

Appendix 3.

Early Help Action Plan 2015-16.

	Outcome	Action	By Whom	By When	Rationale	Progress As at 2.11.15
1. Theme: Early Help Performance Framework						
1.1	A broader set of early help performance data is available in April 2016.	Amend the Early Help data collection process and agree with Children's Services Performance Team	Heads of Service in Early Help and Children's Services Performance Team.	By 1.7.15.	Avoid inconsistencies in data collection across early help locality teams.	Data is being collect but MAT and CC Managers to remind staff of how to collect/record data.
1.2	Families feel able to communicate views in all situations.	Devise alternative methods for families to communicate views in formal meetings.	Early Help management team.	By 1.10.15.	How was it for you feedback from families in 2014-15.	Spidergraph tool re-designed to include questions to gain family views before review meetings. A Kaiser to re-send form and process to all Early Help HOS's and Managers. Audit of use to take place

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						in January 2016.
1.3	All families are given opportunities to comment on services provided by Early Help teams.	Devise methods for engaging more resistant families in feedback on quality of service provision.	Early Help management team.	By 1.10.15	Number of How was it for you forms completed by families across 2014-15.	The number of How Was it for you forms will be compared to last years total at year end.
1.4	We know the entire number of cases worked with by Early Help services across 2015-16.	Early Help teams to collect data on cases worked with as both Lead Professional and Involvement.	Early Help management team.	From 1.4.15	Gaps in data collection throughout 2014-15.	All Early Help Team Managers (INC CC's) to manually collate quarter 1 and 2 figures for 'involvement' cases and send to A Kaiser to aggregate. This to be completed every quarter and year end to inform annual report.

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2. Theme: Children's Services Performance Data						
2.1	Data displays impact of Early Help services on demand for tier 3 and 4 children's services.	Early Help data is continually compared against CIN, CPP, YOS and CiC data in the DSCB QA sub group.	Children's Services Performance Data Team will provide the data to the Early Intervention and Integrated Safeguarding Service Heads of Service meeting and DSCB QA sub group members on a quarterly basis.	From 1.4.15.	Children's services performance data throughout 2014-15.	A Kaiser to gather quarter 2 data for EH, CIN, CPP, CIC and YOS to use for comparison against quarter 1 data.
2.2	We better understand whether Early Help is being offered to the right families.	Audit a sample of cases subject to child protection plans and children in care to identify the number that have accessed an Early Help offer, whether opportunities to intervene earlier have been missed and identify any potential gaps in service locally.	Early Help management team and Child Protection Managers.	By 1.10.15.	Children's services performance data throughout 2014-15.	Data is being collected by Performance and Data Team. Once this is available on numbers that have been offered/accessed early help, audit to be completed on cases to look at whether opportunities to

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						intervene have been missed and identify any gaps in service.
2.3	We better understand the medium term impact of Early Help services.	Audit a sample of cases that were open to Early Help in 2012-13 to identify how many have required services at tiers 3 and 4 since that time.	Early Help management team and Children's Services Performance Team.	By 30.11.15.	Children's services performance data throughout 2014-15.	Data is being collected by Performance and Data Team. Once this is available on numbers that have escalated, audit to be completed on these cases to look at what the patterns/themes have been in these cases. This may identify gaps in service provision, training needs etc..
3. Theme: Review of the Early Help Assessment (EHA)						
3.1	All agencies have a clearer understanding of the processes pertaining to Vulnerable	Revise the terms of reference for VCM's.	Heads of Service in Early Help and Deputy Heads of Service in Social Care (within Early Intervention and	By 1.8.15.	Feedback form partner agencies as part of the EHA review in 2015.	A Kaiser to send these out to all IPG members and all to go through in

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	Children's Meetings (VCM).		Integrated safeguarding, EIIS).			locality VCM. Early Help Advisers to use these in training sessions. EHA's to also advise in training that TAF should be arranged even when referral is going to VCM and reinforce that agencies can run TAF's without the need for an Early Help service. To add this too an exercise in IPG training.
3.2	All agencies have a clearer understanding of when to use the EHA pre-assessment checklist form.	Update the EHA document set guidance notes.	DSCB Policy Officer.	By 1.4.15.	Feedback from partner agencies as part of the EHA review in 2015.	Complete. Ratified by DSCB Policy and Procedure sub group and disseminated across the city.
3.3	Help improve the	Develop a menu of assessment	DSCB Policy Officer.	By	Feedback from partner agencies	Complete. Ratified

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	quality of EHA's across the city.	tools that can aid affective assessment and locate these within the EHA document set guidance notes		1.4.15.	as part of the EHA review in 2015.	by DSCB Policy and Procedure sub group and disseminated across the city.
3.4	Improve understanding regarding the quality of EHA's across the city.	A multi-agency audit of EHA quality to be completed.	DSCB.	By 1.10.15.	Gaps in knowledge identified through review of the EHA in 2015.	A Kaiser to discuss with Mark Sobey in November QA sub group. To suggest that member of IPG could undertake this.
4. Theme: External Reports on Early Help						
4.1	Improve quality, consistency and timeliness of case work in Early Help services.	Ensure all staff across Early Help services in Derby have clear guidance on expectations of quality and timeliness for case work through a case guidance document.	Early Help Heads of Service and Early Help Team Managers.	By 1.7.15.	Case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	Checklists have been devised to be used by staff across the city to guide case work. However different versions of a checklist are in place. A Kaiser to take to next EH city managers meeting and agree x 1 format. All staff to be directed to use as

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						guide for case work. All managers in EH to use as a supervision compliance tool to monitor progress.
4.2	Ensure EHA training delivered is of a high quality.	<p>Monitor the feedback from attendee's to identify any issues that need to be addressed.</p> <p>Measure impact through continual quality assurance of EHA'S as per action 3.4.</p>	<p>Workforce Development Team and DSCB Manager</p> <p>Integrated Processes group to include: Early Help Head of Service and Team Managers Children's Services Performance Team, Workforce Development representative and partner agency representatives from health and education.</p>	From 1.4.15.	Challenges raised from case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	EHA's to bring last review of IPG training to January IPG meeting for discussion.

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4.3	All Early Help cases have a plan completed and on the child's file within the last 12 weeks and is of a good quality.	<p>Plan compliance is checked by all Team Managers in every supervision session.</p> <p>Aggregated plan compliance to be captured by the Children's Services Performance Team and sent to EIIS HOS team quarterly.</p> <p>Plan quality to be measured by on-going QA audit of Early Help work.</p> <p>Comparisons of 2015-16 performance to be made against 2014-15 data by QA team to assess impact/progress.</p>	<p>Early Help Team Managers.</p> <p>Children's Performance Team.</p> <p>Senior managers across CYPD.</p> <p>Integrated Processes group to include: Early Help Head of Service and Team Managers Children's Performance Team, Workforce Development representative and partner agency representatives from health and education.</p>	By 1.4.16.	Challenges raised from case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	<p>A Kaiser to speak to Sarah Walker r whether Performance Team can gather rate of plan completion in early help cases now that Liquid Logic has been embedded.</p> <p>A Kaiser to ask N Nina Martin when next early help audit will take place</p>

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4.4	Ensure all cases have consistent and effective management oversight.	Management oversight is completed by all Team Managers in every supervision session and recorded on the relevant database.	Impact to be measured by on-going case audit co-ordinated by the Children's Service's QA Team.	From 1.4.15.	Challenges raised from case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	
4.5	Ensure all management oversight/supervision is informed by a consistent supervision policy.	Revised supervision policy to be completed and launched across Children's Services.	Impact to be measured by on-going case audit co-ordinated by the Children's Service's QA Team.	From 1.4.15.	Challenges raised from case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	Revised supervision policy was launched in September 2015.
4.6	Ensure the DSCB has an annual report to challenge the performance and impact of Early Help services locally.	Annual report to be provided to DSCB that assesses impact of Early Help services.	Early Help Heads of Service.	By 1.6.16	Feedback from OFSTED's thematic report on Early Help services.	
4.7	Partner agencies are part of the process for assessing the impact of Early Help	The DSCB to outline expectations for partner agencies of reviewing the impact of Early Help work.	DSCB.	By 1.4.16.	Feedback from OFSTED's thematic report on Early Help services.	

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	services.					
5. Case Audit Themes						
5.1	Increased case audit completion rate.	All auditors to complete case audits and this to be robustly managed across children's services.	Children's Service's QA Team and Service Director for EIIS.	From 1.5.15.	Challenges raised from case audit feedback throughout 2014-15.	
5.2	Improve quality of assessments, plans, management oversight and case review.	The actions that relate to these are located in action points: 4.1, 4.3 and 4.4.	Children's Service's QA Team, Early Help Heads of Service, Children's Performance Team.	From 1.5.15.	Challenges raised from case audit feedback throughout 2014-15 and OFSTED's thematic report on Early Help services.	
6. Children's Centres						
6.1	Ensure inspection action plans are executed and impact is reviewed consistently.	All locality and city wide inspection action plans are reviewed quarterly in Children's Centres strategic meetings.	Early Help Heads of Service, Children's Centre Team Managers.	From 1.5.15.	Outcome of centre inspections in 2014.	Action plans to be discussed at November CC strategic meeting and to be on the agenda thereafter.
6.2	There is senior	The Service Director for EIIS is	Early Help Heads of	By	Outcome of centre inspections	Date to be planned

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	officer oversight of centres progress and performance.	included in the process of annual discussion with the early help Heads of Service and children's centres Team Managers.	Service, Service Director for EISS, Children's Centre Team Managers.	2.1.16.	in 2014.	for November 2015 for annual discussion.
6.3	Reduce the amount of manual work required to collect performance data for centres.	Commission and implement a new database.	Early Help Head of Service with strategic lead for centres.	By 1.10.15.	Outcome of centre inspections in 2014.	Connect Plus was launched on 7.9.15. Training has been completed. Registration forms are being added and data should be able to be pulled for the first time at the end of quarter 3.
6.4	Ensure data is in place to inform planning, tracking and evaluation of services.	Work with public health, adult education and early years education partners to ensure consistent and systematic data is provided to centres.	Early Help Heads of Service, Public Health, Adult Education and Early Years Education partners.	By 1.10.15.	Outcome of centre inspections in 2014.	Public Health are developing a dashboard of measures that will inform CC planning from 2016. Meeting due to be arranged

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						with EH HOS' in November 2015.
6.5	Increase take up of 2, 3 and 4 year old funded nursery place offer for eligible families.	Work with Families Information Service to increase take up.	Children's Centre Team Managers and Families Information Service.	From 1.5.15	Outcome of centre inspections in 2014.	CC Team Managers are due to meet with the Family Information Service to discuss process for supporting increased take up of Flying Start 2 year old offer.
6.6	Increase parental and volunteer representation on advisory boards.	Develop processes that encourage parents and volunteers to engage with advisory boards.	Children's Centre Team Managers.	From 1.4.15.	Outcome of centre inspections in 2014.	There has been increased attendance by parents at advisory boards. Progress to be monitored to ensure this is embedded.

Green– Complete
Amber – In progress
Red– Behind schedule

