



4LSCB and 4LSAB Family Approach





Introduction

- Commissioned by the 4 Safeguarding Children Boards (4LSCBs) and 4 Safeguarding Adult Boards (4LSABs) in Hampshire, Isle of Wight, Portsmouth and Southampton.
- Commissioned in response to findings from a range of reviews across all Board's.
- It highlights the need for professionals to work effectively together to achieve better outcomes for adults, children and their families.

What is the Family Approach?

- The Family Approach is about promoting a way of working – it is not another assessment or a process.
- Builds on working in a strengths based / restorative way
- Responds to feedback from professionals to better understand the impact of issues that affect family members as well as understand different terminology used by adults / children's sectors.
- First stage roll out – welcome feedback on what should come next.





Learning Outcomes

- Identify how a range of risk factors and vulnerabilities co-exist within families
- Understand how the cumulative impact on children and adults at risk
- Understand the impact of risk and vulnerability on an adult's capacity to parent, care for others and themselves.
- Understand the legislative and statutory frameworks
- Explore themes including Protective factors, Restorative Practice, Strength Based Approach, Person Centred Working, Mental Capacity, Professional Curiosity and Transition
- Explore learning from Serious Case Review and Safeguarding Adult Review findings
- Understand the application of the Family Approach Protocol
- Explore the resources available under the toolkit.
- Understand the importance of sharing of information in the context of the family approach

True or False

1. The Family Approach Protocol only applies to Adults' Health and Care and Childrens Services.

2. All professionals need to focus ONLY on the individuals to whom they have a responsibility to offer support.

3. The Family Approach Protocol uses a strength based approach.

4. Family Approach is one that secures better outcomes just for children.

5. Restorative Practice is about building and maintaining relationships.

6. The toolkit is web-based

7. The Family Approach Protocol and toolkit do not replace the Joint Working Protocol (JWP).

8. The Family Approach Protocol is only for Safeguarding Boards.

Local context

- LSCB – Unidentified adults, neglect, Child Z, Child D and N, Child U, Child K, all SCRs!
- LSAB – Mr A, Ms B and Mr C as well as current national learning
- Domestic Homicide Reviews (DHRs)
- Strength based approach / Hampshire Approach / Making Safeguarding Personal





Family Approach Protocol

- Online protocol, and its supporting [online toolkit](#)
- Replace what was previously produced in the Joint Working Protocol (JWP).
- JWP summary and flow chart still accessible

Myth busting activity



Use the cards on your table to work together to identify the correct statement in relation to the title heading.

There are two statements for each card, one a myth, and one a fact.

Why is a Family Approach important?

- Provides understanding of the family structure and composition.
- Awareness of wider family issues affecting the overall wellbeing of the family as well as any specific individuals an agency is working with.
- Understanding of how the needs of other family members affect their principal 'client' and how meeting those needs might benefit their client.

Other potential benefits:

- A focus on promoting wellbeing, prevention and early intervention.
- Identifies families with the greatest need to provide the right support at the earliest opportunity.
- Enables agencies to address the range of needs within a family through holistic assessment and co-ordination of a family wide response.
- Can engage families, even when they have not benefited from traditional service approaches.
- A flexible, coordinated, response is most effective in improving outcomes.
- Strengthens the capacity of family members to provide care and support to each other.
- An effective approach for dealing with multiple, entrenched and serious issues that may be having a serious impact on the child/adult.





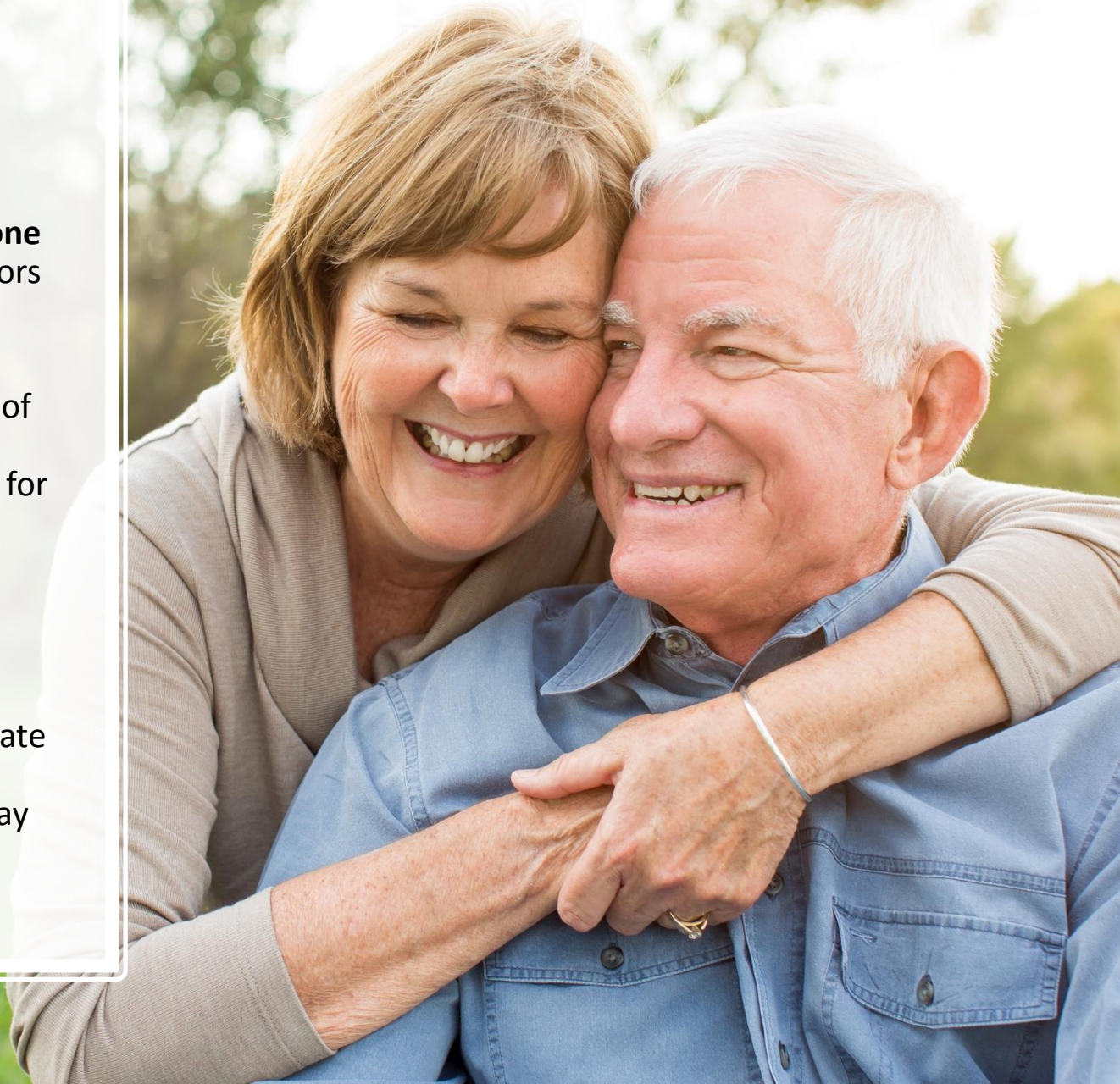
Factors

The likelihood of the risk and harm to children and an adult with care and support needs increases when they live with a family member with one of the following vulnerability factors:

- Domestic abuse and coercive control
- Parental/familial mental ill-health
- Learning disabilities
- Substance misuse
- Self neglect
- Exploitation including sexual, criminal, county lines and financial

Multiple Factors

- Families can often experience **more than one** of any of the above factors at any one time.
- The co-existence of any of the above factors **will increase** the overall risk for a child / adult / family.
- Where this occurs **assessments should be updated frequently** to ensure there is an accurate understanding of risk factors and how they may impact on each other.



Group Activity on Protective Factors

What is a protective
factor?



Protective Factors

A protective factor can be defined as:

“a characteristic at the biological, psychological, family, or community (including peers and culture) level that is associated with a lower likelihood of problem outcomes or that reduces the negative impact of a risk factor on problem outcomes.”

A non-affected partner can be a protective factor.

It should be emphasised that **a child should not be considered to be a protective factor** for an adult on the basis that they are not able to impact on risk or outcomes.





Vulnerability Factors Activity

What makes someone vulnerable?

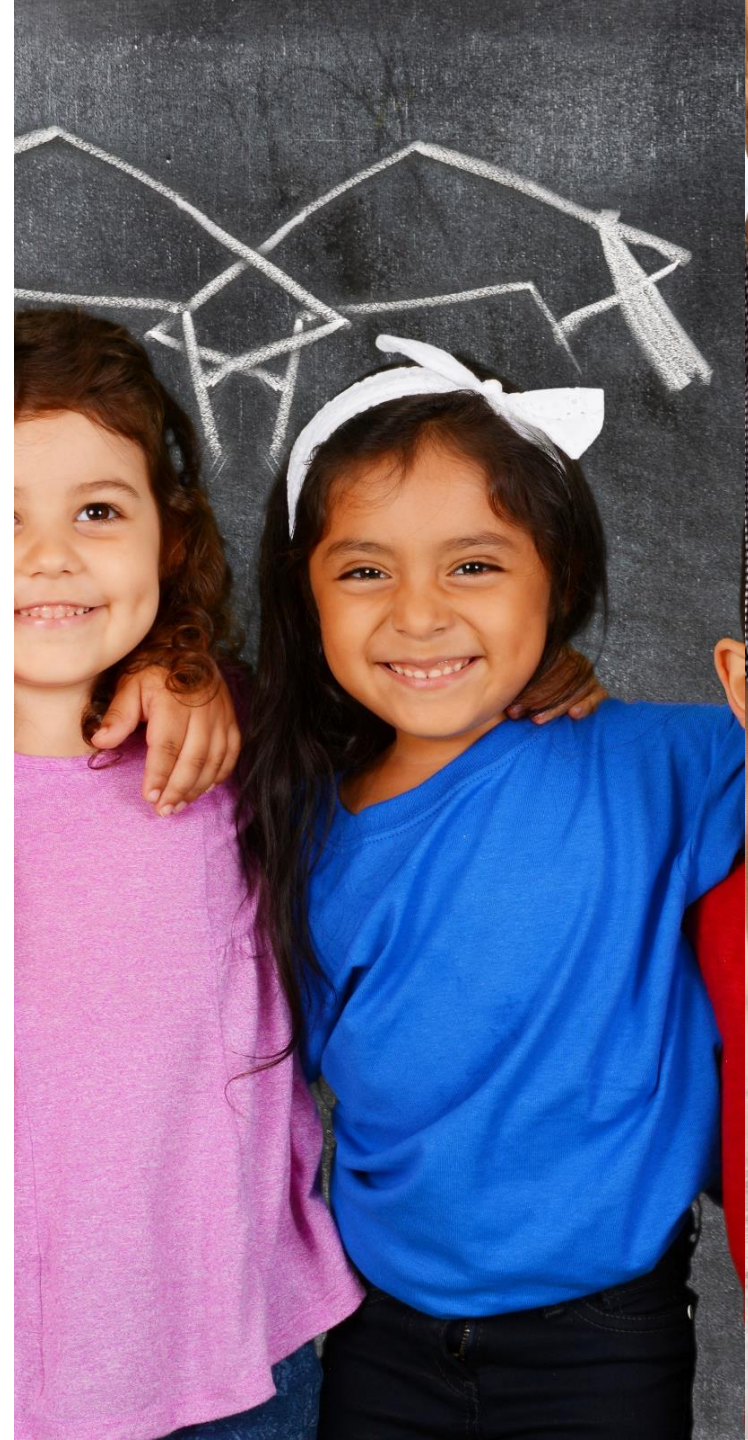
How does this impact on others in the family?

On your table please discuss the factors card and group them into whether the factor impacts on the adult / child / whole family.

Vulnerability Factors

These include:

- Age – cant seek help themselves
- Loneliness, social isolation, limited social contacts and living alone. No family, no friends, visitors or professionals to tell
- Poor health or disability
- Dependence on others to meet vital care needs, lack of suitable alternative accommodation
- Chaotic home / families
- Mental frailty – poor memory, lack of or fluctuating capacity, medication effects, depression
- Tolerance of abuse by others
- Low expectations of families and service users about the quality of care they can provide and / or are entitled to.
- Barriers to reporting – powerlessness, dependence on others, fear of consequences of speaking out
- Fear of loss of relationships
- Self neglect.
- Exploitation
- Learning needs / disability
- ACES (list them)
- Homelessness / temporary accommodation (B and B) / unstable accommodation
- Not understanding or speaking English / English being an additional language



Key areas of Focus

Restorative Practice

Strengths based Approach

Person Centred Working

Mental Capacity Act

Professional Curiosity

Not attending / not being brought to
medical and health appointments

Transition to Adulthood

Case study

An open book with white pages is lying flat on a dark wooden desk in the foreground. The background is filled with wooden bookshelves packed with books of various colors, creating a blurred library setting. The text 'Case study' is centered in white over the middle of the image.

Case Study

- Each table will be given a case study of a different member of the Watson Family.
- Each group should review the material provided and consider any risk factors present including those caused by the family member, and / or those that place them at risk.
- Each table will be asked to feed back their thoughts to the group to complete the family picture.

The Watson Family consist of:

-Grandmother	Mary
-Father / Step Father	Martin
-Mum	Sarah
-Son (17yrs)	Paul
-Son (5yrs)	Ben
-Daughter (1yrs)	Grace



Community Partner Intelligence (CPI)

<https://www.safe4me.co.uk/portfolio/sharing-information/>



Used to share 'soft intelligence' – please see the guidance on the webpage

Is for use by all professionals and members of the public

Does not replace formal established referral processes to report a crime or make a safeguarding referral to child or adults MASH.

Family Approach Toolkit

[Family Approach Protocol](#)

[Procedures to Support Family Working](#)

[Short Guides](#)

[Practical Tips](#)

[Glossary](#)

[Contacts](#)

[Tell us about your good practice](#)

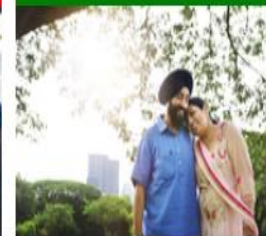
Family Approach Protocol



Procedures to Support Family Working



Short Guides



Practical Tips



Case Studies



Glossary



Contacts

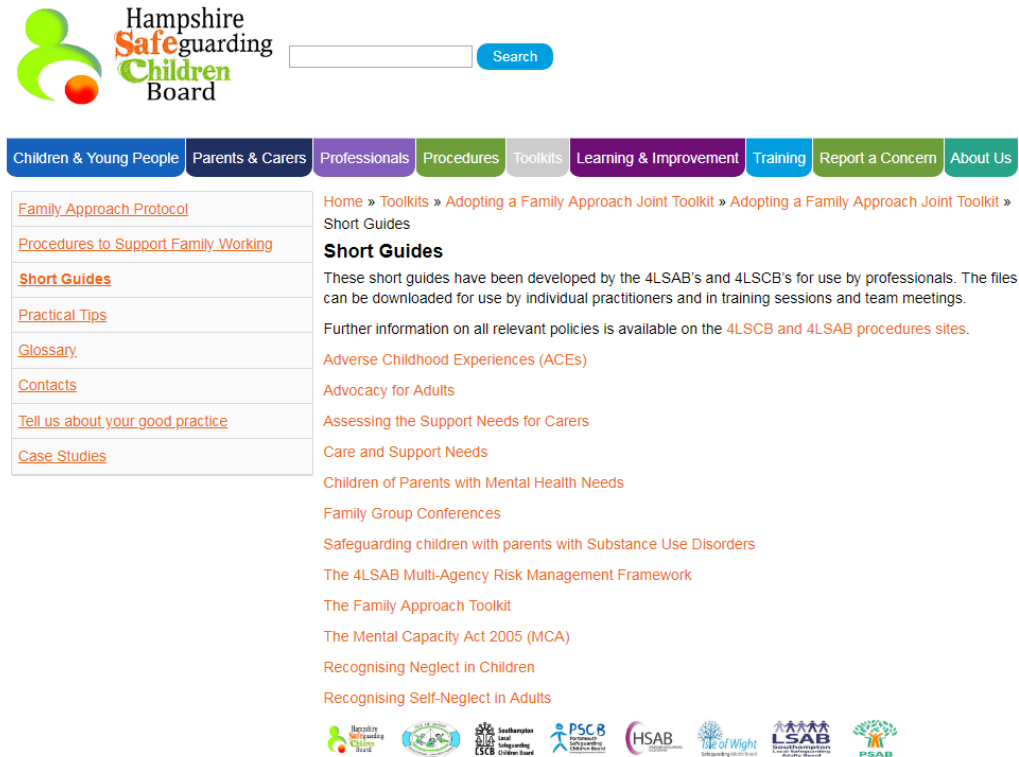


Tell us about your good practice



One Minute Guides

- Adverse Childhood Experiences
- Advocacy
- Care and Support Needs
- Children of Parents with Mental Health Needs
- Children of parents who abuse substances
- Recognising neglect in children
- Mental Capacity Act 2005
- A Children and an Adults glossary of terms
- 4LSAB Multi-Agency Risk Management Framework
- Family Approach Protocol
- Contact numbers for pan Hampshire Adult's and Children's Services



The screenshot shows the Hampshire Safeguarding Children Board website. At the top, there is a logo for the Hampshire Safeguarding Children Board and a search bar. Below the logo is a navigation menu with tabs for: Children & Young People, Parents & Carers, Professionals, Procedures, Toolkits, Learning & Improvement, Training, Report a Concern, and About Us. The main content area is titled 'Short Guides' and includes a list of links: Family Approach Protocol, Procedures to Support Family Working, Short Guides, Practical Tips, Glossary, Contacts, Tell us about your good practice, and Case Studies. To the right of the links, there is a breadcrumb trail: Home » Toolkits » Adopting a Family Approach Joint Toolkit » Adopting a Family Approach Joint Toolkit » Short Guides. Below the breadcrumb trail, the text reads: 'Short Guides' followed by 'These short guides have been developed by the 4LSAB's and 4LSCB's for use by professionals. The files can be downloaded for use by individual practitioners and in training sessions and team meetings. Further information on all relevant policies is available on the 4LSCB and 4LSAB procedures sites.' Below this text is a list of links: Adverse Childhood Experiences (ACEs), Advocacy for Adults, Assessing the Support Needs for Carers, Care and Support Needs, Children of Parents with Mental Health Needs, Family Group Conferences, Safeguarding children with parents with Substance Use Disorders, The 4LSAB Multi-Agency Risk Management Framework, The Family Approach Toolkit, The Mental Capacity Act 2005 (MCA), Recognising Neglect in Children, and Recognising Self-Neglect in Adults. At the bottom of the page, there is a row of logos for various partner organizations: Hampshire Safeguarding Board, South Hampshire Local Safeguarding Children Board, PSCB (Partnership for Safer Communities Board), HSAB (Hampshire Safeguarding Board), One of Wight (Safeguarding Wight Board), LSAB (Local Safeguarding Children Board), and PSAB (Partnership for Safer Communities Board).

Practical Tips

[Short Guides](#)

[Practical Tips](#)

[Glossary](#)

[Contacts](#)

[Tell us about your good practice](#)

[Case Studies](#)

Tips for Having Honest Conversations.

Professionals are required to have honest conversations with children, adults and their families, on a regular basis. It can sometimes be difficult to navigate these conversations and find the right words and approach to convey what you need to say in a way that will be understood, and accepted by those receiving the message.

Here are some tips to enable professionals to have honest, and at times difficult conversations, and being clear and easy to understand. These should be useful at times when you are having to share difficult news, or information that is likely to be disputed or not accepted.

[Tips for Having Honest Conversations](#)

Prompts for Professionals Working with Adults, Children and Families.

There is increased awareness of the impact that the problems and difficulties experienced by adult family members can have on the development and psycho-social adaptation of children. There is also national recognition that emotional abuse and in particular neglect of children is significantly under-recognised and addressed.

Parents, carers or expectant parents may have difficulties which impact on their ability to meet the needs of their children or expected child and / or adults at risk. These children may be in need of assessment for services provided by a range of agencies from universal and early intervention to acute or specialist.

These questions are designed to guide your decision making when establishing the needs of the adults, children and /or unborn child.

[Prompts for Professionals Working with Adults, Children and Families](#)

Suggested 'Conversation Starters' for talking to families about whether a parent's learning disability, mental health or substance misuse is having an impact on their parenting capacity.

Professionals are required to have honest conversations with families' about how their needs and decisions can impact on the children living within the family unit. It can be difficult to know how best to approach these conversations and find the right words to convey what you need to say in a way that will be understood, and accepted by those receiving the message. Here are some suggested 'conversation starters' and tips for talking to families about whether a parent's learning disability, mental health or substance misuse is having an impact on their parenting capacity.

[Suggested Conversation Starters](#)

Case Studies



- Children & Young People
- Parents & Carers
- Professionals
- Procedures
- Toolkits
- Learning & Improvement
- Training
- Report a Concern
- About Us

- [Family Approach Protocol](#)
- [Procedures to Support Family Working](#)
- [Short Guides](#)
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- [Tell us about your good practice](#)
- [Case Studies](#)**

Home » [Toolkits](#) » [Adopting a Family Approach Joint Toolkit](#) » [Adopting a Family Approach Joint Toolkit](#) » Case Studies

Case Studies

These case studies have been developed by the 4LSAB's and 4LSCB's for use by professionals. The files can be downloaded for use by individual practitioners and in training sessions and team meetings.

The Watson Family Case Study

Mary Watson – 76 – Mother of Sarah, Grandmother of Paul, Ben and Grace.

Watson Family Case Study – Adult at Risk Referral Form Example.

Sarah Watson – 37 – Daughter of Mary, Mother to Paul, Ben and Grace, Partner to Martin.

Martin Jones – 39 – Mother's Partner, Father to Ben and Grace.

Paul Watson – 17 – Son of Sarah, Grandson of Mary.

Ben Watson – 5 – Son of Sarah and Martin, Grandson of Mary

Grace Watson – 1 – Daughter of Sarah and Martin, Grandson of Mary

Samar and Meena's Family Case Study

Samar and Meena Case Study



Referrals and Contacts

Children & Young People

Parents & Carers

Professionals

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Contacts

In an emergency, or if you suspect you or someone else is in immediate danger, phone 999.

Hampshire Children's Services

Public phone number: 0300 555 1384 (Monday – Friday, 9am – 5pm)

Out of Hours Service: 0300 555 1373

Professionals should complete the online [interagency referral form](#). For urgent Child protection enquiries, Professionals can phone: 01329 225379.

Hampshire Adult Services

Phone: 0300 555 1386 (Monday – Friday, 9am – 5pm)

Out of Hours Service: 0300 555 1373

Isle of Wight Children's Services

Public: 0300 300 0117

Professionals should complete the online [interagency referral form](#). For urgent Child protection enquiries, Professionals can phone: 0300 300 0901.

Isle of Wight Adult Services

To report abuse or neglect to IOW Adult Services, email: safeguardingconcerns@iow.gov.uk or call: 01983 814 980

For advice on how to make a referral, and to access a referral form, please visit:

<https://www.iowsab.org.uk/making-a-safeguarding-referral/>

Southampton Children's Services

What do professionals need to do?

- Make a commitment to take a 'family approach' in their work.
- Be professionally curious when working with families. Find out who is living in a household, who cares for whom. Staff need to remain curious and inquisitive about what they are seeing and assessing in terms of indicators of potential harm.
- Ensure that they are familiar with the referral pathways for both children and adults in the areas they work in.





How do you apply the family approach?

Now we have discussed a Family Approach:

- What is easy / hard about working in this way?
- What are the barriers?
- Is there anything as agencies we can do to help this?
- Is there anything as LSCBs / LSABs we can do to support you in your work?

Links

[Family Approach Protocol and toolkit](#)

[Was Not Brought \(adults and children\)](#)

[Unborn Baby](#)

[Neglect toolkit](#)

[Unidentified adults](#)

[4LSCB Procedures site](#)

[Early Help/ Thresholds chart for children](#)

[Multi Agency Risk Management framework 4LSAB](#)

[Multi Agency Safeguarding Policy for Adults 4LSAB](#)

Feedback and Questions

Feedback on the protocol
and toolkit

-

What is missing?

Will it help?

What should come next?



A photograph of two children running on a paved path during sunset. The child in the foreground is wearing a blue long-sleeved shirt with a white star and light-colored pants. The child behind is wearing a grey and white striped shirt and dark pants. The background shows a grassy field and trees silhouetted against a bright, hazy sky. The text "Thank you – and please complete the post event survey!" is overlaid in a blue, sans-serif font with a drop shadow.

**Thank you – and please
complete the post event
survey!**