

Early Help
Presentation to Scrutiny
7th September 2023

Definition

- Early help and early intervention are forms of support aimed at improving outcomes for children, young people and their families or preventing escalating need or risk
- These services are part of a “continuum of support” and provide help to families who do not, or no longer, meet the threshold for a statutory intervention
- Early help and early intervention services can be provided at any stage in a child or young person's life, from the early years right through to adolescence. Services can be delivered to parents, children, or whole families

Working Together to Safeguard Children 2018

‘Early Help is everyone’s responsibility’ Working Together 2018.

- Providing early help is more effective in promoting the welfare of children than reacting later. Early help means providing support as soon as a problem emerges, at any point in a child’s life, from the foundation years through to the teenage years.
- Early help can also prevent further problems arising; for example, if it is provided as part of a support plan where a child has returned home to their family from care, or in families where there are emerging parental mental health issues or drug and alcohol misuse.

Working Together to Safeguard Children 2018

Effective early help relies upon local organisations and agencies working together to:

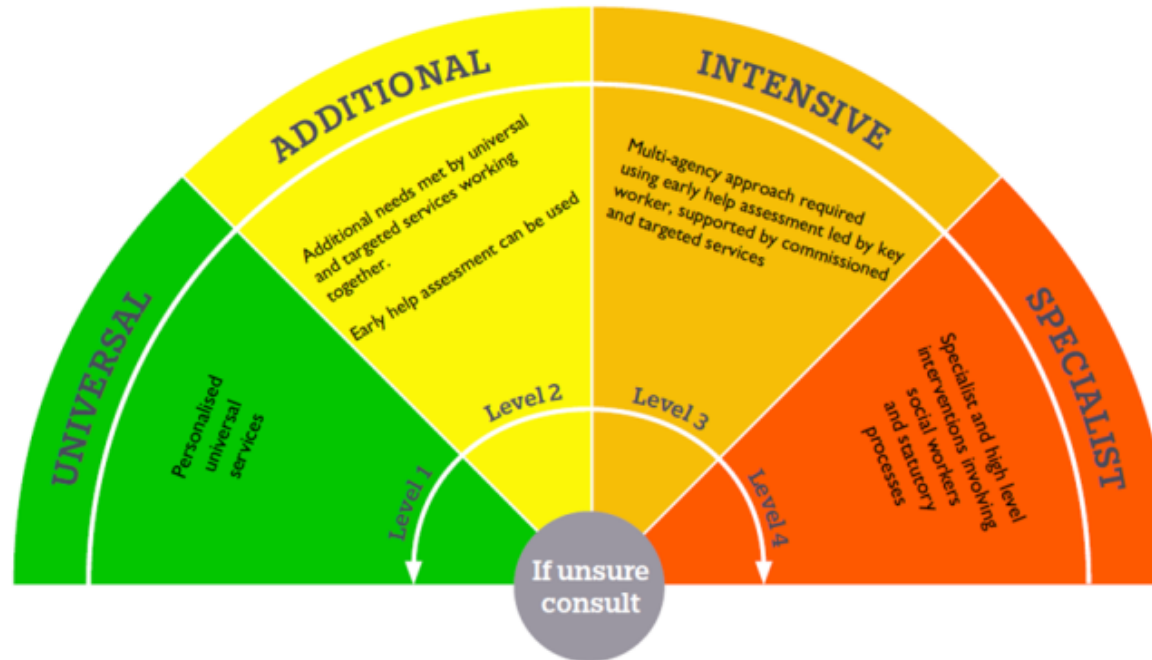
- Identify children and families who would benefit from early help
- Undertake an assessment of the need for early help
- Provide targeted early help services to address the assessed needs of a child and their family which focuses on activity to improve the outcomes for the child.

Local authorities, under Section 10 of the Children Act 2004, have a responsibility to promote inter-agency co-operation to improve the welfare of all children

Herefordshire's Early Help Offer

- In Herefordshire this means keeping the child or young person at the centre of our decision making and offering the Right Help at the Right Time, at the Right Level of need
- Early Help targeted services work with children and their families who are level 3 on the continuum of need
- Early help is offered in partnership with children, young people and families

Herefordshire Windscreen



Early Help & Prevention Strategy



- The Herefordshire Early Help & Prevention strategy sets out our ambition to strengthen our prevention and early help provision within local communities.
- The strategy was completed following extensive consultation with children, young people and their families, partner agencies, the community, faith and voluntary sector.
- 1054 questionnaires completed, 14 focus groups and 18 engagement activities.

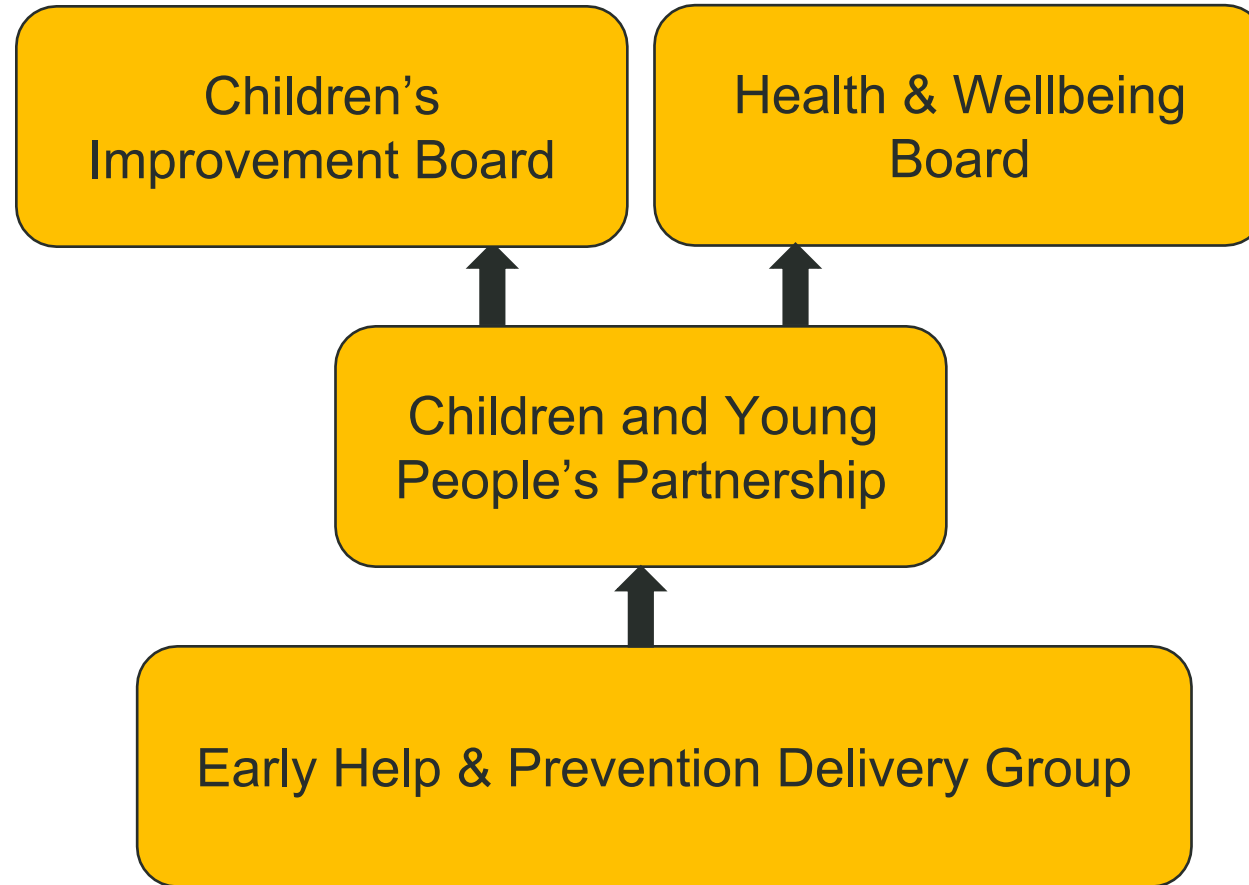
Early Help Strategy Ambitions

In order to achieve this we need to work together with our partners, communities, faith and voluntary sector, children, young people and families, staff and elected members, to get the right building blocks in place to move the **culture and practice to prevention, self-help and early support.**

Early Help Delivery Plan

- Leadership and Governance
- On line Virtual Offer and Communications
- Volunteer Model
- Workforce Development
- Talk Community Hubs

Governance



Local Authority Targeted EH Services

Children's Help & Advice Team (CHAT)

- Spans the levels of need 1-3
- Manages contacts coming into C&YP, screened by MASH at level 2 or 3
Advice- Guidance-Signposting
- Direct telephone line for children and their families and professionals to seek advice and self help solutions
- Where there are more complex needs CHAT can recommend completion of an EHA, by a professional who knows the family.

Local Authority Targeted and Preventative EH Services

Children Centre Services

Work with families, who have children aged 5 or under. The service works in line with the Best Start in Life initiative and offers:

- Targeted support to families with complex needs who have an EHA or where the children have either a Child in Need or Child Protection Plan.
- 'First Steps' an innovative multiagency programme for young parents under 21 years and for new parents who have left care. Delivered together with midwifery, health visiting and Nationwide Community Learning Partnership (NCLP)
- Play & Learn and Baby Play universal sessions in areas of most need where there is no community offer or when there is a Health Visitor drop in session. This helps to deliver key preventative messages
- Evidence based targeted group support for children and families where there is an emerging need around attachment or child development
- The Solihull Parenting Programme

Local Authority targeted EH services

Early Help Family Support

Provides targeted support to children and their families who have been identified through an EHA with the most complex of needs below threshold of requiring statutory intervention or who have stepped down from statutory social care services using evidenced based models of working, tools and programmes.

Delivers evidenced based parenting approaches

Early Help Coordinators & Supporting Families Teams

- **The Early Help Coordinator Team** – oversees Early Help Assessments
- Complete EHA's if no identified Lead Professional
- Deliver training on the Early Help Offer, completion of EHA's and managing Team around the Family meetings
- **Supporting Families Team** administer the Supporting Families Programme

Evidence based models of working, tools and programmes

- Relationship based practice
- Motivational interviewing
- Respect programme
- Family mediation
- Reducing Parental Conflict programmes
- Triple P parenting techniques and programmes
- Solihull parenting
- Elklan Let's Talk with your Baby & Let's Talk@Home
- Bookstart Corner
- Widget – tool for working with children with additional needs
- Signs of Safety

Supporting Families Programme

- The Supporting Families programme (formerly the Troubled Families programme) is government funded with a grant and payment by results for work completed with families
- The programme is run by the Department of Levelling Up, Housing & Communities but is moving to the Department of Education April 2024
- The programme runs until March 2025
- Funds received in 2022/23, £477k grant and £128k payment by results.

Commissioned Early Help offer

- A Mentoring Service, provided by Vennture. This incorporates a professional link worker and volunteer model, to support families with an EHA who have emerging needs.
- A Befriending Service, provided by Homestart, a volunteer based model

Population and Data

*Child Population 0-18	35,687
No of Children with an EHA	943
No. of Children in Need	380
No. of Children with a CP Plan	248
No. of Children in Care	398

*From office of National Statistics

Children's Help & Advice Team Data

- CHAT contacts have steadily increased over the last 12 months
- The implementation of the direct telephone line in January has increased activity
- There are on average 70 telephone calls to CHAT a month, this is in addition to the contacts
- CHAT to complete 95% of contacts from MASH screened at level 2 or 3 within 72 hours

July 2023	553 up 29% from 2022	90% completed in time
June 2023	428 up 51% from 2022	86.4% completed in time
May 2023	455 up 41% from 2022	83.7% completed in time
April 2023	295 up 62% from 2022	82.0% completed in time

Early Help Assessment data

Open EHA's July data: Total number EHA's: 923

Month 2022-2023	Oct	Nov	Dec	Jan-23	Feb	Mar	Apr	May	June
Total number of EHA's	971	723	765	690	755	833	856	938	898

New EHA's July data: New EHA's 107

Month 2022-2023	Oct	Nov	Dec	Jan-23	Feb	Mar	Apr	May	June
New EHAs	89	138	81	158	103	113	65	102	136

Early Help Assessments

Data from 01/10/22 – 31/08/23 (Data from Mosaic started on 01/10/23)

Total EHA's completed: 940 – data is for children

Main organisations completing EHA's:

Primary Schools	310	33%
Internal teams	265	28%
Secondary schools	186	20%
Health visitors	97	7%
Early Years providers	30	3%
Midwifery	3	0.3%
Housing providers/internal	Nil	Nil

Children Centre Services Performance

In the last year we have achieved:

- **122,314** hits on our Children Centre Facebook page
- **87%** with our NEF uptake which is above the national average of 72% (2022 data)
- Baby Health and Play sessions, “Best Start in Life” **over 7,500 attendances**
- Delivery of targeted EHA support to **253** children and their families, by our Early Years Support Workers, a **65%** increase on the previous year
- Our First Steps Services, led by EYSWs, has supported **63** young parents in their journey into parenthood and family life , **32%** as part of a Level 4 plan

Homestart & Vennture Performance data 2022 - 2023

Target to work with 70 families per year.

	Vennture	Homestart
No. of families carried over	18	21
No. of new families supported	64	58
No. of families intervention finished	58	41
No. of PbR's	25	12

Early Help targeted Services performance highlights

- Relunched the direct helpline for CYP & their families into CHAT. Since Jan 2023 approximately 414 calls have been received, over 50% from families.
- Since October 2022 when data started to be collected through PowerBi, professionals have completed 66% of all EHA's. The remaining 34% have been completed by Early Help co-ordinators and Early Help Family Support Workers. The highest number of EHA's completed by professionals was in May 23 when 79% were completed by external organisations. (These figures do not include step downs from social care).
- For the period of October to March 23 on average 76% of children and family needs were met at the point of closure
- Offered support to all Ukrainian families coming to Herefordshire – 234 contacts
- During 2022/23 the service achieved the Payment by Results (PBR) target set by (DLUHC), and achieved successful outcomes and sustainable change for **160** Families.
- Over the past 12 months the Early Help Family Support teams (EH FS) have worked with 1119 children from 545 families across the county to the end of July 2023.
- EH FS supported and completed assessments for 56 young carers and their families over the last 12 months to the end of July 2023.
- EH FS delivered termly Triple P parenting groups and 88 parents completed, across the county over the last 12 months to the end of July 2023.

Waiting times

	No. Families Waiting	No. Children Waiting	Longest Waiting Time
Internal Teams	34	70	7 weeks
Commissioned Services	10	14	7 weeks

Feedback on the service

- *'The aim of the visit was to support myself and my colleague to complete an Early Help assessment with a family at our setting, which was something we had not completed before (We had completed CAF training a long time ago!!).'*
- *xxxx communication was excellent throughout, and she arrived promptly for our appointment. She was able to advise of the preparation beforehand e.g. signing up to the mosaic system (which was a very simple process too!), and sent through some notes to consider for the EHA from speaking to the family prior to the meeting.*
- *xxx was very helpful and supportive throughout the meeting with our family, and explained everything to us clearly.'*
- *'Very happy and felt listened to & voice of the child heard'*
- *'Mum was happy dad was able to speak about the difficulties he is experiencing (Struggling with Mental Health)'*

Feedback on the service

- *As a mum, I cannot ever say thank you enough for the huge part you have played in helping X. You have helped her in so many ways, to return to herself, stronger, more aware, more resilient, just by being the kind, caring, understanding, non-judgemental person that you are. I would never of thought at this point one year ago, that my daughter would have come as far as she has today. To have ambitions, dreams and a fire back in her belly is something amazing – much of this is down to you fighting beside us and not giving up and having her back no matter what. For this you will always be held in the highest regard. Thank you for everything these past months, for always being on board not just for X, our whole family has had such a positive impact of you being around’.*
- *From a teenager – ‘My worker is one of the best family support workers and I’m really sad that she is leaving and she’s helped my life improve so much..... she’s just like family’.*
- *‘It has had a massive impact for me and the kids, things have improved and made us all happier. Sad that it has to end. It has been really good and we feel that you have gone above and beyond and been better than anyone else that we have had from children’s services before’.*

West Mercia Police – Early Help & Prevention in Herefordshire

Herefordshire police have a Prevention Assessment Officer (formerly Early Help Officer) and two Intervention and Prevention Officers:

- These roles come under the local Problem Solving Hub and the Prevention Assessment Officer is co-located with partnership colleagues within the MASH
- One of the primary functions of the Prevention Assessment Officer role is to support the I&P officers by working with partners in the early help setting to review referrals, provide advice and identify young people who are suitable for police early help interventions.
- All youth stop and search records are reviewed, with follow up intervention visits to families
- On receipt of a referral the role of the I&P officers is to take a problem-solving approach to understand the needs of the child and identify supporting interventions
- I&P officers coordinate interventions, which may be delivered by other policing teams or organisations. The diversionary database
- Where any offences are disclosed the I&P officers record these, ensure any necessary immediate safeguarding in place and conduct initial investigations where appropriate, managing a transfer to the most appropriate police agency for longer-term management.



West Mercia Police - Early Help & Prevention Herefordshire

Q1 2023 the Prevention Assessment officer completed 88 reviews. This includes cases where a child has been: recorded as an 'involved party' in a crime on non-crime incident on more than one occasion:

- subject of stop and search;
- referred through Prevent;
- referred through an EH referral.

Every review includes information sharing with partners to ensure well-informed decision making and avoid duplication.

In Q1 a total of 28 I&P problem solving plans were created and 20 were finalised. Of these, 13 had a 'situation improved' outcome, 7 had a 'situation unchanged' outcome and none were finalised with a 'situation worsened' outcome.

Types of intervention include:

- Home visit with family and ongoing engagement with parents
- School visits and engagement with Education professionals
- Referral to Steer Clear programme, Strong Young Minds (anger management) and other programmes
- Diversionary activity (e.g. South Wye Police Boxing Club, 'Going For Goal')



West Mercia Police - Early Help & Prevention Herefordshire

Commissioned services to support:

- Steer clear
- Various diversionary activities through CCF fund (PCC funding £20k administered by Local Policing Commander Supt Wain)



**The Healthy Child Programme 0-19 yrs
(Health Visitors & School Nursing Service)
A universal Offer For ALL Children In Herefordshire**

The Healthy Child Programme focuses on a universal preventative service, providing families with a programme of screening, immunisation, health and development reviews (0-5 years) supplemented by advice around health, wellbeing and parenting

Current offer

- Delivery of Community Health Visiting Services 0-5 yrs with 5 mandated Health checks: (Antenatal visit from 28 weeks of pregnancy, New baby visit at 10–14 days after the birth, 6–8 week check and provision of support and advice, –12 months child development review, 2–2½ years: child development review)
- 4 levels of intervention: **Community, Universal, Targeted, Universal Plus**
- Additional Support with The First Steps Programme - All young parents 21 and under accessing the First Steps programme will be supported by a PH worker contact every month for the first 6 months, then every 2 months until baby is 1yr and then quarterly until child is 2yrs
- 5-19yrs School Nursing Service – A school nurse supporting every high school with 2 weekly drop in clinics. Referral service for Primary schools
- Delivery of the National Child Measurement Programme (NCMP)
- The service will support **ALL** early years' settings across Herefordshire with each setting having a named PH Service worker
- Drop in clinics and baby weighing at children centres

New Service offer from 1 April 2024 (following recommissioning) A Universal Offer For ALL children

Delivery of Community Health Visiting Services 0-5 yrs with 5 mandated health checks: (Antenatal visit from 28 weeks of pregnancy, New baby visit at 10–14 days after the birth, 6–8 week check and provision of support and advice, –12 months child development review, 2–2½ years: child development review).

A further 2 additional Health Checks: - 4-6 month review & 3yrs/3.5yrs Pre school review

4 levels of intervention: **Community, Universal, Targeted, Universal Plus**

Additional Support with The First Steps Programme - All young parents 21 and under accessing the First Steps programme will be supported by a PH worker contact every month for the first 6 months, then every 2 months until baby is 1yr and then quarterly until child is 2yrs.

5-19 Public Health Service For Young People – A public Health worker supporting every high school with weekly drop in clinics and supporting every primary school with termly face to face meetings.

Delivery of the National Child Measurement Programme (NCMP)

New Service offer from 1 April 2024 (following recommissioning) A Universal Offer For ALL children

The service will work with all primary and secondary schools to develop a yearly School “Health & Wellbeing Plan” addressing the needs of the children/families with evidence based actions This should be reviewed annually with the school in terms of changing need

All secondary schools receive post-16 transition workshops & support package.

The service will support school staff including PSHE leaders with training in health related issues/prevention during lunchtime/twilight sessions which are planned and form part of the School’s Health & Wellbeing Plan.

Delivery of termly community workshops as needed in PCN areas e.g. asthma, epilepsy, supporting good mental health, drug & alcohol, smoking, dangers of vaping, healthy eating, eating disorders etc

Supporting all schools with child absenteeism where there is a health related issue (mental, emotional or physical).

The PH Service will deliver termly community workshops in each PCN area e.g. oral health, school readiness, toileting, weaning, accident prevention, speech & language, safety in the home, Housing issues/damp, supporting wellbeing etc Partnership working is strongly encouraged with e.g. schools, Talk Community and third sector organisations.

Year 7 Transition workshops in all High Schools

New Service offer from 1 April 2024 (following recommissioning) A Universal Offer For ALL children

The service is required to use a model with a greater skill mix with Public Health Nurses taking on a more leadership/strategic role whilst a broader mix of staff e.g. school nurse assistance, family support workers, Nursery Nurses & volunteers.

The service will deliver a evidence based weight management programme in each PCN areas.

The service will deliver community-based “School Readiness” workshops to be held yearly in each PCN area of Herefordshire.

The service will support all early years’ settings across Herefordshire with each setting having a named PH Service worker and in addition quarterly face to face visits to settings to assess needs and offer support.

The PH Service will set up “Baby Self Weigh Stations” in suitable venues in all Herefordshire market towns of Leominster, Hereford, Ross on Wye, Bromyard, Kington, Ledbury and in Golden Valley.

Community development and partnership opportunities with Talk Community Hubs to be utilised.

The PH Service will set up “Baby Self Weigh Stations” in suitable venues in all Herefordshire market towns of Leominster, Hereford, Ross on Wye, Bromyard, Kington, Ledbury and in Golden Valley.

Engagement, Consultation & Feedback

This has formed part of the commissioning process for the new service and included:

Stakeholder Engagement Workshops & Feedback to shape the service specification

Consultation with parents (on line survey 60 respondents) & Face to Face consultation in the community 56 families

Consultation with current service staff

Schools on line survey – 66 schools responded

Feedback from the Prevention & Early Help In Communities Project Consultation (2022) over 1,000 respondents

0-19 Needs Analysis

Latest Performance: Mandated Health Checks

April – July 2023

- **New Birth Visits** - 370 eligible with 340 visited
- **New birth visits completed within 10-14 days** - 81.5%. 21 babies were admitted to the special care baby unit post-delivery. All babies that were admitted to SCBU or hospital would have received telephone support from the Health Visitor with plans to see them at home upon discharge.
- **Breastfeeding rates at 6-8 weeks** - 60% of babies being breastfed by 6-8 weeks. This is higher than the national average (49%)
- **12 month reviews completed by 15 months** - 95% of which 89% of children were seen by 12 months
- **2/2.5 year review** - 90% of which 18% of children seen through the “integrated review pathway” (with the nursery). Data from the 2.5 year development review demonstrates that communication continues to be where children are developing at a slightly lower rate in addition to gross motor skills. The data shows that 83% of children who attended for their review achieved above the expected level in communication skills and 82% of children who attended for their review achieved above the expected level in gross motor skills compared with the other areas and skills assessed.

Education Update

- Schools have traditionally worked in locality based clusters across Herefordshire, largely grouped around market towns and the city
- Schools have established a range of early help strategies across individual settings, academy trusts and localities. Some schools offer parenting support and other services such as counselling
- Some established voluntary and community groups working with schools including Leaf and Vennture