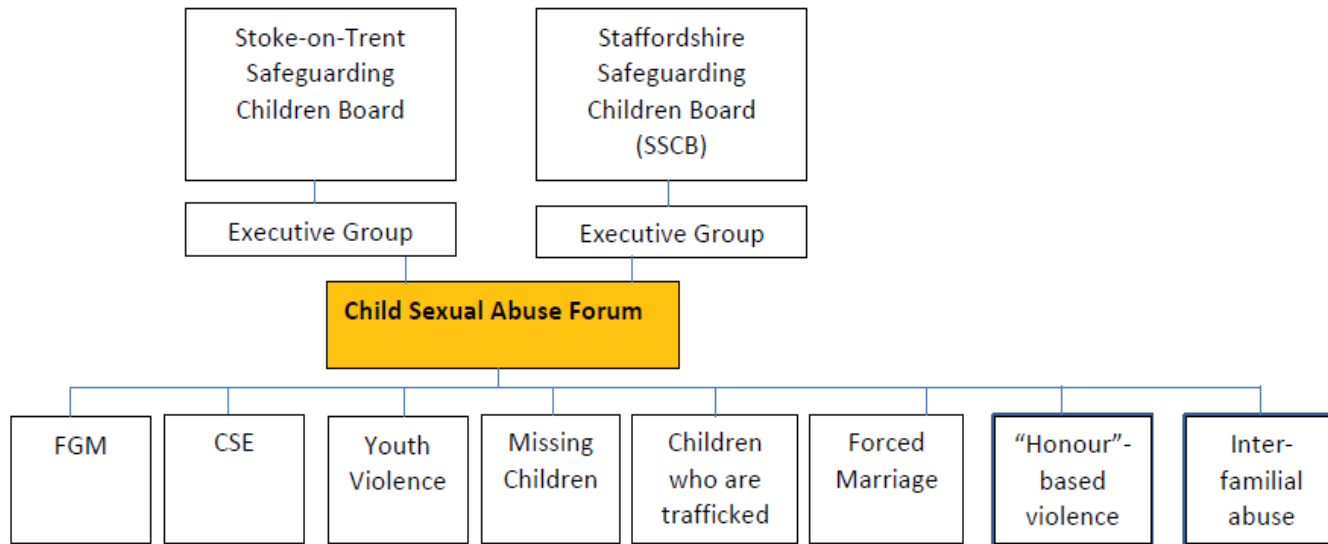
| Agency  | 16.6.2015 | 23.9.2015<br>Joint meeting<br>with Stoke<br>LSCB | 15.10.2015<br>Extra-<br>Ordinary<br>Board | 8.12.2015 | 8.3.2016 | % Attendance |
|---|-----------|--|---|-----------|----------|--------------|
| Staffordshire County Council – Deputy Chief Executive & Director for People | x         | √  | √   | √         | √        | 80%          |
| Staffordshire County Council – Families First                               | √         | √  | √   | √         | √        | 100%         |
| Staffordshire County Council – Community Safety                             | √         | √  | x   | √         | √        | 80%          |
| Staffordshire County Council - Education                                    | √         | x  | √   | √         | x        | 60%          |
| Staffordshire County Council – Youth Offending Service                      | √         | √  | x   | √         | √        | 80%          |
| Staffordshire County Council – Independent Futures (i)                      | √         | x  | x   | √         | √        | 60%          |
| Staffordshire Police  | √         | √  | √   | √         | √        | 100%         |
| North Staffordshire Combined Health NHS Trust                               | √         | √  | √   | √         | √        | 100%         |
| Staffordshire & Stoke on Trent Partnership NHS Trust                        | √         | √  | √   | √         | √        | 100%         |
| South Staffordshire and Shropshire Healthcare NHS Foundation Trust          | √         | √  | x   | √         | x        | 60%          |
| Army Welfare Service  | √         | √  | x   | x         | √        | 60%          |
| Burton Hospitals NHS Trust  | √         | x  | √   | √         | √        | 80%          |
| Staffordshire & Stoke on Trent National Probation Service                   | √         | x  | x   | √         | x        | 40%          |
| HMYOI Werrington  | √         | x  | x   | √         | √        | 60%          |
| Staffordshire Council of Voluntary Youth Services                           | √         | √  | x   | √         | √        | 80%          |
| District Councils   | x         | x  | √   | √         | √        | 60%          |
| CAFCASS   | √         | x  | √   | √         | √        | 80%          |
| Staffordshire Fire and Rescue Service                                       | √         | x  | √   | x         | √        | 60%          |
| University Hospital North Midlands  | √         | x  | √   | x         | √        | 60%          |
| Special School Representative   | x         | √  | √   | √         | √        | 80%          |
| Primary School Representative (ii)  | √         | x  | N/A                                       | N/A       | N/A      | 50%          |
| Independent School Representative   | x         | √  | x   | x         | x        | 20%          |

|   |     |     |     |     |     |      |
|---|-----|-----|-----|-----|-----|------|
| Middle School Representative (iii)                            | √   | x   | N/A | N/A | N/A | 50%  |
| Burton & South Derbyshire College                             | √   | √   | √   | √   | x   | 80%  |
| Entrust   | √   | x   | x   | √   | √   | 60%  |
| NHS England   | x   | x   | x   | x   | √   | 20%  |
| Designated Doctor North Staffs                                | √   | √   | √   | √   | √   | 100% |
| Designated Doctor South Staffs                                | √   | x   | x   | x   | √   | 40%  |
| Designated Nurse North Staffs                                 | √   | √   | √   | √   | √   | 100% |
| Designated Nurse South Staffs                                 | x   | x   | √   | √   | √   | 60%  |
| SES & SP CCG  | √   | x   | x   | √   | x   | 40%  |
| North Staffs CCG  | √   | √   | √   | √   | √   | 100% |
| Lay Member  | x   | √   | x   | √   | √   | 60%  |
| Lead Member (iv)  | √   | √   | √   | √   | √   | 100% |
| NSCC  | √   | √   | x   | √   | x   | 60%  |
| Staffordshire & Stoke on Trent Community Rehabilitation Trust | x   | √   | x   | x   | x   | 20%  |
| Barnardos   | x   | √   | √   | √   | √   | 80%  |
| Birmingham Community Healthcare NHS Trust (v)                 | N/A | N/A | N/A | √   | √   | 100% |

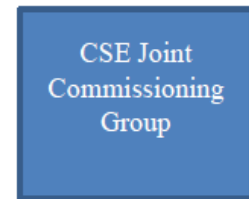
- i. Independent Futures has been represented by Head of Families First since December 2015
- ii. Primary School – Board member until September 2015
- iii. Middle School – Board member until September 2015
- iv. Lead Member- The Local Authority's Lead Member for Children and Young People attends the Board as a participating observer. Their role, through their membership of governance bodies, is to hold their organisation and its officers to account for the effective functioning of the Board. The Lead Member has a particular focus on how Staffordshire County Council fulfils its responsibilities to safeguard and promote the welfare of children and will hold the Director of Children's Services to account for the work of the SSCB.
- v. Birmingham Community Healthcare NHS Trust – Board member since October 2015

**Appendix 3:**

Child Sexual Abuse Forum – Structure Chart 2016



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**Thank you for reading Staffordshire Safeguarding  
Children Board's Annual Report on the effectiveness of  
our local safeguarding children arrangements for  
2015-2016**



**'Safeguarding children is everybody's business'  
Further helpful information can be found at the  
SSCB website at: [www.staffsscb.org.uk](http://www.staffsscb.org.uk)**

**If you require a copy of this report in any other language or format, please  
contact the SSCB on the telephone number 01785 277151 or via e-mail at:  
[sscb.admin@staffordshire.gov.uk](mailto:sscb.admin@staffordshire.gov.uk)**





## WORK PROGRAMME

### Safe and Strong Communities Select Committee 2016/17

This document sets out the work programme for the Safe and Strong Communities Select Committee for 2016/17. The Safe and Strong Communities Select Committee is responsible for scrutinising: Children and adults' safeguarding; Community safety and Localism. The Council has three priority outcomes. This Committee is aligned to the outcome: The people of Staffordshire will feel safer, happier and more supported in and by their community.

We review our work programme at every meeting. Sometimes we change it - if something comes up during the year that we think we should investigate as a priority. Our work results in recommendations for the County Council and other organisations about how what they do can be improved, for the benefit of the people and communities of Staffordshire.

#### Councillor John Francis

Chairman of the Safe and Strong Communities Select Committee

If you would like to know more about our work programme, please get in touch with Tina Randall, Scrutiny and Support Manager on 01785 276148 or by emailing [tina.randall@staffordshire.gov.uk](mailto:tina.randall@staffordshire.gov.uk)

#### Membership – County Councillors 2016-17

John Francis (Chairman)  
David Williams (Vice-Chairman)  
Maureen Compton  
Michael Davies  
Bob Fraser  
Terry Finn  
Sandra Hambleton  
Robert Marshall  
Christine Mitchell  
Mark Olszewski

#### Calendar of Committee Meetings 2016-2017

|                        |
|------------------------|
| Wednesday 8 June – 2pm |
|------------------------|

|                      |
|----------------------|
| Friday 8 July – 10am |
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|   |
|---|
| Monday 5 <sup>th</sup> September – 10am |
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| Wednesday 9 <sup>th</sup> November – 2pm |
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|---|
| Monday 12 <sup>th</sup> December – 10am |
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| Monday 16 <sup>th</sup> January 2017 – 10am |
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|--|
| Monday 6 <sup>th</sup> March 2017 – 10am |
|--|

Meetings usually take place in the Oak Room in County Buildings.

## Work Programme 2016-17

| Date of meeting   | Item  | Link to Council's Commissioning Plans  | Details  | Action/Outcome   |
|-------------------|---|--|--|--|
| Wed 8 June<br>2pm | <b>Low Level Neglect Working Group Feedback</b><br>Councillor David Williams  | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our communities<br>Enable people to access the appropriate intervention at the right time.  | This will be an opportunity for the Working Group to share their findings and recommendations with the Select Committee.                                   | The report was endorsed by the Committee and submitted to the Cabinet Members for response.  |
|                   | <b>Children, Young People and Families Transformation Programme</b><br>Cabinet Member: Mark Sutton<br>Officer: Mick Harrison  | <b>Resilient Communities Living Well Best Start Ready for Life Enjoying Life</b>   | This report follows on from the information presented in October 2015 on Commissioning for better outcomes for children, young people and families.        | The Children's Transformation Programme was discussed. More detail would be provided regarding the pilot programmes to the Committee in July 2016.   |
|                   | <b>Update on work to address child sexual exploitation (CSE) in Staffordshire, to include progress against the CSAF Action Plan and information regarding Revenge Porn &amp; Sexting</b><br>Cabinet Member: Mark Sutton<br>Officer: Mick Harrison | <b>Resilient Communities</b><br>Build a joint approach to crime and addressing the causes of crime.<br>Enable people to access appropriate intervention at the right time.<br>Ensure effective safeguarding for the most vulnerable in our communities | This item is considered on a biannual basis. At the Triangulation meeting in May 2016 the work undertaken to address revenge porn and sexting was queried. | It was confirmed that Staffordshire Safeguarding Children Board was undertaking an audit of schools and that the findings of this audit could be shared with the Committee. The Vice Chairman had written to the Leader of the Council re Chelsea's Choice funding. The number of referrals to CSE Panels were increasing as they had shown to be useful. There had not been appropriate or sufficient interest from providers to commission bespoke support service. Members sought reassurances regarding licensing practices in the District and Boroughs and it was confirmed that South Staffordshire District Council had invited auditors in to assess the process. |

|                            |  |   |  |   |
|----------------------------|--|---|--|---|
| <b>Fri 8 July<br/>10am</b> | <b>Youth and Community Service update</b><br>Cabinet Member: Mark Sutton<br>Officer: Paul Woodcock   | <b>Living Well</b><br><br><b>Enjoying Life</b><br><br><b>Resilient Communities</b>  | The Committee last considered this item in July 2015.  | <ul style="list-style-type: none"> <li>The District Commissioning Leads share more information about local funding at Member Meetings.</li> <li>More information about the Liberty Staffordshire Community Interest Company be shared with Councillor Finn.</li> </ul>  |
|                            | <b>C,Y &amp;Fs Transformation Programme – Overview of Programmes including the Vision Pilot</b><br>Cabinet Member: Mark Sutton<br>Officer: Janene Cox/<br>Barbara Hine | <b>Resilient Communities</b><br>Living Well<br>Best Start<br>Ready for Life<br>Enjoying Life  | This report will follow on from the Overview of the Children Young People and Families Transformation Programme presented in June 2016. There are a number of pilots that are being initiated by partners across Staffordshire to explore the delivery of different aspects of the Family System model.  | The names of schools involved in the pilots will be circulated to the Committee and an update will be brought to in December 2016.  |
|                            | <b>New: Verbal Cabinet Response: Preventing the Low Level Neglect of Children in Staffordshire</b><br>Cabinet Member: Mark Sutton<br>Officer: Mick Harrison            | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our communities<br>Enable people to access the appropriate intervention at the right time. | The Working Group's report was endorsed by the Committee at the 8 June Committee meeting and an Executive Response to the recommendations requested in 3 months time. This verbal update will be followed by a formal response in September.   | The Select Committee were informed that a full written response to the recommendations would be presented to the September Select Committee meeting.  |
| <b>Mon 5 Sept<br/>10am</b> | <b>Update from Staffordshire Police and Crime Commissioner</b><br>P&CC: Matthew Ellis  | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our communities.<br>Build a joint approach to addressing crime and the causes of crime.    | The Committee has a responsibility to hold the Police and Crime Commissioner to account for safety issues. The Cabinet Member for Health, Care and Wellbeing had suggested that the Committee scrutinise how successful diversion schemes had been. Responses to modern slavery, honour crime and the protection of those who are vulnerable and supporting victims may also be of interest. At the December 2015 meeting it was agreed that the Police and Crime Commissioner be invited to attend a future meeting and that Members submit lines of inquiry in advance of this | Discussion centred around the PCC's safeguarding role. Key areas of inquiry being around: <ul style="list-style-type: none"> <li>Visible policing;</li> <li>Rises in violent crime including hate crime since Brexit;</li> <li>Protection of the most vulnerable within the community;</li> <li>Investigative policing hubs;</li> <li>The use of police cells as places of safety;</li> <li>Potential risks around sex offenders released from Stafford Prison;</li> <li>The current and future relationship between the Fire and Police Services; and</li> <li>Access to local crime statistics</li> </ul> |

|                            |   |   |   |   |
|----------------------------|---|---|---|---|
| <b>Wed 9 Nov<br/>2pm</b>   | <b>Deprivation of Liberty Safeguards: update on the impact of central government cuts on assessments.</b><br>Cabinet Member: Alan White<br>Officer: Peter Hampton | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our communities. | This item was suggested at the Triangulation Meeting in May 2016.   | The Select Committee requested a report to their January meeting highlighting the implications of the White Paper and addressing their continued concerns around: <ul style="list-style-type: none"> <li>the anticipated elimination timescale of June/July 2018 for high priority backlog;</li> <li>the budgetary overspend; and</li> <li>how to address the medium and low level referrals.</li> </ul>  |
|                            | <b>Customer Feedback &amp; Complaints Adult Social Care Annual Report 15/16</b><br>Cabinet Member: Alan White<br>Officer: Kate Bullivant                          | <b>Running the business well</b>  | Adults' Services have a statutory obligation to submit the Annual Report on complaints and representations                              | The Select Committee commended the Customer Complaints and Feedback Manager on the thoroughness of the report. They have requested detail on: <ul style="list-style-type: none"> <li>timescales for implementation of "learning actions", and</li> <li>comparative data for children's services from those authorities considered by the DfE to be comparators for Staffordshire</li> </ul> Members also suggested that where an investigation had not been completed, this should be recorded as "ongoing" rather than "outcome not known" |
|                            | <b>Customer Feedback &amp; Complaints - Children's Social Care Annual Report 15/16</b><br>Cabinet Members: Mark Sutton<br>Officer: Kate Bullivant                 | <b>Running the business well</b>  | Children's Services are required to submit an annual report on complaints and representations to the relevant County Council Committee. |   |
|                            | <b>Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board 2015-16 Annual Report</b><br>Cabinet Member: Alan White<br>Independent Chair: John Wood  | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our              |   | The Select Committee had continued concerns over the limitations of Care Director. They agreed to raise these with the Corporate Review Committee, suggesting that the Committee consider a review of IT systems to highlight concerns and corporately address these.   |
| <b>Mon 12 Dec<br/>10am</b> | <b>Confidential HR Update</b><br>Cabinet Member: Alan White<br>Officer: Liz Kealy/Mick Harrison/Deborah Ramsdale  | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our              | Item requested by Shadow Cabinet Member for Safe and Strong Communities in November.  | Members requested consideration be given to when and how the Select Committee should be informed of any such issues and that governance arrangements should be amended to address this.   |

|  |  |  |   |   |
|--|--|--|---|---|
|  | <p><b>Transforming Care Partnerships – Adults Safeguarding Implications</b><br/>(previously referred to as “Quality of Care in Adult Residential Care Homes”)<br/>Cabinet Member :Mark Sutton<br/>Officer: Nichola Glover-Edge</p>                         | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our</p>   | <p>This item was suggested at the Triangulation Meeting in May 2016.</p>  | <p>The Select Committee raised concerns around the reliability of CCG funding, the quality of care providers and the stigma and discrimination and asked that their concerns influence the Programme of transforming care and be considered during the re-tendering process of domiciliary care packages.</p>   |
|  | <p><b>Progress with the Children and Families Transformation Programme</b><br/>Cabinet Member: Mark Sutton<br/>Officer: Mick Harrison</p>  |  | <p>This report will follow on from the information presented in June/July 2016.</p>   | <p>The Select Committee congratulated officer on the success of the Partnership programme so far and will receive progress reports on the individual projects to their January 2017 meeting.</p>  |
|  | <p><b>Modern Slavery</b><br/>Officer: Mick Harrison<br/>Tim Martin and Lindon Evans, Staffordshire Police</p>  | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Enable people to access the appropriate intervention at the right time.</p>   | <p>It was agreed at the April 2016 meeting that update on Modern Day Slavery would be shared with the Committee in July 2016 however it was suggested in June 2016 that an update in December would be more timely.</p> | <p>The Committee congratulated Officers on their thorough report and supported the progress made to date in relation to tackling modern slavery. They also asked that:</p> <ul style="list-style-type: none"> <li>• they receive details of the number of modern slavery prosecutions;</li> <li>• post the January Task and Finish Group meeting the action plan timescales be shared with the Select Committee; and</li> <li>• to receive regular updates on the number of reported cases and prosecutions in relation to modern slavery.</li> </ul> |
| <p><b>Mon 16<br/>January 2017<br/>10am</b></p> | <p><b>Update on work to address child sexual exploitation (CSE) in Staffordshire, to include progress against the CSAF Action Plan and information regarding Revenge Porn &amp; Sexting</b><br/>Cabinet Member: Mark Sutton<br/>Officer: Mick Harrison</p> | <p><b>Resilient Communities</b><br/>Build a joint approach to crime and addressing the causes of crime.<br/>Enable people to access appropriate intervention at the right time.<br/>Ensure effective safeguarding for the most vulnerable in our communities</p> | <p>This item is considered on a biannual basis. This issue was last considered on 8 June 2016.</p>  | <p>The Select Committee endorsed the approach to the pilots and asked that:</p> <ul style="list-style-type: none"> <li>• pilots work across communities rather than districts, particularly when considering stretching the area of the pilot;</li> <li>• data collection is thorough, consistent and meaningful from partner organisations; and</li> <li>• a progress report be brought to the Committee in six months and specific data included to show any progress made.</li> </ul>  |

|                                     |  |  |   |   |
|-------------------------------------|--|--|---|---|
|                                     | <p><b>Children and Families Transformation Programme Pilot projects</b><br/>Cabinet Member: Mark Sutton<br/>Officer: Mick Harrison</p>                   | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Enable people to access the appropriate intervention at the right time.</p> | <p>Following the 12 December meeting Members requested details of developments with the projects.</p>   | <p>The Select Committee welcomed this report and asked for their next six monthly update to focus on the work of the CCGs.</p> <p>They also agreed that the Chairman should write to the appropriate Government Minister requesting consideration of a public broadcast campaign to raise awareness of CSE issues amongst the general public.</p> |
| <p><b>Mon 6 March 2017 10am</b></p> | <p><b>Adult Social Care Market Failure Policy</b><br/>Cabinet Member: Alan White<br/>Officer: Andrew Jepp</p>  | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Build a joint approach to addressing crime and the causes of crime.</p>     | <p>Requested at the 12 December meeting.</p>  |   |
|                                     | <p><b>Missing Persons</b><br/>Cabinet Member: Mark Sutton &amp; Alan White<br/>Officer: Mick Harrison</p>  | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Build a joint approach to addressing crime and the causes of crime.</p>     | <p>Requested at the 12 December meeting.</p>  |   |
|                                     | <p><b>Cabinet Response: Preventing the Low Level Neglect of Children in Staffordshire</b><br/>Cabinet Member: Mark Sutton<br/>Officer: Mick Harrison</p> | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Enable people to access the appropriate intervention at the right time.</p> | <p>This item is the formal response to the Working Group's recommendations</p>  |   |
|                                     | <p><b>Staffs Safeguarding Children Board (SSCB) Annual Report 15/16</b><br/>Cabinet Member: Mark Sutton<br/>Independent Chair : John Wood</p>            | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Build a joint approach to addressing crime and the causes of crime.</p>     | <p>SSCB is a statutory inter-agency forum for agreeing how different services and professional groups should co-operate to safeguard children throughout Staffordshire and for making sure that arrangements work effectively to promote better outcomes. The 2014/15 report was considered in December 2015.</p> |   |
|                                     | <p><b>Modern Slavery</b><br/>Cabinet Member: Gill Heath<br/>Officer: Mick Harrison<br/>And Becky Murphy</p>  | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities<br/>Enable people to access</p>   | <p>At the 12 December meeting Members requested a further report giving progress on the Task and Finish action plan following their January meeting.</p>  |   |

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|  |  | the appropriate intervention at the right time. | Following their January Task and Finish meeting there was no significant developments to report and this item has therefore been deferred for consideration in the new municipal year. |  |
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## Items carried over from the 2015/16 Work Programme

### Safeguarding Vulnerable Children

| <i>Item</i>  | <i>Link to the Council's Commissioning Plans</i>  | <i>Background</i>  | <i>Possible Option</i>                                |
|--|---|--|---|
| <b>Social work staffing levels and caseloads</b><br>Cabinet Member: Alan White<br>Officer: Richard Hancock<br><br>Page 301 | <b>Resilient Communities</b><br>Ensure effective safeguarding for the most vulnerable in our communities.   | Discussed at the March 15 meeting. Within the Specialist Safeguarding Units (SSUs) caseloads of between 17 and 23 were considered acceptable, but in Oct 13 and early summer 14 there was a significant increase in referrals. At the same time the 40 week legal process was reduced to 26 weeks and Court work had to be undertaken by the SSUs. Teams largely fully staffed and the referral rate stabilised but some staff having caseloads are over 23. | Briefing note by Richard Hancock before July meeting. |
| <b>Impact of the Staying Put Policy</b><br>Cabinet Member: Mark Sutton<br>Officer: Richard Hancock                         | <b>Resilient Communities</b><br><br><b>Ready for Life</b><br><br><b>Living Well</b>   | Staying Put Policy arrangements are where young people aged eighteen and older who were previously looked after, remain living with their former foster carers. The broader policy issue was considered by the Corporate Parenting Panel on 16/06/16 and is discussed on a regular basis.  | Briefing note by Richard Hancock before July meeting. |
| <b>Fostering and adoption: availability of places</b><br>Cabinet Member: Mark Sutton<br>Officer: Richard Hancock           | <b>Resilient Communities</b><br>Enable people to access the appropriate intervention at the right time<br>Ensure effective safeguarding for the most vulnerable in our communities. | The MTFs report in Feb 15 identified concerns about the non delivery of savings in respect of foster care placements. Adoption support was considered by the Corporate Parenting Panel in March 2015.  | Briefing note by Richard Hancock before July meeting. |
| <b>Evolve YP Pilot Project</b><br>Cabinet Member: Mark Sutton<br>Officer: Richard Hancock                                  | <b>Resilient Communities</b><br><b>Ensure effective safeguarding for the most vulnerable in our communities</b>   | The predecessor Committee evaluated the Social Work Practice (SWP) pilot: Evolve YP. The SWP contract was extended to April 16 to allow time for the commissioning for children's services to become clear and the future role of SWP contract to be considered.   | Briefing note by Richard Hancock before July meeting. |

### Safeguarding Vulnerable Adults

| <i>Item</i> | <i>Link to the Council's Commissioning Plans</i> | <i>Background</i> | <i>Possible Option</i> |
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| <p><b>Protecting from harm those who are vulnerable and supporting victims.</b><br/>Cabinet Member; Alan White<br/>Officer: Mick Harrison</p> | <p><b>Resilient Communities</b><br/>Ensure effective safeguarding for the most vulnerable in our communities.</p> | <p>In December 2015 HMIC published <a href="#">PEEL: Police effectiveness 2015 (Vulnerability). An inspection of Staffordshire Police</a>. This report considered how effective the force was in protecting from harm those who are vulnerable, and supporting victims. HMIC found serious weaknesses in the services Staffordshire Police provides to protect and support victims, most notably victims of domestic abuse. Some staff were focused on identifying and protecting vulnerable victims. Where vulnerability is identified and the risk to victims is assessed properly the force works well with partner agencies to safeguard and support victims. However, there are several areas where urgent improvement is needed to ensure that the force provides a consistent service, and that victims are kept safe. HMIC has particular concerns about Staffordshire Police's poor approach to formally assessing the risks faced by domestic abuse victims. Given the scale of the challenge in this area and the significant risk that these weaknesses pose to some of the most vulnerable people, HMIC judges that overall, the force is inadequate. In many cases, Staffordshire Police responds well to victims but this standard is not achieved consistently.</p> | <p>At the January 2016 Councillor Frank Chapman, Chairman of the Police and Crime Panel explained that Her Majesty's Inspection of Constabulary (HMIC) had undertaken an inspection of Staffordshire Police Force in December 2015 and that the Police and Crime Commissioner and Chief of Staff would be held account at a meeting of the Police and Crime Panel. It was agreed that a copy of the report would be shared with Members. A backlog in the MASH was referred to in January 2016, the Chairman of the Police and Crime Panel discussed with Suggested that this item be programmed as part of the 2016/17 Committee Work Programme.</p> |
| <p><b>Care Director</b><br/>Cabinet Member: Alan White<br/>Officer: Ian Benson</p>  | <p><b>Running the business well</b></p>   | <p>The Chair proposed an investigation into the implementation of Care Director across children and adults services, to compare and contrast the implementation.</p>  | <p>A letter was sent to the Chairman from the Cabinet Member and circulated to the Committee 04/08/15. Information was included in the 07/09/15 Care Act report. At the Sept 2015 meeting the Cabinet Member discussed the work undertaken with the architects of Care Director to ensure that the system was Care Act compliant. At the Nov meeting it was suggested that the use of Care Director in adult services be added to the work programme. At the Triangulation meeting on the 9 December it was agreed that a briefing note would be provided giving an update on the current situation.</p>  |





