



# Supporting Families Toolkit

Redcar and Cleveland Borough Council



Thriving children, fulfilling their dreams.

# Practice Toolkit

## Objectives

This toolkit is an interactive PDF document with hyperlinks to provide practitioners with a central point where they can access practice guidance, service contacts and tools to support them in delivering positive and sustainable outcomes for children and families.

## Who is it for?

The Supporting Families Toolkit is structured to support Local Authority practitioners and staff in our multi-agency partner organisations to identify and respond to significant issues within families. The issues within the Supporting Families Outcome Framework are known to have a negative impact on a child's wellbeing and life chances, and here we have provided some of the information and tools that practitioners will need to support these needs.

## Why are we doing this?

The toolkit is grouped under the Supporting Families Headlines so that when practitioners are working with children and families, they can consider all of these issues in their assessments and have resources to draw on to help them in their work with families.

It is hoped that this toolkit will become a well-used 'desk-top' resource that provides all practitioners with quick links to local and national support services and tools; whether at an early help level, or for social workers when supporting children through statutory assessments and plans.



If you would like to add more resources to this toolkit, or to report a broken link please email [supportingfamielstoolkit@redcar-cleveland.gov.uk](mailto:supportingfamielstoolkit@redcar-cleveland.gov.uk)

Thriving children, fulfilling their dreams.

# Table of Contents

<b>1</b>	General Information & Resources
<b>2</b>	Getting a Good Education
<b>3</b>	Good Early Years Development
<b>4</b>	Improved Mental and Physical Health
<b>5</b>	Promoting Recovery & Reducing Harm from Substance Misuse
<b>6</b>	Improved Family Relationships
<b>7</b>	Children Safe from Abuse and Exploitation
<b>8</b>	Crime Prevention & Tackling Crime
<b>9</b>	Safe from Domestic Abuse
<b>10</b>	Secure Housing
<b>11</b>	Financial Stability
<b>12</b>	Signs of Safety
<b>13</b>	SEND



Click heading to jump to section



## Theme 1

# General Information Sources

Children & Family  
Services

Children & Family  
Service Procedure  
Manual (tri.x)

Families Information  
Services

PIN - People's  
Information  
Network

Tees Safeguarding  
Children Procedures  
Website

Redcar & Cleveland  
Local Offer for  
Care Leavers



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 1

# General Information Tools

Working Together  
to Safeguard  
Children

Direct Work  
Toolbox

Appreciative Inquiry  
Turning Questions  
to Conversations

Safer  
Referral Form

Threshold Document  
- Continuum of Help  
and Support

Family Hubs Request  
for Service Form

Early Help  
Referral Form

Rough Guides for  
Practitioners  
(TSCPP)

Youth Service  
Leaflet

Making a  
Referral Guide

Social Workers  
Digital Library

Good Language  
Guide

Elsa Support – Free  
Resources



Click in the boxes to visit relevant website

General Information

Table of Contents



Supporting Families sets out to tackle school absence and improve the life outcomes of children by requiring sustained good attendance for all children in the family, across two consecutive school terms.

## Information Sources

### Education & Training Providers

Apprenticeships

Ofsted

All Schools &  
Colleges in Redcar

The Prince's Trust

Middlesbrough  
Football Club  
Foundation

School Leaver Jobs

National Careers  
Service



Click in the boxes to visit relevant website

General Information

Table of Contents



### Wider Support Services

Anti-Bullying  
Alliance

Youth Employment  
Initiative

The School Choice  
Adviser

School Admissions

ICAN  
(helps children  
communicate)

Junction Youth  
Employment,  
Education and Skills  
Services

Elective Home  
Education and Home  
Schooling

Education, Health  
and Care Plan  
Pathway

Redcar & Cleveland  
College NEET  
Support

Step Forward Tees  
Valley

North East Autism  
Society

Daisy Chain Family  
Support Service

SENDIASS  
Barnardos

Careers & NEET  
Advisors

Free School Meals

Mental Health Lead  
Resource Hub



Click in the boxes to visit relevant website

General Information

Table of Contents



### Tools

EHCP Pathway  
and Forms

Anger Management  
Tools

Regulating Emotions  
Tools

Junction Referral  
Form

Children Missing  
Education (Statutory  
Guidance)

Primary to  
Secondary Transition  
Strategies Checklist

"Ideal Classroom" with  
Personal Construct  
Psychology and Lego  
(Direct work to capture  
children and young people's  
views about school).

Molehill Mountain  
App  
(An app to help autistic  
people understand and self-  
manage anxiety).

Positive Penguins  
App  
(An educational app to help  
children and young people  
understand and challenge  
negative feelings)

Brain in Hand App  
(An app for people who need  
help remembering things,  
making decisions, planning,  
or managing anxiety).

Autism Progression  
Framework

Anxiety  
Management  
Strategies for  
Teaching Staff

West Sussex  
Emotionally Based  
School Avoidance  
Toolkit

Usborne Unworry  
Pack



Click in the boxes to visit relevant website

General Information

Table of Contents





## Theme 3

# Good Early Years Development

Good early years development improves children's life chances. Support for families may begin before a child is born and expectant or new parents who require additional support may be eligible for the programme. Providing guidance for parents and developmental support for babies and young children is essential for delivering strong health and educational outcomes for children, ensuring they have a positive start in their early years.

## Information Sources

Universal 15 hours  
Free Early Years  
Places for 3 & 4 Year  
Olds

HENRY

Healthy Start

Family Hubs

Essential guide for  
new dad, dad pad.

Health Visiting and  
School Nursing

Free Childcare for 2  
Year Old

Right support to  
meet a Child's need

Free Early Years  
Provision for 3 & 4  
years old

Free Childcare  
search / Brokerage

Baby and Toddler  
Safety Advice  
(NHS)



Click in the boxes to visit relevant website

General Information

Table of Contents



## Tools

Ages & Stages

Direct Work Toolbox  
(early years)

Bruising of Non-  
mobile Children

Early Years  
Integrated Pathway

Support to Talk

Home Conditions  
Assessment (DoH)

Good Egg Home  
Safety Resources

Home Safety  
Assessment  
(Hazards in the  
Home)



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 4

# Improved Mental and Physical Health

Complex families have disproportionately high levels of health problems compared with the general population. Poor mental health is particularly pertinent, with over two fifths of families offered support having a family member with a mental health problem. Health needs have a significant impact on the whole family and may require specialist support.

## Information Sources

Find NHS services near you

Mind (Redcar & Cleveland) Mental Health Recovery Service

CAMHS and LD  
CAMHS - Child & Adolescent Mental Health Service

Impact on Teesside

Supporting mental health – PIN

Forget Me Not  
(Bereavement Help)

Headstart

Kooth  
(mental well being)

Health Visitors and School Nursing

The Link CIC

The Junction

Young Minds

Healthwatch

CAMHS Training for parents and carers.

Inside Out – Mental Health Support Team

The Link Charitable Trust



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 4

# Improved Mental and Physical Health

## Information Sources (continued)

Health Screening

Teesside Samaritans  
(Providing emotional support to those in distress)

Mental Health Crisis

Time 4 You  
Psychological Services C.I.C.

The Bungalow Partnership

North East and Cumbria Suicide Prevention Network

Tees-wide Mental Health Training Hub  
(free training)

Suicide Prevention e-Learning  
(Zero Suicide Alliance free 20 minute training)

Listening Ear  
(Emotional support for parents)

Psychological First Aid  
Free Digital Training  
(Public Health England)

Youth & Community Centres

Suicide Prevention Resources and Guidance  
(Gov.uk)

Qwell  
(Anonymous mental health support)

Daisy Chain Family Support Service

Young Minds  
(Resources to support refugee and asylum seeking children)

Mental Health Lead Resource Hub



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 4

# Improved Mental and Physical Health

## Tools

**Make Every Contact Count**  
(search a directory of services in the local area)

**Chat Health**  
(confidential Health and Advice from a health care professional)

**Sexual Health Teesside**

**Family Pack of Questionnaires and Scales**

**Inside Out Tools**

**Smiling Mind**  
(Mindfulness App endorsed by Mind)

**Positive Penguins App**  
(An educational app to help children and young people understand and challenge negative feelings)

**Molehill Mountain App**  
(An app to help autistic people understand and self-manage anxiety).

**Brain in Hand App**  
(An app for people who need help remembering things, making decisions, planning, or managing anxiety).

**Anxiety Management Strategies for Teaching Staff**

**Childline – Calm Zone**

**HealthWatch**

**Usborne Unworry Pack**

**Britain Get Talking**



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 5

# Promoting Recovery & Reducing Harm from Substance Misuse

Substance misuse is a long term and complex problem that may have a significant impact on vulnerable families. Recovering from addiction and substance misuse is complex and, in many cases, recovery is not a linear process. There is clear evidence that growing up in a family affected by parental (or significant other adult's) substance misuse can cause significant harm to a child's wellbeing and to their long-term outcomes.

### Information Sources

Drug and Alcohol Support

Step Forward Tees Valley

Nacoa Service for everyone affected by a parent's drinking

Talk to FRANK National Drugs Helpline

The Mix  
(Support and information on drugs and alcohol for under 25s)

Stop Smoking South Tees

Narcotics Anonymous North East online meetings

we are with you

### Tools

Tees SCODA Questionnaire  
(unborn baby assessment questions re parental substance misuse)

Tees SCODA Questionnaire  
(Framework for assessing problem drug use and impact on parenting)

Direct Work Tool box  
(alcohol)

Direct Work Tool box  
(drugs)



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 6

# Improved Family Relationships

Families who face multiple and complex needs may require support to develop positive and supportive relationships within the family. Conflict in relationships is expressed through many different behaviours which can have an impact on families' lives. When conflict is between parents, it can have negative effects on their children's mental health and wider development. The impact of violence or abuse inflicted by children towards other members of the family, and the impact of unmet needs for young carers should also be recognised.

### Information Sources

Citizens Advice

Young Carer  
NHS

Homestart  
Teesside

Support  
for carers

Hart Gables  
(LGBTQ+ support)

The Junction  
Young Carers'  
Service

We Care  
You Care

Carers  
Together

Special Guardianship  
Order Team

Child Bereavement  
UK

Private Fostering in  
Redcar & Cleveland



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 6

# Improved Family Relationships

### Tools

Family Pack of  
Questionnaires and  
scale (TSCPP)

Family Safety Circles

Genogram

Ecomap

DigiDad – By dads  
for dads

Getting on Better  
Cards

Child Bereavement  
(Films to help children  
understand funerals)

Child Bereavement  
(Short Guidance Films)

One Plus One  
Practitioner Guide

One Plus One  
Parent Resources



Click in the boxes to visit relevant website

General Information

Table of Contents





## Theme 7

# Children Safe from Abuse and Exploitation

Children who experience, or who are at risk of, abuse and exploitation are amongst the most vulnerable in society. Children could be at risk from harms within or outside the home or both. Some children are at additional risk from harm such as going missing and radicalisation. Effective multi-agency working that operates across geographical boundaries can prevent the needs of these children and their families from escalating to more intensive statutory services.

### Information Sources

Vulnerable,  
Exploited, Missing,  
Trafficked  
(VEMT)

Early Help Youth  
Work Plus

Exploited children  
support

Child abuse  
concerns: guide for  
practitioners

Operation  
Encompass

Childline (24\*7)

Safe Lives  
Young People and  
Domestic Abuse

Women's Aid

County Lines  
Guidance

CEOP  
(online sexual abuse)

Sarah's Law



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 7

# Children Safe from Abuse and Exploitation

### Information Sources (continued)

The Lucy Faithful  
Foundation

Youth & Community  
Centres

Redcar & Cleveland  
Neglect Strategy

Radicalisation/  
PREVENT Referral  
Process

### Tools

Family pack of  
questionnaire s and  
scale (TSCPP)

National Counter  
trafficking Service  
(NRM)

Three Houses /  
Wizards & Fairies

Teeswide Referral  
Pathways

Direct work toolbox  
for Domestic Abuse

The Hideout –  
Domestic Abuse  
Resource for Young  
People

The Safety House  
Guide

Child Exploitation  
Screening Tool



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 7

# Children Safe from Abuse and Exploitation

### Tools (continued)

Direct Work Toolbox  
for Sexual Abuse

Child Criminal  
Exploitation Toolkit

TSCPP  
Online Child Abuse

TSCPP  
Wrong Hands  
Toolkit

Ecomap

Button Tree

Cleveland Police  
Early Intervention  
Programme

Coram BAAF  
(Supporting agencies and  
professionals who work with  
children and young people)

Social Workers'  
Digital Library

NSPCC Activities  
for Children  
(to learn how to be safe and  
speak out)

Tea and Consent  
Video

Consent for Kids  
Video

Home Conditions  
Assessment

PREVENT Referral  
Form

Childline – Report  
Remove



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 8

# Crime Prevention & Tackling Crime

Crime and anti-social behaviour have a significant negative impact on individuals and communities as well as having a significant financial cost on society. This theme covers young people who are involved or at risk of becoming involved in crime and anti-social behaviour as well as adults who are involved in crime and anti-social behaviour. This reflects the evidence that parental anti-social or criminal behaviour is a significant factor in youth offending. The children of offenders are also more likely to be excluded from school and twice as likely to suffer from behavioural and mental health problems.

### Information Sources

NEPACS

South Tees  
Youth Justice  
Service

Victim  
Support

Reporting  
Hate Crime

Anti Social  
Behaviour Team

Youth Work Plus

National Youth  
Advocacy Service  
(NYAS)

Cleveland Police  
Early Intervention  
Referral

### Tools

Parenting Tools

(Parents' Guide: Youth  
Violence, Knife crime &  
Gangs)

Tea and Consent  
Video

Consent for Kids  
Video



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 9

# Safe from Domestic Abuse

All forms of domestic abuse can have a significant impact on children and young people, including coercive and controlling behaviour. Children and young people may experience domestic abuse directly, including in their own intimate relationships, or indirectly due to the impact the abuse has on others such as the non-abusive parent.

### Information Sources

What is domestic abuse?

Local Support Services

What is financial abuse?

Domestic Abuse support

Domestic Abuse Act 2021

EVA Women's Aid

Harbour

SARC Teesside

Galop  
(LGBT+  
Anti Abuse and  
Violence Charity)

Halo Project

Tees Valley  
Women's Centre

Support for Male  
Victims of Domestic  
Abuse

Domestic violence  
and abuse: help  
from DWP

Arch Teesside

Loving Me  
Support for Trans and non-  
binary victims of abuse



Click in the boxes to visit relevant website

General Information

Table of Contents



## Theme 9

# Safe from Domestic Abuse

### Tools

Safer Referral

CHERISH  
Guidance

The Direct Work  
toolbox for  
domestic abuse

The Severity of  
Abuse Grid

The Mix  
Is My Relationship  
Healthy? Quiz  
(aimed at under 25s)

Recognising and  
Responding  
(quick guide for  
social workers)

Signs of Safety  
Harm Analysis  
Matrix

Assessing and  
Responding to  
Domestic Abuse

DASH  
Risk Assessment

Clare's Law

The Duluth Model

Getting it Right  
First Time



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 10 Secure Housing

Secure and suitable housing provides stability for families. It is linked to positive health and wellbeing outcomes, provides a base for children to attend school, for parents to sustain employment and for the family to contribute to their communities. A multi-agency and early intervention approach will help to identify vulnerable families and young people with housing issues or at risk of homelessness. It will also support them to resolve these issues by maintaining existing housing or, if necessary, helping them to secure suitable settled accommodation.

## Information Sources

Housing Advice and Information Team	Beyond Housing	Crisis (Bond Guarantee Scheme)	Coatham House Projects
Daisy Chain (Independent Living Housing Advice for residents with Autism/Neurodiverse)	Thirteen Housing-Greater Eston/Guisborough Area	East Cleveland Youth Housing Trust	Tees Community
Warm & Well	RCVDA	Tees Valley Home Finder	Greggs Foundation (Hardship Fund)
Glasspool Charity (grants to support with financial hardship)	Money Advice Services	Ask CPAG – Fuel Rights Handbook	



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 10 Secure Housing

## Tools

Duty to refer  
(homelessness)

Housing Benefit

Home Truths  
(interactive website to teach  
young people what they  
need to know before living  
independently)

Home Conditions  
Assessment

Good Egg Home  
Safety Resources

Baby and Toddler  
Safety Advice  
(NHS)



Click in the boxes to visit relevant website

General Information

Table of Contents





# Theme 11 Financial Stability

Employment and financial stability within families are key factors in building families' resilience. Financial instability has a negative impact on several areas of a family's life, including relationships, physical and mental health and security of housing.

## Information Sources

Citizens Advice

Welfare Rights Service  
(Referral Form)

Contact Job Centre Plus - GOV.UK

PIN employment services

South Tees Community Bank

Stop Loan Sharks

Redcar Area Foodbank

Next Step Shops  
(subsidised food to people who are struggling financially).

MECC (Finance Advice Page)

RCVDA

Family Fund  
(for families of disable or seriously ill children)

TEES Community

Glasspool Charity Trust

The Salvation Army

Greggs Foundation

Money Advice Services



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 11 Financial Stability

Employment and financial stability within families are key factors in building families' resilience. Financial instability has a negative impact on several areas of a family's life, including relationships, physical and mental health and security of housing.

## Information Sources (continued)

Ask CPAG - Fuel Rights Handbook

Cost of Living Support

Help for Households



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 11 Financial Stability

## Tools

Budget Planning  
Tool

Check benefits and  
the financial support  
you can get

Money Advice  
Services  
(Redcar & Cleveland)

Benefits Calculator

Welfare Benefits  
A – Z Guide

Personal  
Independence  
Payment (PIP)

Jobseeker's  
Allowance (JSA)

National Debtline

Child Tax Credit

Benefits and  
Support

Free School Meals

Universal Credit

South Tees  
Affordable Warmth  
Partnership



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 12 Signs of Safety

Whilst originally developed for Child Protection work Signs of Safety can be used in all levels of work with children and families. SOS is about building on the strengths and safety already present with families to build reliance and encourage families to find their own solutions to what's happening in their lives. Safety and wellbeing is not created in services but within family's homes. Practitioners work with the child or young person, their family and their support network to build safety for the child or young person.

## Information Sources

What is Signs of Safety

Information for Partners

Signs of Safety Guide for partners

Signs of Safety Guide for Foster Carers

Signs of Safety Charter

Making a Referral Guide

Guide to Safety Scales

Family's Guide to a Social Worker Assessment and Plan

Family's Guide to an Early Help Assessment and Plan

Guide to Family Networks  
(Families with a Social Worker)

Guide to Family Networks  
(Families with an Early Help Worker)



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 12 Signs of Safety

## Tools

My Three Houses /  
Wizards & Fairies

My Safety House

Signs of Safety  
Harm Analysis  
Matrix

Safety Circles

Genogram

Ecomap

Appreciative Inquiry  
Turning Questions  
to Conversations

My Three Houses  
with PECS  
(Children with Learning  
Disabilities)

Solution Focused  
Questions Guide

Words and Pictures  
Guide for Families  
(Social Work)

Words and Pictures  
Guide for Families  
(Early Help)

Good Language  
Guide



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 13 SEND

Redcar and Cleveland Borough Council provides a 'Local Offer', which is way of giving children and young people with Special Educational Needs and/or Disabilities (SEND) and their parents or carers information about what activities and support is available in the area where you live.

## Information Sources

Special Educational  
Needs Service

Early Years SEND  
Team

Education, Health  
and Care Plans

SEND-Local Offer

Information Advice  
& Support Service  
(SENDIASS)

Daisy Chain -  
Independent Living Housing  
Advice for residents with  
Autism/Neurodiverse

Tees Valley Sleep  
Service  
Helping the Tees Valley get  
to better sleep

Zoe's Place Baby  
Hospice

MAIN

AFASIC  
Voice for life  
(speech and language  
support)

The Family Fund  
Grants for families with a  
disabled child

Daisy Chain  
Family Support  
Service

Children's  
Occupational  
Therapy

North East  
Autism Society

SCOPE - Emotional  
Support for Parents

Short Breaks For  
Carers



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 13 SEND

Redcar and Cleveland Borough Council provides a 'Local Offer', which is way of giving children and young people with Special Educational Needs and/or Disabilities (SEND) and their parents or carers information about what activities and support is available in the area where you live.

## Information Sources (continued)

We Care You Care

Carers Together

Newman Trust

Summer Holidays for  
Children 5 – 16 years

The Adamson Trust

Financial help towards the  
cost of holidays 3 – 17 years

The Teesside Family  
Foundation

Family Fund

Max Cards



Click in the boxes to visit relevant website

General Information

Table of Contents



# Theme 13 SEND

## Tools

SEND  
Parents Guide

Preparation for  
adulthood life skills  
checklist

Education, Health  
and Care Plan  
Pathway

Signs of Safety My  
Three Houses with  
PECS

Redcar & Cleveland  
Transitions guidance  
(Preparation For  
Adulthood)

Neurodevelopmental  
Pathway Triage  
Panel Referral  
pathway

SENDCO  
Handbook



Click in the boxes to visit relevant website

General Information

Table of Contents

