

## Update from the **Education Inclusion Service** and the **Families First Teams**

Following the communication that was sent at Easter from the Education Inclusion Service, we are writing to update you on the way the Education Inclusion Service and Families First will be working together with schools. The aim of both teams is to work collaboratively to support children, young people, families, schools and the wider community.

This communication and guidance will help to clarify the roles of the Education Inclusion Service and Families First teams, offering clarity around what support is available and who to contact when support is needed.

### Who is there to support my school?

The **Education Inclusion Service** ensures children with additional needs are supported to remain in school and achieve. Our aims and responsibilities include:

- Ensuring children and young people have access to an education appropriate to meet their needs through supporting families and education settings in the development of inclusive practice and environments
- Supporting families and educational settings to take early action to address emerging issues
- Meeting statutory duties for attendance, exclusion, home education and children in employment / entertainment

The **Families First teams** ensure that children, young people and families with additional needs receive the right support to meet needs through use of the Graduated Pathway of Early Help and support. Early Help Coordinators and Community Social Workers are part of the multi-disciplinary team and offer advice, guidance and support directly to schools and other agencies. Our aims and responsibilities include:

- Ensuring practitioners have access to support on use of the Graduated Pathway of Early Help & Support and the guidance on Levels of Intervention produced by the Safeguarding Board. The aim is to support work with children, young people and their families, identifying level of need and relevant agencies that can provide support.
- Early Help Training: we offer a range of free training modules designed to support practitioners working with children, young people and their families, where additional needs have been identified.
- Supporting with the implementation of a school's Early Help offer.
- Working with the wider community to provide a Social Work perspective on complex cases in order to support practitioners to manage risk within families and act as a link between Children's Social Care and the community.

For families with higher level needs, the Families First team also have Family Support Workers who work directly with families to support individual children and their families.

The **Family Group Conference (FGC) Service** is an independent team that works with families that empowers them to come up with ways to resolve issues. This involves a meeting that includes the wider family/friends network, school and other professionals - but ultimately the family make their own plan of support for their children.

- A Family Group Conference can be offered to any family across the county where domestic abuse is impacting on their children.

- A Family Group Conference can be offered to families where a child is at risk of exclusion from school or has been excluded from school. The aim of this is to improve the situation and move things forward for the child.

## Who do I contact for what support?

We recognise that in looking for advice and support around vulnerable children, there are often complex issues both in and out of school that are interlinked, and that together impact on a child's needs and behaviours. Therefore, who to contact for additional help and support may always not be clear. The guidance below is intended to clarify our roles to help you when deciding who to contact. Please be reassured that whichever team you contact, we will work together to support you and ensure the right person responds. We will also communicate across teams to ensure there is a joint overview of cases where necessary.

There will be an element of triage within the Education Inclusion Service, with your most likely initial contact being with an Inclusion Officer. However, your Locality Lead and / or an Outcome Coordinator may then become involved following this initial contact.

Regardless of which team you make initial contact with, **we would encourage you to do this at the earliest opportunity when concerns first emerge.**

Help required	Who to contact in the first instance	How they will be able to help
I have a concern that is <b>occurring in school</b> and so we as a school are responsible	Education Inclusion Service - Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's responses, procedures, and possible next steps.</li> <li>• If the situation is related to a pupil or groups of pupils and is complex and/or deep-seated, an Outcome Coordinator may be allocated to support you further with this pupil(s)</li> <li>• If support is required on a school level, the Inclusion Officer will discuss this with the Locality Lead and relevant support will then be provided by either the Inclusion Officer or another Inclusion Officer with a particular specialism.</li> </ul>
I have a concern <b>linked to family issues and outside-school issues that are outside of school's control</b> such as domestic violence, mental / physical health issues, housing or financial issues, and parenting issues	Families First – Early Help Coordinator/ Community Social Worker	<ul style="list-style-type: none"> <li>• They will provide advice, guidance and support around a holistic, multi-agency approach to supporting the child/young person/family using the Graduated Pathway of Early Help and Support.</li> <li>• Community Social Workers work with practitioners in the community to develop their understanding, knowledge and confidence when using 'Gloucestershire's Levels of Intervention Guidance' and managing risk.</li> </ul>
I have a <b>serious safeguarding concern</b> at child and or family / home level	Refer to the Front Door	<ul style="list-style-type: none"> <li>• If you think a child or young person <b>is at immediate risk of significant harm</b>, contact the Front Door on 01452 426565, option 1, or in an emergency phone 999.</li> </ul>
I have a concern about a <b>child's attendance / absence</b>	Education Inclusion Service initially - Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's responses, procedures, and possible next steps. If legal</li> </ul>

		<p>intervention is required alongside supportive responses, they will advise accordingly.</p> <ul style="list-style-type: none"> <li>• If the absence is complex and/or deep-seated, an Outcome Coordinator may be allocated to support you with this pupil.</li> <li>• If the reason for / cause of absence is related to family or parenting issues, the Education Inclusion Service will discuss next steps with you which will include support from the Early Help Coordinator, and possibly the Community Social Worker.</li> </ul>
I have a concern about a <b>child's presenting behaviours and needs in school</b> and so impacting on education	Education Inclusion Service initially – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's responses and possible next steps, including a discussion on the current involvement of other services such as ATS &amp; EPS and any other support accessed.</li> <li>• If the situation is complex and/or deep-seated, an Outcome Coordinator may be allocated to support you with this pupil.</li> <li>• If the reasons are linked to home / family / social issues, the Outcome Coordinator will liaise with the Early Help Coordinator to discuss who is best placed to provide support.</li> </ul>
I have a concern about a <b>child whose presenting behaviours and needs in school are putting them at risk of exclusion</b> either fixed or permanent	Education Inclusion Service initially – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's responses, and possible next steps, including a discussion on the current involvement of other services such as ATS &amp; EPS and any other support accessed.</li> <li>• If the situation is complex and/or deep-seated, an Outcome Coordinator may be allocated to support you with this pupil.</li> <li>• If the reasons are linked to home / family / social issues, the Outcomes Coordinator will liaise with the Early Help Coordinator to discuss who is best placed to provide support.</li> <li>• Consideration will be given to offering a Family Group Conference.</li> </ul>
I have a <b>child who is involved in low-level antisocial behaviour outside of school but they are <u>not yet known</u> to the Youth Justice System</b>	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and explore both the community's and your school's responses. They will be able to support you in next steps.</li> <li>• They will alert the EIS Locality Lead for information.</li> <li>• If the situation is complex and/or deep-seated, and having an impact in school, they will refer to the Education Inclusion Service Locality Lead and an Outcome Coordinator may be allocated to support you with this pupil.</li> <li>• The Education Inclusion Service will liaise with the Youth Support Service and help facilitate a coordinated response.</li> </ul>
I have a <b>child who is involved in antisocial behaviour outside of school and <u>has become known</u> to the Youth Justice System</b>	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and explore both the community's and your school's responses. They will be able to support you in next steps.</li> </ul>

		<ul style="list-style-type: none"> <li>• They will refer to the Education Inclusion Service Locality Lead and, as part of the Children First initiative, an Outcome Coordinator is likely to be allocated to support you with this pupil.</li> <li>• The Education Inclusion Service will liaise with the Youth Support Service and help facilitate a coordinated response.</li> </ul>
I have a <b>child who needs a multi-agency response but this multi-agency group is not yet established or working proactively</b>	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• They will be able to support and guide you to respond to the needs of the child and family with a coordinated, multi-agency response. This may include helping you to identify who can support, chairing the first meeting, and offering support to the multi-agency group to draw up a robust My Plan/My Assessment and My Plan+.</li> </ul>
I have a <b>child who is at risk of not receiving a suitable full-time education or currently doesn't receive a full-time education</b>	Education Inclusion Service initially – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's responses, procedures, and possible next steps.</li> <li>• If the situation is complex and/or deep-seated, an Outcome Coordinator may be allocated to support you with this pupil.</li> <li>• If the reasons are linked to home / family / social issues, the Outcome Coordinator will liaise with the Early Help Coordinator to discuss who is best placed to provide support.</li> </ul>
We would like some advice and help to develop our <b>inclusive practice, our policies and our procedures</b>	Education Inclusion Service – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issues with you and about your school's procedures.</li> <li>• They will refer to the Education Inclusion Service Locality Lead; a member of the team will then work with your system leaders to assist you in identifying next steps.</li> </ul>
We would like some advice and help on <b>developing our offer of Early Help and Support</b>	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• They will visit your school and support you to analyse your current offer of Early Help in order to identify areas of strength and development</li> <li>• They will offer on going support around developing your school's offer of Early Help including support with writing an Early Help Policy, supporting staff to undertake the Lead Practitioner role, and signpost to further training as needed.</li> <li>• They will work with their Early Help Partnership Manager to secure engagement from partners where needed to support the collective needs of children and young people.</li> </ul>
As a school, we would like some advice around <b>EHE</b>	Education Inclusion Service – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will be able to talk through the issue with you and about your school's procedures.</li> <li>• Contact will be made to the Parent Advisers if a parent is considering EHE and requires advice.</li> </ul>
I would like some advice around <b>children in employment and entertainment</b>	Education Inclusion Service – Inclusion Officer	<ul style="list-style-type: none"> <li>• They will note your query and then arrange for one of the two Inclusion Officers with specialisms in these areas to make contact with you.</li> </ul>
I want to know more about <b>Family Group Conference</b> and whether this may help support a particular	Families First – Family Group Conference (FGC)	<ul style="list-style-type: none"> <li>• A family meeting will be explored to see if the family can work together with the pupil and school to make a plan to positively move</li> </ul>

situation	Coordinator	<p>forward.</p> <ul style="list-style-type: none"> <li>• Direct advice is available from the FGC team with the opportunity to discuss if an FGC is right for the family.</li> <li>• Referrals can be made direct to the FGC team or through the schools' Early Help Coordinator.</li> </ul>
I would like some <b>advice, guidance and support around the Lead Practitioner role and the use of the Graduated Pathway of Early Help and Support</b>	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• They will offer support with all aspects of the Graduated Pathway of Early Help and Support including team around the family meetings, writing assessments and holistic plans, and the process for commissioning services</li> <li>• They deliver training modules to support Lead Practitioners' learning and development. Information about the training packages can be found at <a href="http://www.glofamiliesdirectory.org.uk">www.glofamiliesdirectory.org.uk</a></li> <li>• They will offer 1:1 support to individual Lead Practitioners as well as supporting schools with their offer of Early Help and Support</li> <li>• If there is an impact on a child's education at SEN support level in school, the ECHO will liaise with the EIS Locality Lead.</li> </ul>
I want to know more about the <b>children and family centres</b> , what they can offer, and how to access this	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• Contact details for the Children and Family centres and information on what they offer can be found on <a href="http://www.glofamiliesdirectory.org.uk">www.glofamiliesdirectory.org.uk</a></li> <li>• For access to services delivered by the Children and Family Centres, a Request for Support form will need to be completed which is available on the above website</li> </ul>
I want to know more about what is <b>available for children and families in my community outside of school</b> and how to access this	Families First – Early Help Coordinator	<ul style="list-style-type: none"> <li>• Lead Practitioners can access information about what is happening in their local areas by using the Glosfamilies Directory <a href="http://www.glofamiliesdirectory.org.uk">www.glofamiliesdirectory.org.uk</a> and by contacting the Family Information Service directly on 01452 427362 or <a href="mailto:familyinfo@gloucestershire.gov.uk">familyinfo@gloucestershire.gov.uk</a></li> </ul>
I want some advice around <b>thresholds, risks, and levels of intervention, and have a conversation in principle about an unnamed child</b>	Families First – Community Social Worker	<ul style="list-style-type: none"> <li>• They will offer a Social Work overview to Lead Practitioners who are supporting families (at level 3 of Gloucestershire's Levels of Intervention) where there is a degree of risk that can be managed within the community. (this can be offered over the telephone or at Team Around the Family meetings)</li> <li>• They will accompany Lead Practitioners on home visits in the event that the practitioner has concerns that the home conditions may be impacting on a child's safety and development.</li> <li>• They co-deliver the Neglect Training alongside Health Professionals. To book onto this training please go to <a href="http://www.glofamiliesdirectory.gov.uk">www.glofamiliesdirectory.gov.uk</a></li> <li>• They will support LPs to complete the Neglect Toolkit where this is needed</li> </ul>

## Contact details

Detailed below are the contact details for both the Education and Inclusion Service and Families First Teams, together with the individuals who support your locality/ school:

Education Inclusion Service		Families First team	
Cheltenham and Tewkesbury			
Locality Inclusion Lead		Partnership Manager	
Victoria Burt	<a href="mailto:Victoria.Burt@gloucestershire.gov.uk">Victoria.Burt@gloucestershire.gov.uk</a> 01452 328767	James Saunders	01452 324226
Outcome Coordinators		Early Help Coordinators	
Paul Waite Brian McGuire	<a href="mailto:Paul.Waite@gloucestershire.gov.uk">Paul.Waite@gloucestershire.gov.uk</a> <a href="mailto:Brian.Mcguire@gloucestershire.gov.uk">Brian.Mcguire@gloucestershire.gov.uk</a>	Ian Morgan (Senior) Anita King (Cheltenham) Jubaida Rashid (Cheltenham) Theresa Brown (Cheltenham) Cheryl Rodham (Tewkesbury) Lisa Davenport (Tewkesbury) Sinead Kirk (Cheltenham and Tewkesbury)	01452 328176 01452 328656 01452 324386 01452 328385 01452 328164 01452 324387 01452 328988
Inclusion Officers		Community Social Workers	
Karen Thompson Salma Kaka	<a href="mailto:Karen.Thompson@gloucestershire.gov.uk">Karen.Thompson@gloucestershire.gov.uk</a> 01452 328499 <a href="mailto:Salma.Kaka@gloucestershire.gov.uk">Salma.Kaka@gloucestershire.gov.uk</a> 01452 328764	Keira Shortman (Cheltenham) Eve-Louise McClay (Tewkesbury)	01452 328246 01452 324275

Please note that there may be times where you may have a different Outcome Coordinator, Early Help Coordinator or Community Social Worker working with you around individual pupils, but where possible we try to keep some consistency for you.

You can contact the **Family Group Conference team** on the following numbers:

- Janie Eaton (Team Manager) 01452 328290
- Ruth Baldwin (Senior Family Group Conference Coordinator) 01452 427448
- Pauline Ainsley (Senior Family Group Conference Coordinator) 01452 427446