



Supporting Families Toolkit

Redcar and Cleveland Borough Council

Published 1st May 2026

Relationships that Connect, Building our Communities



Practice Toolkit

Objectives

This toolkit is an interactive PDF document with hyperlinks to provide practitioners with a central point where they can access practice guidance, service contacts and tools to support them in delivering positive and sustainable outcomes for children and families.

Who is it for?

The Supporting Families Toolkit is structured to support Local Authority practitioners and staff in our multi-agency partner organisations to identify and respond to significant issues within families. The issues within the Supporting Families Outcome Framework are known to have a negative impact on a child's wellbeing and life chances, and here we have provided some of the information and tools that practitioners will need to support these needs.

Why are we doing this?

The toolkit is grouped under the Supporting Families Headlines so that when practitioners are working with children and families, they can consider all of these issues in their assessments and have resources to draw on to help them in their work with families.

It is hoped that this toolkit will become a well-used 'desk-top' resource that provides all practitioners with quick links to local and national support services and tools; whether at an early help level, or for social workers when supporting children through statutory assessments and plans.

If you would like to add more resources to this toolkit, or to report a broken link, please email

supportingfamielstoolkit@redcar-cleveland.gov.uk



Relationships that Connect, Building our Communities

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Please note that if you see  this link is only available to RCBC Children's Services Staff



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Theme 1

General Information Sources

**Children & Family
Services**

**Children & Family
Service Procedure
Manual (tri.x)**

**Families Information
Services**

**Redcar and Cleveland
Information Directory**

**Tees Safeguarding
Children Procedures
Website**

**Redcar & Cleveland
Local Offer for
Care Leavers**

Family Hubs

Cleveland Fire Brigade
(Fire Safety Education
Intervention)



Click in the boxes to visit relevant website

General Information

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Theme 1

General Information Tools

Working Together to
Safeguard Children

Direct Work Toolbox

Appreciative Inquiry
Turning Questions to
Conversations

SAFER
Referral Form

Threshold Document -
Continuum of Help
and Support

Family Hubs Request
for Service Form

Early Help
Referral Form

Rough Guides for
Practitioners (TSCPP)

Youth Service

Making a
Referral Guide

Social Workers Digital
Library

Good Language Guide

Elsa Support – Free
Resources

Redcar & Cleveland
inourplace

Togetherness Online
Parenting Programmes

(Free course using the access
code – LEMONTOP)

StayWise

(Free safety lesson plans,
activities and worksheets)



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Supporting Families sets out to tackle school absence and improve the life outcomes of children by requiring sustained good attendance for all children in the family, across two consecutive school terms.

Information Sources

Education & Training Providers

Apprenticeships

Ofsted

All Schools & Colleges
in Redcar

The King's Trust

Middlesbrough
Football Club
Foundation

School Leaver Jobs

National Careers
Service



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Wider Support Services

[Anti-Bullying Alliance](#)

[Routes to Employment](#)

[The School Choice Adviser](#)

[School Admissions](#)

[ICAN
\(Helps children communicate\)](#)

[Junction Youth Employment, Education and Skills Services](#)

[Elective Home Education and Home Schooling](#)

[Education, Health and Care Plan Pathway](#)

[Redcar & Cleveland College NEET Support](#)

[Step Forward Tees Valley](#)

[North East Autism Society](#)

[Daisy Chain Family Support Service](#)

[SENDIASS Barnardos](#)

[Careers & NEET Advisors](#)

[Free School Meals](#)

[Mental Health Lead Resource Hub](#)



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Tools

[Ages & Stages](#)

[Direct Work Toolbox
\(early years\)](#)

[Bruising of Non-
mobile Children](#)

[Start for Life Offer](#)

[Support to Talk](#)

[Home Conditions
Assessment \(DoH\)](#)

[Good Egg Home Safety
Resources](#)

[Home Safety
Assessment \(Hazards
in the Home\)](#)

[YOUNGMINDS](#)

(Children with eating disorders)

[Children's Healthier
Eating Toolkit](#)

[Starting Primary
Education](#)

[Toilet Training](#)



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Theme 4

Improved Mental and Physical Health

Complex families have disproportionately high levels of health problems compared with the general population. Poor mental health is particularly pertinent, with over two fifths of families offered support having a family member with a mental health problem. Health needs have a significant impact on the whole family and may require specialist support.

Information Sources

Find Local NHS Services	Mind (Redcar & Cleveland) Mental Health Recovery Service	CAMHS and LD CAMHS - Child & Adolescent Mental Health Service	Impact on Teesside
Supporting mental health	Forget Me Not (Bereavement Help)	Headstart	Kooth (Mental wellbeing)
Health Visitors and School Nursing	The Link CIC	The Junction	Young Minds
Healthwatch	CAMHS Training for parents and carers.	Inside Out – Mental Health Support Team	The Link Charitable Trust



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Theme 4

Improved Mental and Physical Health

Tools

Make Every Contact Count

(Search a directory of services in the local area)

Chat Health

(Confidential Health and Advice from a health care professional)

Sexual Health Teesside

Family Pack of Questionnaires and Scales

Inside Out Tools

Smiling Mind

(Mindfulness App endorsed by Mind)

Positive Penguins App

(An educational app to help children and young people understand and challenge negative feelings)

Molehill Mountain App

(An app to help autistic people understand and self-manage anxiety)

Brain in Hand App

(An app for people who need help remembering things, making decisions, planning, or managing anxiety)

Anxiety Management Strategies for Teaching Staff

Childline – Calm Zone

HealthWatch

Usborne Unworry Pack

Britain Get Talking

Nip in the Bud

The Lullaby Trust



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Theme 5

Promoting Recovery & Reducing Harm from Substance Misuse

Substance misuse is a long term and complex problem that may have a significant impact on vulnerable families. Recovering from addiction and substance misuse is complex and, in many cases, recovery is not a linear process. There is clear evidence that growing up in a family affected by parental (or significant other adult's) substance misuse can cause significant harm to a child's wellbeing and to their long-term outcomes.

Information Sources

Drug and Alcohol Support

Step Forward Tees Valley

Nacoa Service for everyone affected by a parent's drinking

Talk to FRANK National Drugs Helpline

With you

Stop Smoking South Tees

Narcotics Anonymous North East online meetings

Tools

Tees SCODA Questionnaire

(Unborn baby assessment questions re parental substance misuse)

Tees SCODA Questionnaire

(Framework for assessing problem drug use and impact on parenting)

Direct Work Toolbox (Alcohol)

Direct Work Toolbox (Drugs)



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Theme 6

Improved Family Relationships

Families who face multiple and complex needs may require support to develop positive and supportive relationships within the family. Conflict in relationships is expressed through many different behaviours which can have an impact on families' lives. When conflict is between parents, it can have negative effects on their children's mental health and wider development. The impact of violence or abuse inflicted by children towards other members of the family, and the impact of unmet needs for young carers should also be recognised.

Information Sources

Citizens Advice

NHS

[Help for Young Carers](#)
[Being a Young Carer:
your rights](#)

Homestart Teesside

Support
for Carers

Hart Gables
(LGBTQ+ support)

The Junction
Young Carers' Service

We Care
You Care

Carers
Together

Kinship Care and
Special Guardianship
Order

Child Bereavement UK

Private Fostering in
Redcar & Cleveland

Togetherness Online
Parenting



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Tools

Family Pack of Questionnaires and scale (TSCPP)

Family Safety Circles

Genogram

Ecomap

DigiDad – By Dads for Dads

Getting on Better Cards

Child Bereavement
(Animations to help children understand funerals)

Child Bereavement
(Short Guidance Films)

One Plus One
Reducing Parental Conflict
Practitioner Guide

One Plus One
Parent Resources

Coram BAAF
(Supporting agencies and professionals who work with children and young people)

Foster with North East



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Theme 7

Children Safe from Abuse and Exploitation

Children who experience, or who are risk of, abuse and exploitation are amongst the most vulnerable in society. Children could be at risk from harms within or outside the home or both. Some children are at additional risk from harm such as going missing and radicalisation. Effective multi-agency working that operates across geographical boundaries can prevent the needs of these children and their families from escalating to more intensive statutory services.

Information Sources

HOTH Harm Outside the Home Screening Tool	Early Help Youth Work Plus	Preventing Child Exploitation Information	Child Abuse Concerns: Guide for Practitioners
Operation Encompass	Contacting Childline 24/7	Safe Lives Young People and Domestic Abuse	Women's Aid
County Lines Guidance	CEOP Helping you to better protect your children online	Sarah's Law	Lucy Faithfull Foundation



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Theme 7

Children Safe from Abuse and Exploitation

Information Sources (continued)

Prevent/ Channel
Referral Process

Youth & Community
Centres

South Tees Neglect
Strategy

ICON
(Stress support for parents with
crying babies)

HOTH Tools



Neglect Toolkit



CSA Centre
(Centre of Expertise on Child
Sexual Abuse)

Tools

Family pack of
Questionnaires and
Scale (TSCPP)

National Referral
Mechanism (NRM)
Guide for children &
young people

Three Houses /
Wizards & Fairies

Teeswide Referral
Pathways

Direct work toolbox
for Domestic Abuse

The Hideout –
Domestic Abuse
Resource for Young
People

The Safety House
Guide



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Theme 7

Children Safe from Abuse and Exploitation

Tools (continued)

Direct Work Toolbox
for Sexual Abuse

Child Criminal
Exploitation Toolkit



TSCPP
Online Exploitation

TSCPP
Wrong Hands Toolkit

Ecomap

Button Tree

Cleveland Police Early
Intervention
Programme

Childline – Report
Remove

Social Workers' Digital
Library

NSPCC Activities
for Children
(to learn how to be safe and
speak out)

Tea and Consent Video

Consent for Kids Video

Home Conditions
Assessment

PREVENT Referral
Form



Click in the boxes to visit relevant website

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Theme 8

Crime Prevention & Tackling Crime

Crime and anti-social behaviour have a significant negative impact on individuals and communities as well as having a significant financial cost on society. This theme covers young people who are involved or at risk of becoming involved in crime and anti-social behaviour as well as adults who are involved in crime and anti-social behaviour. This reflects the evidence that parental anti-social or criminal behaviour is a significant factor in youth offending. The children of offenders are also more likely to be excluded from school and twice as likely to suffer from behavioural and mental health problems.

Information Sources

NEPACS

**South Tees
Youth Justice Service**

**Victim
Support**

**Reporting
Hate Crime**

**Anti Social Behaviour
Team**

Youth Work Plus
(RCBC Youth Services)

**National Youth
Advocacy Service
(NYAS)**

**Cleveland Police Early
Intervention Referral**

Tools

Parenting Tools

(Parents' Guide: Youth
Violence, Knife crime & Gangs)

Tea and Consent Video

Consent for Kids Video



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Theme 9

Safe from Domestic Abuse

All forms of domestic abuse can have a significant impact on children and young people, including coercive and controlling behaviour. Children and young people may experience domestic abuse directly, including in their own intimate relationships, or indirectly due to the impact the abuse has on others such as the non-abusive parent.

Information Sources

What is Domestic Abuse?	Local Support Services	What is Financial Abuse?	Domestic Abuse Support
Domestic Abuse Act 2021	EVA Women's Aid	Harbour	SARC Teesside
Galop (LGBT+ Anti Abuse and Violence Charity)	Halo Project	Tees Valley Women's Centre	Support for Male Victims of Domestic Abuse
Domestic Violence and Abuse: Help from DWP	Arch Teesside	Loving Me (Support for Trans and non-binary victims of abuse)	DAPO



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Tools

[SAFER Referral](#)

[CHERISH Guidance](#)

[The Direct Work toolbox for domestic abuse](#)

[The Severity of Abuse Grid](#)

[Getting it Right First Time](#)

[Recognising and Responding](#)
(quick guide for social workers)

[Signs of Safety Harm Analysis Matrix](#)

[Assessing and Responding to the Impact Domestic Abuse](#)

[DASH Risk Assessment Resources](#)

[Clare's Law](#)

[The Duluth Model](#)



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Theme 10

Secure Housing

Secure and suitable housing provides stability for families. It is linked to positive health and wellbeing outcomes, provides a base for children to attend school, for parents to sustain employment and for the family to contribute to their communities. A multi-agency and early intervention approach will help to identify vulnerable families and young people with housing issues or at risk of homelessness. It will also support them to resolve these issues by maintaining existing housing or, if necessary, helping them to secure suitable settled accommodation.

Information Sources

Housing Advice and Information Team	Beyond Housing	Crisis (Bond Guarantee Scheme)	Coatham House Projects
Daisy Chain (Independent Living Housing Advice for residents with Autism/Neurodiverse aged 30+)	Thirteen Housing	East Cleveland Youth Housing Trust	Tees Community
Warm & Well – Energy Efficiency Service	RCVDA	Tees Valley Home Finder	Greggs Foundation (Hardship Fund)
Glasspool Charity (Grants to support with financial hardship)	Money Advice Services		



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Tools

Duty to Refer
(homelessness)

Housing Benefit

Home Conditions
Assessment

Baby and Toddler
Safety Advice
(NHS)

Good Egg Home Safety
Resources



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Theme 11

Financial Stability

Employment and financial stability within families are key factors in building families' resilience. Financial instability has a negative impact on several areas of a family's life, including relationships, physical and mental health and security of housing.

Information Sources

Citizens Advice

Welfare Rights Service
(Referral Form)



Contact Job Centre
Plus - GOV.UK

PIN employment
services

Moneywise

Stop Loan Sharks

Redcar Area Foodbank

Next Step Shops –
Footprints in the
Community

(subsidised food to people who
are struggling financially)

MECC – Making Every
Contact Count
(Finance Advice Page)

Cost of Living Support

Family Fund
(for families of disabled or
seriously ill children)

TEES Community

Glasspool Charity
Trust

The Salvation Army

Greggs Foundation

Money Advice
Services



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Theme 11

Financial Stability

Tools

[Budget Planning Tool](#)

[Check Benefits and the Financial Support you can get](#)

[Money Advice Services](#)
(Redcar & Cleveland)

[Benefits Calculator](#)

[Welfare Service](#)

[Personal Independence Payment \(PIP\)](#)

[Jobseeker's Allowance \(JSA\)](#)

[National Debtline](#)

[Universal Credit](#)

[Benefits and Support](#)

[Free School Meals](#)



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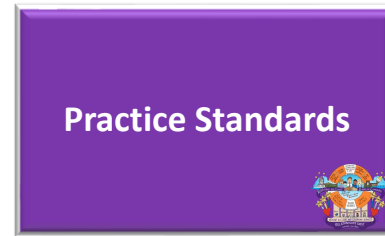
Theme 12

Relationships First

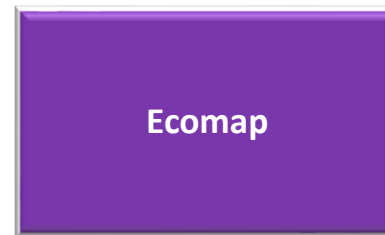
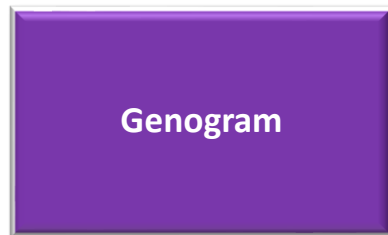
Our “Relationships First” practice model is based on systemic practice. This means that we think about individuals and understand difficulties in the context of their relationships and within the world that they live. We work in a relational way. We understand that we are unlikely to create sustained change without a relationship with the child and their family, and without their support.

For our practice this means that we are transparent in approaching our work to build trust and gain positive outcomes. We work collaboratively with children and families, and each other. We work ‘with’ as opposed to doing things ‘to.’ We recognise strengths in children and families and in our colleagues, and we utilise their expertise. We are hopeful. We have high aspirations for ourselves and those we work with. We provide high challenge and high support in equal measure.

We use three strengths-based approaches: Signs of Safety; Trauma Informed; and Family Focused to support our work with children and families.



Tools to identify, build and involve networks



Click in the boxes to visit relevant website



Theme 12

Relationships First

Information for Parents, Carers and their network

Guide to Family Networks

(Families with a Social Worker)

Guide to Family Networks

(Families with an Early Help Worker)

Family's Guide to an Early Help Assessment and Plan

Family's Guide to a Social Worker Assessment and Plan

Words and Pictures Guide for Families (Social Work)

Words and Pictures Guide for Families (Early Help)

Signs of Safety Guide for Foster Carers

Information for Partners

Making a Referral Guide

Information for Partners and Professionals

Signs of Safety Guide for Partners

Guide to Safety Scales



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Theme 12

Relationships First

Tools and Toolkits

Solution Focused
Questions Guide

Turning Questions to
Conversations

Harm Analysis Matrix

Safety Circles

Good Language Guide

Domestic Abuse
Practice Guidance &
Toolkit

Assessment Practice
Guidance

Neglect Practice
Guidance & Toolkit

Voice / Lived Experience of the child tools

Direct Work Printables

My Three Houses /
Wizards & Fairies

My Three Houses with
PECS
(Children with Learning
Disabilities)

My Safety House



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Redcar and Cleveland Borough Council provides a 'Local Offer', which is way of giving children and young people with Special Educational Needs and/or Disabilities (SEND) and their parents or carers information about what activities and support is available in the area where you live.

Information Sources

Special Educational Needs Service	Early Years SEND Team	Education, Health and Care Plans	SEND-Local Offer
Information Advice & Support Service (SENDIASS)	Daisy Chain (Independent Living Housing Advice for residents with Autism/Neurodiverse)	North East Sleep Alliance (Helping the Tees Valley get to better sleep)	Zoe's Place Baby Hospice
MAIN	AFASIC Voice for life (Speech and Language Support)	The Family Fund (Grants for families with a disabled child)	Daisy Chain Family Support Service
Children's Occupational Therapy	North East Autism Society	SCOPE (Emotional Support for Parents)	Short Breaks For Carers



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Information Sources (continued)

Newman Trust

(Summer Holidays for Children
5 – 16 years)

Family Fund

SEND Family Voice

The Adamson Trust

(Financial help towards the cost
of holidays 3 – 17 years)

The Owl Centre

We Care You Care

The Teesside Family Foundation

Carers Together

Tools

SEND Parents Guide

Preparation for adulthood life skills checklist

Education, Health and Care Plan Pathway

Signs of Safety My Three Houses with PECS

Redcar & Cleveland Transitions Guidance

(Preparation For Adulthood)

Neurodevelopmental Pathway Triage Panel Referral pathway

SENDCO Handbook

Max Cards



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