

Reducing Parental Conflict Newsletter

November 2022



SURREY
COUNTY COUNCIL

In this issue

- 1. Early Help & Partnership Service Manager guest entry**
- 2. RPC Digital Resources Update**
- 3. Tavistock Between Us App Overview**
- 4. One Plus One Overview**
- 5. One Plus One Lunch and Learn refresh session**
- 6. RPC Webinars**
- 7. SharePoint site for Surrey Staff**
- 8. RPC FIS Page**
- 9. Your feedback**

Working to Reduce Parental Conflict in Surrey

Guest entry from Sue Turton – Early Help & Partnerships Service Manager

As the lead for the Early Help Partnerships Service in Surrey our team aim to support you with what is a growing concern for professionals working with Surrey Families. We would like to welcome you to our first Newsletter for the Reducing parenting Conflict (RPC) work happening in Surrey. We hope you find this a helpful resource which outlines the aims for this work and all the latest updates and news about events in one place.

Surrey's aims are to reduce the impact of parental conflict on children and for reducing parental conflict (RPC) to become part of everyday practice for professionals, growing alongside the use of RPC tools into an approach that will help support families to build positive relationships in every aspect of their lives. We believe that by embedding both support and resources for RPC into local services we can help families to develop, progress and thrive

How are we going to do this?

Our Phase 3 plan begins with working with our stakeholder group to help us expand on our RPC offer. We plan to link in with the Better Start strategy, joining the dots with the work on parental relationships, particularly work with fathers, the importance of

healthy relationships and how they can impact young children. We are also planning on linking in with the Early Help Strategy to embed RPC into practice and further build upon the evidence base for what works to reduce parental conflict and improve outcomes for children.

We will also continue to deliver on the work which has been ongoing throughout our previous funding phases. With particular focus on be raising awareness, training the workforce, creating pathways to support, and embedding evidenced based interventions.

Stakeholders for RPC work currently include:

- Early help Service Providers
- Targeted help Service Representatives
- Schools
- Health
- Police – extending this partnership with the inclusion of Surrey

If you would like to be involved, contact our lead Karen Yeeles to find out more karen.yeeles@surreycc.gov.uk

RPC Digital Resources Update

During the last funding phase, we received a lot of feedback for both the One Plus One online tools and the Between Us App regarding the difficulties faced by both parents and practitioners in gaining access to the resources.

We have worked with both providers in this funding phase to provide a more streamlined process which can provide access for a greater number of parents and practitioners.

Tavistock Between Us Updates:

1. Previously a trained practitioner was required to refer parents to the Between Us App. However, we have agreed with Tavistock that the Between Us App can now be referred to by any service/practitioner within Surrey and accessed universally by any parent within Surrey.

2. Licences will no longer be required to be issued by a practitioner or centre to parents. Instead, parents can request access to the Between Us App directly from the below link:

[Between Us App \(betweenus-app.com\)](https://betweenus-app.com)

Also attached to the newsletter distribution email is a PDF postcard containing a QR code that will take them directly to the Between Us self-referral page. This postcard can be forwarded to any practitioner and/or parent within Surrey

One Plus One Updates:

1. Previously a trained practitioner was required to refer parents to the One Plus One digital resources. However, we have agreed with One Plus One that the digital resources can now be referred to by any service/practitioner within Surrey and accessed universally by any parent within Surrey.

Tavistock: *Between Us* App overview

Between Us is an app designed to help parents have a better relationship with their partner now or in the future. It was created by Tavistock Relationships, an organisation based in London, which has been helping couples for more than 70 years. The app provides individuals and couples with: A range of exercises, Tips, Videos and Information. The app allows you to better understand what's going wrong in your relationship and do something about it.

One of the ways in which the app works is by helping partners in a relationship to reflect together, and more constructively, on their difficulties. A number of the topics on the app ask the user a short series of questions, about themselves, and then also about their partner.

Surrey have purchased licences for parents and practitioners to have access to the Tavistock Between us App which has been designed to help people have a better relationship with their partner. The app provides individuals and couples with a range of exercises,

tips, videos and information so that they can better understand what's going wrong in their relationship and do something about it.

One Plus One: Overview

Surrey have purchased access to three online resources that have been developed by One Plus One to help parents understand the impact of their arguments on their children, and learn techniques to communicate better, handle stress, and manage conflict more constructive. The three resources are:

- Me, You and Baby Too
- Arguing better
- Getting it Right for Children

One plus One combine the online recourses with a training programme for those practitioners working to support families, which offers a toolkit of support that empowers people with the skills and confidence they need to do things differently. The sessions aim to enhance practitioner knowledge, understanding, skills, and confidence to work with parents. By the end of the training practitioners will be able to:

- Raise parents' awareness of the issue of parental conflict.
- Use digital resources to help parents recognise conflict.
- Enable parents to develop positive communication skills and helpful conflict behaviours.

Read more about the One Plus One online resources: [here](#)

One Plus One: Access

Below are the two links that you will need to access the One Plus One Digital Resources which are covered on the training. Please note that these will not work in Internet Explorer:

[Click this link for: Practitioner Guide: Introduction](#)
(oneplusone.org.uk)

This guide is a refresher for what you learned in the training. It will help you explain the course to the parents. You should already have a login for this but if not, you can register as new. If you have forgotten your password there is an option to reset this on the login page. Please be aware that although the videos play in here, nothing interactive will work and are just there for illustrative purposes.

[Click this link for: Parent Resources: Parent guide for England](https://oneplusone.org.uk)
(oneplusone.org.uk)

This is the link you need to give parents so that they can access the three digital courses (Me, You and Baby Too, Getting it Right for Children, and Arguing Better). Each parent will need to select Surrey from the Southern England map and then create themselves an account as per the instructions given.

Note: If for any reason a parent is unable to log in with their own account, you can create one for them. However, please be aware that if they don't have their own unique login, we may not have enough data on our quarterly reports to show how many parents are logging in to the system etc. If parents are separated, they may wish to create two logins.

Also attached to the newsletter distribution email are versions of:

- A flyer for parents, which gives an overview of each course as well as a weblink and QR code that will take them directly to the OnePlusOne courses
- A guide for parents on how to create a OnePlusOne account
- A guide for practitioners on how to create an account

One Plus One: Lunch & Learn refresher sessions

One Plus One are holding an informal lunch and learn session on the 6th of December at 1-2pm.

What will be covered:

- The parent resource: We'll go over the parenting interventions, spotlighting some of the new content we've added.
- The practitioner guide: We'll offer tips on how to use the practitioner guide alongside parents who are working through the interventions. There's lots of new material to show you here too.
- Getting parents started: Finally, we'll do a quick refresher on how to log in to both platforms, and get parents started on the interventions so that you can get all of this support out there in your local area.

It'll be an informal session but there's lots to see, and you'll have a chance to ask any questions, so grab a sandwich or a cup of tea and join us on 6 December at 1pm. We're looking forward to seeing you.

To register for this event please click [here](#).

RPC Webinars

Starting from November 2022 we will be running bi-monthly webinars open to all practitioners working with families including those from schools, early years settings, police, health, voluntary organisations and district and boroughs.

Webinar	Date & Time	Booking Link
Promoting meaningful parental involvement	Wednesday 30 th November 12:00 – 13:00	Click here to book your space
Separated parenting	Wednesday 25th January 12:00 - 13:00	Booking link to follow

Difference between DA and Parental Conflict	Wednesday 29th March 12:00 - 13:00	Booking link to follow
---	---------------------------------------	------------------------

SharePoint for Surrey Staff

To promote the Reducing Parental Conflict work and increase the engagement with Surrey's RPC offer we are changing the way in which we communicate with professionals. Surrey staff can now access our SharePoint site by using the link below. The aim of this SharePoint page is to offer centralised access to RPC information and tools for practitioners.

[Reducing Parental Conflict. \(sharepoint.com\)](#)

RPC FIS Page

To help promote our RPC tools to parents and professionals we have created a page on our Family Information Service website. Here you can find links and information for the Tavistock Between Us App and OnePlusOne online resources.

[Our resources for reducing conflict between parents - Surrey County Council \(surreycc.gov.uk\)](#)

Your feedback

What would you like to see made available as part of the Reducing Parental Conflict Offer? Let us know your thoughts by using the survey linked below:

<https://forms.office.com/r/8d4jyfMzG3>