

Family Help & Support - Gateway

Professionals – Education,
Police, Health, Probation

Public – Families, Children -
all members of the public

Anyone
(professionals/public) who
has a concern about the
well-being a child or wants
to find out what support is
available ALL come
through this route

The gateway

Dedicated
Phone line



E-mail



Online information
accessible from any
device



cardiff.gov.uk

Includes:

- Family Help Advisors
- Social Worker oversight

Services provided by the Gateway:

- Information, advice and signposting
- Proportionate assessment and triage into appropriate services
- Practical Information, Advice & Assistance

E.G. Help with:

- Child behaviour
- Child Care
- Parental Support
- School Attendance



Family Help & Support - Model



Family Help (Housing & Communities)

Safeguarding, Care & Support (Childrens Services)

Gateway and Family Help Unit		Parenting Unit
Gateway Team: <ul style="list-style-type: none"> Advice and signposting Proportionate Assessment /Triage Allocation to gateway controlled services / Referral to Mash Whole family approach including youth offending prevention services Telephone / Email / Online Referral	Family Help Team <ul style="list-style-type: none"> Short term support for families who need more than one service and cannot access these directly. Focus on resilience Develop personal action plan 	Parenting Home based Education Psychology led parenting interventions Community level evidence based parenting programmes including programmes for inter-parental conflict; Community based engagement groups, modelling best practice (Stay & Play)

Family Support
Family Support Team <ul style="list-style-type: none"> Longer term support for more complex families Social worker QA Families under acute stress Step down from statutory services Work towards resilience using strengths based approaches Meet range of needs.

- Mash & Intake and Assessment**
- Wellbeing Assessment
 - Strategy discussion
 - Child protection investigation (sec 47)
 - Child protection conferences
 - Care proceedings

- Targeted Intensive Services**
- Parenting assessments
 - Management of child protection plans
 - Management of care proceedings
 - High level prevention /pre-

Interventions	
Adolescent Resources Centre	Edge of care younger children
Think Safe	13+

- Looked After Children and Leaving Care**
- Childrens homes
 - Fostering
 - Parental placements

Youth Offending Service
 Supervising court orders
 Supports victims
 Oversees intervention programmes

Referrals
Gateway Controlled Services - access controlled through the Family Support
Services with multiple referral points - Feeding back to the Gateway)- eg homestart
Community Services – existing services using normal referral methods- Eg Into work. Possible data sharing to be explored.

Training and Outreach
 Developing a virtual team – schools etc
 No wrong door / one Cardiff approach
 Promoting Signs of Safety / Strengths based approach

