



Locality & Community Support Service

A Guide for Families

Introduction

The Locality and Community Support Service (LCSS) is part of Oxfordshire County Council's, Children's Services. LCSS supports any professional who works with children and families.



What do they do?

The LCSS provides advice and guidance to those who work with children and families. This includes staff from schools, nurseries, health services and voluntary and community groups. Our aim is to enable them to support you and your family.

Professionals can ask for advice and guidance to support families who might require Early Help.



Professionals may also invite LCSS to your TAF meeting in order to discuss whether or not it would be helpful to have further support from the Early Help Service or to provide information of other services/groups that can help.

Will I be told if professionals are talking to LCSS about my family?

Yes, if a professional needs to talk to LCSS about you and your family and are sharing personal details.

No, if a professional needs to discuss situations where there is anxiety or concern for children they can contact LCSS without telling you. However, in these instances your personal details will not be shared. This is called a **'No Names'** consultation. It can advise professionals to think about next steps to support your family



What happens if LCSS are invited to our Team Around the Family meeting?

If it is felt that an LCSS worker should attend your TAF, to offer support and advice, a person from the TAF will contact you to talk about this.

The LCSS worker is there to listen and understand your family's situation. They may suggest additional support that could be helpful to you and your family.

The LCSS can also access further support if and when required from Children Services or suggest other agencies that may be able to help.

Can information be shared without my permission?

As a rule the information which you and your child provide will only be shared with your family's consent.

However there may be certain times when people working with you need to share information:

For example:

- When they need to find out urgently if a child is at risk of harm.
- To help a child who is at risk of harm
- When an adult is at risk of harm
- To help prevent or detect a serious crime



How will my family's information be used?

If you have agreed to work with Oxfordshire County Council your family information will be recorded on a secure electronic system. This system is only accessible to those working for Children Services.

All Early Help Assessments and minutes from Team Around the Family meetings will be sent to your local LCSS. Your personal

information, including your name and date of birth, may be shared with the Office of National Statistics which is carrying out a national evaluation on some of this work.

For more information, including details of how you can opt-out of information sharing for research and evaluation, go to:

<https://www.oxfordshire.gov.uk>

An Early Help guide for parents and carers is available on the OSCB, and the OCC website.

Contact details for your Lead Professional or any other person supporting you, can go here: _____

For more information please go to: [Oxfordshire.gov.uk](https://www.oxfordshire.gov.uk)

