



Supporting Families Toolkit

Redcar and Cleveland Borough Council



Thriving children, fulfilling their dreams.

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

Thriving children, fulfilling their dreams.

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Theme 1

General Information Sources

Children & Family
Services

Children & Family
Service Procedure
Manual (tri.x)

Families Information
Services

PIN - People's
Information
Network

Tees Safeguarding
Children Procedures
Website

Redcar & Cleveland
Local Offer for
Care Leavers



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
Leaflet

Making a
Referral Guide

Social Workers
Digital Library

Good Language
Guide

Elsa Support – Free
Resources



Click in the boxes to visit relevant website

General Information

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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 Prince's Trust

Middlesbrough
Football Club
Foundation

School Leaver Jobs

National Careers
Service



Click in the boxes to visit relevant website

General Information

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Wider Support Services

Anti-Bullying
Alliance

Youth Employment
Initiative

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



Click in the boxes to visit relevant website

General Information

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Tools

EHCP Pathway
and Forms

Anger Management
Tools

Regulating Emotions
Tools

Junction Referral
Form

Children Missing
Education (Statutory
Guidance)

Primary to
Secondary Transition
Strategies Checklist

“Ideal Classroom” with
Personal Construct
Psychology and Lego
(Direct work to capture
children and young people’s
views about school).

Molehill Mountain
App
(An app to help autistic
people understand and self-
manage anxiety).

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

Brain in Hand App
(An app for people who need
help remembering things,
making decisions, planning,
or managing anxiety).

Autism Progression
Framework

Anxiety
Management
Strategies for
Teaching Staff

West Sussex
Emotionally Based
School Avoidance
Toolkit

Usborne Unworry
Pack



Click in the boxes to visit relevant website

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Theme 3

Good Early Years Development

Good early years development improves children's life chances. Support for families may begin before a child is born and expectant or new parents who require additional support may be eligible for the programme. Providing guidance for parents and developmental support for babies and young children is essential for delivering strong health and educational outcomes for children, ensuring they have a positive start in their early years.

Information Sources

Universal 15 hours
Free Early Years
Places for 3 & 4 Year
Olds

HENRY

Healthy Start

Family Hubs

Essential guide for
new dad, dad pad.

Health Visiting and
School Nursing

Free Childcare for 2
Year Old

Right support to
meet a Child's need

Free Early Years
Provision for 3 & 4
years old

Free Childcare
search / Brokerage

Baby and Toddler
Safety Advice
(NHS)



Click in the boxes to visit relevant website

General Information

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Tools

Ages & Stages

Direct Work Toolbox
(early years)

Bruising of Non-
mobile Children

Early Years
Integrated Pathway

Support to Talk

Home Conditions
Assessment (DoH)

Good Egg Home
Safety Resources

Home Safety
Assessment
(Hazards in the
Home)



Click in the boxes to visit relevant website

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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 NHS services near you	Mind (Redcar & Cleveland) Mental Health Recovery Service	CAMHS and LD CAMHS - Child & Adolescent Mental Health Service	Impact on Teesside
Supporting mental health – PIN	Forget Me Not (Bereavement Help)	Headstart	Kooth (mental well being)
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



Click in the boxes to visit relevant website

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Theme 4

Improved Mental and Physical Health

Information Sources (continued)

Health Screening

Teesside Samaritans
(Providing emotional support to those in distress)

Mental Health Crisis

Time 4 You
Psychological Services C.I.C.

The Bungalow Partnership

North East and Cumbria Suicide Prevention Network

Tees-wide Mental Health Training Hub
(free training)

Suicide Prevention e-Learning
(Zero Suicide Alliance free 20 minute training)

Listening Ear
(Emotional support for parents)

Psychological First Aid
Free Digital Training
(Public Health England)

Youth & Community Centres

Suicide Prevention Resources and Guidance
(Gov.uk)

Qwell
(Anonymous mental health support)

Daisy Chain Family Support Service

Young Minds
(Resources to support refugee and asylum seeking children)

Mental Health Lead Resource Hub



Click in the boxes to visit relevant website

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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



Click in the boxes to visit relevant website

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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

The Mix
(Support and information on drugs and alcohol for under 25s)

Stop Smoking South Tees

Narcotics Anonymous North East online meetings

we are with you

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 Tool box
(alcohol)

Direct Work Tool box
(drugs)



Click in the boxes to visit relevant website

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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

Young Carer
NHS

Homestart
Teesside

Support
for carers

Hart Gables
(LGBTQ+ support)

The Junction
Young Carers'
Service

We Care
You Care

Carers
Together

Special Guardianship
Order Team

Child Bereavement
UK

Private Fostering in
Redcar & Cleveland



Click in the boxes to visit relevant website

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Theme 6

Improved Family Relationships

Tools

Family Pack of
Questionnaires and
scale (TSCPP)

Family Safety Circles

Genogram

Ecomap

One Plus One
(Relationship Support
Resources)

Getting on Better
Cards

Child Bereavement
(Films to help children
understand funerals)

Child Bereavement
(Short Guidance Films)

DigiDad – By dads
for dads



Click in the boxes to visit relevant website

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Theme 7

Children Safe from Abuse and Exploitation

Children who experience, or who are at 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

Vulnerable,
Exploited, Missing,
Trafficked
(VEMT)

Early Help Youth
Work Plus

Exploited children
support

Child abuse
concerns: guide for
practitioners

Operation
Encompass

Core Assets Children's
Therapeutic and
Outreach Service
(for children and YP affected
by domestic abuse in Redcar
and Cleveland))

Safe Lives
Young People and
Domestic Abuse

Women's Aid

County Lines
Guidance

CEOP
(online sexual abuse)

Sarah's Law

Childline (24*7)



Click in the boxes to visit relevant website

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Theme 7

Children Safe from Abuse and Exploitation

Information Sources (continued)

The Lucy Faithful
Foundation

Youth & Community
Centres

Redcar & Cleveland
Neglect Strategy

Radicalisation/
PREVENT Referral
Process

Tools

Family pack of
questionnaire s and
scale (TSCPP)

National Counter
trafficking Service
(NRM)

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

Child Exploitation
Screening Tool



Click in the boxes to visit relevant website

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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 Child Abuse

TSCPP
Wrong Hands
Toolkit

Ecomap

Button Tree

Cleveland Police
Early Intervention
Programme

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

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

Childline – Report
Remove



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

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



Click in the boxes to visit relevant website

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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



Click in the boxes to visit relevant website

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Theme 9

Safe from Domestic Abuse

Tools

Safer Referral

CHERISH
Guidance

The Direct Work
toolbox for
domestic abuse

The Severity of
Abuse Grid

The Mix
Is My Relationship
Healthy? Quiz
(aimed at under 25s)

Recognising and
Responding
(quick guide for
social workers)

Signs of Safety
Harm Analysis
Matrix

Assessing and
Responding to
Domestic Abuse

DASH
Risk Assessment

Clare's Law

The Duluth Model

Getting it Right
First Time



Click in the boxes to visit relevant website

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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)	Thirteen Housing-Greater Eston/Guisborough Area	East Cleveland Youth Housing Trust	Tees Community
Warm & Well	RCVDA	Tees Valley Home Finder	Greggs Foundation (Hardship Fund)
Glasspool Charity (grants to support with financial hardship)	Money Advice Services	Ask CPAG – Fuel Rights Handbook	



Click in the boxes to visit relevant website

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Theme 10 Secure Housing

Tools

Duty to refer
(homelessness)

Housing Benefit

Home Truths
(interactive website to teach
young people what they
need to know before living
independently)

Home Conditions
Assessment

Good Egg Home
Safety Resources

Baby and Toddler
Safety Advice
(NHS)



Click in the boxes to visit relevant website

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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

South Tees Community Bank

Stop Loan Sharks

Redcar Area Foodbank

Next Step Shops
(subsidised food to people who are struggling financially).

MECC (Finance Advice Page)

RCVDA

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

TEES Community

Glasspool Charity Trust

The Salvation Army

Greggs Foundation

Money Advice Services



Click in the boxes to visit relevant website

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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 (continued)

Ask CPAG - Fuel
Rights Handbook

Cost of Living
Support

Help for Households



Click in the boxes to visit relevant website

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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 Benefits
A – Z Guide

Personal
Independence
Payment (PIP)

Jobseeker's
Allowance (JSA)

National Debtline

Child Tax Credit

Benefits and
Support

Free School Meals

Universal Credit

South Tees
Affordable Warmth
Partnership



Click in the boxes to visit relevant website

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Theme 12 Signs of Safety

Whilst originally developed for Child Protection work Signs of Safety can be used in all levels of work with children and families. SOS is about building on the strengths and safety already present with families to build reliance and encourage families to find their own solutions to what's happening in their lives. Safety and wellbeing is not created in services but within family's homes. Practitioners work with the child or young person, their family and their support network to build safety for the child or young person.

Information Sources

What is Signs of Safety	Information for Partners	Signs of Safety Guide for partners	Signs of Safety Guide for Foster Carers
Signs of Safety Charter	Making a Referral Guide	Guide to Safety Scales	Family's Guide to a Social Worker Assessment and Plan
Family's Guide to an Early Help Assessment and Plan	Guide to Family Networks (Families with a Social Worker)	Guide to Family Networks (Families with an Early Help Worker)	



Click in the boxes to visit relevant website

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Theme 12 Signs of Safety

Tools

My Three Houses /
Wizards & Fairies

My Safety House

Signs of Safety
Harm Analysis
Matrix

Safety Circles

Genogram

Ecomap

Appreciative Inquiry
Turning Questions
to Conversations

My Three Houses
with PECS
(Children with Learning
Disabilities)

Solution Focused
Questions Guide

Words and Pictures
Guide for Families
(Social Work)

Words and Pictures
Guide for Families
(Early Help)

Good Language
Guide



Click in the boxes to visit relevant website

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Theme 13 SEND

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

Tees Valley Sleep
Service
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



Click in the boxes to visit relevant website

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Theme 13 SEND

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 (continued)

We Care You Care

Carers Together

Newman Trust

Summer Holidays for
Children 5 – 16 years

The Adamson Trust

Financial help towards the
cost of holidays 3 – 17 years

The Teesside Family
Foundation

Family Fund

Max Cards



Click in the boxes to visit relevant website

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Theme 13 SEND

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



Click in the boxes to visit relevant website

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