

Consultation and referral guidance: Accessing support from the Multi-Agency Teams

This document gives details of the services offered by agencies based in or linked into the Multi-Agency Teams and who to contact for consultation about a possible referral to services.

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Agencies based in the Multi-Agency Team offices

Barnardo's Family Support Service

Service offered: The Barnardo's Shropshire Project Family Support Work Service offers advice and support to Shropshire children/young people and their parents/carers.

The service can also provide a link between home and school to help resolve difficulties, and offers support with issues such as personal relationship difficulties, keeping safe, avoiding conflict, developing resilience/coping strategies, problems with friendships, bullying issues, poor self esteem and self confidence, sexual relationship difficulties, improving parenting skills and setting boundaries.

The aim of the service is to effect change by encouraging children/young people and parents/carers to make informed choices and to prevent matters getting worse.

Criteria:

Shropshire children aged between 5-18yrs who are considered vulnerable and at risk of social exclusion.

For consultation/referral: Contact 01743 248094

All referrals for MAT based Family Support Workers should be made directly to the project office. Professionals/agencies who wish to refer should do so only with the agreement of the child/young person and/or parent/carer and by sending a copy of a completed CAF, signed by the child/young person and/or parent/carer to:

Barnardo's Shropshire Project Family Support Work Service
Unit 1,
Darwin Court,
Oxon Business Park,
Shrewsbury
SY3 5AL

Children/young people, parents/carers and members of the public should contact the project office direct

Child and Adolescent Mental Health Service (CAMHS) Senior Primary Mental Health Team

Service offered: Consultation, advice and guidance to people working on a daily basis with children and young people who may be suffering with mental health problems.

In addition they will evaluate the need for and provide training and workshops to colleagues working at Tiers 1 and 2. If there are groups of children with similar mild to moderate mental health problems they will consider facilitating group work. They are able to assist in the preparation of referrals to Tier 3 Core CAMHS and can offer assistance in helping children and young people engage with Mental Health Services

For consultation: The Senior Primary Mental Health Practitioners can be contacted through the Multi-Agency Team offices or through Coral House:
Market Drayton MAT: 01630 695220
Oswestry MAT: 01691 688841
Shrewsbury MAT: 01743 210940
Craven Arms MAT: 01588 536400
Bridgnorth MAT: 01746 713114
Coral House: 01743 450800

Children in Need Team

Service offered: Assessment, support and intervention for children who are defined as being “in need”, under Section 17 of the Children Act 1989. This means children whose vulnerability is such that they are unlikely to reach or maintain a satisfactory level of health or development, or their health and development will be **significantly impaired**, without the provision of services (section 17(10) of the Children Act 1989), plus those who are disabled.

For consultation/referral: Call the Initial Contact Team on 0345 678 9008

DIVERT

Service offered: The DIVERT service aims to reduce the number of children who are involved in or at risk of becoming involved in offending and anti social behaviour by ensuring that they and their families/carers receive appropriate support at the earliest opportunity.

Criteria:

- Children and young people aged between 8 –17 years.

- Those children or young people being assessed by a partner agency where there are concerns that if support is not provided there could be a further escalation of offending or anti-social behaviour.
- Groups of children and young people in other settings. For example schools, youth groups and local neighbourhoods.
- Children and young people not supported by any other agency where there are risks of anti-social or offending behaviour.

For consultation/referral: Sarah Dowler, Senior Key Worker: 01743 210940

Education Welfare Service

Service offered: The Education Welfare Service is responsible for managing overall attendance levels in schools and ensuring that all children of school age are able to benefit from their education.

Causes of non school attendance are many and varied; disaffection, low self esteem, poor parenting, poverty, stress, bereavement, difficulty with school staff, the curriculum, or peer groups, as well as illness and truancy. The Education Welfare Officer (EWO) has to use a variety of skills to uncover the real reasons why a child cannot or will not go to school, and then find the resources to enable the child to attend.

Education Welfare Officers work closely with children and young people, school staff, education support staff, psychologists, social workers, police and health personnel, and many other agencies in both the statutory and voluntary fields on a patch basis.

For consultation: The Education Welfare Service is available on 01743 254397

Family Information Service (0-19)

Service provided: Free information, advice and support on all aspects of family life. The service is available for parents and carers with children and young people aged 0-19 years, as well as partner agencies and professionals working with families.

There is an FIS Information Assistant (IA) based in each of the MAT Offices who can be contacted to provide any of the following services:

- Information on all aspects of childcare, early years and play settings
- Support on how to choose a quality childcare setting

- A Brokerage Service which provides additional support for parents and carers who are struggling to find childcare that meets the needs of their family, or who are finding it hard to access services
- Provide a whole range of information on organisations which can offer advice and support on some of the issues or concerns any family may encounter, including information on universal and specialist services for children and young people who have a disability or additional need and information on finance and benefits
- Arrange telephone consultations or face to face appointments with our benefits expert
- Being a central point of contact for all related agencies working with and supporting children, young people and families
- Holding an extensive range of leaflets, booklets, and publications on a variety of topics which will be available electronically and in hard copy. Hard copies are provided free of charge to families and used extensively by professionals working with families.
- An on-line Information Directory which includes local and national organisations and services that exist to support families and those professionals working with families
- Provide information packs to support TAC meetings

From their MAT bases, FIS Information Assistants attend outreach events, family drop-ins, school events, and arrange one to one consultations with families in the local community.

Contact: If you require information to support families you are working with please contact those members of the Team in your locality or call 01743 254267 (direct number to FIS at the Guildhall, Shrewsbury):

Bridgnorth MAT	Amy Hudgell 07582 002401
Craven Arms MAT	Donna Byard/ Janette Breese 07582 002399
Shrewsbury MAT	Marianne Carter/Wendy Griffiths 07582 002378
Market Drayton MAT	Tina Porter (Wed, Thurs, Fri) 07582 002379
	Alison Pay (Mon, Tue, Wed) 07582 002398
Oswestry MAT	Anne Jones/Sasha Bellis 07582 002400

Head office: Shropshire Family Information Service, Early Years Education and Childcare Team, The Guildhall, Frankwell Quay, Shrewsbury, Shropshire, SY3 8HQ. Telephone: 01743 254400. Web: www.shropshire.gov.uk. Email: shropshireFIS@shropshire.gov.uk. Fax: 01743 254528.
FACEBOOK: SHROPSHIRE FAMILY INFO

Lifelines

Service offered: Lifelines is a county wide service which aims to support children and young people from the traumatising affects of bereavement and grief through specialised therapeutic interventions.

Criteria:

Children and young people, aged between 5-13 years of age, who are affected by issues relating specifically to bereavement and grief.

For consultation/referral: Laura Ridgway, Lifelines Worker: 01743 210940

Youth Inclusion Support Project (YISP)

Service offered: YISP aims to divert children and young people from developing patterns of anti social behaviour, getting involved with criminal activities, drugs, alcohol and more serious offending. The intervention is on a voluntary basis and involves one-to-one work on risk factors as well as Team Around the Child multi-agency support including linking them in to positive activities in their local area.

Criteria:

Children and young people aged between 8-17yrs who are at risk of anti-social behaviour/offending.

For consultation/referral: Leanne Thomas, Senior YISP worker: 01743 210940

Agencies based in the local Multi-Agency Team areas

British Red Cross- Shropshire Young Carers Service

Service offered: The project supports young people up to the age of 19 who provide a caring role for a family member who has a physical or learning disability, suffers with mental health difficulties or has alcohol/ drug related issues.

The aim of the British Red Cross Young Carers Project is to give young carers an opportunity to take a break from their responsibilities at home and have some time out to enjoy a variety of activities such as arts, crafts, music, sports activities and trips. Young carers also have access to advice and support.

One of the main principles underpinning the British Red Cross Young Carers project is that young carers are young people first, and ought to have the same opportunities, fun and prospects as others of the same age.

Definition of a young carer: A young carer is a child or young person under the age of 18 who provides, or is expected to provide, care, assistance or support to another family member. They carry out, often on a regular basis, significant or substantial caring tasks and assume a level of responsibility, which would usually be associated with an adult.

How we work

The project objectives are:

- To identify and raise awareness of young carers
- To provide support to young carers
- To help children understand their parent's illness or situation
- To help raise self esteem and self confidence of the young carer
- To compile an action plan (to set out the child's wishes in the event that their parent/carer is not able to look after them)

The desired outcomes are that participating young carers should be able to enjoy "normal" social activities away from their caring responsibilities and learn coping strategies for dealing with their family circumstances making life better for them.

For consultation/referral: Contact 01743 280071

All referrals should be made directly to the project office. Professionals/agencies who wish to refer should do so only with the agreement of the child/young person and/or parent/carer and by completing a request for service form to:

Young Carers Project Manager
British Red Cross
Sutton Lodge
Betton Street

Belle Vye
Shrewsbury
Shropshire
SY3 7NY

Children/young people, parents/carers and members of the public should contact the project office directly.

Children's Centres

Service Offered: Children's Centres Support Workers provide assessment and targeted support to children under five and their parents or carers in the home or other venue, including expectant parents. They support them in a variety of ways to meet identified unmet needs which may include positive parenting individually or in groups and support for family issues including benefits, relationships and housing advice.

Children's centres offer support to children under five and their families from the antenatal period, through to starting at primary school. Universal services include groups and activities in local children's centre bases, health groups and training and employment advice for parents. Children's centres also run adult learning courses for parents alongside a free crèche.

Criteria for targeted support: Vulnerable children aged under five, and pregnant women living in Shropshire who have identified, unmet needs.

For consultation/referral: All requests for targeted support should be made:

- on a Children's Centres Request for Service form, available from one of the offices below (can be emailed) PLUS either
 - a CAF form or
 - a completed initial or core assessment with parental consent

Or parents can refer themselves.

These should be directed to the Children's Centres Co-ordinator or Senior Support Workers at the relevant office as shown below:

North

Children's Centre Services
39 Church Street
Oswestry
SY11 2SZ

Tel: 01691 656513 Fax: 01691 658091

Central

Children's Centre Services
Sunflower House
Kendal Road
Shrewsbury
SY1 4ES

Tel: 01743 452400 Fax: 01743 452401

South

Children's Centre Services
Shrewsbury Road
Church Stretton
SY6 6EX

Tel: 01694 723465 Fax: 01694 724740

Educational Psychology Service (Telford & Wrekin and Shropshire)

Service Offered: Every mainstream primary, secondary and special school, and special provision or service, has a named link Educational Psychologist. To find out the name of your link Educational Psychologist please visit our website on:

<http://inclusion.taw.org.uk>

The service provides:

- An advisory service to all schools which is needs led and fee at the point of delivery.
- Assessment and advice on pupils with severe or complex and persistent needs, also free at the point of delivery.
- Assessment, advice and intervention for pupils with less severe needs. This will be available on a "buy more" basis. This service is in development and more information will be available shortly.
- A "buy more" service for interventions; group work; staff training; research, evaluation and project work.

Criteria: Educational Psychologists provide assessment, intervention and advice in relation to the following children/young people:

- Children under 5 with complex needs affecting their learning and development
- Children in school with complex needs that affect their learning or their social and emotional development
- Children in care/looked after aged 2–19 where there are concerns about their educational needs and how these can be met
- Children not attending school who are experiencing barriers to their learning and participation

- Children in special schools or specialist provision who are causing concern
- Children approaching transition (between key stages/between schools/into or out of education) who are causing concern due to their complex needs
- Children undergoing Statutory Assessment of Special Educational Needs

For Consultation/Request for Involvement: Contact the Educational Psychologist linked to the child/young person's school, the Educational Psychologist linked to the schools in your multi-agency team area, or the link Educational Psychologist for your service area.

Alternatively, please contact the service directly for information on: 01952 385216 or eps-admin@telford.gov.uk.

Parenting team – Triple P Parenting and Parenting Support

Service offered: The Parenting Team's role is to identify parenting needs across the County and ascertain what they need to do to provide parenting support where necessary.

They provide peer support to Triple P practitioners and support them to facilitate groups where identified.

There is good evidence that parenting support makes a vital contribution to improving outcomes for children and can support a reduction in educational, social and health inequalities. There is also good evidence that parenting interventions are amongst the most powerful and cost effective tools available to prevent and treat behavioural problems in children. The case for using effective parenting interventions is increasing as research continues to reveal how influences on children's development can be changed to achieve better outcomes.

For consultation/referral: 01743 249133

Referral process: If practitioners wish to make a request for parenting interventions, they should complete a Parenting Request Form which is available electronically along with a copy of the CEDAR parenting styles questionnaire and relevant assessment (such as CAF, specialist assessment). For further information regarding this or copies of the forms please contact the team on the above number.

School Nursing Service

Service offered: Shropshire School Nursing Service provides a universal health service to all children and young people within mainstream education and works closely with partner agencies. The Service provides confidential advice, care and support for children and their families from school entry to exit from school and provides a link between home, school and health.

More intensive targeted support is provided for children with identified needs e.g. supporting children with individual health needs to attend school; Confidential Help and Advice for Teens (CHAT) 'drop-in' service for young people in secondary school, providing confidential advice on a range of issues including healthy eating and exercise, sexual health, smoking, alcohol, bullying, self harm, etc; and the provision of training and advice to school staff and parents/carers.

Consultation, advice and guidance on health issues is also available to other professionals working with children.

For consultation/referral: Each school has a named school nurse and a consultation or referral can be arranged by contacting the school nurse directly. Contact details available from the school the child attends.

Young People's Substance Misuse Team (YPSMT)

Service offered: The Young People's Substance Misuse Team (YPSMT) offers support and treatment for young people up to the age of 19 who are experiencing problems with drug, alcohol or solvent misuse.

Assessment, case work, harm reduction work and referral into specialist medical treatment if required.

YPSMT can provide substance misuse awareness training for staff teams.

Criteria: Service is available to any young person living in Shropshire. Young people must consent to referral to YPSMT

For consultation/referral contact: YPSMT 01743 369345

Written referrals can be sent to:

YPSMT
Sundorne Youth Centre
218 Sundorne Rd
Shrewsbury
SY1 4RG