

WHAT WE ARE & WHAT WE DO

The Children and Family Wellbeing Service (CFW) offers early help and support to children, young people age 0-19+yrs (0 - 25yrs for SEND) and their families across Lancashire.

The service responds as early as possible when a child, young person, or family needs support, helping them to access services to meet their needs and working with them to ensure the support offered is right for them, is offered in the right place, and at the right time.

The focus of the service is to provide an enhanced level of support which is prioritised towards those groups or individuals who have more complex or intensive needs or who are at risk and particularly where we think that providing early help will make a positive difference. Children and Family Wellbeing staff are skilled, committed and recognise that every family has different needs. The service approach is to listen, understand and work alongside individuals and families to make the changes that will help them get to where they need to be.

Children and Family Wellbeing Service offers practical support to children, young people, parents and families. This support can be provided on a whole range of issues which may be affecting individuals or the family and is normally offered through a network of neighbourhood centres as well as in the community or in the family home. We also work with children, young people, parents (and parents to be) through group programmes, activities, and drop-in support.

With the easing of restrictions, we are increasingly delivering our services face to face where this is possible from both the perspective of venue availability and the needs of staff and families. The safety of our staff and families is paramount and we will ensure that all support is provided with that in mind and in line with the latest government guidelines.



Service offer

FAMILY INTENSIVE SUPPORT OFFER

Providing an enhanced level of personalised support.

- To the whole family including each individual child or young person.
- For families with higher level of needs
- From a range of identified priority groups.
- Adopting a casework approach.

Family Support Workers deliver intensive support underpinned by a quality 'early help' assessment. They often work as part of a '**team around the family**' and undertake the **lead professional** role for the family, where appropriate. Family Support Workers will **make contact regularly** with service users by a combination of phone and video calls, texts and face to face home visits. **Interventions** typically last up to 26 weeks during which we work with the individual/family to agree a family action plan and be clear what changes we are seeking to achieve together.

Outcomes are recorded and shared with the individual/ family using a 'Radar Chart' progress model. Any agency can request access to this support for a family or individual **by completing a Request for Support (e-form)** available at [Lancashire County Council Children's Service Request for Support](#)

NEIGHBOURHOOD OFFER

Delivered through a network of 56 Neighbourhood Centres within the heart of communities across Lancashire – Offering a variety of group-based programmes of support for parents, families, children and young people.

- Targeted towards priority groups but also in response to local needs.
- Delivered both in person and on-line throughout the week and during the evenings.

Neighbourhood Group Workers deliver a diverse programme of groups/activities, at time when they are most needed by service users. Group programmes are tailored to different groups across the age range 0-19yrs+ and with parents.

Delivery Centre Support Workers enable drop in support throughout the day to help children and their parents.

Information on the groups and programmes that are currently available can be found in our 'What's On' Guides for each centre.

You can find details of your nearest centre at [Find a CFW Service](#)

Family Time - Enabling children to see their parents through supervised contact sessions – where they are removed from their parents/carers and/or are subject to Care proceedings that involve the local authority.

COMMUNITY OFFER

Enabling the right services to respond to the right families at the right time by working as an early help partnership with other agencies to

- Promote a 'think early help' approach.
- Provide advice and support to early help partners to enable them to provide quality early intervention services.
- Support partners with key early help practice development, such as use of early help assessment and developing 'team around the family'.

Nominated **Community Senior Family Support Workers** within each CFW locality team, provide a named link between CFW and key partner agencies on a geographical basis, including schools, early years, health, VCFS and other early help settings.

The community offer forms the Children and Family Wellbeing Services interface with Lancashire's 'Team around the School and Settings (TASS)' way of working. Supporting families that schools and other settings may identify as needing some extra early help. We also continue to provide specified and agreed support where Children's Social Care has identified needs within one of their individual's/family's action plans where the CFW Service is best placed to respond at this time.

Service offer

TARGETED YOUTH SUPPORT OFFER

Delivered through key neighbourhood centres and youth zones, out and about in the community or on the streets (Detached Work) where young people gather across Lancashire – Offering a variety of group-based programmes of support

- Targeted towards those who are most vulnerable.
- Delivered both in person and on-line mostly during the evenings or in schools and other settings during the day.

Youth Workers deliver a diverse programme of groups and activities for young people aged 12-19+yrs.

Talkzone provides a confidential **telephone helpline, text message, email enquiry and online webchat service** where young people and their families can obtain a range of information, advice and support on anything that concerns them. **The service is available from 2 – 10pm, 365 days a year.**

Tel: **0800 51 11 11** or
Text: **07786 51 11 11**

Email: talkzone@lancashire.gov.uk

Talk on-line in a private and confidential space by logging onto:
www.lancashire.gov.uk/youthzone/get-in-touch/

**DELIVERING EARLY HELP
RIGHT TIME, RIGHT PLACE,
RIGHT FOR FAMILIES**

KEY CONTACTS

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