

Who are we?

MARRS is a new project set up by Social Services and the Child & Adolescent Mental Health Service to support families with young people aged 11 to 16 in crisis in Buckinghamshire.

MARRS is a multi-agency service that draws upon the skills and experience of professionals from social services, health and education.

MARRS aims to respond and provide support to families within a day in order to prevent a difficult situation from becoming worse.

Who can we help?

MARRS is a service for all families in Buckinghamshire. This means whether the children are your own, whether you are a family member who has been looking after them for a long time, an adoptive parent or a foster carer.

MARRS is a service for people from all ethnic origins.

How do we help?

The staff in MARRS believe that most families do their very best to look after their children, but find that some behaviour is too difficult to manage, or ways of resolving problems don't seem to work any more.

MARRS aims to work with families in crisis to help them to work on ways forward that work for everybody. Once a problem has become known to MARRS staff we will contact you by telephone within 1 day and meet you within 4 working days. We will then meet to set out a plan of work that everybody

involved can agree to. This is called the Working Agreement and will set out what everybody will do for the next few weeks until the review date is reached. The usual time limit is 8 weeks

Who will I see?

You may find yourself working with any number of the many different staff working at MARRS. This is because we make individual working agreements with individual families. You will certainly work with the Outreach staff, but might also see the Child Psychiatrist, Psychotherapist or Family Therapist. If school problems are a big part of your child's difficulties then we have an Educational Psychologist who will help to find solutions to the difficulties.

Outreach

A very big part of the way that MARRS helps families is through our Outreach workers. The Outreach workers will visit you in your home by agreement and help you to put into practice the new ways of coping with problems that you have rehearsed in the MARRS centre.

Respite beds

MARRS is not a children's home and we do not look after children away from their families in the long-term. If a problem is serious enough and it is in the best interests of the child we can offer a bed for a short period of time where it is part of the Working Agreement. A child does not have to be in the centre continuously because we want them to be going home and part of the family, learning new ways of coping with problems.

How are referrals made?

You will probably have been told about MARRS because someone who knows your child has suggested to you that we may be able to help.

We are open to being told about families who may benefit from our service from Social Workers, staff in Children & Family Consultation Clinics and Education Welfare Officers, the Youth Offending Team or the Police. We are very glad if you find us helpful and know somebody else who may need help, but we can only take a referral from one of these five groups.

Confidentiality

We will respect your confidentiality and will be very careful with anything you tell us about your family. Information is shared within the MARRS team and is shared with other services either with your agreement or when we believe that it is in the best interests of a child that we do so.