FAMILIES FIRST, NO WRONG DOOR

AND RESIDENTIAL SERVICE

(FROM 1 APRIL 2021)

**The Lighthouse (No Wrong Door)**

**Hub Manager:** Chantelle Williams

**Deputy Hub Managers:** Adele Robinson & Charlotte Bisson

**Location**: The Lighthouse, 73-75 St Katherine’s Way. Warrington, WA2 2EP

**Key Information:**

No Wrong Door Warrington will be based at ‘The Lighthouse’, located approximately a 5-10 minute walk from the main Time Square Offices. The Lighthouse will act as the No Wrong Door Hub and will be able to accommodate six children in the residential home. However, the focus of the work will be based in the community and a ‘no heads on bed’ policy will be in place. In addition, residential care will always be viewed as a short-medium term provision with the belief that every child should be given the opportunity to live in a family setting.

The service will be managed by a Hub Manager who is supported by two Deputy Hub Managers. Furthermore, there are six Portfolio Leads who will act as shift leads in the residential home and will have a specialist area they will support which will be linked to the Residential Care Standards. These specialist areas will include; Education/Training, Managing Risk & Uncertainty, Transition Work, Leisure and Activities (when we have the official Portfolio Lead titles, we will share with the teams).

Working alongside the Portfolio Leads are Residential/Edge of Care Workers who will undertake work in the community and in the residential home. The outreach work in the community will be a significant focus of our work as we focus on prevention rather than accommodation. The model will have a ‘no heads on beds’ policy and it will be our ambition to limit the number of children who need to reside in the residential home.

To further support the model, we have members of staff working at The Lighthouse from the Police and Health. We will have a full time Police Officer and Police Analyst as well as Communications Officer and Life Coach. In addition, the staffing structure will include performance intelligence officer, two administrators and a handy man.

**Criteria:**

No Wrong Door is a service that primarily works with teenagers, however the service will support children aged 8 and above, as it is acknowledged early intervention with younger children on the edge of care provides opportunities for valuable preventative work.

If the child is aged 8 years or above, a referral can be made by the social work teams to the No Wrong Door service if the young person’s needs are considered to meet one of the categories outlined below.

Only children aged 12+ will be able to access the NWD Residential Home.

Edge of Care:

* There is an identified need for an intensive support package, without which, the young person is likely to enter care **imminently**.
* A short term intervention is considered necessary to avoid a longer-term placement and enable the young person to remain at home.
* Young people who cease to be in care after working with No Wrong Door and require further support to prevent re-entry to care.

Edging to Care:

* There is an identified need for an intensive support package, without which, there is a strong likelihood the young person will enter care in the **near future**.

Placement Support (12+ Only)

* Young person is in a placement, which without intensive intervention, is likely to disrupt and lead to a residential placement.

**Provocations:**

* Would this be good enough for my child?
* What kind of adult does the child want to be? Are we being aspirational enough?
* Are we managing risk and uncertainty for the child and not for the organisation?
* Is everyone working towards the same goals?
* Are we building trusted relationships?

**Key Target’s:**

* a reduction in children in care figures
* a reduction in children in residential care
* greater numbers of young people staying in family settings
* increased numbers of young people living within a long term stable/family environment
* a reduction in spending on external / out of area placement settings
* fewer children at home on care orders
* better school attendance and engagement after coming into care
* increased numbers of young people engaging in recreational activities
* reduction in children engaging in criminal activity, including a reduction in missing’s
* a reduction in the severity of offences

**Families First**

**Team Manager:** Danielle Howard

**Location**: Time Square Offices

**Key Information:**

Following the recent restructure in the service, the Families First Team has been reduced as the previous edge of care element has transferred to the No Wrong Door team. However, the team will still offer a range of services to support vulnerable children and families in Warrington.

The Team Manager will be supported by two Senior Families First Workers who will line manage the eleven Families First Workers. Within the workforce, we have staff who have been trained in parenting programmes and working with victims of domestic abuse. It is our plan to further develop the workforce over the next 12 months so we can have more staff trained in the key areas of our reasons for referrals. We will continue to support and undertake Graded Care Profile 2 work when it is required as part of a wider piece of work.

The team will also include three Family Group Conference Co-ordinators and a PAMS worker. The FGC work will have a focus on CP, Pre-Proceedings, children due to leave care and NWD. The PAMS worker will continue prioritise PAMS assessments required as part of pre-proceedings or care proceedings.

**Criteria:**

The Families First service will continue to provide alternative evidence based interventions with young people and their families, following the authorisation of a referral, including:

* Placement support for fostering placements.
* Family support for families where a child is subject to a child protection plan.
* Support for families where children are in care proceedings and there is a plan for reunification.
* Interventions in relation to domestic abuse and perpetrators course (when staff are trained)
* Support, advice and guidance for families where a child is subject to a Special Guardianship Order (unless edging to or on the edge of care).
* Support for adoptive children and their families (unless edging to or on the edge of care).
* Support, advice and guidance for Unaccompanied Asylum Seeking Children.
* Homelessness support for 16 and 17 year olds.
* Completion of Family Group Conferencing.
* Completion of PAMS assessments.
* Parenting programmes (including work such as Graded Care Profile, Webster-Stratton).

**Key Target’s:**

* To reduce the number of children on Care Orders places at home. To support children who can be rehabilitated back home to the care of their family who are placed in internal and external residential and foster homes.
* To decrease the number of children in care but supporting friends, family and foster carers to secure legal permanency for children where appropriate and safe to do so.
* To provide intensive targeted intervention to reduce the number of children subject to child protection plans.
* To provide intensive targeted intervention to support timely decision making for those children subject to pre-proceedings.
* For all children and young people leaving care, including those with SGO plans to be offered and to be an integral part of their family group conference plan.
* Support asylum seekers under the age of 18 to settle within communities that best meet their cultural needs
* Support homeless 16, 17 and 18 year olds in need of securing sustainable accommodation they can remain in post their 18th birthday
* To complete FGC policy, procedures and referral pathway.
* To aim for 90% of all reviews to take place within timescale.
* For all initial agreements to be completed with 5 working days of child/family allocation

**Family Time**

**Team Manager:** Danielle Howard

**Senior Families First Worker:** Sarah Clements

**Location**: Staff based at Time Square Offices. Family Time undertaken in Children’s Centre’s and Community Centres.

**Key Information:**

The Family Time Team have now moved out of their permanent home at St Katherine’s Way and are now undertaking the majority of the Family Time sessions in the Children’s Centres. The Family Time managers and team have been working closely & building relationships with our Early Help colleagues during the transition period. The transition period has been successful and the early feedback about Family Time taking place in the children’s centres has been mainly positive.

A Service Level Agreement has been completed and authorised with Early Help and this clearly sets out the expectation of both parties to ensure we can best meet the needs of our children and families. We do expect to face some challenges but we are holding fortnightly meetings with Early Help so we can consistently review what is going well and where we need to develop. The SLA will be reviewed in six month or earlier if the covid restrictions have ended.

We have eight Family Time workers but currently have three vacancies due to staff moving in to higher grade positions. The staff are managed by a Senior Families First Worker. As the staff no longer have a permanent Family Time centre to work from, they will be based at Time Square and will also be able to spend some time in the offices of the Children’s Centres.

**Criteria:**

All Family Time work can only be initiated when a referral, initial agreement and risk assessment has been completed & authorised. Families First require the referral and initial agreement whilst our Early Help colleagues require the risk assessment.

Family Time referrals will only be accepted for:

* Children subject to Care Proceedings
* Children in Care

**Key Target’s:**

* Build positive working relationships with our Early Help colleagues
* To best match (where possible) families to children’s centres based on need and locality
* Offer consistent and high quality family time sessions for all children and families
* Improve our case notes following family time sessions
* To reduce the amount of long term permanency family times held within the family time service. To provide positive challenge and feedback for the exploration of other appropriate adults within the child’s life to facilitate family time where safe to do so.
* To ensure that all family times take place in a children centre and fortnightly service meetings take place, reducing to monthly in August 2021.
* To continue to consider and implement other ways to deliver face to face direct contact which has been successful through the pandemic.

**Yates Close (Supported Accommodation)**

**Supported Accommodation Manager:** Paul Fidler

**Location**: 17 Yates Close, Hood Manor, Warrington, WA5 1XH

**Key Information:**

Yates Close will be our new two bed supported accommodation home following its closure as a children’s home. The home will provide shared accommodation for two children, aged 17 plus as we work towards their transition to independence. It is hoped each child can have approximately six months in the home with a focus on preparing them to move in to their own property for when they will leave care.

The home is a three bedroom property and each child will have their own bedroom. The third bedroom also acts as an office and will allow us to have sleep-in staff, as and when required.

There are plans in place to support the Young Person’s time at the home with an ASDAN qualification which will be focussed around their independence skills.

At the current time, we have agreed for one young person to move to the home from their residential home in Wigan. We currently have a number of other referrals and will match a second young person to the young person who will soon be moving in to the property.

The supported accommodation home will be run to the standards expected of a children’s home and the policies and procedures that have been put in place reflect this.

At the current time, three staff from the residential homes have some protected time to offer support to the young people who live at the home. The type of support will depend on the needs and progress of the young people

**Criteria:**

Social Workers and Team Managers should arrange a consultation with the Supported Accommodation Manager when they would like a Young Person to be considered for the home. The young person should be at least 17 years of age and have evidence through an updated Child & Family Assessment that they are ready for supported accommodation living.

**Key Target’s:**

* Provide a high quality supported accommodation home to our Young People
* Offer the Young People a support package tailored to meet their needs
* Allow young people in residential care the opportunity to move in to supported living as part of their care plan
* Ensure the young people are confident and ready for independence when they leave care
* Work with partner agencies to ensure the children have high aspiration for when the young people leave care

**Farnworth Road**

**Registered Manager:** Paul Fidler

**Location**: 17 Farnworth Road, Penketh, Warrington, WA5 2RZ

**Key Information:**

Farnworth Road is transitioning from a Children’s Home to a two bedroom supported accommodation home. The home will provide shared accommodation for two children, aged 17 plus as we work towards their transition to independence. It is hoped each child can have approximately six months in the home with a focus on preparing them to move in to their own property for when they will leave care.

The home is a three bedroom property and each child will have their own bedroom. The third bedroom also acts as an office and will allow us to have sleep-in staff, as and when required.

There are plans in place to support the Young Person’s time at the home with an ASDAN qualification which will be focussed around their independence skills.

The supported accommodation home will be run to the standards expected of a children’s home and the policies and procedures that have been put in place reflect this.

At the current time, three staff from the residential homes have some protected time to offer support to the young people who live at the home. The type of support will depend on the needs and progress of the young people.

**Criteria:**

Social Workers and Team Managers should arrange a consultation with the Supported Accommodation Manager when they would like a Young Person to be considered for the home. The young person should be at least 17 years of age and have evidence through an updated Child & Family Assessment that they are ready for supported accommodation living.

**Key Target’s:**

* Provide a high quality supported accommodation home to our Young People
* Offer the Young People a support package tailored to meet their needs
* Allow young people in residential care the opportunity to move in to supported living as part of their care plan
* Ensure the young people are confident and ready for independence when they leave care
* Work with partner agencies to ensure the children have high aspiration for when the young people leave care

**Ross Close**

**Registered Manager:** Mike Owens

**Location**: 27-28 Ross Close, Old Hall, Warrington, WA5 9PW

**Key Information:**

Ross Close is registered with OFSTED as a three bed Children’s Home. The home currently cares for three children with a variety of different needs.

The staff team are managed by Mike Owens, who is supported by an assistant manager, Sarah Fitzgerald.

There is usually three staff working at the home until 10pm and two sleep-in staff each evening.

**Criteria:**

Children in care who require short to medium residential care.

**Key Target’s:**

* Support the children with all of their care needs
* Prepare the children for independent living
* Ensure all risk assessments and OFSTED paperwork is up to date and effective
* Work closely with social work team and partner agencies
* Undertake good quality direct work

**Rowlands Close**

**Registered Manager:** Gill Riley

**Location**: Rowlands Close

**Key Information:**

Rowlands Close is registered with OFSTED as a two bed Children’s Home. The home currently cares for two siblings who have lived at the home for many years. The plan is for the children to remain living at the home, being supported to prepare for independence, for when they leave care at 18.

The home is managed by Gill Riley and she is supported by a stable and consistent staff team who have all known the children for a long time.

**Criteria:**

Children in care who require short to medium residential care.

**Key Target’s:**

* Support the children with all of their care needs
* Prepare the children for independent living
* Ensure all risk assessments and OFSTED paperwork is up to date and effective
* Work closely with social work team and partner agencies
* Undertake good quality direct work

**Westland Drive**

**Registered Manager:** Julia Edwards

**Location**: The Bungalow, Westland Drive, Padgate, Warrington, WA2 0GG

**Key Information:**

Westland Drive is registered with OFSTED to provide short breaks to Children with physical disabilities and learning disabilities. The home provides care and accommodation for up to 3 children. In addition to the overnight short breaks, the team also offer a weekly outreach service which is currently based at the Play & Sensory Centre.

Julia Edwards is the Registered Manager and is supported by the Assistant Manager, Craig Ashurst. The team have been very stable for a number of years and the home has secured an ‘Outstanding’ OFSTED rating for the eight years it has been open.

**Criteria:**

Social Workers should arrange a consultation with the Registered Manager when they would like a Young Person to be considered for the home. Following an informal meeting the social worker will make a formal referral using the referral process whereby this is agreed by the CWD team manager. The referral will be reviewed along with an up to date Child & Family Assessment to agree if the young person meets the criteria of the home. The young person should be between 3-17 years of age and there must have either a clear diagnosis or referral from the disabled children’s team.

**Key Target’s:**

* Provide a high quality short breaks to our Young People with physical and learning disabilities
* Offer the Young People individualised and specialised care that meets their needs and supports them to reach their full potential
* To ensure the young people have support from highly trained staff who have access to specialised training to meet their needs.
* To provide carer/parent respite to enable them to continue to care for their child and sustain the placement.
* Work with partner agencies to ensure the young people progress, reach their full potential and enjoy their stays.
* To meet the young people’s sensory needs, emotional needs and to foster interests. To ensure the young people’s voices, thoughts, wishes and feelings are heard through their preferred method of communication.
* To continue to access specialised training needed to support the children who access the service in particular ASC training, SALT training, Makaton etc.
* To set up and develop a monthly drop session for social workers to discuss new and potential referrals and also the current packages. The aim would be to provide an opportunity to discuss specific children, Westland Drive, time frames, packages, targets etc.
* To move forward with a specially adapted car with a ramp for wheelchairs. This will allow all children who access the service to be able to use the vehicle.
* To develop the outreach service. In the short term - to look at increasing the group from 6 to 8.

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| **Westlands Drive** | **Rowlands Close** | **Ross Close** | **Farnworth Road & Yates Close** | **Families First** | **The Lighthouse**  **NWD** |
| **Registered Manager**  Julia Edwards  **Assistant Manager**  Craig Ashurst  **Residential Workers**  Melisa Walton  Rebecca Sidwell  Derek Vernon  Sarah Gooding  Carl Higham  Julie Brazendale  Ruth Broome  Deansie Phillips  Amy Stockley  Leanne Dervin  Lorraine Audley  Pam Addison  ***Vacancy*** | **Registered Manager**  Gill Riley  **Residential Workers**  Nick Antrobus  Alison Leigh  Jennifer Lyons  Gary Thornton  Carolyn Parker  ***Vacancy*** | **Registered Manager**  Mike Owens  **Assistant Manager**  Sarah Fitzgerald  **Residential Workers:**  Stephen Hewitt  Tia Pennicott  Britanny Soo  Scott Johnson  Andrew Hewitt  Nicola Birds  Gareth Reynolds  Ian Wooding | **Supported Accommodation Manager**  Paul Fidler  **Residential Workers (Farnworth)**  Helen Wright  Joanne Percival  Kim Bolton  Tracey Allen  Ray Carter  ***Vacancy***  **Supported Accommodation Workers (Yates)**  Britanny Soo \*  Ian Wooding \*  Ray Carter \*  (\*all work 10 hours per week at Yates) | **Team Manager**  Danielle Howard  **Senior FF Worker**  Sarah Clements  ***Vacancy***  **Family Group Conference Co-Ordinators**  Sue Blamey  Joe Haslam  Danielle Cook  **Families First PAMS Workers**  Sam Stott  ***Vacancy 0.5***  **Families First Workers**  Jackie Barker  Melanie Beswick  Cath Hughes  Elish Hatch  Margaret Litherland  Christian Abimbola  Kim Myers  Suzanne Williams  Louise Deakin  Lindsey Hicks  Nicola Phillips  **Family Time Workers**  Diane Carroll  Bernadette Clarke  Sarah Pucill  Lucy Buckley- Mellor  Leanne Driscoll  Helena McGuinness  Oliver Parlane  Danny Magson | **Hub Manager**  Chantelle Williams  **Deputy Hub Managers**  Adele Robinson  Charlotte Bisson  **Performance Intelligence Officer**  Helen Lawes  **Portfolio Leads**  Joe Traynor  Rebecca Holmes  Jess Burningham  Olivia Maher  Jennifer Deane  Alan Jarvis  **Residential/Edge of Care Workers**  Alex Wright  Sarah Walker  Ellie Palmer-Hurd  Maxine Anderson  Sarah Cameron  Paul Ireland  Jane Garside  Suzanne McCabe  Joanne Blacklock  **Police Officer**  Paul Jukes  **Police Analyst**  ***Vacancy***  **Communication Officer**  Esther Gibson  **Life Coach**  Naomi Mackett  **Administrators**  ***Vacancy x 1.5***  **Handy Man**  ***Vacancy*** |