# **County Durham Children & Families Practice Toolkit**





#### **Practice toolkit**

#### **Aim of the Practice Toolkit**

This toolkit should be used in conjunction with the **County Durham Family Outcome Framework.** 

The aim of this toolkit is to provide practitioners with practice guidance on a range of significant issues which are known to have a negative impact on a child's wellbeing and life chances and ensures:

- children, young people and families receive consistent high quality help and support;
- a strength based solution focused approach in our team work with families;
- an open, honest and transparent approach to supporting children and their families;
- direct help and support is offered to children and parents/carers;
- both children and adults needs are addressed, using a 'think family' approach to assessment and intervention;
- where appropriate will require a collaborative 'Team around the Family' using a single multi-agency family plan;
- a broad view of protection is taken acknowledging the broad determinates of health and well-being are addressed;
- the use of evidence based best practice;
- child focused practice;
- improved outcomes for children and young people.

## Implementation of Practice Toolkit

Practitioners will be expected to make reference to and implement the guidance within this toolkit.

Children Services Case File auditing process will be used to monitor the effective implementation of the guidance.

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There are a range of information sources and tools which can support you as a practitioner with your work with families that are suitable for all Headline Outcomes. These are as follows:

General Information Sources and Tools (the following information will open external links or a new PDF)							
Procedures Manual – TRI-X,  DCC staff Durham Children's Services	Procedures Manual TRI-X, non DCC staff Durham Safeguarding Children Partnership	Community Care - Inform Children (DCC Staff)	Voluntary and Community Sector (VCS) Alliance	Durham Insight Intelligence, Research and Knowledge Base for County Durham	Neglect Practice Guidance		
County Durham Families Information Service							

#### **Tools** (the following information will open external links or a new PDF) Parenting and Toolkit and **Empowerment National Youth** Single Guidance for **Language That** Social Worker Programmes Assessment Advocacy **Practitioners** Cares.pdf Toolbox Can be accessed Framework **Service** Durham Safeguarding through your Local Children's Partnership **Family Centre** Resilience/ Safety Planning My Story **Adolescent Three Tea and Consent** Vulnerability Three Houses (for Children and Young Tips.pdf Online Video Houses Matrix.pdf People) (Awaiting link) (Awaiting link)

Also see the Early Help and Think Family Training Calendar

## **Crime Prevention and Tackling Crime**

#### **Including Anti-social behaviour**

Anti-social behaviour is behaviour that worries, upsets or frightens people. It can make people scared to go out or feel unsafe in their own home. This can include people making too much noise, calling people names or picking on them because they may be different in some way. It can also mean leaving rubbish or animal mess lying around, abandoned cars and other vehicles such as bikes and painting graffiti on walls. Groups of people hanging around the streets or parks and playgrounds, together with drinking and drug taking can cause other people worries and frighten them. Helping children, young people and adults to understand how their behaviour can make the other people in the household and community scared for their safety and well-being is important. We would like to see families changing their behaviours so that it doesn't frighten or upset other people in the community.

Information Sources (the following information will open external links or a new PDF)							
Anti-Bullying Alliance	Crime, Justice and the Law	<u>Durham</u> <u>Neighbourhood</u> <u>Police Team</u>	<u>NEPACS</u>	Durham Insight – Crime and Community Safety	PACE Police and Criminal Evidence Act		
Fearless (non-judgemental advice about crimes that affect children and young people)	ASB Community Safety - Resolve	County Durham Youth Justice Service	National Probation Service	Durham and Tees Valley Community Rehabilitation Company (CRC)	ASB Help		

<b>Tools</b> (the following information will open external links or a new PDF)							
Anti-Bullying Alliance - Tools	Resilience/ Vulnerability Matrix (Awaiting link)						

## **Getting a Good Education**

#### Including good attendance and engagement in education

To get a good education, parents and carers must, by law, make sure that their child goes to school or has other types of education such as Elective Home Education (Home Schooling) or a Training Provider. This will help them get a good start in life and give them the chance to learn new skills and get the qualifications they need to give them the best chance of getting a job when they leave school.

We know that children who go to school regularly or who get the best chance to learn through Elective Home Education are less likely to get into trouble with the police or be taken advantage of by others when they are out in the community.

For all these reasons, we want to see children going to school so that they can learn and grow as people, make friends, fit in with where they live, connect with their community and understand the world around them.

Information Sources (the following information will open external links or a new PDF)							
Nursery and pre-school education Durham County Council	School Attendance Durham County Council	Durham Works Programme for Schools	Fact Sheet Penalty Notices to address poor attendance at school	County Durham's Families Information Service	<u>Durham Enable</u>		
DfE School Attendance Guidance	Elective Home Education Guide for Parents and Carers	Children Missing Education Statutory Guidance.pdf	ICAN for speech and language	Department for Education GOV.UK	<u>Ofsted</u> <u>GOV.UK</u>		

	(the follo	Informatio wing information will o	n Sources pen external links or a	new PDF)	
Durham Insight Children & Young People	<u>Durham Insight</u> <u>SEND</u>	Parents' Guide to Support School Refusal	Durham Works for 16 - 24 year olds not in Education, Employment or Training	Anti-Bullying Alliance	

<b>Tools</b> (the following information will open external links or a new PDF)						
Anti-Bullying Alliance - Tools	School Attendance Toolkit (Awaiting link)	What to Expect When (0-5 years).pdf	Supporting Inclusion in Durham – Guidance for School and Service leads			

## Improving Children's Life Chances

#### Secure housing, financial stability and employment

All children and young people need to have food, shelter, warmth and clothing. They also need to feel loved, safe and secure so that they can grow up happy and healthy. Children need help to make good choices in life but sometimes that does not happen, so everyone needs to work as a team, making sure everyone has a clear job to do to try and make things better by supporting each family member. Working together with partners will mean less duplication for the family.

Parents and carers understand what their children need better than anyone. Supporting them by sharing goals helps them to get better outcomes for all, however sometimes, when parents argue and disagree, it gets in the way of children getting what they need like love and security. Children often can't understand why their parents argue. We would like to see family members finding better ways of managing their disagreements that doesn't include violence and aggression.

Information Sources (the following information will open external links or a new PDF)						
<u>Durham Relate</u>	Advice in County <u>Durham -</u> <u>Relationships</u>	Growing Healthy County Durham 0-19 service Harrogate and District NHS Foundation Trust	<u>Barnardo's</u>	NSPCC Adult Help advice line	Parents Against Child Exploitation (Pace) UK	
Housing Solutions	Youth Practitioners.pdf (Awaiting link)	Alcohol & Drug Awareness - Wellbeing for Life	HENRY (Health, Exercise & Nutrition for the Really Young).pdf (Awaiting link)	<u>Healthy Start</u>		

## **Information Sources**

(the following information will open external links or a new PDF)

Relationships  Matter –  Information for  Practitioners	Think U Know – How to keep Children Safe Online	<u>Young Carers</u>	CEOP Command to Report Concerns about Grooming and Sexual Abuse	<u>Harmful Sexual</u> <u>Behaviour</u>	Contextualised Safeguarding
Bereavement Counselling	Making Mental  Health Everybody's Business.pdf	Butterwick Hospice	St. Cuthbert's Hospice	Rollercoaster Parent/Carer Peer Support Group	Young Parent Programme
Early Years Education and Quality Child Care	County Lines.pdf	County Durham Safeguarding Adults	Emotional & Wellbeing Support for CYP and Families in County Durham.pdf	Emotional & Wellbeing Support for Adults in County Durham.pdf	

	<b>Tools</b> (the following information will open external links or a new PDF)							
The Family Pack of Questionnaires and Scales	Relationships Matter Referral Stage Questionnaires	<u>CSE Matrix</u>	Bridge Young Carers	<u>Kooth</u>	<u>Sarah's Law</u>			
Home Environment Assessment Tool	Social Worker Toolbox	Questions to support with finding networks	THRIVE Framework (Graduation model for MH/EWB)	CSE Intelligence Form (Awaiting link)	Essential Guide for New Dads, Dads Pad			

## **Improving Living Standards**

#### Secure housing, financial stability and employment

Many families find it difficult to get jobs. There are many reasons, including transport, childcare, lack of skills or experience, disability, age and others.

Not working, struggling with money and living in poverty affect all aspects of people's lives and can add to poorer health, depression, low mood and feeling anxious. Living in poverty is stressful and often linked to poorer mental health and adds to difficulties in relationships within the family.

Because people have less money coming in, they may find it difficult to build up savings to help cover unexpected expenses. That means they are more likely to get into dept and fall behind with paying bills.

We would like to see families finding ways to manage their money in a way that makes sure they can feed their children and pay their bills so that all children and families have somewhere safe and secure to live.

Tools							
	(the follow	wing information will o	pen external links or a	new PDF)			
Contact Jobcentre Plus - GOV.UK	Durham Works – Not in Education, Employment or Training Information	<u>Housing and</u> <u>Homelessness</u>	NE First Credit Union	<u>Citizens Advice</u>	<u>Welfare Rights</u> <u>Service</u>		

Tools (the following information will open external links or a new PDF)							
National Trading Standards - Friends Against Scams	Think Family Employment Advisors Contact Details (Awaiting link)	<u>Foodbanks in</u> <u>County Durham</u>	Adult Learning and Job Training	Fighting UK Poverty - Turn2us	<u>Furniture</u> <u>Schemes</u>		
Family Centre Activities and Resources to alleviate Poverty	Managing Money Better Service (Energy Advice)	Stop Loan Sharks					

	Tools (the following information will open external links or a new PDF)								
Budget Planning Tool	Turn 2 Us - Benefits Calculator and Grant Finder	Young Friends	Help with your  Money Support with Debt Grants for Families/ Benefits Advice Money Management and Savings	Help with buying items for school					

## **Staying Safe in Relationships**

#### Safe from domestic abuse

Abuse between people living in a family is complicated. Quite often it is not talked about and no one knows or recognises that it is happening, not even the people who are affected. Domestic abuse happens between anyone over the age of 16 who is or who has ever been in an intimate relationship, between older children and their parents, wider extended family in elder or honour based violence.

Domestic abuse involves many different acts and behaviours. These include physical violence, manipulation, isolation, control, and use of threats and humiliation which harm, frighten or punish a victim.

Children who are affected by domestic abuse can have poor health like tummy aches and headaches, and poor mental health when they struggle with their difficult feelings like anger and sadness. Children who live with domestic abuse can also struggle to concentrate at school and can have behavioural issues, poor engagement with education and behavioural issues.

Children and young people who are exposed to domestic abuse have different needs to those of adults. They tend to have greater support needs, are less likely to understand the severity of abuse and have less understanding of what a healthy relationship looks like.

We want to see children living in homes where they feel safe and where the adults can sort out their problems without hurting each other or making the other person really unhappy, sad or frightened.

Support for Adult Victims - Information Sources  (the following information will open external links or a new PDF)							
Government Definition of Domestic Abuse	<u>Durham County</u> <u>Council Refuge</u> <u>Information</u>	<u>Harbour Support</u> <u>Services</u>	What is Domestic Abuse?	SafeLives Domestic Abuse Information	Getting it Right First Time.pdf		

## **Support for Adult Victims - Information Sources**

(the following information will open external links or a new PDF)

Claire's Law – The Domestic Abuse Offender Disclosure Scheme.pdf	County Durham  Multi- Agency  Domestic Violence  and Abuse  Referral Pathway	What is Financial Abuse?	Protecting against Financial Abuse	RESPECT	<u>LGBT+ Anti</u> <u>Violence Charity</u> <u>Galop</u>
<u>Domestic Abuse</u> <u>Housing Alliance</u>	Domestic Violence and Abuse: Help from the DWP	<u>Honour Based</u> <u>Violence</u>	County Durham Housing Solutions – Support to remain at Home	Woman's Aid - Supporting Women, Children & Families with Domestic Abuse	Rape and Sexual Abuse Counselling Centre (RSACC)
Making Mental Health Everybody's Business.pdf (Awaiting link)	Working remotely with victims during Covid 19.pdf (Awaiting link)	The Duluth Model	Domestic Abuse Bill	Freedom Project Help & Support Dogs Trust	

## **Support for Adult Victims – Tools**

(the following information will open external links or a new PDF)

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MARAC Referral Form and DASH Risk Assessment (Awaiting link)	The Expect respect Healthy Relationships Toolkit.pdf	Budget Planner	The Social Work Toolbox for Domestic Abuse: Parents	LGBTQ+ Helplines and Support Humankind	Protecting Against Financial Abuse: Money Advice Service	
Support for Male Survivors	The Severity of Abuse Grid	<u>Coercive</u> <u>Controlling</u> <u>Behaviour</u>	DASH Risk Assessment	Signs of Safety Harm Matrix (Awaiting link)	Harm Matrix (with prompts).pdf (Awaiting link)	
Cumulative <u>Harm</u>	Safe Lives – Ending Domestic Abuse	Recognising and Responding to Domestic Violence and Abuse.pdf				

## **Support for Children and Young People affected by Domestic Abuse**

Domestic Abuse affects the whole family, this includes children and/or young people. Listed below are a range of information sources and practical tools that may support your work with children and/or young people.

	Information Sources (the following information will open external links or a new PDF)								
Durham County Council Support for Children and Young People	Harbour Support Service – Prevention Service	<u>Operation</u> <u>Encompass</u>	SafeLives – Effective Help for Children Living with Domestic Abuse.pdf	Young People and Domestic Abuse	Impact of Domestic Abuse on Children and Young People				
Trauma Informed Response to Working with Young People Affected by Domestic Abuse	Child and Adolescent to Parent Violence and Abuse (CAPVA).pdf								

<b>Tools</b> (the following information will open external links or a new PDF)							
Young Person's  DASH Risk  Assessment with  Guidance.pdf	Resources for Professionals working with Young People	Let Children know your Listening	The Hideout – Resource for Young People	The Social Work Toolbox for Domestic Abuse	<u>Safety House</u> <u>Booklet.pdf</u>		

## **Families affected**

	Information Sources (the following information will open external links or a new PDF)								
LGBT & Durham Pride	LGBT & Support for Children and Young People	Domestic Abuse Support for Deaf People	Domestic Abuse Support for GRT Community	Complex Needs and Domestic Abuse Navigator Service	Rape and Sexual Abuse Counselling Centre				
Finding Legal Options for Women Survivors (FLOWS)	Tech Abuse	Support for older victims							

## **Support for Abusers**

In order to appropriately support families, we must also consider the needs of those adults that display abusive behaviours. It is recognised that many abusers will have multiple victims and the impact of their behaviour can cause significant trauma particularly on children and young people who are affected. Listed below are a range of information sources and practical tools that may support your work.

	Information Sources (the following information will open external links or a new PDF)								
Harbour Support Services – Prevention Service	<u>RESPECT</u>	Steps Towards Change.pdf	RESPECT How will you know that a service user is perpetrating domestic abuse?.pdf						

	<b>Tools</b> (the following information will open external links or a new PDF)								
RESPECT Helpline	RESPECT - Take a Time Out!.pdf	Engage – Roadmap for interacting with perpetrators.pdf	Friends and Family						

## **Living Well**

## Improved mental and physical health, promoting recovery and reducing harm from substance misuse

It is important that parents look after their children's health and show them affection and warmth. Making sure children feel secure and loved can help them to deal better with difficult things that can happen. When parents are not healthy themselves, it may be more difficult to make sure their children get all they need. Parents and carers who take drugs or drink too much alcohol can find it more difficult to see what their children need. It is hard in these situations to ask for help.

	Resources for Professionals								
	Information Sources  (the following information will open external links or a new PDF)								
Durham Children's Services Procedures Manual	Making Mental Health Everybody's Business.pdf	Emotional Wellbeing Effective Learning Team	Make Every Contact Count	Managing Self Harm – A guide for Schools	Emotionally Based School Avoidance- West Sussex Toolkit				
CEREBRA- Sleep Advice Service	Traumatic Bereavement- A guide for schools	Critical Incident Guidance for Durham Education Settings	School Based Critical Incident Support – A guide for professionals						

Tools (the following information will open external links or a new PDF)								
Family Pack of Questionnaires and Scales	The Child  Development  Checklist.pdf	Bruising of non- mobile Children.pdf	Alcohol Screening Tool.pdf	Safety Planning: <u>Drugs &amp;</u> <u>Alcohol.pdf</u>	Sexual Health Services (CDDFT)			
Self-Harm and Suicidal Behaviour: Practitioner Guidance	Mental Health & Emotional Support: CYP Key Contacts.pdf	Mental Health & Emotional Support: Adults Key Contacts.pdf	Safety Planning: Mental Health.pdf	Recovery College Online	Anna Freud			
MindEd E- learning Modules	Drink Coach AAP	Prevention of Abusive Head Trauma and Icon	Emotional Health and Resilience Teams (Harrogate District Foundation Trust) (Awaiting link)	Emotional Health and Resilience Referal Form (Awaiting link)	Durham Health and Wellbeing Framework- Developing a Whole School Framework			

	Resources for Parents and Carers							
Information Sources  (the following information will open external links or a new PDF)								
Growing Healthy in County Durham	Wellbeing for Life	Humankind: Drug and Alcohol Services	Rollercoaster: Parent/Carer Peer Support Group	Parent Information: Mental health Problems in Young People.pdf (Awaiting link)	Parent Information: Coping with Self Harm.pdf (Awaiting link)			

<b>Tools</b> (the following information will open external links or a new PDF)							
Support after Suicide: If U Care Share	<u>Durham Crees</u>	MindEd For Families	Recovery College Online	Anna Freud: Podcasts for Parents	<u>Heads Together</u>		
Every Mind Matters	<u>Crisis Advice</u>	<u>Headspace</u>					

### Resources for Children and Young People

### **Information Sources**

(the following information will open external links or a new PDF)

DSCP Info for teenagers (Awaiting link)	Mental Health & Emotional Support: Key Contacts.pdf (Awaiting link)	Humankind: LGBT+ Support	<u>Young Minds</u>	Young Minds: Inpatients	Rise Above: Teenage Health
Active 30	<u>Mermaids-</u> <u>Transgender</u> <u>Support</u>				

<b>Tools</b> (the following information will open external links or a new PDF)							
<u>Kooth</u>	Recovery College Online	Anna Freud: Support for Young People	<u>Heads Together</u>	Shout Crisis Text Service	The Mix		
Crisis Advice	<u>National Self</u> <u>Harm Network</u>	Talk to Frank					

## Special Educational Needs and Disabilities (SEND)

#### Parents and children with a range of health issues

Around 14.5% of children and young people in County Durham are recognised as having a Special Educational Need and/or Disability (SEND). A child's or young person's SEND can make it harder to learn, and in some instances communicate their thoughts and feelings. To support children and young people with SEND care needs to be taken to understand their individual needs. Once understood the support that they receive from their family, friends, services and schools will have the most impact, this may require some extra or different help from that given to others of a similar age. Support may be required for a short period of time or sometimes for the whole of their school life and beyond.

If SEND goes unidentified or unmet, at times, children and young people cannot develop with their peers and may become withdrawn or challenging. With the right support evidence proves that children and young people can function well and make progress in many or all aspects of their life.

We would like children and young people with SEND and their parents/carers to feel confident in the support they receive at home, at school and in their community so that children can grow up to be happy and to be the best that they can be and for parents to feel that they can cope and have networks of support that they can rely on.

Resources for Professionals							
Information Sources  (the following information will open external links or a new PDF)							
What Special Educational Needs and Disabilities Means	Durham Insight SEND (Awaiting link)	SEND Code of Practice	Supporting SEND  - templates and reference forms	EHC Assessment and Plans	County Durham's Local Offer		

Resources for Professionals							
Respite Care and Short Breaks	SEND Money and Benefits	SENDIASS Information Advice and Support	SEND and Inclusion Course Directory	Think Autism in County Durham Strategy	SEND Support and Services for Schools and Settings		
Health Services for Children and Young People with SEND	<u>Durham's Virtual</u> <u>School</u>	Pupil Premium Advice for Schools	Signs of Safety Example Questions.pdf (Awaiting link)				

Tools for Professionals (the following information will open external links or a new PDF)						
SEND Toolkit	SEND Toolkit Useful Resources	Supporting SEND  as part of the  Graduated  Approach	SEND Toolkit How to Guides (Education)	The Communication Trust and Consortium	Elklan- training to support children's language and learning	

Tools for Professionals (the following information will open external links or a new PDF)						
Selective Mutism Information & Research Association	Autism Education Trust	Triple A in the Classroom  Durham University online learning resource for teachers, teaching assistants, SENCOs and school leaders for supporting autistic and neurodivergent pupils	Signs of Safety Example Questions			

Resources for Parents and Carers							
Information Sources and Tools							
	(the following information will open external links or a new PDF)						
SEND Toolkit: A Guide for Parents and Carers	Parent Support Roller Coaster Support Group	Applying for and EHCP: A Guide for Families	Local Support Groups for Parents				

## **Neglect Practice Guidance**

Helping families address neglect

The majority of children and young people in County Durham will grow up and reach their potential in a supportive environment. However, some children, young people and their families face difficulties and problems. Additional help and support needs to be available at the earliest opportunity to stop these challenges from escalating and negatively impacting on their future.

Evidence shows that the major issue facing children who need a Child Protection Plan is neglect. By the time the situation has deteriorated to the point that protection is required, children have often lived several years of their lives in these circumstances.

It is known that practitioners often find it difficult to identify and respond to indicators of neglect or appreciate their severity. This practice toolkit aims to assist practitioners across services to identify early signs of neglect and develop more responsive and timely interventions to address concerns about neglect. The practice toolkit seeks to ensure that practitioners focus their attention on:

- patterns of parental behaviour,
- the impact this behaviour may be having on the child's physical, emotional, psychological and behavioural development and well-being,
- the impact on the child's attachment behaviours,
- the specificity of the child's day to day lived experience over time.

The reason for this refocus on the impact on the child's well-being as a consequence of the parent(s) behaviour is that too often attention by professionals is focussed on the parent(s) unmet needs to the exclusion of understanding the potential or actual impact on the child. Often interventions to address concerns about neglect is compromised by professional concerns about the meeting (or otherwise) of certain thresholds. In Durham we have sought to address this by implementing the 'Durham Threshold' so that professionals can be guided to the most appropriate level of intervention at the earliest opportunity.

Whilst thresholds are important – especially in respect of the application of the Child Protection Procedures or the decision to instigate care proceedings, the guiding principles for all professionals when considering intervention in cases of neglect is:

- What does this child need?
- What does this child need me to think about?
- What does this child need me to do?

#### Headline Outcome 8

The way in which we work with families has a direct impact on the outcomes that they achieve. Our overarching aim is to build positive relationships with children and families which are built on mutual respect, are trauma informed and restorative in nature. Our chosen Practice Framework in Durham is Signs of Safety/Wellbeing and this approach will be applied to all our work with children and families where neglect is of concern. DSCP partners are rolling out the use of the Graded Care Profile 2 to help practitioners identify and support families to address the negative impact of neglect on children. Also see DSCP section on GCP2 . All practitioners must be trained to use the tool and access to training can be found on DSCP website.

**Scope:** This toolkit is for all professionals who work with children and young people and adults who are parents/carers.

Resources for Professionals							
Information Sources and Tools (the following information will open external links or a new PDF)							
What is neglect and how do we recognise it?	Recognition of Prenatal Neglect	Causes of Neglect	Impact of Neglect	Impact of Neglect on Adolescents	<u>Legislation</u> <u>and Standards</u>		
Assessment of Neglect	<u>Dental Neglect</u>	Level of Need	Responding to Neglect	A model of concurrent interventions for addressing Child Neglect	<u>Disguised</u> <u>Compliance</u>		

<b>Tools</b> (the following information will open external links or a new PDF)							
Graded Care Profile	<u>Gingerbread</u> <u>Activity</u>	Helpful Resources for Trauma Informed Approach	The Needs of the Traumatised Child Pyramid	Shield Against Shame	DSCP tools to work with children, young people and families		
A Day in the Life of the Child	Adolescent Wellbeing Scale (Awaiting link)	Words and Pictures (Awaiting link)	Three Houses	Adolescent Three Houses	Queen or King of the Island		
Queen or King of the Island Exercise	<u>Harm Matrix</u>	The Iceberg Activity	The Family Pack of Questionnaires and Scales	Attachment and Bonding Checklist	Audit Screening Tool for Alcohol Related Risk		

Tools (the following information will open external links or a new PDF)						
Cycle of Change	Blank Ecomap	Child Development Checklist	Home Environment Assessment Tool			