

## Shropshire Family Webstar and Assessment

### Guidance for Practitioners

The Family Webstar and Assessment is designed to provide Lead Professionals with a simple yet effective way of monitoring family change and the measurement of outcomes.

The assessment process gives families the opportunity to reflect on family life and plan for the future. It should never just be given to a family member to complete; this is a two-way process that needs to be supported. Assessment may be ongoing over a number of weeks dependant on the family, their circumstances and if other professionals need to be involved in the information gathering.

The scores from the Webstar must be recorded when a professional starts to work with a family and then regularly reviewed. **There should always be a closing Webstar completed.**

### Reviewing the Assessment and Webstar Scores

The Webstar scores should be reviewed regularly with the family particularly if there is a change in circumstance or at least every three months.

### Closing

A closing Webstar should be completed on all cases as a tool to evaluate the intervention and evidence impact.

### Risk and Protective Factors

Many parents and families are able to deal with the stresses of everyday life as well as the occasional larger problems that crop up; they have the resilience to 'bounce back' when things go wrong.

**Protective factors** are the elements that support this resilience and could include: problem solving skills, positive learnt behaviour, and support networks (i.e. extended family, positive friendships or both).

**Risk factors** are the multiple life stressors such as homelessness, unemployment, debt, domestic violence, and health problems; all of which may reduce the family's resilience.

The Family Webstar and Assessment enables a professional and the family to identify both Risk and Protective factors within and around the family unit.

The Webstar allows both identification of areas where families, parents, and children are functioning well, have no issues and are positive (protective) as well as the specific areas where things are not going so well and need attention (risk).

This in turn enables the parent, carer or family to develop a 'family centred' action plan which, with the Lead Professional's support, will reduce risk and increase resilience.

## Strengthening Families Criteria

The Webstar and assessment focus on six broad criteria. For more information about the indicators for each of these areas, the Families Outcome Plan can be found on the Early Help web pages.

<b>1. Crime and Anti-Social Behaviour</b>	<b>2. Education</b> <ul style="list-style-type: none"> <li>• School Attendance is below 90%</li> <li>• High level of fixed term exclusions</li> </ul>	<b>3. Child in Need of Help</b> <ul style="list-style-type: none"> <li>• Parenting</li> <li>• CSE</li> <li>• Missing</li> </ul>
<b>4. Employment, Financial Exclusion and Housing</b> <ul style="list-style-type: none"> <li>• Employment</li> <li>• Financial Exclusion</li> <li>• Housing</li> </ul>	<b>5. Domestic Abuse/violence</b> <ul style="list-style-type: none"> <li>• Victim</li> <li>• Perpetrator</li> <li>• Impact on Children</li> </ul>	<b>6. Health</b> <ul style="list-style-type: none"> <li>• Emotional and mental health</li> <li>• Physical health</li> </ul>

## Completing the Webstar

The Webstar is an aide memoir that can promote discussion. It is important that the family have time to discuss and reflect before considering the score for the Webstar. If you don't agree with a score in light of what has been said or what you already know say so. Use it as a point of discussion. For example:

- The score is 9 on school attendance, but two children have attendance below 90% - this is a point for discussion. Why have they been absent? What impact will it have on them? What consequences might there be if there is consistent low attendance? Would a lower score be more appropriate?

Where there is more than one element to a concern e.g. C4. Take the lowest score. For example they may not be homeless or threatened with homeless, but may be workless and not able to work - the score would be a 1 or 2.

Be clear with the family/individual that they should consider all members in the household not just their own personal circumstances and that they will have an opportunity to regularly review their scores.

## Webstar Scoring

<b>C1 – Parent/children involved in crime or ASB</b>	
1 - 2	A member of the household is currently involved in offending or Anti – Social Behaviour.
3-4	A member of the household has committed a crime or offended in the past. May still be known to the police or probation. Sometimes is involved in risk taking behaviour. Has close family in prison or known for criminal activity.
5 - 6	Members of the household have some experience of crime or anti-social behaviour. May have a past history of offending or eviction for anti-social behaviour. Currently no family members participate in risk taking behaviour.
7 - 8	Family members have very limited experience of crime. Children are not affected by crime.
9 - 10	The family have no experience of crime either as a victim or a perpetrator. Does not undertake risky behaviour.
<b>C2 – Children not attending school</b>	
1 - 2	Children's school attendance is very poor. The children do not enjoy school. There are behaviour problems and little engagement in learning. Parents see no value in formal education and will not engage.
3-4	Children's attendance is sporadic. There are some behaviour problems. Not meeting educational potential. Parents/carers will only engage with school if pushed..

5 - 6	Parents ensure children attend school, but there is some unauthorised absence. Children enjoy school some of the time.
7 - 8	There are some issues with behaviour and/or some low level attendance issues. Parents are committed to ensuring their children attend school and are prepared to work in partnership with school.
9 - 10	Children have a good attendance record at school. They are enjoying school and reaching their potential.
<b>C3 - Children who need help</b>	
1 - 2	Parent is struggling and does not enjoy being a parent. No boundaries or discipline in place. Children are exposed to inappropriate experiences. Parent often does not know where the children are. There is developmental delay. Child/YP has identified learning needs and requires an EHCP. Children are either involved or at high risk of CSE, alcohol and substance misuse, or crime/ASB. Child is displaying inappropriate sexual/aggressive behaviour. Children do not feel safe or loved. Children are displaying high levels of anxiety/emotional ill health. Child is regularly affected by incidents of Domestic Abuse in the household.
3-4	Parent/Carer can sometimes find the parenting role a struggle. Find putting boundaries and discipline in to place difficult. Children have speech and language delay and parents are not engaging in strategies for improvement. There are concerns about children being at risk of CSE, alcohol or substance misuse. Child does not recognise and put into practice appropriate behaviour – sexual/language/aggression. Child/young person is identified as a carer. Child has witnessed Domestic Abuse. Child/young person is a carer.
5 - 6	Parent/carers unsure of parenting role. Sometimes find it hard to implement consistent boundaries and discipline. Children sometimes are hard to manage and daily routines are sometimes overridden. Children feel safe. Parents know where the children are and provide some family activities.
7 - 8	Parents/carers feel reasonably confident in providing boundaries and discipline strategies. Feel they provide reasonable, age appropriate parenting. The children feel loved and safe. Parents/carers would like some help with areas of parenting and child development.
9 - 10	Parent/carers feel confident in their parenting. Enjoy being a parent and feel able to set clear boundaries. The relationship with all their children is loving and the children show affection. The children meet their developmental milestones, feel safe and are happy.
<b>C4 - Worklessness/Financial Exclusion/Housing</b>	
1 - 2	Unemployed and currently not intending to look for work. No positive work history. No skills experience to draw on. Unable to work due to physical/mental health issues. There is little or no money. Unable to pay bills/rent etc. Not enough money to meet the family's basic needs. Has legal issues due to debt. Homeless – living in emergency accommodation. At risk of homelessness, notice to quit issued. Unable to secure housing without payment of rent arrears and/or multi-agency agreement to evidence management of tenancy.
3-4	Minimum job skills and experience. No career plans. Not really motivated. Would need support to progress to work and to apply for a job. Income or benefits not sufficient to pay rent/mortgage. High level of debt. Outgoings exceed income. Tenancy is at risk. Court Order has been applied for. Lives in unsafe or overcrowded conditions.
5 - 6	At least one parent/carers working or actively seeking employment. Has work experience. Willing to learn new skills, apply for jobs. May need support to apply and go for interviews. The family receive the minimum income via either low paid employment or benefits. Occasionally meet payment deadlines. Use credit to meet some payments and there is some debt. Payments for housing are difficult without financial support. Tenancy/housing is secure for at least 6 months.
7 - 8	At least one parent/carers working or willing to look for work. Would like to advance their prospects. Willing to learn new skills. Feels confident applying for jobs and attending interviews. There is sufficient income to meet the needs. Family is able to work to a tight budget. They have accessed the right benefits, where eligible. Is in adequate housing, but sometimes struggles to pay the rent and other bills.
9 - 10	At least one parent/carers is employed. The family is motivated and has aspirations. Parent/carers are confident in being able to provide for the family. There is sufficient income to meet the needs of the family Happy at home. Tenancy is secure, no issues paying the rent or living in own house and no problems paying the mortgage.

<b>C5 - Families affected by Domestic Abuse</b>	
1 - 2	There are high levels of domestic abuse resulting in Police call outs, visits to A&E due to physical harm. Perpetrator still has access to the family.
3-4	There is risk of Domestic Abuse. Family may be living in safe accommodation or perpetrator removed from the home. Family require support to ensure children are protected from the impact of DA.
5 - 6	There is some history of DA. The family are currently not at risk, but need support to address issues linked to their previous DA experiences.
7 - 8	Currently no risk of DA. May be some historic issues, support has been provided. Family are settled and thriving.
9 - 10	No experience or risk of Domestic Abuse identified.
<b>C6 – Parents/children health– Mental/Physical</b>	
1 - 2	<p>Children’s health is at risk. Medical problems and health needs are not being addressed. The home environment does not support healthy lifestyles. The children are failing to thrive. There is evidence of obesity/low weight. Severe dental issues.</p> <p>Inadequate supervision or home conditions leading to accidental injury or concern regarding health. Parental Substance misuse impacting on capacity to parent and the health and development of the child. Parental learning difficulties or disability impacting on capacity to parent and the health and development of the child.</p> <p>Learning and development significantly affected by additional needs/chronic health conditions. Members of the family have high levels of mental health issues that are not being addressed. Child/Young Person has ongoing mental health issues including suicide attempts/self-harm/eating disorders etc.</p>
3-4	<p>Family is not registered with either a GP or dentist. Unclear if the children’s immunisation or medical checks are up to date. Medical problems are severe, potentially harmful and not adequately supported.</p> <p>Members of the family including children/young people have identified mental health issues, there is some support in place, but the family are in need of greater support, including bereavement.</p>
5 - 6	<p>Family are not registered with GP or dentist. There are some health issues that are not always addressed in a timely manner. Some of the children’s immunisations/medical checks have been missed.</p> <p>Low level mental health/anxiety issues that family are keen to address.</p>
7 - 8	<p>Registered with health services. Children’s immunisations and medical checks are up to date. Any medical problems are being addressed. Family are aware of healthy lifestyles and try to implement them.</p> <p>Low level mental health/anxiety issues that are being actively addressed either within the family or with external support.</p>
9 - 10	<p>Registered with health services.</p> <p>Children’s immunisations and medical checks are up to date. No Health issues or concerns.</p> <p>Parents have a good understanding of healthy lifestyles.</p> <p>No concern around alcohol or drug use. No issues around mental health.</p>

## Completing the Whole Family Webstar and Assessment

There are three elements to the assessment, all three should be completed to ensure there is an understanding of the family’s needs.

- Describe the family history regarding each criteria
- Describe the family’s current situation, including strengths, what is working well, and what support is currently in place
- What needs to change?

It is important that all the way through the assessment you encourage the family to identify both protective factors and possible risks. Use language that reflects what the family are saying. Use their names, not their role. Help them to find solutions – don’t do it for them.

### \*Adverse Childhood Experiences

Adverse Childhood Experiences (ACE's) refer to some of the most intensive and frequently occurring sources of stress that children may suffer early in life. It has been evidenced that considerable and prolonged stress in childhood has life-long consequences for a person's health and well-being.

We can't prevent all adverse childhood experiences, in fact some of these experiences make us more resilient, provided we have the right support at the time.

Where there have been adverse childhood experiences, enquiring about these and how/if they have been overcome helps you to understand what support an individual/family might need.

Where support is required routine enquiry should be part of the assessment process.

Ask what happened to you, not what is wrong with you?

Ace's include:

1. sexual abuse before age 18
2. emotional abuse by parent/loved one
3. physical abuse by parent/loved one
4. emotional neglect by parent/loved one
5. physical neglect by parent/loved one
6. loss/abandonment of or by a parent
7. witnessed abuse in the household
8. drug/alcohol in the household
9. mental illness in the household
10. loved one incarcerated.

Further information re Ace's

- <https://www.blackburn.gov.uk/Pages/aces.aspx>
- <http://www.wales.nhs.uk/sitesplus/888/page/88524>
- <https://youngminds.org.uk/media/2142/ym-addressing-adversity-book-web.pdf>
- [http://www.cph.org.uk/wp-content/uploads/2016/05/Adverse-Childhood-Experiences-in-Hertfordshire-Luton-and-Northamptonshire-FINAL\\_compressed.pdf](http://www.cph.org.uk/wp-content/uploads/2016/05/Adverse-Childhood-Experiences-in-Hertfordshire-Luton-and-Northamptonshire-FINAL_compressed.pdf)

**Please consider the impact of ACE's throughout the assessment**

#### Prompt questions

<b>Crime and Anti-Social Behaviour</b>	Do you have any experience of crime? Have you been a victim of crime or anti-social behaviour? Has anyone in your family committed a crime? Is anyone in your family at risk of being involved in crime or anti-social behaviour? Is anyone in your household or close family in prison, on probation or involved with the youth justice team?
<b>Education</b>	Do your children enjoy school? Are you involved with school – parents evenings etc.? Are your children attending school regularly? Have you ever been involved with EWO or had a fine for your children not attending school. What are the reasons why your children are not attending school? Do you know the level of attendance for your children? Have any of your children ever had a fixed term exclusion? Have any of your children ever been permanently excluded? <b>Child/Young Person</b> - Tell me about when you are in school.? Who are your friends at school? What are the reasons why you are sometimes late/don't attend school? What are the best/worst things about school?
<b>Child in Need of Help</b>	How do you feel about being a parent? How do you find putting discipline and boundaries in place? Have you ever completed Understanding your Child? Where do you go for support? <b>Child/Young Person</b> - Tell me about home life? Who do you talk to if you are unhappy? What are the good things about your home/family.

<p><b>Employment/Financial Exclusion/Housing</b></p>	<p>Is anyone in the household employed? If yes – does the income provide enough to give you and your family a good quality of life? If no when did you/others last work? What benefits are you on? Are there any reasons why you/partner can't work?</p> <p>Are bills paid on time? Are you aware of your benefit entitlements? What benefits do you receive</p> <p>Do you have any rent arrears or debt?</p> <p>Have you been looking for work? If so, how long? Have you had any support?</p> <p>I would like to refer you to an Employment Advisor to:</p> <ul style="list-style-type: none"> <li>• check your benefits</li> <li>• see if there is a way to increase your oncome</li> <li>• support you to return to work</li> </ul> <p>would you be happy for me to do this?</p> <p>Do you own or rent your property? If you rent who is the landlord? Are there any issues with the condition of the house? Are you at risk of eviction/homelessness for any reason? Are you happy with where you live? Do you feel safe? Do you have a housing officer?</p>
<p><b>Domestic Abuse</b></p>	<p>How are relationships in the family? IS/Has anyone in the family experienced or is experiencing domestic or sexual violence or abuse? If yes, who is the perpetrator? Do they still have concerns? Did/does the violence result in Police call outs or trips to A&amp;E? Are the family receiving support? What impact is it/ has it had on the children? Do the children need support to deal with what they have witnessed?</p>
<p><b>Health</b></p>	<p>Are you registered with a GP, optician and dentist?</p> <p>Are your children up to date with their immunisations and health checks?</p> <p>Are your children meeting their developmental milestones?</p> <p>Would you say you lead a healthy lifestyle – exercise and diet?</p> <p>Do any of the family have any health/disability issues – are they accessing appropriate support?</p> <p>Do you have concerns about any family members using drugs or alcohol? If so does this impact on finances? Do your children understand the risks associated with excessive alcohol use or using drugs? Are you worried about your children? Do any of the household have mental health issues? If yes, are they receiving treatment or support for their condition? What impact does it have on the family?</p>