

# One Minute Guides

to

## Early Help Family Support & Youth Offending Services



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# Single Front Door Process – Early Help

## Our commitment

The Early Help Single Front Door is to provide children and families with help as soon as needs present themselves, regardless of age, to prevent those needs from escalating and requiring more intensive help and support later on.

## Early Help Team

The EHSFD Duty Manager is Victoria Pallen. There is also an Early Help Family Support practitioner on duty every day between 9am and 5.30pm, who can be contacted on 01702 215783 to answer any queries and to take self-referrals from families. All requests are assessed looking at both current and historic issues for all family members and we are available for professionals and families to seek advice.

## Referrals

Professional referrers are asked to send Early Help Family Support Assessments (EHFSA) to [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk). We no longer accept EHAs for new cases, but will continue to accept EHAs and TACAFs for new actions for existing cases and we are more than happy to assist in the completion should this be required.

We will process referrals for most services appropriate to children, although health referrals such as The Lighthouse Centre need to be made by the parent via their GP. We will however send the EHFSA to The Lighthouse Centre for information for the paediatrician.

We ask that all assessments are completed as fully as possible with full details of the lead child, all persons living within the household, absent parents and other adults who play a key role on the child/ren's lives. Please note that each assessment is now for the family and there is no longer a need for separate assessments for each child.

## Response times

We will respond to your email within 24 working hours and allocate the case to a team and/or send the assessment to an external service within 48 working hours. You will receive an email advising you which team we have allocated the case to and be copied into emails sent to external services. Therefore we can assure you that every referral we receive will result in one of the following outcomes:

Alternative help suggested as no other concerns or issues within the family and the presenting issue is better addressed at a universal level with support from our community workers;

- Children and families have additional needs best supported via Children & Family Panels (chaired weekly by the Early Help Family Support Service);
- Family has emerging or multiple needs and will be supported through EHFS Family Support;
- Immediate safeguarding concerns about significant harm; referral discussed with First Contact duty manager and referrer notified.

## Early Help and Social Care

The Early Help Single Front Door now sits alongside the First Contact Front Door meaning the two duty managers are able to discuss cases to ensure that every child and family receive support as and when it is needed from the most appropriate team within Children's Services. Safeguarding referrals should be sent to First Contact by email or phone and followed up by an EHFSA within 48 hours as outlined in the Early Help and Family Support toolkit.

## Where can I find further information?

Further information about support available to families is available from Early Help contact point

Telephone number: 01702 215783. Email address: [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

# Edge of Care Team - Safely reducing the need for children to be looked after

## What is the Edge of Care Team?

A team of multi-disciplined practitioners who have the training and experience to provide intensive and rapid support when a family breaks down (including foster families) with the aim of keeping the family together. It has clear aims to:

- Support families whose children might otherwise be removed from their homes, to develop alternative solutions before such action is taken
- Support foster carers where there are identified risks of placement breakdown to continue the placement
- Support reunification back into the family after a period of time in care
- Support families whose children are on CP or CIN in order to prevent escalation into care
- Avoid escalation into residential care

## Why does the team exist?

Southend Borough Council has seen a significant increase in the demand for its Children's Services and concerns were raised from the recent OFSTED inspection that we intervene too late with adolescents and that all too often the child protection system is not able to meet their needs effectively. In fact, according to ADCS - 'local authority spending on the protection of adolescents is weighted heavily towards the care system, even though research shows that outcomes for late entrants to care are often poor. The child protection process is mainly geared to work with under 13s although increasing numbers of older children are entering care because it is about acts of commission/omission by parents.

We are therefore spending a significant proportion of the budget, on a growing number of children, whilst not necessarily achieving the best outcomes for all of them and all too often the outcomes do not justify the costs. We need to find innovative ways to improve and re-design service delivery to achieve higher quality, improved outcomes and better value for money. There are some very real challenges in determining a service that will support foster carers and families in a way which enables them to feel able to maintain difficult placements and improve both the quality of life and life chances for the adolescents within them.

## How do they work?

The Team is located within the EHFS & YOS Service, and builds upon the core elements of the service already in place, ensuring families access all the existing services and the Troubled Families programme. The team will be available to support families 7 days a week between the hours of 08:00 and 23:00, reflecting the fact that a family's needs don't stop outside of office hours. Workers will work side by side with families; foster carers and their Social Workers, using proven methodologies such as motivational interviewing and brief solution focused therapy; supporting families to address issues that may result in the removal of their children.

## How do you refer?

Access to the team for a child not yet LAC can only be made by social care professionals and should be via the early help front door using the EHFSA, SSWA or Placement Referral Form. Please indicate the referral is for the Edge of Care Team. Where support is required to a foster carer/Special Guardian, all referrals must be agreed by Emmet Perry; Sue Snoxell or Karen Eves.

Cases may also be referred directly from the Placement Panel.

Cases must remain open to a social worker throughout the intervention of the team which will be short term and targeted.

## Want to know more and key contacts?

The team is based in Civic 2, Victoria Avenue, Southend-on-Sea SS2

If you want to know more you can contact the Group Manager Carol Compton at [carolcompton@southend.gov.uk](mailto:carolcompton@southend.gov.uk) or the Team Manager Chris Solis at [chrissollis@southend.gov.uk](mailto:chrissollis@southend.gov.uk)

You can contact the team on 01702 212755.

The Out of hour's duty number is tbc.

## What does 'Missing' mean?

A 'Missing' child is a child under the age of 18 whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the child may be subject of crime or at risk of harm to themselves or another. And whose family or carers have reported them as missing to the police.

## Which children and young people are we talking about?

Children and young people that go missing from their parent/carers at home and from care (looked after children). Some of the children and young people living at home with their parents are currently known to Children's Social Work Service and others are not.

## Link to Child Sexual Exploitation

Practitioners should be aware that when a young person repeatedly goes missing, this may be an indicator that they are at risk of child sexual exploitation (CSE). In addition, children and young people who go missing are also more vulnerable to exploitation, FGM and Trafficking. Professionals must be aware of the indicators of child sexual exploitation and other risks highlighted above. For more information please contact 01702 534300 and ask to talk to a Duty worker or Missing /CSE Professional.

## If a child is missing or absent what should be done?

Parents and carers should take all reasonable and practical steps to establish the whereabouts and well-being of a child. At no time visit houses or dwellings they do not know. (Personal safety). All details about the missing period should be recorded including any steps taken to locate and return the child. Information should be shared with key people throughout the absent or missing period such as the family/carer, the Police and the social worker (or Emergency Duty Team). If there are concerns about a child being missing, the child should be reported to the police; the police should be provided with details including a photo and their steps taken to locate and return the child; child's details including photo and physical description / clothes worn; where and when last seen; and if there are any other risk factors such as CSE or learning disability or cultural identity. Where a child remains missing the situation should be reviewed at least every eight hours. Where the child is missing and there are immediate risks identified, although the location is known, contact should be made with the police to discuss. More detailed information is available on the children's social work online procedures.

## Safe and Well checks and Return Interviews

On return, every child who has been reported as missing should have a Vulnerability check carried out by the Police. Within 24 hours High Risk 48 hours Medium and 72 hours Low risk of a child's return a more in depth Return Interview is arranged by the local authority INDEPENDENT Return to home interview's (RHI) are essential in providing the opportunity to enable young people to discuss their experiences of being missing outside their regular network of professionals. It should be clear however the RHI and the practitioners that offer these are not solely responsible for the safeguarding and welfare of the young person. The role and function of the practitioner who offers the RHI is to evaluate the 'push/pull' factors and risk, and then to escalate, signpost or support in accessing early help service. It is not the role of the practitioner completing the RHI to carry out casework with the identified young people

## Who are the key contacts and more information?

- Early Help Family Support /YOT 01702 215783
- Missing Children /CSE Coordinator 01702 217583 ext. 4926

## What is Early Help Family Support?

Early Help Family Support is a service that provides a family with support when additional needs are identified. This helps the families access the right services when they need them and supports them to face the challenges before they become a crisis.

By providing a service which works with all the family as the needs present themselves we aim to prevent escalation to statutory services and work intensively with the family to ensure that they are empowered to sustain their change and improve their quality of life.

## What service does Complex Team provide?

When a EHFS is received through Early Help Family Support Front Door and a family is identified with more than 2 needs, it is passed to the Complex Team. A complex family will have a number of needs that require more intensive support, and the EHFS Practitioner will provide this within the family home.

The EHFS Complex Team Manager then checks to ensure that all possible needs are identified and the family are sent a letter to confirm that they are accepted onto the service and explained that they will shortly be contacted to meet with their dedicated worker, however if they would like advice beforehand are able to contact the service immediately. The referring Agency is also informed.

An initial visit is then arranged and a dedicated Practitioner is introduced, and the appropriate consent forms signed.

A full family Assessment is then completed taking into account **ALL** the needs of **ALL** members of the family, this then underpins a full family Action Plan. All professionals currently supporting the family are informed.

## How do we ensure that the family are empowered to sustain their change?

All Action Plans are robust and SMART, and linked to Southend Outcome Plan. This supports the Troubled Families Programme so outcomes are measured and accountable.

We work with a range of services including health professionals, schools, children's centres, Police, Probation, Housing, Social Care and voluntary organisations to ensure that the family has access to specialist services required.

The Action Plan is reviewed every 8 weeks. The family are present and also all professionals who are supporting the family are invited so that a holistic view of the family's needs and achievements can be given.

The parents are invited and encouraged to attend an Empowerment Programme which helps to build family relationships, confidence, and lower anxiety and provide support networks.

The family will then continue to work with their dedicated Practitioner and other agencies until all their needs have been addressed.

## What happens when family has addressed all their needs?

A final review will be held and the family's achievements will be celebrated with all professionals working with the family.

The family will be informed that their family will no longer need a dedicated EHFS Practitioner as they are coping well on their own and will be introduced to a Community Information Officer who will be available for guidance and information as to what groups are available within the community, so that they can continue to get support if they feel that they are having a "wobble".

Support networks are built when parents attend the Empowerment Programme and these connections also help sustain on-going change.

Families are also given an information sheet with important and relevant numbers, including the EHFS Duty Worker who is available to give advice and guidance.

### **Where can I find further information?**

Further information about the support available to families to improve their children's attendance is available from Early Help contact point .

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### What service does Emerging Needs Team provide?

When a EHFS is received through Early Help Family Support Front Door and a family is identified with 2 needs, it is passed to the Emerging Needs Team. A family whose needs cannot be met by universal provision will come to Emerging Needs team for a low level support package from a EHFS Practitioner to prevent this family from suffering from multiple needs in the future and help them to get back on track.

The EHFS Emerging Needs Team Manager then checks to ensure that all needs have been identified and the family are sent a letter to confirm that they are accepted onto the service and explained that they will shortly be contacted to meet with their dedicated worker, however if they would like advice beforehand are able to contact the service immediately. The referring Agency is also informed.

An initial visit is then arranged and a dedicated Practitioner is introduced, and the appropriate consent forms signed.

A full family Assessment is then completed taking into account **ALL** the needs of **ALL** members of the family, this then underpins a full family Action Plan. All professionals currently supporting the family are informed. If more than 2 needs are identified it will then be passed to Complex Practitioner.

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Support networks are built when parents attend the Empowerment Programme and these connections also help sustain on-going change.

If the family struggle and the needs escalate, this family will then be supported by Complex team until the needs diminish and successful outcomes are achieved.

Families are also given an information sheet with important and relevant numbers, including the EHFS Duty Worker who is available to give advice and guidance.

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## What is the Youth Offending Service?

The Youth Offending Service is a statutory agency which employs a multi-disciplinary staff base including practitioners from the Probation Service, Health and the Police. Southend Youth Offending Service aims to prevent offending and re-offending. We work with children and young people at risk of offending and those receiving a Triage, Youth Caution or a Court Order. We offer an extensive range of projects designed to meet the ever-changing needs of local children and young people and their families. We also work in partnership with Community Policing Teams to deliver street based outreach offering young people viable and attractive alternatives to anti-social and criminal behaviour.

## The Prevention Team

The Prevention Team's primary aim is to prevent young people from entering the criminal justice system. We do this by a range of local projects aimed to stop young people committing crime. Southend YOS has a long term embedded philosophy of preventative services and works closely with the local police to avoid children being prosecuted for crimes where alternative disposals can be identified. The Prevention Team runs a range of projects to help prevent young people from being arrested; these include Triage, Take 3 Parenting, Case work, Street Engagement Patrols, Truancy Sweeps and CEOP Programmes.

## Triage

Triage works with young people aged between 10 and 17 years, who have committed a low-level offence. To be eligible for the programme, the person must admit the offence upon arrest, be remorseful of their actions, and have no previous convictions.

The programme uses restorative justice principles, encouraging the offender to recognise the impact that their criminal behaviour has had on their victims, on themselves, on their family, and on their community. The scheme was created in partnership with Essex Police, and victims of the crimes committed are also involved. Southend YOS achieves high levels of victim participation, which leads to better outcomes for both the young person who has offended and for the victim themselves. Successful completion of the Triage programme will lead to the original charges being dropped and the young person not getting a criminal record.

## Anti-Social Behaviour

The team attends all of the Local Community Meetings across the borough and has strong links with both the local Police and the community safety teams therefore providing a strong evidence base of any incidents of youth Anti-Social Behaviour in the borough. With this information the team completes street engagement patrols to engage young people in known ASB hotspots with the aim of diverting them to more positive activities and challenging the behaviour. We also complete Operation Redbull which is a joint initiative with Southend Police on certain nights of the year where joint patrols are completed with Police Officers. Where individuals continue to commit ASB we use a range of powers including Acceptable Behaviour Contracts, Criminal Behaviour Orders and Civil Injunctions to target those identified as displaying the most entrenched behaviours. The team also completes Operation Newcastle which is a truancy patrol in conjunction with Essex Police, where young people truanting from school are visited and taken back to school by the Police and YOS Officers, the family members are offered advice and support in ensuring that their children attend school.

## Prevention Casework

The team also offers one to one support to young people who have been identified as being at risk of offending or committing anti-social behaviour in the community. During this process the young person is allocated a case officer who completes an initial assessment with the young person and their family, a plan is then created with a focus on addressing the behaviours identified in the assessment, these can include offending behaviour sessions, restorative justice conferences, anger management, positive activities,

support into college or work, substance use support etc. Referrals are usually received from the Police, schools or can be made by sending an EHFSAs to [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

## CEOP

The Prevention Team has staff trained as CEOP (Child Exploitation Online Protection) ambassadors; we regularly complete workshops across the borough to teachers, professionals, foster carers and young people teaching about the dangers of inappropriate online usage. We have also amended the materials to complete one to one work with young people to explore how they use the internet and educate them in safer use. This work has resulted in recognising children who are at risk of CSE and we have been able to address these risks with the young people and their family. Referrals are taken for this by referring to the single front door with an EHFSAs.

## Take 3 Parenting

The Prevention Team also facilitates parenting programmes during each school term, we use the Take 3 programme which has proven to be a successful model, the details of this programme are below:

The Take 3 Programme is a comprehensive evidence-based parenting programme for working with groups of parents of 10-18 year-olds, and especially with parents of at-risk or vulnerable young people. It has also been used extensively for one-to-one interventions with 'hard-to-reach' parents. Take 3 was originally created for use within the Youth Justice context and then developed over an eight-year period before publication in 2008, incorporating feedback from parents and facilitators so as to hone it down to 'what works'.

Take 3 has two main aims:

- to improve relationships between young people and their families; and
- to improve young people's behaviour at home, at school and in the wider community.

Referrals can be made by sending an EHFSAs to [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

## Why is attendance important?

The right of children and young people to an education is enshrined in the UN Convention on the Rights of the Child, and in UK law. Evidence shows that excellent attendance is key for ensuring positive outcomes for children and young people. Missing lessons leaves children vulnerable to falling behind and achieving poorer outcomes at both primary and secondary level. The association between poor attendance and poor outcomes is the reason why school attendance is one of Early Helps key priorities- we know that improving attendance can be a gateway to improving the overall life chances of children and young people. All parents and carers have a legal responsibility to ensure that their children receive a suitable education, either by regular attendance at school or through other appropriate arrangements. Where parents and carers are not fulfilling this responsibility, the local authority has a statutory responsibility to uphold the rights of children and young people to education. Where necessary, this includes taking legal action against parents

## What does Early Help do to support improved attendance?

The Early Help service recognises that poor school attendance can be both a cause and a symptom of more complex problems in the lives of children and young people. Where this is believed to be the case, targeted families will be invited to a Level 2 meeting where an early help worker will work with the family to understand the barriers to accessing education, and offer support to overcome them. However, in some cases the child and family may need support from a number of different agencies or in depth support to meet their needs and this support can be accessed and co-ordinated through an Early Help Family Support Assessment. Early Help and Family support traded School Attendance Service offers schools and clusters advice, training support and case work. At every step of the way, the aim of the Early Help services is to successfully return children to school and uphold the rights of children to access their education. Where additional needs or barriers have been identified, the Early Help service will always offer advice on support, and will only consider pursuing legal action as a last resort. However, statutory action can and will be taken against parents where necessary, and there is an expectation from government that we will use the legislation available to pursue this.

## Holidays in term time

The current law does not give any entitlement to parents to take their child out of school during term time. The Education (Pupil Registration) (England) (Amendment) Regulations 2013 prohibits Head teachers granting leave of absence to a pupil except where an application has been made in advance and the Head teacher considers that there are exceptional circumstances relating to the application. Taking your child out of school during term time could be detrimental to your child's educational progress. A pupil who takes 10 days absence will only attain 94.7% attendance in the year. 10 days absence also means the pupil will miss 50 hours of education.

*If the absence is not authorised and the holiday is taken, the case will be referred to the Early Help and Family Support Team who may issue a Penalty Notice for £120 (or £60 if paid within 21 days) to each parent for each child taken out of school.*

## What are the possible legal consequences for parents whose children miss school?

There are a number of statutory options available to the local authority:

- Penalty notices, fines of £120 are available to the local authority to issue to parents. The local authority can prosecute parents in the Magistrates Court for non-payment of penalty notices, which can lead to a fine of up to £1000, a Parenting Order, and a criminal record.
- The local authority can apply to the Family Court for an Education Supervision Order, which means that the local authority can act directly on behalf of the child to ensure they attend school, removing some parental rights.

- The local authority can also submit a case directly to the Magistrates Court. There are two types of such prosecution and, if found guilty of the most serious offence, parents can face a fine of up to £2500 and/or a community rehabilitation order, or even a custodial sentence of up to 3 months.

Revenue from the payment of fines is retained by the council to cover the costs of administering penalty notices, and of prosecuting parents who fail to pay their fines.

### Where can I find further information?

Further information about Southend's approach to statutory responsibilities and frequently asked questions can be found here: [http://www.southend.gov.uk/downloads/download/46/attendance\\_and\\_truancy](http://www.southend.gov.uk/downloads/download/46/attendance_and_truancy)

Further information about the support available to families to improve their children's attendance is available from Early Help contact point

Telephone number: 01702 215783

Email address: [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

# Children in Employment and Entertainment

## What is meant by children in employment?

All young people who work or assist in a trade or occupation which is carried out for profit or non-profit (e.g. charities, public sector organisations) purposes are considered to be employed - even if they receive no payment for that assistance. By law, no child under 13 years may be employed. Children aged from thirteen to sixteen must have a work permit. The work permits are issued by Early Help services and it is the responsibility of the employer to ensure that children of compulsory school age have a permit, and are working within the regulations. The Children and Young Person's Act of 1933 provided the principal primary legislation, which remained largely unchanged for 65 years. More information about the rules and restrictions on children in employment can be found on the National Network for Child Employment and Entertainment website.

## What is meant by children in entertainment?

Many children enjoy performing, whether in plays, films, advertising or on television, and many parents enjoy supporting them. Some children also take part in modelling assignments and also paid sporting activities. Laws exist to protect children's welfare and prevent them from being exploited, and in most cases children require a performance licence in order to take part in these activities. (Children & Young Persons Act 1963, Children (Performance and Activities) Regulations 2014). This applies to both amateur and professional productions. The licence states the conditions which must be observed to ensure the child's safety. Regular visits are made by the Child Employment Officer to TV sets and studios, theatres in Southend and on location filming and photographic studios to check on the welfare of children taking part in these activities.

## Why is this area of work important?

It is the responsibility of the local authority Early Help Services to ensure that children are not exploited whilst working or taking part in performances and that they do not miss out on attending school. Children must also be adequately supervised whilst taking part in these activities, and local authority officers carry out regular inspections to check on their safety and well-being. Chaperones are vetted and approved by the Council before they can be responsible for supervising children, and they all must have an enhanced Disclosure and Barring Service (DBS; formerly Criminal Records Bureau, CRB) check as part of the process. It is also good practice to receive safeguarding training and general training around their role and responsibilities. Reports of children working illegally are taken seriously, and followed up with the employer who may be liable for a fine if they are found to employ children illegally.

## How is this work carried out by Children's Services?

This work is currently done by Early Help Family Support Officers who are part of a team within Early Help Services. The team works closely with other colleagues in the South East region and nationally and often meets with regional representatives to discuss any issues, e.g. in relation to recent TV or theatrical productions or policies and procedures around child employment and children in entertainment. They also receive relevant information from the National Network for Children in Entertainment meetings. Over the years, the team regularly carries out child employment sweeps — these are spot checks to ensure no school age children are working illegally. They have also held awareness campaigns in across the town with employers and schools. The team has also taken part in initiatives promoting the national 'Child Employment Week' over the past few years. It should be noted that work experience for young people is organised by schools and academies; this is covered by separate legislation, and is not part of the team's remit.

## What should practitioners do if they have questions or concerns about children in employment or entertainment?

There is further information, advice and guidance available from the national network, including information about health and safety and risk assessments, through their website [www.nncee.org.uk](http://www.nncee.org.uk). However, this is a national resource and processes and procedures differ between local authorities. For information about licences, chaperones and employment permits in Southend, or to report suspected breaches of the child

employment and entertainment regulations, please contact Southend Borough Council's Early Help, Family Support Child Employment Officers.

### Who are the key contacts?

Early Help Child Employment Officers: Phil Barrett and Ann Withington.

Manager: Jane Arnold.

Email [childemploymentandlicensing@southend.gov.uk](mailto:childemploymentandlicensing@southend.gov.uk)

Chaperone licences and information can be obtained online at [http://www.southend.gov.uk/downloads/download/83/children\\_in\\_entertainment](http://www.southend.gov.uk/downloads/download/83/children_in_entertainment) any correspondence should be sent to Southend on Sea Borough Council, Business Support Team, Department for People, Floor 8, Civic Centre, Victoria Avenue, Southend on Sea, Essex SS2 6ER.

## What is meant by Children Missing Education?

Children Missing Education (CME) are children of compulsory school age who are not on a school roll and who are not receiving a suitable education otherwise (e.g. privately, electively home educated (EHE) or in alternative provision).

### Categories of Children Missing Education

- A Child of statutory school age (5-16) not on roll at a registered school
- A Child allocated a place at school but has not attended and cannot be located.
- A Child registered as being educated at home but not receiving an appropriate education

## Why is this area of work so important?

We need to identify Children Missing Education to ensure that every child and young person has the opportunity to fulfil their potential and that they receive the universal services to which they are entitled to. We also need to make sure that they do not 'slip through the net' and stay safe from harm. Children Missing Education can be linked to (but not always) concerns about safeguarding, health, domestic violence, forced marriage, child sexual exploitation, child trafficking, female genital mutilation or behavioural issues. The law requires us to know where all children are and what school they attend even if they have left the country. Clause 4 of the Education and Inspections Act 2006 places a duty on the local authority to identify children missing education and a new section 436A of the Education Act 1996 (school attendance) requires all local authorities to make arrangements to establish (so far as is possible to do so) the identities of children in their area who are not receiving a 'suitable education'.

## What should all partner agencies, schools and parents do?

It is the responsibility of schools, health services and other partner agencies to act when they are aware of or believe that a child is missing from education. Reasonable enquiries should be made in the first instance and as much basic information should be collated as possible including names, addresses, contact details, emails, details of other family members, friends etc. before the Children Missing Education Team in the local authority is notified. Schools should act quickly to make all reasonable enquiries to try and ascertain the child's whereabouts to prevent the child becoming CME. If the child's whereabouts are still unknown, the school should complete a Child Missing Education referral form and email to the CME Team. Schools should include information about any specific concerns they might have about the child.

## What is our role?

Our role at Southend Borough Council is to identify children missing education, make enquiries to locate the child and if the child is still in Southend, seek to engage the family in the process of getting the child back onto a school roll and attending school. Where we do not have an address for the child and investigations suggest that the child is living in another local authority, the CME Team inform a similar team in the new local authority so that they can try to locate and engage the family. Also if it seems that the family have left the UK we aim to obtain some independent verification of this from a school or similar professional agency in the new country if this is possible. The CME Team receives referrals to carry out this work and referrals are prioritised by the level of risk identified on the referral. The CME Team track cases through Children's Social Work Service, carries out home visits, consult various agencies and makes telephone calls enquiries to: neighbours, relatives, partner agencies, new schools, other local authorities, other countries, benefits agencies and the border agency. When another local authority believes that a child has moved to Southend and may be missing from education, they contact our CME Team. The team also receive referrals for children who are new to the country.

## New changes to CME

- From Monday 28<sup>th</sup> November all CME referrals/enquiries will be sent to the Early Help Contact Point
- Schools must inform the LA when they are about to delete a pupil's name from the admission register under (all fifteen grounds –please see Children Missing Education Statutory Guidance for Local Authorities, September 2016)

- When removing a pupil off role the notification to the LA should record details of the pupil's residence, the name of the person with whom they will reside, the date from which they will reside there, and the name of the destination school (where they can reasonably obtain this information)
- Inform their LA of the pupil's destination school and home address if the pupil is moving to a new school
- Schools and the LA must make reasonable enquiries to establish the whereabouts of a pupil before deleting a pupil from the register
- Provide information to their LA when registering new pupils within five days, including the pupil's address and previous school (where they can reasonably obtain this information)

## Who are the key contacts?

Currently the Children Missing Education Officer is David Jarvis

From 28<sup>th</sup> November 2016 Jane Arnold will be managing this and all referral enquiries will go to the Early Help Contact Point.

Telephone number: 01702 215783

Email address: [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

## Who is a Young Carer?

A young carer is defined as 'a person under 18 who provides or intends to provide care for another person (of any age except where that care is provided for payment, pursuant to a contract or as voluntary work). This relates to care for any family member who is physically or mentally ill, frail elderly, disabled or misuses alcohol or substances'.

A Primary Young Carer is defined as: *someone who has sole responsibility for emotional support/care tasks e.g. in a single parent family.*

A Secondary Young Carer is defined as: *someone who has a supporting role providing emotional support/care tasks e.g. helping to care for a sibling who is ill or disabled.*

## What is the Process for Referral?

Our Young Carers worker is Brenda Lewis, who is part of the Early Help, Family Support and Youth Offending Service. She can be contacted on 01702-534300, email [brendalewis@southend.gov.uk](mailto:brendalewis@southend.gov.uk) to answer any queries or to take any referrals direct from families

Professional referrers are asked to send an Early Help Family Support Assessment (EHFSA) to the Single Front Door at [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk). We ask that all EHFSA's in respect to Young Carers are completed as fully as possible with full details of the lead child, all persons living within the household, and information regarding their caring role, whether considered as a Primary or Secondary Young Carer.

## What Happens Next?

We will respond to the referral within 48 working hours, and undertake a home visit and/or visit to the young person at school within 5 working days. If there is already an EHFSA in the system, the appropriate lead person will be contacted and information passed to them.

We can provide access to SYC&MORE, COOL, CHIL young carers groups and access to trips/events during school holidays as well as more specialised assessment and family support through our Early Help & Family Support Teams

## Where can I find further information?

01702-534300, email [brendalewis@southend.gov.uk](mailto:brendalewis@southend.gov.uk)

Or Email: [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

Civic 2, Victoria Avenue, Southend, SS2 6ER

### Why is impartial careers advice and guidance important?

To ensure that young people succeed in the transition from statutory education to post 16 options such as employment, education or training, the connexions team consists of highly qualified Personal Advisers that work in a variety of ways to meet the needs of young people. The service also has a duty to ensure that they have knowledge of the destinations of young people up until their 19<sup>th</sup> birthday which is performance linked to the NEET Target (Not in Employment, education or training)

### How to access support?

The support is accessed on two levels

#### Universal

Schools purchase a number of days to support the delivery of their careers education programme which will include delivering impartial careers advice and guidance. The personal advisers work closely with school to identify which students need the extra support and guidance to make a successful transition into their post 16 options

#### Targeted

For some young people the transition into employment, education and training is proving difficult for them. Personal advisers work with them to look into what is available and the barriers that may be hindering their progression. This may mean a referral into other services for specialist support or they need extra coaching and mentoring to engage onto an appropriate training program and support to ensure their continued engagement.

The service offers one to one appointments with young people 2 days a week so that they can come in and discuss with a personal adviser to identify what support they may need. This can be helping to write a CV, applying online to vacancies and apprenticeships, vacancy matching or help in liaising in accessing the right support services.

### Reduction of NEET and Unknown and Destination Surveys

The Local authority has to report to Department of Education the number of NEET (Not in education or training) and unknown destinations. There is also a responsibility to submit Intended destinations, September Guarantee (have young people being offered a place subject to results) and final destination surveys

### Other Services available

The Connexions service offers inspiration programs to primary school; this is to support the school in raising aspirations and having greater understanding of the world of work and the different opportunities. The connexions service delivers Morrisby Profiling Training which can support young people if they are unclear what skills they have and what direction to go. This can be very useful if young people have not completed their education and can highlight their skills already developed and the possibilities of what they can achieve – this does help raise aspirations.

### Where can I find further information?

Young people can contact the service through its web site

<http://www.southendinfopoint.org/kb5/southendonseafs/home.page> then type Connexions in the search bar

For targeted support please call 01702 534300

Email address [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

## Pregnancy in School Age Students

Pregnancy is not a reason for exclusion from school. Health and safety should not be used as a reason to prevent a pregnant pupil attending school. The school's aim should be to keep the pregnant pupil or school age mother in learning. This means keeping the pupil on the school roll, even if she may not be able to attend for a period of time; keeping up to date with her progress and working with the Local Authority looking for a suitable time to re-integrate her into the school. If, exceptionally, a Head teacher considers that the school is no longer a suitable environment for the education of a pregnant pupil or school age mother, the pupil her parents, the LA and the pupil's teenage pregnancy personal adviser should be involved in deciding the most suitable provision for that young person.

### Equality Act 2010

Protection for pupils from discrimination because of pregnancy and maternity in schools is new in the Equality Act. This means that for the first time it will be unlawful for schools to treat a pupil less favourably because she becomes pregnant or has recently had a baby. Schools will also have to factor in pregnancy and maternity when considering their obligations under the new Equality Duty.

Although the specific provision in the Act is new, schools should already be aware of their specific responsibilities to any pupils in their care who become pregnant or parents. Previous government guidance issued in 2001 (DfES/0629/2001 on the 'Education of School Age Parents') and in the Absence and Attendance Codes Guidance for Schools and Local Authorities (January 2009, page 8), which is available on Teachernet make it clear that schools must not exclude a pupil simply on the grounds of her becoming pregnant but should allow her no more than 18 calendar weeks authorized absence to cover the time immediately before and after the birth of her child. This is in order to ensure that she is reintegrated into education as quickly as possible.

### School Age Pregnancy - Unconfirmed

*If a student thinks she may be pregnant and is not sure what to do*

Advise them they need to have pregnancy confirmed either at G.P or Kingsley Ward Centre, or you can get support from Jackie Mussett, Education based Sexual Health Nurse who has regular drop in sessions in targeted schools.

Students will be offered support and guidance from all of the above to enable them to make the right decision for themselves.

**Jackie Mussett (Mobile): 07816 166954**

**Kingsley Ward Centre: 01702 456860**

### School Age Pregnancy (Confirmed)

*A student discloses they are pregnant and continuing with the pregnancy*

If the student is under 16 or there are safe guarding concerns, complete an Early Help Assessment (EHA) under the name write unborn and the surname of student. (If the student is attending out of school learning provision, the student will need to be advised that school will need to be notified as they are ultimately responsible for students on school roll.)

A copy needs to be sent to first contact (if under age 16) at 20 weeks into pregnancy. This is a Local Authority requirement.

A copy needs to be sent to Teenage Pregnancy Personal adviser to give notification of pregnancy so support services can be introduced this can be done earlier than 20 weeks pregnant.

## Support Groups: Teen Bumps Antenatal and Postnatal groups

Teen Bumps and Teen Bumps+ offers antenatal and parenting support specific to the needs of teenagers and has been designed in consultation with young service users. These groups focus on the physical and mental wellbeing of the mother and baby and further development of the child by encouraging positive attachment, reducing social isolation, building self-esteem, encouraging healthy relationships and supporting young parents to continue their education, employment or training.

### For further information or referral for support

If Child Protection, send to: [FCT@southend.gcsx.gov.uk](mailto:FCT@southend.gcsx.gov.uk)

If Early Help Family Support, send to: [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk)

For telephone enquires please call Teenage Pregnancy Personal Adviser Heidi Overaa 01702 534730

Or email [heidioveraa@southend.gov.uk](mailto:heidioveraa@southend.gov.uk)

# Targeted Youth Service

## What does it do?

The Targeted Youth Service provides Positive Activities for young people, in areas of need across the borough, in centres, outreach community groups and detached settings.

These activities are provided predominantly for young people age 8-18 years after school, evenings and weekends.

Good youth work involves building positive relationships with young people, relationships that are based on mutual respect, integrity, trust and commitment. We offer opportunities for all young people to voluntarily engage in and encourage them to become valued partners in all aspects of our service delivery and development.

We support local communities, in setting up youth programmes in their areas, offering them training, access to resources, and qualified youth work staff, to support them.

We also provide access to Positive Activities during holidays during day-time and evenings, offering young people opportunities to take part fun activities, during their leisure time.

## What is the Process for Referral?

Parents/Carers and young people can “refer” to the activities/programmes, by attending with friends or finding out by “word of mouth” and completing a membership form, with information regarding their address, dob., school they attend, and emergency contact details.

Professional referrers are asked to send an Early Help Family Support Assessment (EHFSA) to the Single Front Door at [earlyhelpcontactpoint@southend.gov.uk](mailto:earlyhelpcontactpoint@southend.gov.uk). We ask that all EHFSA’s in respect to young people requiring targeted youth support are completed as fully as possible.

## What’s on?

A full list of the programmes and activities available can be found in our ‘What’s on’ leaflet which is updated every quarter and available from Shoebury Youth Centre, St Luke’s Community Hub and Civic 2 or on request from:

Early Help Family Support & Youth Offending Services on the telephone number below or contact [janicelyons@southend.gov.uk](mailto:janicelyons@southend.gov.uk)

## Where can I find further information?

01702-534300, email [janicelyons@southend.gov.uk](mailto:janicelyons@southend.gov.uk)

Targeted Youth Support, Civic 2, Victoria Avenue, Southend, SS2 6ER

# Youth Offending Service - Statutory Responsibilities and Processes

## What is the Youth Offending Service?

Southend Youth Offending Service (YOS) was formed in 2000, in line with the Crime & Disorder Act (1998) to provide a multi-agency approach to preventing offending and re-offending by children and young people aged 10-17 years old. This is achieved through the delivery of child-friendly, integrated services that ensure young people are safeguarded and enabled to reintegrate into their local communities.

Southend YOS consists of youth offending practitioners and also includes specialist workers from health, probation (NPS), education, substance misuse, police and volunteers. Case Managers provide support to the young people of Southend and their families who are subject to a court order. The YOS also has a Victim Worker who contacts the victims of crime committed by the young people.

## What support does the Youth Offending Service Offer?

Southend YOS supports young people to change their behaviour by:

- Working with young people to develop positive relationships, increase levels of personal responsibility and make positive choices.
- Recognising and developing young people's individual strengths, and believing in their capacity to change.
- Working with families, communities and other professionals to build networks of support; and
- Encouraging young people to understand the impact their behaviour has on victims, families, communities and themselves.

A wide range of interventions and programmes have been developed to help young people move away from offending by focusing on pro-social behaviours, managing emotions and providing alternative strategies for dealing with situations. Young people are also encouraged to access support with substance use, education, mental and physical health or communication difficulties.

## Roles within Youth Offending.

YOS Case Managers will undertake a comprehensive assessment of each young person and their family, highlighting factors which increase or decrease the young person's risk of further offending, risk of harm and safety and wellbeing, by identifying risks and positive factors in their lifestyle and current circumstances. This approach enables the practitioners to tailor the supervision to meet the needs of the young person, delivering effective interventions and making appropriate referrals to external agencies and partners. YOS staff also undertake work in the courts, sharing information with Magistrates and Crown Court Judges, submitting reports that outline the assessment of risk, personal circumstances and proposing sentencing options which are appropriate to the needs and risks of the offender and proportionate to the offence.

The Victim Worker meets with victims of young people who are subject to supervision by the Youth Offending Service. A Restorative Justice approach enables victims to have their say and receive answers to questions they may want to ask whilst allowing young people the chance to repair the harm they have caused. One way of repairing the harm is by the use of reparation.

Our Reparation projects provide young people with the opportunity to either pay back to the victim directly or the wider community by undertaking unpaid work, whilst also developing new skills and in some cases working towards a qualification which can increase motivation and improve life chances. Such opportunities are assisting the elderly, undertaking community projects, volunteering in charitable organisations and completing horticulture projects in partnership with Southend Parks Dept.

## Where can I find further information?

Contact Marilyn Adams – Team Manager 01702 534300 or email [marilynadams@southend.gov.uk](mailto:marilynadams@southend.gov.uk)

If you are interested in volunteering with Youth Offending Service please contact:  
Jan Barton ([janbarton@southend.gov.uk](mailto:janbarton@southend.gov.uk))

## Young Person's Drug & Alcohol (YPDAT)

Young Person's Drug and Alcohol Team is commissioned to provide treatment for substance misuse to young people under the age of 18 and young adults aged between 18 – 21 years old.

### Ypdats aims to:

- Engage and provide effective and timely interventions for young people who present with problems arising from substance use or misuse.
- Provide interventions to promote the health, social and educational well – being to those young people, which in turn will reduce risk posed by hazardous substance use, increase resilience and contribute to positive longer term health outcomes.
- Enhance the detection and screening of young persons in relation to substance use and identify those with direct problems at the earliest opportunity.
- Promote a multi-agency, multi- disciplinary approach within integrated service provision
- To reduce stigma surrounding the use of services for young people who misuse substances.
- Provide outreach support for those 'hard to reach' young people
- Ensure service users have clear exit strategy post treatment to reduce risk or representation

### Commitment:

- YPDAT aims to provide specialist assessment within five working days from referral
- Treatment plan will be agreed within 10 working days.
- Service aims to be easily accessible , young people will be seen at a time and venue which suits their needs

### Services provided:

- Comprehensive substance use assessment
- Psychosocial interventions
- Physical health assessment and health interventions
- Tobacco cessation programme
- Awareness raising workshops
- Brief Intervention
- Group work programmes
- Parent support group
- Easy access information and referral session
- Support for hidden harm , those impacted by parent substance use

**For further details please contact:**

Young Person's Drug & Alcohol Team (YPDAT)

01702 534300

Civic 2, Victoria Avenue, Southend, SS2 6ER

[ypdat@southend.gov.uk](mailto:ypdat@southend.gov.uk)