

## Leicester's Approach to Offering Additional Support to Families

### Our Aim:

We want families to confidently access universal services, including Health and Education, and to know what additional services are available to them should they need extra support at certain times.

Families should have a clear understanding of what they can expect from services, and what could help their family to thrive.

We want our relationship with families to be built on trust, respect and autonomy.

### Our Principles:

- Building strong and healthy relationships with families and partners
- Always communicating with the child/family in mind
- Offering the right support at the right time, with appropriate and consistent responses to need
- Families choose their lead worker if they already have established trusted relationships with professionals
- Shared commitment and working as one partnership system - Early Help is everyone's business
- Localising children's services – local offers and support from frontline staff based in families' communities and neighbourhoods

**Our Partnership Objectives** are based on our three key themes:

#### Support

- To target resources effectively to support children and their families (multi-generational) as early as possible when they ask for extra help.
- To ensure that the support we provide to families makes a positive difference.

#### Strengthen

- To build on the strengths of families and communities to meet children's needs independently through universal services where possible.
- To prevent the need for referral to statutory services and thereby reduce the number of children requiring statutory support.

#### Thrive

- To support children to thrive by building on families' strengths that help build resilience.
- To support Leicester's Early Help system to thrive by improving services through shared understanding and responsibility across partners.

### Our plans:

Ensuring accessibility of services by:

- Co-locating services in neighbourhood-based multi-service buildings to enable professionals to meet, get to know communities, build networks and share information (as part of the council's corporate commitment to Localising Children's Services)
- Providing resources and support that are readily accessible online

Utilising the experience of the Voluntary and Community Sector by:

- Encouraging families to choose their lead worker from existing trusted relationships (if they have them)
- Enabling families to access support in their communities through any route that suits them

Ensuring consistent opportunities for cross-agency working by:

- Reinstating an active strategic partnership group to oversee the system and ensure accountability
- Utilising and developing neighbourhood-based networks