

Appendix 3

The Family Support Localities Service (FSLS)

The family support localities service (FSLS) is a borough wide service providing a range of 'early help' support to families with children and young people aged 0-19 years who, either because of their own additional needs or because of less advantageous circumstances require additional help alongside the support provided by their families and universal services (e.g. early years, schools, health visitors, GPs). The offer of early help may occur at any point in a child or young person's life.

The aim of the FSLS is to:

- **Provide a shift in emphasis from crisis intervention to prevention and early intervention**, by supporting the early identification of children, young people and their families who require additional help to prevent issues escalating to a point where more formal interventions are required from specialist services.
- **Offer the right support at the right time**, by reaching out to the most vulnerable children and families, identifying their needs at the earliest point and providing the least intrusive level of intervention for the shortest period necessary.
- **Focus upon improved outcomes**, consulting with families to identify the priority outcomes they wish to improve, providing support aimed at strengthening the ability of family members to provide care and support to each other so that their children are healthy, safe, happy and confident about the future.
- **Develop the 'Think Family' approach**, by using holistic approaches to provide a coordinated and systematic means for professionals to come together with the family to form a 'team around', making joint decisions on the assessment and recommendations for further support, and to ensure that contact with any service offers an open door into a broader system of joined-up support.
- **Work in partnership with families and partner agencies** providing interventions focused upon the whole family, and drawing upon local knowledge and an understanding of local need to make full use of the strengths of a community response in achieving positive change.
- **Improve access to services** by adopting a proactive approach to establishing relationships with local communities, removing and overcoming barriers, ensuring that families can access support when it is needed.
- **Act as a bridge between** universal services and specialist provision ensuring that families can move seamlessly between different services as needs change.
- **Promote participation**, involve families and communities in addition to the young people themselves to better determine the support required and their satisfaction with services, ensuring children's views are listened to and their participation is supported, and making all services more family-centred.
- **Support Early years foundation provision**, emphasising the importance of provision and access to high quality childcare.

The key services provided by FSLS are:

Advice and consultation:

- Family information service providing advice on childcare as well as general information on a wide range of services for children and young people which includes a brokerage service to access childcare and the free entitlement to early years provision for all 2, 3 and 4 year olds
- Housing, benefits and budgeting advice
- Facilitating team around meetings with partner agencies and local problem solving meetings
- Signposting families to relevant services

Direct support:

- Family mediation and family support, bringing different professionals together with the family and coordinating an integrated response to the assessment, input and progress of an agreed action plan.
- One to one sessions with children and young people on a wide range of issues including career aspirations; anger management; sexual health; anti-social behaviour & offending; and substance misuse.
- Working with schools around individual pupils' attendance and in particular, intervening where attendance falls below 90%.
- Group work e.g. young carers groups and parenting programmes.

Priorities for the FSLS are:

- Parenting and wellbeing concerns due to domestic violence, mental health, substance misuse, sexual exploitation, anti-social behavior and offending etc
- School attendance of below 90%
- Risk of permanent exclusion from education
- Risk of /not in employment, education or training (NEET)
- Risk of need to be accommodated
- Siblings of children or young people who are receiving specialist services
- Risk of being homeless aged 16 & 17
- Teenage parents
- Young carers
- Private fostering arrangements

The FSLS consists of:

Practitioners from a range of professional backgrounds, working together in 3 neighbourhood based integrated multidisciplinary locality teams (north, central & south) across the borough, supported by a borough wide team providing the family information service, early years, young carers and youth participation. These currently include:

- Family and adolescent support workers (including sexual health and substance misuse specialists); social workers; education welfare advisors; plus health, housing, domestic violence, youth offending, Job centre plus and adult mental health practitioners.

Contacting the FSLS

With the exception of Schools and Children's Centres who are able to access FSLS directly via a professional discussion at the 'team around' meetings, access to the service is via the telephone helpline **020 8753 6446**.

London Borough of Hammersmith & Fulham

Children's Services Locality Areas

North

Team Leader:
Fiona Phelps
020 8753 3660

Central

Team Leader:
Anna Rickards
020 8753 2923

South

Team Leader:
Steve Andrews
020 8753 3774

