

Oxfordshire County Council

Changes to Children's Services

March 2017



What is changing

Oxfordshire County Council is changing the way it delivers children's services. From the 1st March 2017 we will have a new Locality and Community Support Service (LCSS) and a Family Solutions Service (FSS).

The new Family Solutions Service will combine services offered currently by Children's Social Care Family Support Teams, Early Intervention Hubs, Children's Centres and the Youth Engagement and Opportunities Team. This will create one joined up service for children and families, based in, and delivering services from, eight Children and Family Centres.

The new Locality and Community Support Service has been created to provide advice and guidance to professionals in the community, when there are emerging concerns about a child.

Locality and Community Support Service

The Locality and Community Support Service (LCSS) is a professional facing service, who will provide advice and guidance to universal partners, including schools, health and voluntary and community groups, to enable them to support vulnerable children, young people and families within their community.

Early Help Assessment, Team around the Family & Threshold of Need

As many of you know the current Common Assessment Framework (CAF), Team Around the Child (TAC) and Thresholds of Need have been reviewed and redesigned. From the 1st March we will start using the new Early Help Assessment (EHA) and Team Around the Family (TAF) paperwork as well as the revised Threshold of Need. These documents can be found on the main [OSCB](http://www.oscb.org.uk/) website.

LCSS will be rolling out training for the new EHA, TAF and Threshold of Need process. For further details please visit the main [OSCB](http://www.oscb.org.uk/) website <http://www.oscb.org.uk/>.

LCSS will work closely with professionals to support them in the use of the new EHA and TAF processes and give support where guidance is needed. EHA and TAFs should be sent to your local LCSS team, who will store and monitor them. Please see later for contact details.

If you have a concern about a child/family but it is not an immediate safeguarding concern, then you should refer to the Threshold of Needs matrix, which can be found on the [OSCB](http://www.oscb.org.uk/) website. This tool is designed to support professionals to make decisions as to whether contact needs to be made with Children's Services and if so which team.

If after consulting the Threshold of Need, you still have concerns for a child that does not require an immediate safeguarding response, then you should contact your Locality and Community Support Service to discuss.

No Names Consultations

A No Names Consultation enables professionals to talk through concerns they have for children when there is not an immediate safeguarding concern and where there is no consent from the family. If you require a No Names Consultation then please contact your local LCSS team.

Early Help Referral Route

LCSS will work with partners to identify those families who require additional support from the Early Help Team in the Family Solutions Service, and will facilitate a service from the team.

The contact details for LCSS are:

Team Manager	Area	Contact details	Manager
Emily Smout	LCSS North	Samuelson House, Tramway Rd, Banbury OX16 5AU Tel: 0345 2412703 Email: LCSS.North@oxfordshire.gov.uk	Jo Lloyd
	LCSS Central	Knights Court, Between Towns Road, Cowley, Oxford, OX4 3LX Tel: 0345 2412705 Email: LCSS.Central@oxfordshire.gov.uk	Sally Garrad
	LCSS South	Abbey House, Abbey Close, Abingdon, Oxon, OX14 3JD Tel: 0345 2412608 Email: LCSS.South@oxfordshire.gov.uk	Clare Cambridge

Family Solutions Service

The Family Solutions Service (FSS) will provide support to vulnerable families across Oxfordshire and will focus support for children aged 0 – 19 (and up to their 25th birthday if children have special educational needs with an Education Health and Care Plan in place) and families in greatest need.

The Family Solutions Service will integrate the Children's Social Care Family Support Service with the Early Intervention Service. The aim is to provide timely support and interventions through case work and targeted interventions to vulnerable children and families requiring statutory or targeted support to reduce safeguarding concerns.

The service will be based in eight Children and Family Centres alongside two linked sites. Services will be delivered locally from these sites and workers will meet children and families at other venues, including their home, school and other locations close to where the family live to provide one to one support. In addition, targeted group programmes will be offered from alternative venues such as local community centres, which will include the more rural parts of the County, in order to ensure families do not have to travel extensive distances to attend them. This will ensure we offer support to vulnerable families and children on a county wide basis.

In each centre there will be a statutory team and an early help team, who will work together to provide support to children in need, those on child protection plans and those who are looked after by Oxfordshire County Council.

Family Solutions Early Help

The Early Help Team will work closely with partner agencies to provide a range of services including open access and programmes related to parenting, domestic abuse, school readiness and access to education, employment and training (EET). They will also provide targeted case work, as well as specialist EET and substance misuse case work, via Aquarius. The Early Help Team will continue to liaise with schools to complete return interview for missing children who are not known to children's services.

Children who have additional needs, which LCSS have agreed with partners, cannot be met through the TAF, will be able to access Early Help support. To access Early Help an EHA/TAF or statutory assessment/plan needs to be in place. A conversation should then be had with LCSS who will support practitioners in making decisions about the appropriateness of Early Help support.

Family Solutions Statutory

The statutory teams will continue to deliver statutory services to children on child in need and child protection plans.

The eight Children and Family Centres are:

Area Manager	Children & Family Centre	Contact details	Family Solutions Team Manager	Children & Family Centre Manager
North Julia Hamilton	Witney	Witan Way, Witney, OX28 4YA Tel: 01865 328 730 WitneyFST@oxfordshire.gov.uk	Annelies Henshall	Anthony Sayles
	Banbury	New Futures Centre, Hilton Road, Neithrop, Banbury, OX16 0EF Tel: 01865 328 440 BanburyFST@oxfordshire.gov.uk	Karen Townsend	Sophie Black
	Bicester	Courtyard Youth Arts Centre, Launton Road, Bicester, OX26 6DJ Tel: 01865 328 470 BicesterFST@oxfordshire.gov.uk	Julie Mrini	Jenny Stoker
City Sue Evans	Barton	Waynflete Road, Headington, Oxford, OX3 8DD Tel: 01865 323 240 BartonFST@oxfordshire.gov.uk	Rachel Lewin	Emma Boswell
	Rosehill	The Oval, Rosehill, Oxford, OX4 4UY Tel: 01865 815 566 RosehillFST@oxfordshire.gov.uk	Susan Hayes	Alison Barlow
	Blackbird Leys	61/63 Cuddesdon Way, Blackbird Leys, Oxford, OX4 6SB Tel: 01865 428 490 BlackbirdLeysFST@oxfordshire.gov.uk	Mary Austin	Vicky Hatch
South Helen Kilby	Abingdon	The Net, Stratton Way, Abingdon, OX14 3RG Tel: 01865 328 400 AbingdonFST@oxfordshire.gov.uk	Karen Fox	Karen Walker
	Didcot	The Vibe, Park Road, Didcot, OX11 8QX Tel: 01865 328 480 DidcotFST@oxfordshire.gov.uk	Sandra Seymour	Paul Merritt

Education, Employment and Training (EET) Team

The EET Team is responsible for coordinating statutory responsibilities for EET and enabling access to positive activities. The team will continue to manage the [OXME website](#) which hosts jobs, apprenticeship, training opportunities, information and leisure time activities as well as webchat. The team also communicates opportunities and information and guidance to young people & professionals and work with the OSCB to support e-safety and digital safeguarding.

The team will link with Information Advice & Guidance (IAG) leads in schools & colleges and maintain the statutory databases for the Department for Education returns and provide Risk of NEET Indicator (RONI) to schools.

EET Case Work

There will be an EET case worker in each of the Children and Family Centres, who will work directly with young people aged from 15/16 (Yr11) to 25 who are not in education, employment or training who need extra help to re-engage with learning.

Young People may refer themselves or be referred online via the [OXME website](#). Support can include one-to-one phone or face-to-face meetings, information and guidance, and other support to find learning or training destinations, including case work and referral on to other services where there is a need.

EET Manager	Team	Manager	Phone number	Email
Ruth Ashwell	EET Case Work Team	Elaine North	07785453261	Elaine.north@oxfordshire.gov.uk
	EET Tracking	Luke Mattam	01865328418	Luke.mattam@oxfordshire.gov.uk
	Digital Safeguarding	Jeremy Day	07826950499	Jeremy.day@oxfordshire.gov.uk
	National Citizen Service	Ryan Johnson	07867925502	Ryan.johnson@oxfordshire.gov.uk

National Citizen Service

The National Citizen Service (NCS) offers summer and autumn programmes for 16/17 year olds supporting their progression after the end of compulsory education. For more information please visit: <https://www.oxfordshire.gov.uk/ncs>.

Troubled Families Employment Advisor (TFEA)

We have two Troubled Families Employment Advisors (TFEAs) across the county. They can offer information, advice and guidance regarding training, employment and work related opportunities.

The TFEAs provide direct support to access work and will liaise with the Job Centre to discuss each individual's needs, provide one-to-one support, and provide benefit advice to individuals and teams.

They are available to support adults (18 plus) who are part of an identified Troubled Family in receipt of, or eligible for, out of work benefits including the following: Job Seekers Allowance, Income Support, Employment Support Allowance or Universal Credit.

To access support, the adult must be in agreement, please contact your local TFEA:

Area	Linked Children & Family Centres	Contact details
North	Banbury, Bicester & Witney	Nicki Sear
Central	Rose Hill	Nicola.sear@dpw.gsi.gov.uk
Central	Blackbird Leys & Barton	Janet Peart
South	Abingdon & Didcot	Janet.peart@dpw.gsi.gov.uk

Oxfordshire Together Communities Initiative

OCC is working together with communities wherever possible to develop the delivery of open access sessions such as stay and play sessions without ongoing council funding.

To support this process Oxfordshire County Council have made available £1m transition funding to help community groups establish themselves in order to become self-funding and to develop and deliver the open access services.

A number of proposals have been received already, of those, 18 bids have been awarded transition funding so far. A final round of bidding will take place in April with decisions being made in May 2017. This will allow communities to submit revised proposals and also to give the remaining few that were not in a position to submit during the previous round the opportunity to submit a bid.

We will be continuing to work with these groups during service transition.

Community groups who have received transition funding

North	Central	South
Ace Centre Charity, Chipping Norton	Barton Community Centre, El Satellite	Chalgrove Community Primary School, Chalgrove & Watlington
Bloxham (Butterfly Meadows)	Botley Bridges, (Elms Road)	Employment Action Group, Berinsfield
Carterton Town Council, Carterton	Cotteslowe Primary School & Cotteslowe Community Association, Oxford	Faringdon Town Council, Faringdon
Friends of Britannia Road, Banbury	Grandpont Primary School	Grove & Wantage
Kidlington and Hampton Poyle PCC, (Kaleidoscope), Kidlington	St Nicholas Primary School, (Marston Northway)	Friends of Maple Tree, Wheatley
		D:Two (Rainbow), Henley
		Sharing Life Trust (Red Kite), Thame
		Wallingford Town Council, Wallingford

Community Co-ordinators

New posts have been created to provide ongoing support to community groups running open access children's services. Their initial focus will be to support groups to implement their business plans following the receipt of transition funding from the County Council. They will also provide links between community provision and children's services.

The following people have been appointed as Community Co-ordinators:

Manager	Area	Worker	Email
Clare Rowntree	North	Cheryl Huntbach	cheryl.huntbach@oxfordshire.gov.uk
	Central	Steven Laurence	steve.laurence@oxfordshire.gov.uk
	South	Clare Crossley Ann Mitchell	clare.crossley@oxfordshire.gov.uk ann.mitchell@oxfordshire.gov.uk

Immediate Concerns about a Child

The Multi-Agency Safeguarding Hub (MASH) will remain the front door to Children's Social Care for all child protection and immediate safeguarding concerns. If there is an immediate safeguarding concern, for example:

- Allegations/concerns that the child has been sexually/physically abused.
- Concerns that the child is suffering from severe neglect or other severe health risks.
- Concern that a child is living in or will be returned to a situation that may place him/her at immediate risk.
- The child is frightened to return home.
- The child has been abandoned or parent is absent.

You should call the MASH immediately:

Area	Phone Number	Manager
MASH	0345 050 7666	Pauline Morris