



# 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 [supportingfamiestoolkit@redcar-cleveland.gov.uk](mailto:supportingfamiestoolkit@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

Redcar and Cleveland  
Information Directory

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

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

Routes to Employment

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

Funded Childcare 9 –  
23 months

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)

HENRY



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           | 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  
carers  
for

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



### 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 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<br>(LGBT+ Abuse and Anti 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<br>Support for Trans and non-binary victims of abuse |  |



Click in the boxes to visit relevant website

General Information

Table of Contents



### 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<br>(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<br>(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



### 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



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



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



## 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

