



Effectiveness and Impact of Early Help Arrangements 2020-2021

Report on the Effectiveness of Early Help Arrangements 2020-21

1. Introduction

This report provides an overview of the impact Early Help (EH) services in Derby has had over the 12 months April 20 to March 21. It gives an overview of how the service managed to operate a full offer during the first 12 months of the COVID 19 Pandemic

Derby has a range of Early Help services available across the City, including Early Help Teams (MAT's), who remain co-located with Social Care teams in an integrated locality-based model.

Prior to the pandemic a management restructure took place that had an MTFP saving attached to it. The Management team reduced from 3 Heads of Service in 2019 to one overall Head of Service, two Deputy Heads of Service and eleven Managers a head count of thirteen, previously seventeen.

It has maintained its responsibility for all the statutory activities with reorganised management responsibilities.

As part of the restructure the EH teams changed the age ranges, they went from under 11's and over 11's to 8-18's and reduced from 3 teams in each Locality to 2, in addition the Connexions Manager post was removed and the responsibility for our NEET strategy became the responsibility of one of the EH Managers.

Two new roles for existing Managers were created to meet the changing needs of the service. One to coordinate and deliver evidenced based programmes to all Early Help and Social Care staff and provide reflective supervision and consultation for workers.

The second to manage a Staying Together offer for children and young people on the edge of care. The Team Manager has a team of Early Help workers with the prime function of working intensively with those young people and families in a strengths-based way to enable them to remain at home and not move into higher tariff services. There are cost avoidance targets attached to this team and we have seen some positive results in the short period of time this team has been in place.

The Early Help teams are complemented by the 3 Locality Children's Centre hubs as part of a broader Early Help offer. There was no change to the Children's Centres structure or offer other than the extension of the age range from 0-5 to 0-8. They will

continue to provide universal and targeted services in clusters of locality-based centres across the City to families with children under the age of eight.

Working through the COVID 19 Pandemic

On the 20th March 2020 Early Help Services along with colleagues across the Council, partners and City moved to work from home. We moved from regular face-to-face contact with colleagues and children, young people and families to working from our homes with little or no opportunity to carry out our face-to-face work. The City Council IT department responded to our needs with new equipment and facilities such as Skype and MS teams enabling us to continue to work effectively with all.

As ever the Early Help team responded to the needs of our families and we looked at a variety of ways to communicate and see those we were most concerned about. We closed 7 of our 10 Children's Centres initially and maintained a base in each Locality for emergency work such as Court ordered face-to-face family time, a safe place for vulnerable young people to be if needed. Closure included Youth Centres and a withdrawal of Youth Groups across the City.

Below is a list of the ways we changed our working patterns to accommodate the national lock down:

- All cases risk assessed against COVID Risk Assessment which determined contact with families.
- All open buildings Risk Assessed and approved to be COVID secure.
- Duty presence and Manager from Early Help on a rota system based at the Council House and Locality offices.
- Identified staff ringing all Schools on a weekly basis to check in, with a focus on family's Schools had concerns for.
- Doorstep and garden gate visits to families as necessary to see children, deliver food parcels.
- Virtual visits on MS teams or phone calls.
- Support to Social Care colleagues on face-to-face visits.
- Team around the Family Meetings virtually.
- All Team meetings, Management meetings virtually.
- A pattern of regular contact with staff via telephone, virtual face-to-face and email. The HOS emailed all the Early Help teams every week until the end of July 2020 to keep in touch, update and maintain some humour and motivation.
- Part of the Community Hubs Meetings.

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As we moved through the year once some of the restrictions were lifted it became apparent that we would need to continue to use the skills we had learnt to ensure we continued to carry out work with families. Both the 8-18 Teams and Children's Centres developed a virtual offer of parenting programmes, 1:1 sessions and tried where possible to maintain some of our evidence based tools, such as systemic work and NVR. As the weather was positive, we moved direct work to parks for individuals and small groups of families. Over the summer months we reintroduced detached youth work across the City.

We opened a further 4 Children's Centres to support face-to-face family time, parenting assessment and for all Early Help and Social Care workers to have opportunity to carry out direct work with young people and families with the necessary risk assessments in place. This also supported Schools to keep their building COVID safe by not having additional visits that could be done in alternative provision

In response to the Keeping Babies Safe Initiative and a national report we completed over 300 visits face-to-face to families open as Children in Need with a baby under one to review safe sleeping and play using our own Voice of the Child and safety checklist. We have followed this up with a process and referral system for new families coming through the front door to have this visit and this will become part of our core offer moving forward.

We maintained our offer to families with a child or young person with SEND by continuing to offer our Early Support Programme, our ASD Drop-ins and access to our ASD champions. We worked with Parents, Carers Together to produce an offer for parents at the point of the second lockdown offering a duty phone line and sign posting to services they may need. The duty line has continued.

Young Carers were offered telephone contact, virtual and garden gate visits to ensure they had everything they needed with special attention to ensuring that the right precautions were in place for such vulnerable families.

Our Connexions PA's made a you tube film guiding young people who were at risk of becoming NEET to the right support required.

The Education Welfare Service supported Schools to be sure they were in contact with those most vulnerable families.

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Early Help Core Offer

The Early Help core offer has continued 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) Reducing Parental Conflict and Freedom for Children. These techniques enable us to have a skill mix which allows work to be targeted and 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. Vulnerable Children's Meetings have been carried out weekly throughout the pandemic. We are working to ensure clear pathways for all evidence and non-evidence-based training to ensure we deliver the right intervention at the right time to the right individuals.

There are now 25 trained in Systemic Interventions and 15 in Non-violent Resistance in addition we have staff trained in :

- Incredible Years
- Reducing Parental Conflict
- Freedom for Women
- Freedom for Children
- Escape the Trap

Early Help continues to be delivered against a background of national increases in the number of contacts and referrals to Children's Services, Family Justice reform, funding reductions from Central Government and increasing population and changing demographics. As we move out of the pandemic the high levels of mental health issues and domestic violence incidents cause further demand for services.

The EH Head of Service maintains links with subgroups of the Opportunity Area and is 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 and performance.

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.

Early Help lead on the Missing Young Peoples Protocol and Children Missing Education. Missing 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. The service has kept a close eye on the numbers of Missing Young People over the period of the pandemic and as expected early in lockdown this reduced, but has now started to rise again as young people become more confident at being out and about. The focus of our most recent work is to look at why and where young people go when they are reported Missing and attempt to ensure we keep those destinations high on our Radar.

16/17-Year-old Protocol

The Early Help Service support the delivery of supported accommodation for 16/17 year-olds. Young People who have been unable to retain a home with family and have had a Social Care Single Assessment and chosen to be a Child in Need are stepped down to a Children's Practitioner within 8-18 teams. They are still reviewed under the CIN system chaired by a qualified Social Work Manager, but the delivery of the work and managing independence is completed by the Early Help service. In addition the Early Help Senior Management team are part of the development and reviewing the Housing Protocol and work closely with both Children's Commissioning and Derby Homes to ensure this is delivered appropriately and young people at risk of becoming homeless get the right support at the right time.

Children Centres

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

Registrations slowed at the beginning of lockdown, however, are now on the increase as we have introduced an online version of our registration form. DORIS performance has been stable.

As we move to more face-to-face contact with families, we are examining our targeted offer and what changes will need to be made to ensure the offer meets the needs of our communities. Throughout lockdown we have provided space for our Health partners to deliver Midwifery services and Health appointments for families.

Childrens Centre's continue to support the take up of the 2 year old Flying Start offer and whilst this has not been as proactive during the lockdown periods, those families we know that had children reaching their second birthday we have made contact with to support finding a Nursery place. Third party onsite childcare is still in place on four

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sites and this continues to generate an income for the LA. One site closed with the provider withdrawing and we will be looking to go out to tender again in this provision. In the short term as the centre was closed and offered as a COVID Walk-in testing centre. We supported Ravensdale Infant and Nursery by offering them our furniture and resources to ensure they could quickly deliver provision following the fire that destroyed their building.

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 has ensured Children's Centres are at the forefront of this work.

During the pandemic there were over 15,700 contacts with families offering support and remodelled training on school readiness, health and wellbeing SEND and parenting support. Numerous programmes were developed to allow a virtual offer.

Young Carers

'Young Carers' continues to grow. There are currently 40+ 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 all be it this was limited during lockdown and became a virtual offer. 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.

We continue to work with Adult services to ensure there is a smooth transition for those who inevitably become Adult carers.

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, a further year was secured under the current offer for 20/21.

There is an excellent working relationship with the LA and Safe families adapted their offer during the pandemic to a virtual offer, this was crucial for some of our

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isolated families with no extended family. They offered telephone and virtual face-to-face as well as door stop visits with shopping etc, in real emergencies where respite was needed, they did everything they could to offer support, however, it is fair to say that demand for that service did reduce. The service has also completed the Staying Together offer for those at risk of care.

In total they received 84 referrals over the year offering support to 59 families in addition despite the pandemic challenges they offered 20 emergency bed nights. This meant we did not have to accommodate 5 children into the care system.

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.

Priority Families

Core delivery and work with Priority Families continues to be a priority and work with families who are deemed a priority and nominated via our vulnerable children's panel have access to additional counselling, mentoring support, and therapeutic services.

There are Children's Practitioners in Early Help teams who focus on the intense work required to meet the outcomes in addition to those families who need a slightly reduced offer.

Over the pandemic we continued to claim Payment by result which bring additional income into the Local Authority. This year we have claimed 80% PBR which considering the limitations to front line service is excellent.

No Recourse to Public Funds

The Local Authority has a statutory duty to provide support for families with children and young people who have no access to benefits and may be awaiting an asylum claim. The 8-18 team in Locality 3&4 support this work, corresponding with the Home Office and administering payments for accommodation, food and clothing. They have gained a good expertise in this area using staff who speak other languages and work to promptly move families on to becoming independent. During the pandemic this was a challenge as the team needed to see families face-to-face to issue payments but this was maintained throughout.

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Schools Early Help Offer

There continues to be an EH Schools offer that this year has been reduced due to the pandemic, as Schools returned we offered a number of key issues we could support with including Internet Safety and healthy relationships. Those Schools who were keen for us to return once they were reopened, we have Risk Assessed and worked with them to offer a focused targeted service rather than a drop in.

Our work with Schools from the onset of lockdown was to check in with them every week and support them with those children and young people they were most worried about who they had not seen or engagement was sporadic.

As all Schools had either an Early Help worker or an identified EWS in place they took the responsibility for the weekly contact with Schools throughout the pandemic.

Team around the Primary Schools (TAS) were less frequent as we allowed Schools to use the weekly check in for concerns. These resumed in the new academic year in new format known as Teams around the School and community with a focus on looking at a dynamic agenda which discussed issues pertaining to the community of schools and surroundings and links into the Place based Risk agenda.

Safeguarding Meetings in Secondary Schools in each Locality are offered to all. Schools can determine alongside EH staff the needs of their cohort and this has included work on CSE/CRE, 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 – **610** over a **100** less cases, however, this considers reduction of referrals during the Pandemic.
- Progression of change tools completed **562** an increase on the last reported year. The increase demonstrates the number of tools available for the service to use that fits a family or young person's needs.
- 'How was it for you' surveys received – **524** an increase from the last reported year.

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- Number of cases referred and screened for CSE/CRE – **330** an increase on the last reported year of **27**.
- Number of cases screened that were judged either medium or high risk of CSE – was **66** an increase of **43** this could be due to the relaxation of some COVID restrictions and more freedom for young people and that previously we felt the figure was not a true accurate reflection of work we had carried out.

How well Early Help deliver services?

- Number of cases re-opened within 3 months was **21** this was out of **68** cases where additional contact was made following closure. **47** of those cases did not require any further intervention.
- Number of people reporting that they were treated with respect (via 'How as it for you' surveys) –**505**.
- Number of people reporting that workers listened to them (via 'How was it for you' surveys) –**505**.
- Number of cases closed during the year **1170**.

Impact of services:

- Number of spidergraphs (Progression of Change) with an improving direction of travel – **560/562 98%** which is an increase in the direction of travel for families.
- Total number of cases open at any point to Early Help was **1,676**.
- **159** cases stepped up to Social Care a decrease of **114** on the previous reported year. This could be due to a more confident well-trained workforce and more clear accurate decision making at the VCM process. Audit of cases also shows that threshold decisions at step up are right.
- Number of people reporting that they were helped with identified issues (via 'how was it for you' surveys) – **505/524 96.37%**. This is a slight reduction of **2%** on the previous reported year, however, still is higher than the annual target of **95%**. Those cases closed for non-engagement are more difficult to get feedback from and only amount to **19** cases across the service. 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. An Early Help worker in addition to their own lead professional case load may be completing a piece of joint work with a Social Care colleague and a total of **385** additional Social Care cases have had an intervention from an Early Help worker.

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As described in our approach to working during lockdown we have made over **60,000** direct contacts with young people and their families and Schools.

There has been an increase in the number of Progression of Change tools completed with families, which acts as a measurement tool for direction of travel. This gives us a real indication of the progress which is judged by both the member of staff and the family. There continues to be a variety of tools available to staff which are used dependent on the presenting issues of the family

HWIFY continues to be used as a measure of consultation with families and this year **505 of 525** reported they were treated with respect and listened to. This is **96.37%** satisfaction. This remains higher than the annual target and reflects excellent work with children young people and families.

The number of Early Help Assessments completed shows a decline on previous years and this reflects the pandemic lockdown. There was a period when the majority of children and young people were educated at home and Schools and our services focused on ensuring that families were contacted, and wellbeing checks were made. As we came out of lockdown EHA's steadily increased in addition the use of Virtual meetings has enabled us to reinvigorate Team around the School and Community meetings and enabled us to remind partners of the appropriate referral and assessment process for Targeted Early Help.

There is an increase in the number of children screened for CSE/CRE of 27. The numbers judged to be medium or high risk has increased also. This is being monitored presently as life moved back into a new type of normal and could be attributed to the change in age range that Early Help teams are working.

The number of cases re-opened three months after case closure shows a drop and this continues to show 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.

Staying Together Team

The team were formed during the lockdown period, expressions of interest was circulated to all early help staff explaining what we were looking to achieve, and we received sufficient with a variety of skills to pull this team together. There is a Team Manager and 6.5 fulltime equivalent staff.

The Overall Working Aims of the Staying Together Team are:

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- To prevent a further increase in the number of children and young people who become looked after by the local authority.
- To manage the risk associated with maintaining children and young people within their families and communities.
- To support families in providing stability when children and young people are in difficulty and “on the edge of care”.
- To support reunification of children/young people back into the family home.
- To offer a tailored package of support using where possible evidence-based interventions.

The Staying Together Team will offer intensive support for a period of 12 weeks initially and this will be extended if required based on family need and agreed at relevant meetings.

Where a family is identified and accepted as a Staying Together referral a member of the team will undertake a home visit with the lead worker within 48hrs and then following this visit, the team will identify a worker and create a crisis intervention plan and a tailored package of support within 5 days, based on the roles within the team this will be reviewed and amended accordingly. The family can contact the team at any time following the acceptance of the case into the Staying Together Team. Whilst overall the numbers of children coming into care continues to rise this is proportionate to the work STT do and we are able to show over the first 6 months of the service that we avoided over **£300,000** worth of costs.

Conclusion

We continue to work hard to provide excellent services to those families in the greatest and emerging need 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, NVR and Incredible years. We continue to work closely with our Workforce Development team and have trained staff in reducing Parental Conflict Interventions which are part of the Supporting Vulnerable families (formerly Troubled Families) initiative. Early Help continue to be the driving operational lead for this.

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.

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Reflective supervision sessions are available on a weekly basis for staff trained in systemic /NVR and this has been made available through the Manager who leads this area of work.

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. The demand across our service continues as Social Care workers request more joint pieces of work particularly in evidence-based interventions.

We are a flexible service that is keen to contribute to the wider City Council agenda for Better Together and can contribute by the development of Family Hubs the latest DFE initiative and the use of well-maintained Children's Centre and Youth Service buildings.

It is essential that Peoples Services and the Local Authority in Derby remains committed to ensuring Targeted Early Help is available to vulnerable children, young people and their families.

Early Help Business Plan 2021-22



Stronger Families
and
Resilient Children



The Early Help Business Plan 2021-2022

This service plan works as part of a golden thread emanating from the Derby City Council Recovery Plan and the Early Help and Children's Social Care Business Plan. The plan will be reviewed on a quarterly basis as a minimum by the HOS (Early Help), the DHOS and Team Managers in the Service to ensure the service continues to develop practice, policy and deliver quality services to children, young people and their families.

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This year's plan will ensure objectives are aligned with a FLOURISH outcomes framework:

Family & Friends

Learning

Opportunity

Understood

Resilience

Individual

Safe & Secure

Healthy

The plan will also be aligned to and inform GPC targets for all Managers and Practitioners in the service area.

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Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Family and Friends CYP are safe, connected and supported through positive relationships and networks					
Develop a clear process for ensuring and delivering visits and support to all families with a baby under 1 year. Ensure all recommendations are followed up in line with Keeping Babies Safe Strategy.	There is evidence of a footprint on files. All families with children under one have had the correct advice and support. KBSS.	Develop new clear process for implementation of visits. Clear audit process for checking actions.	SMT and CC Managers.	September 2021	Process for Reception completed Locality one in progress.
Ensure Staying Together offer is available to all families who require it, following appropriate referral process with clear plan and footprint on the electronic file. Using evidence-based programmes such as Systemic interventions, NVR and Reducing Parental conflict.	Progress of the service evident from cost avoidance. Strengths Based Model and tools evident on case files. Improved direction of travel.	Review process for allocation of cases. Improve data collection. Develop cost avoidance model.	KO/AL STT Team KT	September 2021	STT set up and continues to offer rapid response to those families where there may be risk of care. Cost avoidance on target to meet MTFP contribution.

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Learning CYP are achieving their full potential and are developing skills which prepare them for life					
<p>All CYP open to Early Help have access to their education entitlement to include tracking CME.</p>	<p>There is a reduction in the number of young people on part-time timetables.</p> <p>Improved knowledge of those children and young people who are CME.</p>	<p>Develop a system to understand how many young people on part-time timetables.</p> <p>Maintain CME processes and Reporting.</p>	<p>JH and EWS Team Ellen Wilkinson</p> <p>FC</p>	<p>March 2022</p> <p>September 2021</p>	<p>New processes set up to support CME HOS and DHOS part of a part time timetable group.</p> <p>Pathway created but not shared as work has gone in a different direction at this point.</p>
<p>Cases open to EH are supported to remain in School via a newly developed Early Help pathway.</p>	<p>Children and Young people receive the right Tariff services.</p>	<p>Finalise development of EH pathway and maintain.</p>	<p>JC/JH</p>	<p>June 2021</p>	<p>Strategy complete and circulated.</p>
<p>Early Intervention of young people at risk of NEET Young People are offered the right opportunities for work and further education</p>	<p>NEET Levels in the City remain at or below National average and DFE targets.</p>	<p>Renew and revise NEET Strategy. Maintain recording.</p>			

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Opportunity CYP have access to a wide range of opportunities to develop as well-rounded individuals and excite their interests and talents					
<p>Cases worked at Early Help all have Progression of change tool evidence of direct work Voice Of the Child work for Emotional Wellbeing Access to a wide range Community experiences youth work, Star group young carers, LAC.</p> <p>Ensure young people have opportunity to access activity both face-to-face and virtually.</p> <p>Use the PF framework more efficiently to ensure commissioned services are available to those who need it.</p>	<p>Performance is maintained at above 80% for improving distance of travel and reviewed as necessary.</p>	<p>Monitoring of DORIS framework for EH annual report.</p>	<p>SMT and EH Managers</p>	<p>Feb 2022</p>	<p>POC currently at 95%.</p>
	<p>Children Young people and Families receive a good service and are well engaged HWIFY shows evidence of satisfaction</p>	<p>Set up information sharing of activity using Better Together and Community Hub Local area co-ordinator roles.</p>	<p>SMT and EH Managers</p>	<p>September 2021</p>	<p>Work with LAC's started but needs refining as clash with introduction and referral process.</p>
	<p>Families are well engaged with services and partners</p>	<p>Develop clear programme of revised offer for families as response to COVID.</p>	<p>SMT EH Managers</p>	<p>September 2021</p>	<p>Plans are ongoing and continually revised dependent on government guidance. Face-to-face group work and VCM now taking place.</p>
	<p>Outcomes for those identified as PF continue to generate PBR Improved distance travelled.</p>	<p>Work with Commissioning to improve communication of Priority Families framework.</p>	<p>FC/LS</p>	<p>July 2021</p>	<p>First quarter payment by results 100%.</p>

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Understood CYP have skills and opportunities to be heard and feel listened to, understood and a key part of decision-making processes					
<p>Ensure that Children and young people take part in Team around the Family process and have their voices heard via Voice Of Child tools, VIA, POC HWIFY.</p>	<p>Children and Families are well informed and part of decision making.</p>	<p>Review all types of consultation and feedback.</p> <p>Young carers feedback HWIFY.</p> <p>CC evaluations “You said we did”</p> <p>Parents Carers Together.</p>	<p>SMT All EH Managers</p>	<p>September 2021</p>	<p>EH guidance revised following recommendations from Coroners Court clearer understanding of TAF process was required.</p>

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Resilience CYP have the confidence and skills to take on life’s challenges and are enabled to make their own positive decisions					
<p>Use Strengths-based approach and evidence-based interventions that are solution focused to develop resilience.</p> <p>Provide opportunity across the staff team to access training opportunities.</p>	<p>Families become stronger.</p> <p>Improved direction of travel.</p> <p>Fewer re referrals to the service.</p>	<p>Develop further the evidence-based interventions offer, reintroduce incredible years post COVID, Develop RPC and Freedom offer.</p> <p>Review VOC tools most used, look at EH performance framework.</p> <p>Ensure staff are using appropriate tools and professional.</p>	<p>SMT and All Managers</p> <p>WFLD</p>	<p>April 2022</p>	<p>Opportunities to train staff in funded RPC training and systemic/NVR.</p> <p>Review of performance framework and development of a new dashboard ongoing.</p>

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Individual CYP are respected as individuals, confident in their own identity and appreciate and value their own and others' uniqueness					
<p>Ensure when children and young people allocated to the service have from an early stage genograms and accurate family information which considers culture and heritage.</p>	<p>There is mutual respect between workers and families that ensure all EH work is effective.</p>	<p>Ensure staff are using appropriate tools and professional curiosity including Genograms Heritage Pledge to ensure there is a good picture of family makeup and history. Use EH audit to check.</p>	<p>All</p>	<p>January 2022.</p>	<p>Heritage Pledge not finalised as yet for all children but some good evidence through audit that EH staff are offering support.</p>
<p>Offer appropriate virtual and face-to-face training in Schools on Internet safety and other relevant issues.</p>	<p>Support is offered to Schools to support EWB and PHSE.</p>	<p>Review and streamline Early Help offer to School to ensure time is well used and the most appropriate skills are offered.</p>	<p>EH Managers Identified Schools leads</p>	<p>September 2021</p>	<p>Offers are limited currently due to ongoing challenges in Schools.</p>

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Safe and Secure CYP are supported to understand risk and make safe decisions by the actions we and they take to keep them safe and secure					
<p>Make the RT interviews for those who go Missing fit for purpose to ensure young person's voice is heard.</p>	<p>There is good intelligence on who and where Missing episodes take place.</p> <p>Service development is informed by young person's view.</p>	<p>Review RTI with partners and complete Self -Assessment for Missing Young People.</p>	<p>KO</p>	<p>September 2021</p>	<p>Return interviews in EH on time and appropriate.</p> <p>Support offered to social care staff. More focus moving forward on knowledge of where young people go to target hotspots'.</p>

Issue Identified	Outcome Required	Actions	Action owner	Time Scale	Progress
Healthy CYP have the support, knowledge and opportunity to lead their best healthy lives					
<p>Ensure that families are supported to access immunisations and other health pathways and that records are accurate on the system.</p> <p>Work with Health for families new to Derby city to ensure they are registered at GP's and get appropriate support.</p> <p>Ensure that all children registered in CC's have access to 2 year old development and SLT screening.</p>	<p>Children and healthy and able to reach their full potential.</p> <p>Those families dispersed by the Home Office are supported as part of the Healthy Child Programme</p> <p>Children's development is well monitored and Early Identification of any additional need</p>	<p>Continue to work with Public Health and 0-19 providers across Early Help to ensure there is good access to the right services. Develop CC offer post COVID.</p> <p>Work with Public Health and 0-19 service to develop a clear plan to offer Early Help services to families at Laverstoke Court and those who are new to the area ensuring they have GP and School place.</p> <p>Continue development of face-to-face integrated reviews as part of SEND written statement of action, develop SEND Hubs</p>	<p>CC Managers SMT</p> <p>HA/JH/FC</p> <p>CC Managers SMT</p>	<p>September 2021</p> <p>September 2021</p> <p>September 2021</p>	<p>Midwifery and health services are face to face in some centres with an opportunity to be in more.</p> <p>Laverstoke Court offer developed and in place with new member of staff.</p> <p>Integrated reviews in place in Locality 2 just introduced in 1&5, 3&4.</p> <p>SLT checks in place. Consideration of SEND support as part of Family Hub development.</p>

Classification: OFFICIAL

**Fiona Colton
Head of Service for Early Help Services
September 2021**

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