

# **Effectiveness and Impact of Early Help Arrangements 2018-2019**

## **Report on the Effectiveness of Early Help Arrangements should this be 2018-19?**

### **1. Introduction.**

This report provides an overview of the impact Early Help (EH) services in Derby has had over the last 12 months by addressing areas that impact can be judged or measured against. There will be a narrative response to each area and the report will contain a number of suggested actions to address challenges and areas for improvement.

Derby has a range of Early Help services available across the City, including Multi-Agency Teams (MAT's), who are co-located with Social Care teams in an integrated locality based model. The MAT's are complemented by Children's Centres as part of a broader Early Help offer. Children's Centres provide universal and targeted services in clusters of locality based centres across the City to families with children under the age of five. The focus of centres work is increasingly with more vulnerable families.

A further key element of the Early Help offer is the Space@Connexions, a city centre based youth 'One Stop Shop' delivering careers and health advice including sexual health services, drug and alcohol services and also houses the Leaving Care Team and Youth Offending Service.

This report should be read in the context of pressures being applied to Early Help services both nationally and locally. Over this last year the Service Review for connexions has been held in line with the MTFP this has resulted in a reduction in posts from 13.5 FTE to 7.5 FTA Personal advisor role. In addition the remaining last childcare offer at Becket Children's Centre has closed with a loss of 6.5 FTE. All children were supported to find alternative childcare within the area.

Priority Families Practitioners remain focused on delivering solution focused family change for the whole family who meet the PF criteria, with a focus on achieving the payment by results element. There has been a positive increase in the PBR of over the last 12 months. Funding for this initiative could end March 2020

The Early Help core offer, continues to grow by training additional staff in Systemic Family techniques this complements existing staff who are already trained. This includes Non Violent Resistance and IAPT (Improving Access to Psychological Therapy) and includes a further number of staff trained in Incredible Years. These techniques enable us to have a skill mix which allows work to be focused most appropriately, and has enabled us to support families at a lower level and reduce the

risk of escalation into higher tariff services. Work is identified from Early Help and Single Assessments at Vulnerable Children's Meetings (VCM) or via requests from social care colleagues to joint work.

## An example of Systemic work with a family

*When we first met X I was at rock bottom and felt like there was no going back, my partner did not want any involvement and my child seemed uninterested too. However x let everyone go at their own pace and by the end of it even my husband was getting involved.*

*To say X has changed my life is an understatement. She had given me the mindset and confidence to be able to deal with all the issues which were troubling me. She didn't 'make' any of us go anything or 'point out' our weaknesses but she gave us a platform to air and it really helped. She was very encouraging and my daughter and myself especially warmed to her a lot. I'm now at the stage where my daughter doesn't take over my family life, I don't feel anxious about her coming home, we don't have 24/7 scraping and arguments and her anger and responses have reduced by nearly 90%, before they were daily and now she only gets like that when something has really upset her at school. I've also changed my approach to how I react and deal with difficult situations too and it's helped a lot*

*X has helped me work with the school to make sure that she continues to get help which puts me at ease and in hoping before we finish with my other daughter we can put it in place for her too before her gcse's begin*

*X dealt really well with my many emails and calls which were usually at the being of my anxiety and that was reassuring*

*My family have all commented to how myself and my daughter have changed and that's reassuring too*

*We are all going to miss her...me and my daughter especially...I wish we could continue with her but I know how stretched the services are.*

*I don't have the words to thank her but hope she can appreciate what an impact she's had on my life and my families.*

Early Help continues to be delivered against a background of national increases in the number of contacts and referrals to children's services, funding reductions from Central Government and increasing population and changing demographics.

Following last year's bid to the Controlling Migration Fund the New Arrivals team has been established and is working with Families who are new arrivals to the city. The team are supporting families with an emphasis on helping them to understand their rights and responsibilities in the UK, and intervening early in order to reduce numbers, particularly of children and young people of Roma heritage, from becoming subject to higher tariff services. This team at any point hold up to 8 cases per team member as well as joint working and delivering a youth group

EH Heads of Service are linked with sub groups of the Opportunity Area and involved with on- going developments in relation to Speech, Language and Communication, family engagement, and emotional wellbeing.

Voice of the Child resources continue to be well used throughout Early Help case work and this is well evidenced in audit work .

Over this year support for emotional wellbeing interventions funded through Future in Mind (FIM) has ceased with a new service currently being commissioned this has resulted in an increase of referrals to core EH services

Private Fostering Champions are well established in each locality VCM is the vehicle for the earliest identification of private fostering arrangements, and the social work and MAT champions work together to ensure assessment and visits are timely.

The Early Help Service lead on the Missing Young Peoples Protocol and Children Missing Education. Return interviews are now recorded on the Early Help/LCS pathway. Training has been developed and is accessible to all staff via a Podcast on iDerby. Missing children are regularly monitored via Monthly Missing meeting and this is reported into the Vulnerable Young Peoples Group a sub-group of the DCSB

## **Children Centres**

Children's centres remain core to the Early Help Offer.

Despite no formal inspection framework, self - evaluation takes place on an annual basis and this is challenged through the centres advisory boards.

Registrations continue to increase month by month and from a zero starting point at the introduction of the new database, they are now well over 65% across the City's under 5 reach. Sustained engagement of families who meet one of the targeted groups continues to improve and is part of the DORIS scorecard. Numbers of children registered who are either on a Child Protection Plan or classed as a Children in Need have increased and social workers are now registering under 5's in every new case.

Childrens Centre's continue to support the take up of the 2 year old Flying Start Offer. This is in place and the take up rate at the end of 2018-19 is now 76%. There is childcare provided by third party providers in 5 centres this also generates an income for the LA

The citywide lead for Data has supported the improvement of data quality on the DORIS system and connect+ and is continuing to develop her role across Early Help.

The School Readiness lead is supporting the Speech Language and communication project Talk Derby and is ensuring Children's Centres are at the forefront of this work.

## Young Carers

'Young Carers' continues to grow. There are currently 30+ young carers accessing the scheme. Ages range from as young as 7 through to 17 years. Young people are offered a combination of therapeutic and recreational respite opportunities. Some have an allocated youth worker and tools such as Spidergraph and other Voice of the Child (VOC) tools are used in line with other cases open in Early Help. There is a full evaluation, and young people are consulted as part of the planning process.

*An example of work is supporting a young carer aged 9 whose Mother has a terminal illness. The work include direct work with both Mum and X , planning for the future including supporting an application for more suitable housing, and long term plans for the child's future.*

This year's action is to work more closely with Adult Services for those young people who will inevitably become adult carers. In addition, work is ongoing to look at voluntary organisations that young carers may be able to access independently.

## Safe Families for Children (SFFC)

SFFC aim is to support families in crisis to 'get back on their feet'. Following successful interventions by SFFC since 2015 this service was recommissioned to continue from April 2018.

Since the initial pilot in 2015 up to November 2018 estimated savings for the Council as a result of diversion from entry to care have been £294,403. Over 2018/19 we have seen the following activity:

140 referrals received (94 of those were accepted)

- 58 referrals **Number of Category 1 Families identified as needing an early Intervention –**
- 82 referrals **Number of category 2 Families identified as the Edge of Care –**
- 94 accepted referrals for families and 65 supported
- These 65 families make a combined total of 186 children
- 8 host families
- 179 bed nights
- 87 volunteers

A number of the referrals for Edge of Care work were deemed as too High Risk and this is identified through the referral and approval process

*One referrer gave this feedback; "Respite provided by HF has given mum time to herself and the space to allow her to be sad without the children seeing. The support has helped her to not feel isolated. It has been a valuable support to have had. Until this support mum had been reluctant to engage or to receive counselling. If a referral had not been made to SFFC, there was no other service that could have helped at that time. It was "the right service at the right time". The family's SW had run out of ideas of how to support the family. It has been amazing to see mum trust someone to look after her children. The family were at CP at time of referral and are now closed to social care."*

The numbers of volunteers that SFFC recruit in order to support families continues to steadily grow – there were over 50 in Derby over the reporting period. Volunteers come from diverse backgrounds and are able to offer a range of languages other than English.

### **Schools Early Help Offer**

There is a range of innovative practice that continues to take place in each locality across Derby which have had a positive impact with over 1000 contacts per term made with young people in schools. This practice includes group and individual work across different themes based on the needs of individuals and groups as identified by schools. Each locality offers a menu of provision available, and has an identified link worker from a MAT.

Team around the Primary Schools (TAS) continues via individual or cluster models and is offered to all primary schools across the city.

Safeguarding Meetings in Secondary Schools in each locality are offered to all. Schools are able to determine alongside EH staff the needs of their cohort and this has included work on CSE, internet safety, resilience and self-esteem.

## **2. Early Help Performance Framework.**

The Early Help Performance framework is divided into 3 areas of work, **how much** Early Help do in specific areas of practice, **how well** Early Help deliver services and **the impact of services**:

**How much** Early Help do in specific areas of practice:

- Open cases – 798 – an increase of 168 cases over the past 12 months (630 at end of March 18)
- Progression of change tools completed 470, 60 less than the previous year. With further interrogation it is evident that a single tool is completed with a family rather than with individual children and there are a number of large families in the system which inevitably reduces the numbers overall. Often after POC further Voice of the Child tools will be used with individual children in a family to demonstrate direct work and capture their voice
- ‘How was it for you’ surveys received – 490 a reduction from last year again this could be due to the number of children and young people in a family
- Early Help Assessments completed –2543, 1842 in the previous year. Over 700 more. This could be aligned to the rise in demand overall for services and the Early Help presence in schools, we are monitoring more closely this year as continued demand at this level would soon become unmanageable
- Number of cases referred and screened for CSE – 303 this is a decrease from last year and requires further investigation and a reminder to staff to complete the screening tool. There has been a rise in the number of children under 10 over the last quarter and this could also have contributed.
- Number of cases screened that were judged either medium or high risk of CSE – was 23 this was maintained from the previous year

#### **How well Early Help deliver services:**

- Number of cases re-opened within 3 months was 13, a reduction from the previous year
- Number of people reporting that they were treated with respect (via ‘How as it for you’ surveys) –483
- Number of people reporting that workers listened to them (via ‘How was it for you’ surveys) –483
- Number of cases closed – 1010

#### **Impact of services:**

- Number of spider graphs (Progression of Change) with an improving direction of travel – . 458/470 97%which is an increase in the direction of travel for families
- Total number of cases open at any point to Early Help was 1,168 (this is excluding those that had Short Breaks team involvements).
- 273 cases were stepped up to Social Care which is 23% of cases, a slight increase on previous years. This could be attributed to a rise in demand across the system including the increase in EHA’s.
- Number of people reporting that they were helped with identified issues (via ‘how was it for you’ surveys) – 483 /490 98.5%. This demonstrates that the

interventions used with families are at the right level and support the family to be stronger

The data above all pertains to cases where a member of Early Help staff has been a Lead Professional in a case and does not provide a picture of the total amount of work delivered by Early Help services across the year.

In order to address this, we started to collect in 16/17 data relating to the number of direct contacts our staff had with families on a non-lead professional basis. This includes:

- Attendance at group activities within Childrens Centres across the city
- Attendance by young people at youth clubs
- Group work delivered in a number of schools across the City
- Cases where a member of Early Help staff has co-worked a case with staff from Social Care, that is : Child in Need or Child Protection cases
- Delivery of low level CSE and missing prevention work with targeted groups of young people

The data we have collected shows that our staff had 60, 000 direct contacts with young people and their families in 18/19. A large number of these contacts relate to delivery from Childrens Centres, in line with the principles of providing direct Early Help work with families at the earliest possible point in time.

The information above evidences that, in Early Help services this year there has been an ongoing increase in workers undertaking the Lead Professional role.

There has been a slight decrease in the number of POC completed with families, which acts as a measurement tool for progression of change. However, a high number are still being completed and outcomes from these remains very positive. Alternative tools are also being used and are not measured in the same way. This will need to be refined to show the different tools and what the success rate would be; this is due, in part, to using prescribed screening tools for Systemic work, IAPT and NVR. Wording on the DORIS system will require a change to ensure we get the most accurate data.

HWIFY continues to be used as a measure of consultation with families and this year 483 of 490 reported they were treated with respect and listened to. This is 98.4% satisfaction. Whilst the number is less than the previous year it can be attributed to the cases we are holding being larger family groups. Again this is something that needs recording in a different way perhaps questionnaires completed with families at the end of an intervention, points to the view that this now appears to be embedded in practice across teams in Early Help services.

The number of Early Help Assessments completed shows a large increase of over 701. This could be due to the withdrawal of the Emotional Wellbeing service, a willingness at the front door to encourage completion of EHA's rather than signposting. The maintenance and increase could also be due to the increase in the number of Team Around the Primary School meetings taking place

There is a decrease in the number of children screened for CSE of 83. The numbers judged to be medium or high risk has remained the same. This is being monitored presently but could be attributed to the age range

The number of cases re-opened three months after case closure shows a drop from last year. This is showing a year on year reduction. This indicates that plans are more specific and needs are now being addressed more effectively before cases are closed, leading to a reduction in the need for re-referral back in for a service.

### **3. Response to 2017/2018 Action plan**

**See appendix 1 action plan - progress**

## **Conclusion**

Over the last 12 months, we have strengthened processes and consistency of our case work offer in Early Help with a particular focus on additional services that can be offered or accessed through our teams such as systemic work, IAPT and NVR. We have trained a number of Under 11 MAT and Childrens centre staff in Incredible Years and groups of parents have been identified and completed this evidence based programme. Voice of the Child work continues to be an area of expertise and this has been well demonstrated both in audits by the Quality Assurance service and HOS. All managers have taken part in Peer Supervision Training and are starting to use the model on a regular basis.

We have revised the Early Help offer, to ensure we identify and reach families with emerging needs at the earliest possible point in time. This encompasses partnership working with schools across the City, and involves a simultaneous increase in group-work delivery. This year we have not seen a reduction in cases or co-working arrangements. In addition there has been an increase in numbers of children and young people seen and cases receiving one of the systemic IAPT or NVR models.

Peoples Services in Derby remains committed to ensuring Early Help is available to vulnerable children, young people and their families to prevent escalation to more costly and socially damaging higher tariff services in the future.

# Early Help Action Plan

## 2018-19

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
<b>1. Objective 1 Identify and meet needs to deliver improved outcomes</b>						
1.1	Continue to develop and Review the Early Help Offer to schools	<b>Increase take up and variety of programmes offered in schools</b>	ALL	.	To ensure that children and young people have access to support for emerging needs earlier	TAS meetings operational in most schools are ongoing Programmes are relevant and checked with good evaluations
1.2	Establish the Early Help New Arrivals team	<b>Recruit manager and team and agree location with Rosehill Children's Centre</b>	DB		Ensuring new arrivals to the UK with Children and young people are helped to understand their rights and responsibilities including signposting to the EU	Team established with caseloads Roma Youth club in place and well attended Good examples of joint work

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
					settlement scheme for families affected by Brexit	
1.3	Work with team managers to improve the quality and consistency of assessments and plans ( links to strategic improvement plan for actions)	<b>DIP sampling</b>	ALL	Jan 2019	To ensure the consistent quality of Assessments	Plans are signed off by managers on EHM Dip sampling has taken place through regular supervision
1.4	Deliver the Children centre Service following service reconfiguration	<b>New arrangements reviewed</b>	ALL CC staff		To maintain and increase the number of registrations and participation in children's centre activity	Anticipated Increased registrations due to the closure of Becket childcare balances the budget and expands space to

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
						deliver other CC activity
1.5	Undertake review of the impact of training on Difference and Diversity to support more consistent identification and consideration of individual circumstances ( links to SIP)	<b>Have as a staff meeting agenda</b>				On staff meeting agenda s Use of GRAAAAACES Diversity sheets
1.6	Refresh and deliver the NEET strategy	Work with Connexions Manager and NEET strategy group to refresh the plan	KB	June 2018	Current NEET strategy ended in April 2018	NEET strat refreshed – Service review taking place, budget savings

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
						required has been met
2. Objective 2 Learning from and improving practice						
2.2	Work with staff to ensure continued performance intelligence in early help, including the capture of schools data on DORIS as part of EH and SGS business plan implementation of the performance framework for Early Help in schools	Regular quarterly collection of attendance and impact of group work in schools	MAT Managers		.To ensure take up is maintained and the earliest offer for children and young people is met and prevention of escalation to higher tariff services	DORIS data submitted on time and shows an increase in numbers, still requires further work on clear measures and specific narrative

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
2.3	Work with staff to promote learning and reflection through the use of external inspection frameworks ( ie development of self assessments and mock exercises), also supporting inspection readiness across all teams	Use of regular Team meetings Mat Managers attendance by HOS at Improvements Boards	All staff		To ensure inspection readiness and improved service delivery	Some involvement in JTAI WFLD Training for managers on PEER and Reflective supervision Case audits Improved direction of travel for families
3. Objective 3 Sustain and build capacity across the city						
3.1	Increase the use of HR data and supporting systems ( ie OH workshops) to	HOS and Managers to attend mandatory training all staff to complete e-learning			To reduce the number of days absent due to sickness	Identified HR advisor In place – attends manager meetings Overall days

Early Help Action Plan 2018-19.						
	Outcome	Action	By Whom	By When	Rationale	Progress
	more effectively reduce sickness absence	Implementation and regular use of First Care system				reducing but still some work on ensuring all timelines are met
3.2	Secure funding for FIM	Business case setting out funding requirements	KB	April 2018	Year 1 pilot undertaken, further funding to be secured for 2 years. 2 further cohorts to be identified for training	complete

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 August 2019