

## Design & Access Statement

### Proposed Family Support & Intervention Centre

#### Introduction

This planning statement has been prepared in support of an application for the development and operation of a Family Support and Intervention Centre within the borough.

The centre will deliver a comprehensive range of early intervention, preventative, and specialist services to children, young people, and families. The primary aim of the service is to support families to remain safely together, reduce risk, and contribute to reducing the number of children entering care by providing timely interventions.

The service will operate 7 days per week, between 8:00am and 7:00pm, providing both centre-based and community-based interventions.

#### Proposed Use and Planning Classification

The application seeks a change of use from Use Class C1 (Hotel/Guest House) to Use Class E (Commercial, Business and Service) to enable the operation of a Family Support and Intervention Contact Centre.

The service will operate on a strictly referral and appointment-only basis, working with children and families through local authority and professional referrals. The centre will not function as a public drop-in facility and no overnight accommodation will be provided.

The proposed use will deliver structured, supervised services within defined operating hours, resulting in a well-managed and low-impact use of the site. The nature of the service ensures controlled access, minimal disruption, and a positive contribution to the local community through early intervention and family support.

#### Need for the Service

There is a clear and evidenced need for accessible, high-quality family support services within the local area. Local authorities are experiencing increasing demand across:

- Children entering care
- Domestic abuse within families
- Youth violence, exploitation, and substance misuse
- Families requiring supervised contact arrangements
- Parents with additional needs, including learning disabilities

Consultation with local professionals, including social workers, early help services, and safeguarding teams, has identified a consistent need for:

- Early intervention services
- Edge-of-care support

- Structured parenting programmes
- Safe, supervised family time facilities
- Community-based outreach provision

The proposed centre directly responds to these identified needs by providing a joined-up, multi-agency aligned service model.

### **Local Need and Anticipated Impact**

Current data from Children's Services within the borough identifies significant and increasing demand across statutory services. There are approximately:

- 600 children who are looked after (in care)
- 900 children subject to Child Protection Plans
- Approximately 150 children with identified disabilities requiring additional support

These figures demonstrate sustained pressure on safeguarding systems, social work services, and associated health and support services.

### **Reducing the Number of Children Entering Care**

The centre's integrated service model is specifically designed to intervene at the earliest possible stage. Through structured parenting programmes, domestic abuse interventions, CAPVA programmes, therapeutic support, and intensive outreach, the service will:

- Improve parenting capacity
- Reduce safeguarding concerns
- Stabilise family environments

This will support children to remain safely within their family networks, directly contributing to a reduction in care entry and associated long-term costs.

### **Supporting Children on Child Protection Plans and Looked After Children**

The centre will deliver targeted interventions addressing key drivers of Child In Need, Child Protection Plans & Care Plans including neglect, domestic abuse, and parental capacity concerns.

Through consistent, structured intervention and therapeutic input, the service will:

- Reduce identified risks
- Support families to step down from Child In Need, Child Protection Plans & Care Plans
- Prevent escalation or re-referral into statutory services

In addition, the service will work directly with parents of children who are currently looked after. This will include delivering structured parenting interventions, therapeutic support, and risk-reduction work aimed at improving parenting capacity and addressing the factors that led to care proceedings.

The centre will work in close partnership with the relevant local authority to:

- Support care planning and permanency planning
- Contribute to assessments and progress reports
- Facilitate safe and structured reunification planning where appropriate

The overarching aim of this work is to reduce risk and support the safe return of children to their family homes wherever possible, ensuring that reunification is achieved in a planned, supported, and sustainable way.

### **Supporting with Disabilities and Additional Needs**

The centre will provide specialist support for parents with learning disabilities and families with additional needs through accessible, tailored interventions.

This will:

- Improve parenting understanding and practical skills
- Reduce safeguarding risks associated with unmet needs
- Support families to safely care for children with additional needs

### **Reducing Pressure on Social Work Services**

By delivering direct interventions, structured programmes, and ongoing monitoring, the centre will:

- Reduce social worker caseload pressures
- Provide high-quality reporting and assessments
- Deliver targeted interventions that reduce the need for statutory escalation

### **Reducing Demand on Health and Public Services**

The inclusion of a full-time on-site psychotherapist will provide immediate access to therapeutic support, reducing reliance on external services such as the NHS and long waiting lists.

The centre's integrated model will also reduce demand across:

- Early Help services
- Youth justice and prevention services
- Domestic abuse services
- Health and education systems

### **Cost-Effective, Preventative Approach**

By preventing family breakdown and reducing care entry, the centre will deliver:

- Significant cost savings to the local authority

- Reduced long-term demand on statutory services
- Improved long-term outcomes for children and families

### **Description of the Proposed Service**

The centre will operate as a family support & Intervention Centre, delivering a wide range of integrated services designed to intervene early, reduce risk, and improve outcomes.

### **Core Service Provision**

#### **Parenting Programmes**

- Solihull Approach Programme (6 participants every 14 weeks)
- Triple P Parenting Programme (6 participants every 8 weeks)

**Annual reach: approximately 133 parents/carers**

#### **Domestic Abuse Interventions**

- **Male perpetrator programme:** 12 participants every 6 months  
**Annual reach: 24 participants**
- **Female perpetrator programme:** 12 participants every 12 weeks  
**Annual reach: approximately 48 participants**
- **Freedom Programme:** 6-12 participants every 12 weeks

**Annual reach: approximately 48 participants**

This combined approach ensures that both behavioural change and victim support are addressed, contributing to safer family environments and improved outcomes for children.

#### **CAPVA Programme**

- **6–8 participants per programme**
- **12-week structured intervention**

**Annual reach: approximately 24–32 parents/carers**

#### **Youth Intervention Programmes**

- Weekly sessions addressing:
  1. Substance misuse
  2. Knife crime
  3. Child exploitation

**Annual reach: approximately 69 young people**

## **Mum & Baby Focus Groups (Learning Disability Support)**

- Weekly sessions
- Pre- and post-natal support
- 1:1 tailored intervention

**Annual reach: approximately 40–52 parents**

## **Supervised Family Time**

- 6 contact rooms
- 8:00am – 7:00pm, 7 days per week

**Up to 42 sessions per day (~15,000 annually)  
Supporting approximately 150–300 families per year**

## **Outreach & In-Home Support**

- Intensive family support delivered in the home
- Crisis and edge-of-care intervention

**Annual reach: approximately 40–80 families**

## **On-Site Therapeutic Provision**

- Full-time psychotherapist
- Trauma-informed therapy

**Approx. 1,200+ sessions annually  
Supporting 80–120 individuals**

## **Accessibility & Inclusivity**

The centre has been designed to ensure it is fully accessible and inclusive to all members of the community.

This includes:

- Full disability access
- Accessible toilet facilities
- Safe and appropriate environments for children and families
- On-site childcare provision to support programme engagement
- Flexible delivery through both centre-based and outreach services

The service is committed to ensuring that no individual is excluded from accessing support due to physical, cognitive, or social barriers.

## **Community Benefit**

The proposed centre will deliver significant social value by:

- Supporting 300+ individuals annually through programmes and therapy
- Delivering supervised contact to 150–300 families annually
- Supporting 40–80 families through outreach provision

Overall, the service is expected to positively impact 400–500+ children, young people, and families each year.

### **Safeguarding & Outcomes**

Safeguarding is central to the service model. The centre will:

- Provide safe environments for family contact
- Deliver evidence-based interventions
- Address domestic abuse, exploitation, and behavioural risks
- Support parenting development and child wellbeing
- Provide therapeutic support to address trauma

The overarching aim is to:

- Reduce risk and harm
- Strengthen families
- Prevent escalation into statutory care

### **Operational Details and Staffing**

- Opening hours: 8:00am – 7:00pm, 7 days per week
- Parking for 5 vehicles including disability parking
- Secure bicycle storage
- Outdoor family space
- No residential use

### **Staffing Provision**

The centre will be staffed by a qualified and experienced multidisciplinary team.

At any one time, approximately 8–12 staff members will be present on-site, depending on demand. This would be the maximum staffing ratio based on full service demand.

The staffing team will include:

- Centre Manager / Service Lead
- Deputy / Senior Practitioner
- Family Support Workers / Contact Supervisors
- Full-time Psychotherapist
- Programme Facilitators
- Childcare staff (as required)

Additional outreach staff will deliver services within the community and family homes.

All staff will be recruited in line with safer recruitment procedures and will hold appropriate qualifications and experience.

### **Sustainable Travel and Accessibility**

The centre is located within a highly accessible area, with the nearest train station situated approximately 850 yards from the premises. There are also 5-7 regular bus routes servicing this area

Staff will be actively encouraged to utilise:

- Public transport
- Cycling
- Walking where appropriate

Secure bicycle storage will be provided on-site.

This approach will:

- Reduce traffic congestion
- Minimise environmental impact
- Limit pressure on parking provision

### **Landscaping / Rear Garden:**

The external areas of the property will be retained and utilised in their current form, with no significant alterations proposed. The rear garden benefits from established turf and patio areas, which will be maintained to provide a safe and suitable outdoor space for families accessing the centre. The existing tarmacked frontage will be retained to accommodate on-site parking provision. In addition, secure on-site storage will be provided for bicycles, promoting sustainable travel while ensuring the area remains orderly and accessible.

### **Environmental Sustainability**

The proposed Family Support and Intervention Centre has been designed and will operate with a strong commitment to environmental sustainability and minimising its impact on the local environment.

### **Efficient Use of the Building**

The centre will operate efficiently throughout the day, maximising the use of internal space through:

- Continuous use of contact rooms and programme areas
- Multi-functional spaces for group work, therapy, and family sessions
- Scheduled service delivery to avoid unnecessary energy use

This ensures the building is used effectively without waste.

### **Waste Reduction and Resource Management**

The service will implement responsible waste management practices, including:

- Minimising paper usage through digital record-keeping where appropriate
- Recycling of materials where facilities allow
- Safe and appropriate disposal of waste generated through service delivery

### **Energy Awareness**

Staff will be encouraged to adopt energy-efficient practices within the building, including:

- Turning off lighting and equipment when not in use
- Managing heating and energy use responsibly
- Maintaining an environmentally conscious workplace culture

### **Sustainable Operational Model**

The centre's overall model promotes sustainability through:

- Delivering services locally within the community
- Reducing the need for multiple service locations
- Providing outreach support within family homes, reducing repeat travel to external services

This integrated approach reduces the overall environmental footprint of service delivery.

### **Quality Assurance and Accreditation**

The organisation is committed to delivering high-quality services and will be seeking membership with the National Association of Child Contact Centres (NACCC).

This ensures that supervised family time services are delivered in line with nationally recognised standards and best practice.

### **Conclusion**

The proposed Family Support and Intervention Centre will provide a high-quality, integrated, and responsive service that directly addresses identified local need.

By combining early intervention, therapeutic support, structured programmes, supervised family time, and outreach provision, the centre offers a comprehensive and sustainable approach to supporting vulnerable families.

The service will play a vital role in:

- Reducing the number of children entering care
- Supporting reunification of children with their families where safe to do so
- Alleviating pressure on statutory and public services
- Improving outcomes for children, young people, and families across the borough

The proposed use falls within a community-based support function, providing non-residential services to children and families.

The proposed use is not expected to have any adverse impact on the local area or neighbouring properties.

The centre will operate as a structured, appointment-based service, with families attending at scheduled times. This ensures a consistent and well-managed flow of visitors throughout the day, avoiding congestion or disruption.

There will be no residential or overnight use, and all services will be delivered within the stated operating hours of 8:00am to 7:00pm.

The premises will be fully staffed at all times, ensuring appropriate supervision, safeguarding, and professional management of the environment.

Noise levels are expected to remain low and consistent with typical community-based service use. All activities are delivered in a controlled and supportive setting.

Access to the building will be managed and monitored, ensuring a safe and secure environment for service users, staff, and the wider community.

Overall, the proposed development is considered to be compatible with the surrounding area and will not result in any significant adverse impact on residential amenity.