

What makes a good referral?

Presenting needs

- What are you concerned about?
- What has the person or family said they would like help with?
- What actions have already been taken to address these issues and concerns?

Consent

- Has the family or individual agreed and given consent for support to be requested? (This includes children over 10 years old who will be directly worked with).
- Is the person or family open to making changes?

Background information

- Any historical information should be relevant to the current request for support.

Others involved

- Which other professionals are involved with the family, what support is already in place and what was the impact?

Barriers to engagement

- Are you aware of any barriers to engagement with any family members?

The Family Support Service at a glance

Online, by phone or email

Latest information for families and a directory of organisations, activities and childcare through our Family Information Service: familyinfo.buckinghamshire.gov.uk

Family Centres

Open access sessions, community-led programmes, drop-ins for advice and one to one support across Buckinghamshire: familyinfo.buckinghamshire.gov.uk/familycentres

Additional support

Dedicated Family Workers and courses providing support to children, young people and families with complex challenges or multiple issues.

If you're unsure what support would be the most appropriate for someone you're working with, or just want to know more about what we do, speak to a member of our supportive team.

Phone:
01296 383 293

Email:
familyinfo@buckinghamshire.gov.uk

Website:
familyinfo.buckinghamshire.gov.uk/familysupport



Family Support Service

A professional's guide to Buckinghamshire's Family Support Service covering the support available to children, young people and families and how it's accessed

The Family Support Service (FSS)

We provide a range of support for parents and children aged up to 19 years (or up to 25 years for young people with special educational needs and disabilities). This leaflet will guide you through the levels of support we offer and how to access them.

We recommend professionals discuss the child's, young person's or family's concerns and needs, asking how they think these needs could be supported. Understanding what the family think about your concerns and whether they agree to the support is very important. They must give informed consent to the referral and request for support from the service.

Level 1 support

Our first level of support includes:

- Online information, a local support directory and advice line from the Family Information Service
- Sessions, courses and drop-ins at Family Centres across Buckinghamshire
- A partnership forum supporting professionals working with families, children and young people

Using our website, you'll find advice from our knowledgeable team and practitioners from across the council.

Family Centre sessions and groups are run regularly by the Family Support Service for parents and children to attend together. Families can drop in anytime during the week at our three Family Centre Plus site (FC+). You'll also find weekly youth drop-ins and sessions for under 5s. Family Centre Plus sites are:

Mapledean FC+ in High Wycombe

Newtown FC+ in Chesham

Southcourt FC+ in Aylesbury

The Early Help Partnership Forum is a panel of professionals from a variety of support agencies who are on hand to talk things through and make suggestions to other professionals working with a family. For more information please contact:

ehpartnershipforum@buckinghamshire.gov.uk

Level 2 support

Short term, small group and, where needed, individual targeted support for parents and young people. We offer a range of groups reflecting the emerging needs of our communities.

Groups for parents cover a range of ages and themes, while our groups for young people help with issues such as:

- confidence and self-esteem
- positive relationships
- stress, anxiety and low mood

Request Level 2 support on our website using the ['request for support' form](#).

Level 3 support

If a family are experiencing multiple or complex issues, we can offer more focused support for up to 6 months. We'll work with the family and other relevant agencies to support the family through a coordinated, agreed family plan.

We can work with families and young people who are:

- Excluded from school or having difficulties engaging with education
- Currently or at risk of becoming NEET (Not in Education, Employment or Training)
- Affected by domestic abuse or parental conflict
- Demonstrating risk-taking behaviour
- Impacted by financial problems and debt
- Having difficulty maintaining boundaries and expectations
- Vulnerable to exploitation
- Impacted by health-related difficulties

Request Level 3 support on our website using the ['report a concern' form \(MARF\)](#).

We cannot provide whole-family level 3 support if a child or young person is open to Statutory Children's Services. For cases that are stepping down from statutory support, the case transfer process must be followed.