Prevention Service Offer

December 2015
1. Prevention Service Core Offer
1. Introduction

This document sets out the early support offer for children, young people and families in North Yorkshire. We know that effective early support can prevent the escalation of difficulties and transform lives. The most effective prevention services consider the whole family and puts in place as much support as is necessary, to help families make positive and sustainable changes.

We know that in North Yorkshire there are a number of children, young people and families who are more likely to experience difficulties at some stage in their lives and who need support and guidance to help overcome them. Those people are likely to be:

- Those at risk of entering or re-entering Children's Social Care;
- Children and young people who are regularly missing school or college;
- Those with disabilities or special educational needs;
- Those involved with the police or the criminal justice system;
- Children, young people or their adult carers with emotional and mental health issues;
- Children and young people who are experiencing a range of physical health issues;
- Families affected by domestic abuse;
- Children and young people with alcohol and/or drug/substance misuse issues or those living with a parent or carer with those issues;
- Children and young people who are experiencing neglect;
- Children and young people affected by parental separation and divorce and family bereavement;
- Families experiencing poverty, homelessness or long term unemployment;
- Teenage parents and pregnant teenagers;
- Young carers;
- Asylum seekers and refugees;
- Young people who are attending Pupil Referral Units;
- Young people who are not engaged in Education, Employment or Training.

And more generally:

- Those with past trauma and low resilience;
- Families where the ability to parent is limited.

By targeting our support to children, young people and their families from these priority groups, we will narrow the gap in health, wellbeing and educational outcomes between the majority of children and young people and those who are more vulnerable to poor outcomes.

The quality of the interventions we offer to the children, young people and families that we work with is critical to our success. We want to make sure that, as far as possible, the support and interventions offered are evidence-informed and appropriately targeted so that achievable, positive outcomes, are realised for the whole family.
The vision for the core offer is that:

Families in North Yorkshire are able to readily access a range of support to ensure that their children are safe, happy and well, and that they can flourish at school and in the wider world.

The vision supports all three of the priorities in Young and Yorkshire 2014 - 17.

These priorities are:

- That education is the greatest liberator for children, no matter where they live or what their home circumstances are
- That the number of children looked after by the authority are reduced safely
- That more children and young people lead healthy lifestyles
In line with the Young and Yorkshire Plan 2014 -17, the following principles underpin everything we do, for all children, young people and families, all of the time:

- Involve children, young people and their families at all stages of planning, delivering and evaluating services;
- Resolve families’ problems before they escalate by offering early help that develops resilience and self-reliance;
- Ensure that the safety and protection of children and young people is everybody’s business;
- Strive for excellence in everything we do;
- Work in close partnerships, in the best interests of children, young people, and families;
- Recognise and use the capacity of the voluntary and community sector in enhancing provision and choice;
- Make sure we can demonstrate the impact we have on the lives of children, young people and families;
- Spend money wisely and effectively;
- Celebrate diversity; and
- Recognise that fun, happiness, and enjoyment of life are also important.

The new Prevention Service has embedded whole family working into assessments, plans and outcomes. Evidence supports that children and young people’s needs are best met when addressed in the context of the whole family, which means that our service will work in an integrated and holistic way. Our offer seeks to build and strengthen resilience in children, young people and families and is underpinned by acknowledgement of the value that offering support at an early stage prevents longer term, more costly and damaging problems occurring later. Parents have primary responsibility for, and are the main influence on, their children. Our role is therefore to work alongside parents in order to strengthen parenting capacity, whilst remaining clear about our duty to safeguard vulnerable children and young people.

In order to help children and young people succeed, schools and childcare providers have a particularly significant role to play in supporting them to be resilient and emotionally healthy. This will involve schools and childcare providers continuing to invest in dedicated resources aligned closely with preventative services and the Inclusive Education Service, as well as expecting that they can get additional help from elsewhere. The Prevention Service Offer is based on a set of expectations that schools and childcare providers will:

- Do what is necessary to enable all children and young people to develop, learn, participate and achieve the best possible outcomes;
- Create a positive climate for learning and expect high standards of behaviour that are communicated to staff, parents and children;
- Ensure the importance of quality first teaching and learning to keep all children and young people motivated and productively engaged;
- Be responsible for meeting the special educational needs of all children and young people that they teach;
- Value the importance of partnerships of schools in addressing the issues and providing local support to colleague head teachers;
- Commit to specialist provision for children and young people who are unable to attend mainstream education, being provided in local networks commissioned and co-ordinated by the local authority.

The Prevention Offer in conjunction with the Inclusive Education Service, builds on these expectations to add value to what schools and childcare providers already deliver. In addition to improved joint planning and working together to achieve greater clarity, the Prevention Service and the Inclusive Education Service have agreed to share the same twelve geographical areas and to work towards a single referral process in the future. This will further strengthen local responses, multi-disciplinary working and targeting of provision.
3. Vulnerability Checklist
Where need is relatively low level, individual services and universal services may be able to take swift action. However, for other emerging needs, a range of prevention services may be required, coordinated through an early help assessment. Where there are more complex needs, help may be provided under section 17 of the Children Act 1989 (children in need). Where there are child protection concerns (reasonable cause to suspect a child is suffering or likely to suffer significant harm) Children’s Social Care must make enquiries and decide if any action must be taken under section 47 of the Children Act 1989. It is important that there are clear criteria for taking action and providing help across this full continuum. Having clear thresholds for action which are understood by all professionals, and applied consistently, should ensure that services are commissioned effectively and that the right help is given to the child and family at the right time.

The vulnerability checklist is intended to help identify how children’s needs might be met across universal, early support, targeted prevention and intensive/acute services. The provision of early support services should form part of a continuum of help to respond to the different levels of need of individual children and families. The vulnerability checklist should be used to establish what is the right response, in a set of given circumstances.
# 4. The Offer

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| **School Attendance** | **Children and young people and their families will be supported to ensure good school attendance.** This will involve:  
- Where there are attendance issues, an allocated caseworker will work with the child, young person and family to support good school attendance  
- A centrally based Attendance Enforcement Officer to take cases to Court as required | • All school age children in the family have attended at least 90% of the possible sessions on average across the last 3 school terms |
| **Behaviour and Exclusions** | **Children and young people and their families will be supported around accessing appropriate school placements following permanent exclusions and will be supported to address the issues that led to the exclusion.** This will involve:  
- An allocated caseworker to work with the child, young person and family to provide advice and guidance around the school exclusion and appeal process and in securing a new school placement  
- The development of an agreed family plan that looks to support full school attendance and address any difficulties that led to the permanent exclusion.  
- For those identified by school as being at risk of permanent exclusion, where appropriate, a Family Group Conference (January 2016) will be offered. | • All school age children in the family have attended at least 90% of the possible sessions on average across the last 3 school terms  
• A reduction in the percentage of secondary school pupils with one or more fixed term exclusion from school |
| **Children and Young People attending the Pupil Referral Service** | **All young people who are attending a Pupil Referral Service will be offered an allocated caseworker:**  
- The worker may come from a range of services such as Youth Justice, Children’s Social Care, Leaving Care and the Prevention Service.  
- The Prevention service will have coordination responsibility, ensuring all young people who are attending a pupil referral service have an allocated caseworker. | • All school age children in the family have attended at least 90% of the possible sessions on average across the last 3 school terms  
• A reduction in the percentage of secondary school pupils with one or more fixed term exclusion from school |
### Need | The Offer | Outcomes
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Children and Young People who are educated at home | To provide support to children and young people who are educated at home:  
- A visit to all young people when they first start being home educated  
- Advice and guidance for parents / carers around access to appropriate services  
- Co-ordinated response with the inclusive education service and involvement of specialist staff, as appropriate to the needs of the child or young person | • Promote emotional and physical health  
• To support educational attainment

Young People Not in Education, Employment or Training (NEET) | All young people who are NEET will be offered an allocated caseworker:  
- The worker may come from a range of services such as Youth Justice, Leaving Care and the Prevention Service.  
- The caseworker will work with the young person to develop a plan which will enable them to take appropriate steps towards positive engagement in Education, Employment & Training  
- Drop-in sessions for young people  
- Structured sessions | • The young person has moved into employment, education or training and maintained this for a period of 2 terms.  
• A reduction in the percentage of young people aged 16-19 who are not in education, employment or training

Young People at risk of Not being in Education, Employment or Training (NEET) | Year 11 pupils who are potentially at risk of becoming NEET are offered a service:  
Via the Countywide Active Engagement Service, young people who are identified in Year 11 as being at risk of not being in education, employment or training are offered:  
- 1:1 support and advice  
- Mentoring support  
- Small group activity programmes  
- Drop-in sessions. | • The young person has continued in education or moved into employment, or training and maintained this for a period of 2 terms.  
• A reduction in the percentage of young people aged 16-19 who are not in education, employment or training
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| Special Educational Needs and Disabilities (SEND) | Additional support for families with children and young people who have less complex special educational needs / disabilities:  
- Additional short-term support to access some universal services such as youth groups, uniformed groups (i.e., scouts, guides) and sports clubs.  
- Where appropriate advice or training for providers or short-term additional support to enhance confidence and skills.  
- Activity based groups for children and young people with disabilities e.g. Youthability, FUSE Theatre group  
- Administration and approval of short break activity grants  
- Parenting programmes and support  
- Parent programmes for families with specific areas of SEND, e.g. autism, in collaboration with the inclusive education service  
- Family group conferencing (from January 2016) around family based requests for residential school places  
- An allocated caseworker to work with the child, young person and family on the development and delivery of an agreed family plan | • Children and young people with less complex special educational needs and their families are supported to access mainstream, universal services  
• Enable families to stay together through access to local services, childcare providers and support.  
• Support full school attendance  
• Support active engagement in local communities  
• Enable families to develop a deeper understanding of specific areas of SEND and what this may mean for their child  
• Prepare young people well for future life |
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| Support for families who are at risk of entering or re-entering Children’s Social Care | Dedicated worker to work with the family to look at building on strengths and addressing any identified risk:  
• Home visiting and home-to-school liaison  
• Development of a whole family plan  
• Allocation of a lead professional (agreed between the child /young person, parents and school)  
• Family Group Conferencing (by January 2016)  
• Support to access targeted and specialist services as required | • Child or young person and their family have successfully completed actions within a Family Plan and the situation has improved sufficiently to allow for successful de-escalation to universal services  
• Reduction in referrals to Children's Social Care  
• An increase in the percentage of families achieving significant and sustained outcomes (Developing Stronger Families Outcome Claims)  
• An increase, year on year in the percentage of children, young people and families who are satisfied with the service they receive (2015/16 benchmark to be established) |
| Children and young people affected by parental separation and divorce and family bereavement | • Dedicated Job Centre Plus workers for training and employment advice  
• Universal & targeted parenting programmes | | |
| Families experiencing poverty, homelessness or long term unemployment, where this is impacting on children’s outcomes | | | An adult in the family is:  
• Accessing an appropriate return to work programme  
• Accessing education for a period of 6 months  
• Has remained in employment (continued) during the course of the programme. (Evidenced by Developing Stronger Families outcome figures) |
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<td>Children, Young People and Families at risk of or experiencing domestic abuse</td>
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<td>• There has been no domestic abuse in the household for at least 6 months (Evidenced by Developing Stronger Families outcome figures)</td>
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<td>Families experiencing difficulties regarding health issues, where this is impacting on children's outcomes</td>
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<td>• All members of the household are registered with a GP</td>
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<td>• All Children and Young People (under 18) are registered with a dentist.</td>
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<td>• No emergency hospital admissions for relevant issues within the family (self-harm, drug / alcohol misuse, mental health conditions, unintentional or deliberate injuries to children under 15 years or unmanaged health conditions), for a 3 month period</td>
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<td>Young people who go missing from home or school</td>
<td>We will make contact with all young people who are reported to the Police as missing and are not open to any other service:</td>
<td>• A reduction in the number of repeat missing episodes for the child or young person</td>
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<td>• To discuss the circumstances around them going missing and to identify if there are any on-going support needs</td>
<td>• A reduction in the annual number of missing episodes for children open to the Prevention Service (2015/16 baseline to be established)</td>
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<td>• A dedicated worker to work with the family to develop a Family Plan to look at reducing missing episodes and any other assessed needs</td>
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<td>Support for strengthening Parenting skills</td>
<td>We will deliver a range of Parenting Courses which are targeted to effectively meet need:</td>
<td>• To strengthen parenting skills in order to have a positive impact on children and young people’s achievement and wellbeing</td>
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<td>• Family Links Nurturing Programme (age 2 - 12)</td>
<td>• Child or young person and their family have successfully completed actions within a Family Plan and the situation has improved sufficiently to allow for successful de-escalation to universal services</td>
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<td>• Incredible Years baby and toddler (pre-birth – 3)</td>
<td>• Reduction in referrals to Children's Social Care</td>
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<td>• Incredible years school (age 6 -12)</td>
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<td>• Strengthening Families (age 10 -14)</td>
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<td>• Baby Room parents project (pre-birth – 6 months)</td>
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| **Targeted Support for Young People where additional needs have been identified** | We will ensure young people have access to a caseworker, outside of the family context:  
- The worker may come from a range of services such as Youth Justice, Leaving Care and the Prevention Service.  
- Caseworkers can draw upon specialist areas in the inclusive education service as appropriate to the needs of the young people they are supporting  
- We will work with young people in a targeted way, co-ordinated via an agreed plan  
- Open access youth groups delivered countywide in partnership with North Yorkshire Youth  
- A range of specific, targeted group work:  
  - Identity  
  - Sexual Orientation  
  - Equality & Diversity |  
- To strengthen the personal and social development of young people, in order to impact positively upon educational attendance, attainment and family stability  
- Reduction in referrals to Children's Social Care  
- Fewer young people engage in risk taking behaviours |
| **Young people at risk of committing crime and anti-social behaviour** | Support to children, young people and their families where there is an identified risk of becoming involved in offending behaviour and to prevent further offending.  
- 1:1 and group work sessions working with young people who have received a youth caution for the first time to help prevent further offending  
- Dedicated worker to work with the family to develop a Family Plan to look at diverting young people from the youth justice system, reducing offending and anti-social behaviour |  
- Offending rate by all minors in the family reduced by at least 33% in the last 6 months  
- Reduce the number of children and young people entering the youth justice system for the first time by 3%  
- A 60% reduction in anti-social behaviour across the family in the last 6 months |
| **Early Years learning, social and emotional development** | Universal and targeted, early childhood services (integrated support for under 5’s and their families) will offer:  
- Dedicated worker to work with the family to look at building on strengths and addressing any identified risk  
- Stay & Play sessions incorporating development of early communicating using ICAN resources:  
  - Babbling Babies  
  - Toddler Talk (2 -3 years)  
  - Chatting Children (3 -5 years)  
- Small talk sessions for children where delay in speech, language and communication has been identified  
- Delivery of building blocks for language for children where Speech and Language Therapists identify delay in speech, language and communication |  
- Achievement of early communication, speech and language milestones  
- Positive attachment and early communication development in line with developmental milestones  
- Promotion of physical and emotional wellbeing and early identification, assessment and intervention for assessed difficulties  
- Increase the percentage of children reaching a good level of development in the Early Years Foundation Stage  
- Increase the percentage of eligible 2 year olds who are accessing 2 year old funding for child care placements |
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<td>Early Years learning, social and emotional development (continued)</td>
<td>• Delivery of Book Start corner activities for children and families who need support to access early literacy&lt;br&gt;• Baby massage&lt;br&gt;• Parenting programmes&lt;br&gt;• UNICEF Breast Feeding Support Programme&lt;br&gt;• Family and Adult Learning Activities&lt;br&gt;• Support for expectant parents – 1:1 and group sessions&lt;br&gt;• Information and advice to parents / carers on child care, early years provision and 2 year old funded places&lt;br&gt;• Practical help and facilities for families in crisis&lt;br&gt;• Volunteering opportunities including delivery of Early Words National Literacy programme</td>
<td>• Increase in both the percentage of mums who start breastfeeding and who continue 6-8 weeks after birth</td>
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<td>Community issues involving Children and Young People</td>
<td><strong>A responsive needs led service to communities experiencing anti-social behaviour or community cohesion issues:</strong>&lt;br&gt;• The deployment of a community intervention worker to work with young people and communities to support them in addressing identified issues&lt;br&gt;• Development of a community intervention plan which might include some time limited targeted group sessions with children and young people&lt;br&gt;• To liaise at an operational level with local community safety teams to effectively share information and identify community issues</td>
<td>• Reduce the number of children and young people entering the youth justice system for the first time by 3%&lt;br&gt;• A 60% reduction in anti-social behaviour across the family in the last 6 months</td>
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<td>Teenage parents and pregnant teenagers</td>
<td><strong>Support for teenage parents and pregnant teenagers:</strong>&lt;br&gt;• Information and advice&lt;br&gt;• Assessment and agreed support plan&lt;br&gt;• Targeted group sessions&lt;br&gt;• Support around antenatal health and attendance at medical appointments&lt;br&gt;• Access to a range of universal services&lt;br&gt;• School attendance and attainment</td>
<td>• To ensure the health and wellbeing of both mother and baby&lt;br&gt;• To support educational attendance and attainment for teenage parents and those who are pregnant.&lt;br&gt;• Positive attachment and early communication development in line with developmental milestones&lt;br&gt;• Promotion of physical and emotional wellbeing and early identification, assessment and intervention for assessed difficulties&lt;br&gt;• 5% reduction in the number of teenage parents who are NEET</td>
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| **Young Carers** | We will provide targeted support to children and young people who are identified as carers and have been assessed as having additional support needs:  
- Additional short term, support to access some universal services such as youth groups, scouts, guides and sports clubs.  
- Where appropriate additional support to access targeted group provision  
- Improving school attendance and attainment  
- An allocated caseworker to work with the child, young person and family on the development and delivery of an agreed family plan  
- Promoting health and wellbeing | • Build resilience and family strengths to effectively manage any risks  
• Promote emotional and physical health across the family  
• To support educational attendance and attainment |
| **Children and Young People at risk of sexual exploitation** | Support for children and young people who are identified as being at risk of sexual exploitation  
- Assessment and development of a Family Plan  
- 1:1 support around identity, managing risky behaviour and safety plans  
- Targeted group provision around safe and healthy relationships and sexual health  
- Access to specialist advice, via the Inclusive Education Service, in relation to those children and young people who have SEND | • Reduce the risk of children and young people becoming victims of sexual exploitation by reducing vulnerability and improving resilience  
• All school age children in the family have attended at least 90% of the possible sessions on average across the last 3 school terms  
• A reduction in the number of repeat missing episodes for the child or young person  
• A reduction in the annual number of missing episodes for children open to the Prevention Service (2015/16 baseline to be established) |
| **Young People identified as at risk of radicalisation** | Support for young people who are identified as being at risk of radicalisation  
- Assessment and development of a family plan  
- 1:1 Support around identity, equality and diversity  
- Targeted group provision | • To reduce the risk of radicalisation through building resilience |
### Need

#### Asylum seekers and refugees

- Support for children, young people and their families who are asylum seekers and refugees:
  - Assessment and development of an individual and/or family support plan
  - Support with access to services and appropriate leisure activities
  - Access to targeted group work

#### Outcomes

- To promote inclusion and independence
- All school age children in the family have attended at least 90% of the possible sessions on average across the last 3 school terms
- All members of the household are registered with a GP
- All Children and Young People (under 18) are registered with a dentist
- Child or young person and their family have successfully completed actions within a family plan and the situation has improved sufficiently to allow for successful de-escalation to universal services

#### Gypsy, Roma and Traveller families

- Support for children, young people and their families who are Gypsy, Roma and Traveller families

#### Outcomes

- To promote inclusion and independence
- All school age children in the families are supported around school attendance and attainment
- All members of the household are registered with a GP
- All children and young people (under 18) are registered with a dentist
- Child or young person and their family have successfully completed actions within a family plan and the situation has improved sufficiently to allow for successful de-escalation to universal services.
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<td><strong>5 – 19 Healthy Child Programme</strong></td>
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<td><strong>Children enjoy good health and development, particularly in their early years</strong></td>
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<td><strong>Children and Young People’s Health and Development</strong></td>
<td><strong>The Healthy Child Service will:</strong>&lt;br&gt;• Work in universal and community settings, including schools.&lt;br&gt;• Conduct health checks on children entering school and transferring to secondary school&lt;br&gt;• Provide advice and guidance to schools where there are concerns about the wellbeing of pupils&lt;br&gt;• Be linked to a GP practice in their area&lt;br&gt;• Be responsible for measuring and weighing children&lt;br&gt;• Undertake immunisations and vaccinations&lt;br&gt;• May contribute to the planning and/or delivery of sessions to targeted individuals or groups of identified young people on health related aspects of their wellbeing&lt;br&gt;• Contribute to the development of health related policies and the planning of health related training programmes for schools&lt;br&gt;• Advise head teachers about the appropriateness of a child’s health care plan and sign off health care plans for children who have health needs that do not require specialist or complex medical interventions (see below)&lt;br&gt;• Where the child is receiving specialist treatment and/or healthcare for complex health needs and/or they require the assistance of a trained adult to help administer medication, the health care plan should be signed off by the most appropriate specialist health care professional or GP&lt;br&gt;• Assist the school in reviewing plans annually or when there are significant changes to a child’s health condition and for checking whether a health plan is required for children joining the school in year&lt;br&gt;• Healthy Child Clinics (0 – 5 years)&lt;br&gt;• Healthy Child Developmental Checks</td>
<td><strong>Children and young people enjoy good emotional and mental health</strong>&lt;br&gt;<strong>A reduction in the percentage of children aged 4 -5 (reception) who have excess weight</strong>&lt;br&gt;<strong>A reduction in the percentage of children aged 10 -11 (year 6) who have excess weight</strong></td>
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| **Risk Taking Behaviours in children aged 9 and over** | **The Targeted Healthy Child Service will:**  
- Provide targeted interventions and treatment to children and young people aged 9-19 who are at risk because of risk taking behaviours or poor emotional wellbeing  
- Provide a young people's drug and alcohol treatment service.  
- Provide a young person's sexual health service  
- Provide an emotional wellbeing service staffed by qualified health workers including:  
  - Self-harm  
  - Anxiety and depression  
  - Body image and risk of eating disorders  
  - Bereavement and loss  
  - Self esteem  
  - Child Sexual Exploitation |  
- Fewer young people engage in risk taking behaviours  
- Children and young people enjoy good emotional and mental health  
- A reduction in the rate of hospital admissions due to alcohol conditions for young people aged 18 and under (rate per 10,000)  
- A reduction in the rate of hospital admissions due to substance misuse for young people aged 15-19 (rate per 10,000)  
- A reduction in the rate of young people admitted to hospital as a result of self-harm (rate per 10,000)  
- A reduction in the rate of under 18's (aged 15-17) who become pregnant (rate per 10,000) |
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<td>Children and Young people who are overweight</td>
<td><strong>The Healthy Lifestyle Service will:</strong></td>
<td>• To support the reduction of the number of children and young person with excess weight (A reduction in the percentage of children aged 4-5 (reception) who have excess weight and a reduction in the percentage of children aged 10-11 (year 6) who have excess weight)</td>
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<td>• Work with children and young people who are overweight and severely overweight to help them manage their weight</td>
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<td>• Provide access to qualified nutritionists and lifestyle advisors</td>
<td>• To increase the number of children, young people and families that adopt a healthy lifestyle and maintain a healthy weight</td>
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<td>• Assess suitability for and allocate places on a residential weight management programme</td>
<td>• To support the prevention and reduction of the incidence of excess weight related illnesses in children and young people</td>
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Offering early support for children, young people and families

Stronger together
5. Service Standards

The new Prevention Service has agreed a range of standards which we will measure ourselves against in order to ensure that we are delivering a timely, responsive and effective service.
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<th>Service Outcome</th>
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| **1** Timely and accessible advice and guidance | • All schools have an allocated strategic link via an Area Prevention Manager  
• The offer of termly meetings with an allocated strategic link to discuss both school based issues and individual casework  
• Contact point via the Area Prevention Manager or Team Leader Case Work, for all agencies to discuss potential referrals, if required  
• Minimum offer of annual meetings with all childcare providers |
| **2** Timely and effective access to services | • Agreed referral pathway for all schools into the Customer Service Centre  
• Where a referral is accepted the case will be allocated within 5 working days  
• Referrer notified of the outcome of the referral within 5 working days |
| **3** Effective engagement with children, young people and families | • A worker will make contact with the child, young person or family within 3 working days of the case being allocated  
• We will complete an assessment and develop an initial plan within 20 working days of a case being allocated  
• The first review of the plan will be held within 30 working days of the plan being agreed  
• Second and subsequent reviews of the plan will have an agreed timescale, but plans will always be reviewed at least every 12 weeks |
| **4** Effective Service Delivery that demonstrates outcomes for children, young people and families | • All of our workforce will receive individual supervision on a monthly basis  
• We will audit a sample of our cases every month and act on the learning from these audits  
• We will track outcomes for individual children, young people and families across the range of areas of need as outlined in this Core Offer  
• We will track and report on service outcomes countywide |
| **5** Consultation & Participation | • We will routinely (at the end of group / session delivery and when closing cases) seek feedback from children, young people and families on the quality of the service and areas for development  
• We will act on feedback and track this on a quarterly basis  
• We will measure how satisfied children, young people and families are with our service |
6. Core Offer Development Plan

As a new service we recognise that our current offer is a starting point and that development and refinement of the offer will be an on-going activity. The development plan on the following page sets out the priorities which will help to develop our offer during 2015/16.
<table>
<thead>
<tr>
<th>Development Priority</th>
<th>Service Standard</th>
<th>Date</th>
</tr>
</thead>
</table>
| 1                    | • Develop and agree a single referral form for the Children and Families Service  
• Develop a joint multi-agency screening process which enables timely and effective access to the right services  
• Agree cross boundary protocol for accepting and transferring referrals                                                                                          | January 2016|
| 2                    | • Build upon the work of the Children and Families Service single point of access to explore the possibility of including referrals for Inclusive Education services                                            | March 2016  |
| 3                    | • Develop and agree target areas for use of Family Group Conferencing across the Prevention Service core offer                                                                                     | January 2016|
| 4                    | • Development of a traded service, ‘Core Offer Plus’ to schools around workforce development and supervision                                                                                             | March 2016  |
| 5                    | • To reflect the introduction of the new Prevention Services we will review and update the North Yorkshire Children’s Trust Vulnerability Checklist                                                             | January 2016|
# 7. Prevention Areas and Contacts

**Head of Prevention: Julie Firth**  
Julie.1.Firth@northyorks.gov.uk  01609 533557  
North Yorkshire Prevention Service Facebook Page – www.facebook.com/NorthYorkshireCFSP

<table>
<thead>
<tr>
<th>Central Division</th>
<th>Divisional Manager: Julie Hatfield</th>
<th><a href="mailto:Julie.Hatfield@northyorks.gov.uk">Julie.Hatfield@northyorks.gov.uk</a>  01609 533433</th>
<th>Facebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention Area</td>
<td>Prevention Hub Address</td>
<td>Area Prevention Manager</td>
<td>Email</td>
</tr>
<tr>
<td>Hambleton North</td>
<td>Insite</td>
<td>Sharon Jones</td>
<td><a href="mailto:Sharon.Jones@northyorks.gov.uk">Sharon.Jones@northyorks.gov.uk</a></td>
</tr>
<tr>
<td>Hambleton South</td>
<td>Thirsk Youth Centre</td>
<td>Maggie Mitchell</td>
<td><a href="mailto:Maggie.Mitchell@northyorks.gov.uk">Maggie.Mitchell@northyorks.gov.uk</a></td>
</tr>
<tr>
<td>Richmondshire</td>
<td>Richmond Youth Centre</td>
<td>Jos Mortimer</td>
<td><a href="mailto:Jos.Mortimer@northyorks.gov.uk">Jos.Mortimer@northyorks.gov.uk</a></td>
</tr>
<tr>
<td>Selby Town</td>
<td>Selby Community Primary Site</td>
<td>Pat Scully</td>
<td><a href="mailto:Pat.Scully@northyorks.gov.uk">Pat.Scully@northyorks.gov.uk</a></td>
</tr>
<tr>
<td>Tadcaster &amp; Rural Selby</td>
<td>Sherburn Children's Centre</td>
<td>David Fincham</td>
<td><a href="mailto:David.Fincham@northyorks.gov.uk">David.Fincham@northyorks.gov.uk</a></td>
</tr>
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<tr>
<td>----------------------------------</td>
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</tr>
</tbody>
</table>
| Ryedale                          | Atmosphere Youth Centre  
Old Court House  
Pickering  
YO18 7JJ                                             | Simon Osman             | Simon.Osman@northyorks.gov.uk                     | 01609 798167 | Please Follow This Link |
| **Scarborough South & Filey**    | Ourspace  
George Pindar Community Sports Centre  
Moor Lane  
Eastfield, Scarborough  
YO11 3LW                                                | Simone Wilkinson        | Simone.Wilkinson@northyorks.gov.uk                | 01609 533435 | Please Follow This Link |
| Scarborough Town                  | Briercliffe Children’s Centre  
76 Briercliffe  
Scarborough  
YO12 6NS                                                | Liz White               | Elizabeth.White@northyorks.gov.uk                 | 01609 797464 | Please Follow This Link |
| Whitby & the Moors                | Whitby Children’s Centre  
c/o Stakesby Community Primary School  
Byland Road  
Whitby  
YO21 1HY                                                   | Diane Leith             | Diane.Leith@northyorks.gov.uk                     | 01609 533895 | Please Follow This Link |
| **West Division**                 |                                                                                       |                         |                                                   |              |          |
| Craven                           | Skipton Youth & Community Centre  
Otley Street  
Skipton  
BD23 1ET                                                 | Caroline Porter         | Caroline.Porter@northyorks.gov.uk                 | 01609 533991 | Please Follow This Link |
| Harrogate Town & Knaresborough   | Oak Beck House  
Woodfield Road  
Harrogate  
HG1 4HZ                                                        | Rachel Copping          | Rachel.Copping1@northyorks.gov.uk                 | 01609 798560 | Please Follow This Link |
| Ripon & Rural Harrogate          | Ripon Youth Centre  
Clotherholme Road  
Ripon  
HG4 2DE                                                    | Jon Coates              | Jon.Coates@northyorks.gov.uk                      | 01609 535926 | Please Follow This Link |
Notes:
Offering early support for children, young people and families

Stronger together
Children and Families Prevention Service Areas

Contact us
North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays).
Tel: 01609 780 780   email: customer.services@northyorks.gov.uk   web: www.northyorks.gov.uk

If you would like this information in another language or format please ask us. Tel: 01609 780 780
email: customer.services@northyorks.gov.uk