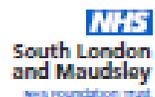
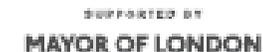


Croydon Partnership Early Help Briefing Sessions - January 2019



What is Early Help?

Early Help is intervening as soon as possible to tackle problems emerging for children, young people and their families. This includes:

- Help in the early years of a child or young person's life (including pre-natal interventions)
- Early help in the life of a problem
- Anticipating where need may arise in priority groups, often by an understanding of wider family and community- for example the Adverse Childhood Experiences (ACEs) tool can help predict 'future' need
- Providing early response services at the right time to meet family's needs and to keep them in control of resolving their issues and problems
- Stepping in to prevent escalation of children, young people and families needing any sort of specialist service
- When specialist intervention is needed, delivering multi-agency resolutions in good time

Early Help allows for the **right support to be put in place, at the right time to meet families' needs prior to issues reaching crisis point and aims to reinforce the families' own skills to determine their life course or courses.**

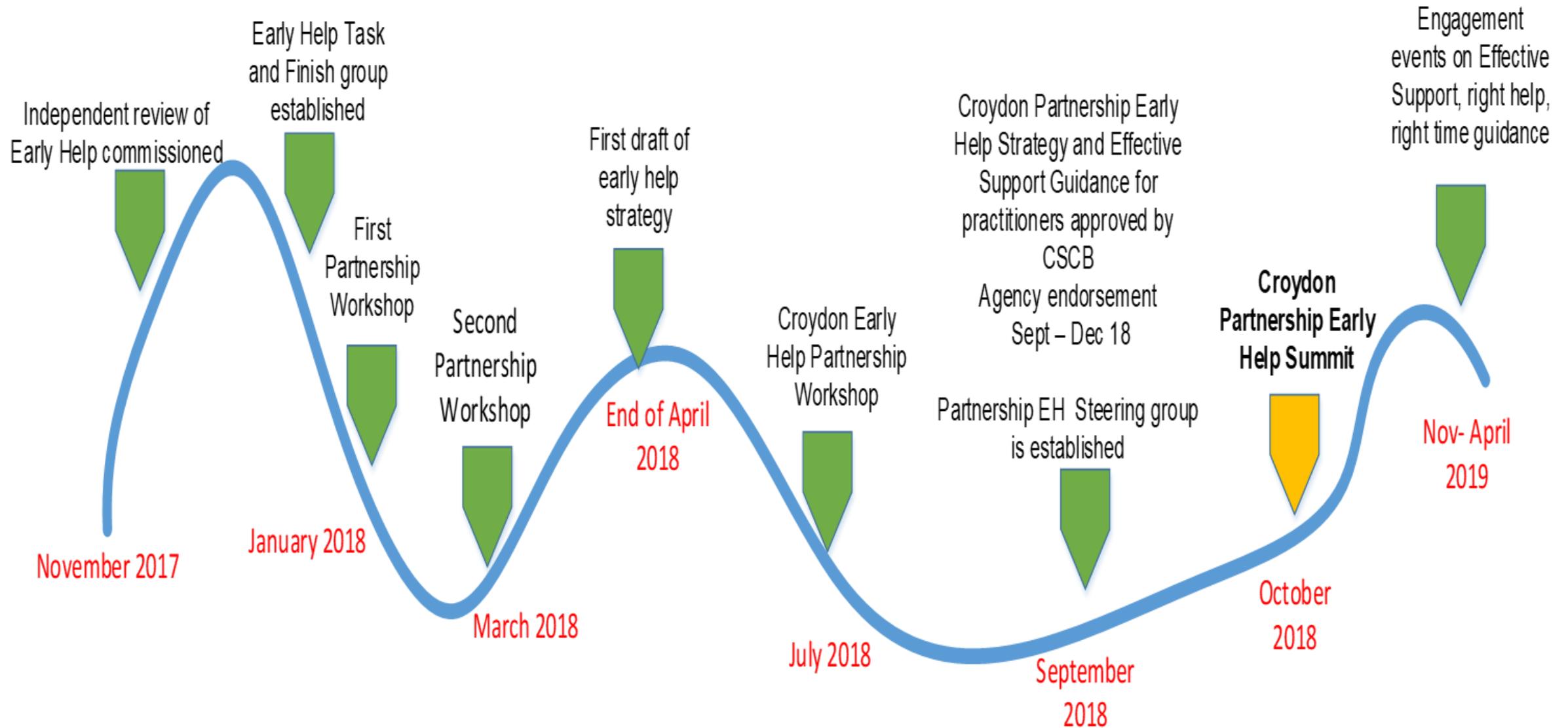
Ofsted report on Croydon's early help offer - July 2017 (SIF)

- The range and coordination of early help provision for children and families was **not fully established**
- Individual partner agencies were **unclear** about the early help offer and had not been involved in developing a shared approach to delivering services
- There was **inconsistent application of thresholds** and a **lack of recognition of risk**
- The early help screening and assessment process built **delays in decision-making** processes and operated separately from children's social care systems
- The **early help strategy was insufficiently coordinated and implemented**, and the Safeguarding Children's Board has not ensured that pathways to early help services were well understood and applied

Locality Early Help - What is the vision in Croydon?

- **Co-located partnership working**, including with statutory and voluntary sectors
- Locality Early Help teams **supported by partners putting in place the right interventions and** actively working with families at an intensive level
- Partnership Panels
- Families supported by **one** Child and Family Wellbeing **assessment**
- **High quality** interventions

Early Help transformation – the journey so far.....



Croydon Partnership Early Help priorities 2018-20

<p>1. Establish Effective Leadership, Partnership working and Governance (Partnership Early Help Task and Finish group)</p> <p>Chair: Rob Henderson DCS</p>	<p>2. Establish easy to use online information and advice</p> <p><i>Responsible leads: Elaine Clancy (CCG) (represented by Sally Innis) /Michael Fanning (NHS)/ Andrew Brown (VCS)</i></p>	<p>3. Develop a suite of tools for early help practitioners to use which are strengths based</p> <p><i>Responsible leads: Zoe Harris/Patrick Shields (Education)</i></p>	<p>4. Develop effective and timely processes for sharing information between agencies</p> <p><i>Responsible lead: Nicky Arrowsmith (Police)</i></p>	<p>5. Refresh structures and pathways that support the access to early help</p> <p><i>Responsible leads: Rachel Flowers (PH)/ Clive Seall</i></p>	<p>6. Develop a skilled and competent workforce across the partnership</p> <p><i>Responsible lead: Di Smith (CSCB) (represented by Maureen Floyd)</i></p>	<p>7. Develop a joint commissioning framework for early help</p> <p><i>Responsible leads: Sarah Warman and Stephen Warren (CCG)</i></p>
<p>Delivery and accountability of the Partnership's Early Help Strategy and Performance Outcomes Framework</p> <p>Evaluating the impact of our Partnership early help offer using the Early Intervention Foundation Maturity Matrix</p>	<p>Ensuring visibility of services available to children, families and practitioners and how to access them</p>	<p>Developing a multi agency referral form to accommodate referrals to CSC and family solutions service (intensive early help), and a family wellbeing assessment and outcome based plan for early help</p>	<p>Developing clear information sharing agreement (ISA) and ensuring consent is understood and not continually sought at different involvement points during the interventions</p>	<p>Embedding the Early Help approach, Developing and agreeing pathways to support access to early help support services</p>	<p>Developing a joined up and effective working culture, including organisation development between professionals and services</p>	<p>Pooling resources to develop a broader commissioning framework across partner agencies</p>



Enabling us to provide a joined up, effective early help offer for children aged 0 to 18 years and their families; delivered on a locality, evidence based model through a shared partnership approach with a commitment to collectively deliver a universal and early help service

Benefits of a revised Early Help locality working

- **Ease of access** - ensuring that all sectors of the Croydon community are in 'reach' and have access to 'localised' services and support
- **All age** (0-18) integrated early help offer
- Consent - **gained once**
- **Supporting as early as possible** - Building on Eileen Munro's principles of "Early Help, should mean Early Help"
- **Minimising the number of assessments** and changes of professional
- Delivering **interventions based on the needs of children and families**, not service structures
- Ensuring that we '**listen**' to **children, young people and families** and deliver intervention based on what 'hear from families and not what we think'

Benefits of a revised Early Help locality working

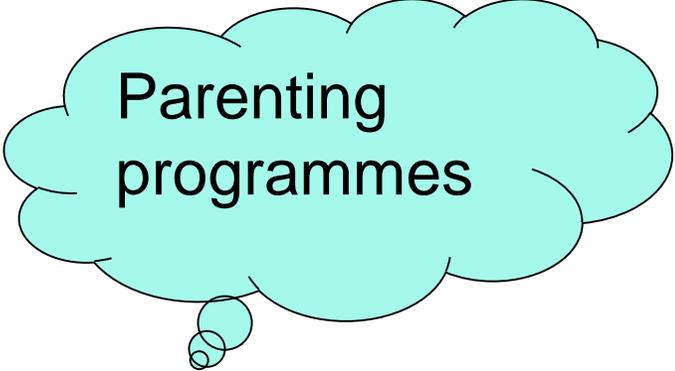
- Deploying **evidence based interventions that work**
 - Making sure that professionals in the cluster and hub model use the Practice Framework in all aspect of our work with families.
- **Simplified process for all early help referrals** to be considered by the Single Point of Contact (SPOC)
- **Commitment to improve the experience** of children and young people and their families
 - Ensuring that service user feedback is an intrinsic part of our everyday practice, so that we know when we are getting the service delivery right or wrong in some cases
- Wanting to **work better together** across all teams and local agencies
 - Building on the current multi-agency arrangements and utilising the cluster and hub model to strengthen the arrangements
- Wanting to make **full use of our freedoms as a non-statutory service**
 - Ensuring that we maximise our freedoms from 'red tape' and bureaucracy to deliver effective services to families

What has changed? Intensive/Targeted needs

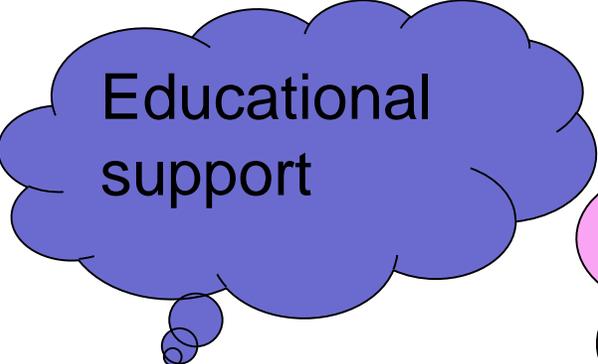
- Realignment of early help under a new - **Early Help Best Start Family Solutions Service (FSS)** - a partnership based key working service for children and families requiring an intensive/ targeted level of support
- Lead Professional
- New locality early help structure (North, Central, South) based in communities – a renewed look at Partnership working
- Contact SPOC if you are requesting **intensive key working support** and support services (through a MARF)
- A more focused Early Help Assessment & timescales for task completions
- Partnership based Panels to agree Lead Professional, co-ordinate TAF and plan
- Access to specialist services i.e substance misuse and DV
- Partnership TAF

What services does the Early Help FSS offer?

Examples include....



Parenting programmes



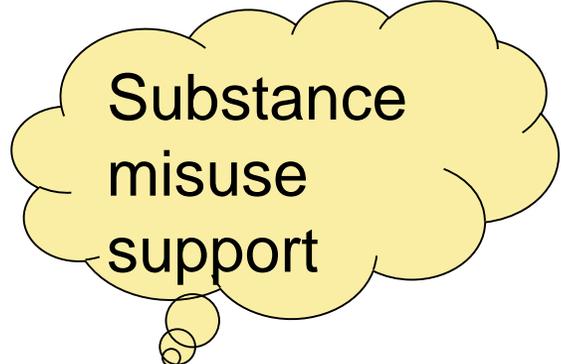
Educational support



Family mediation, access to family group conferences



Troubled Families Wrap Around Support



Substance misuse support



Emotional health and wellbeing support

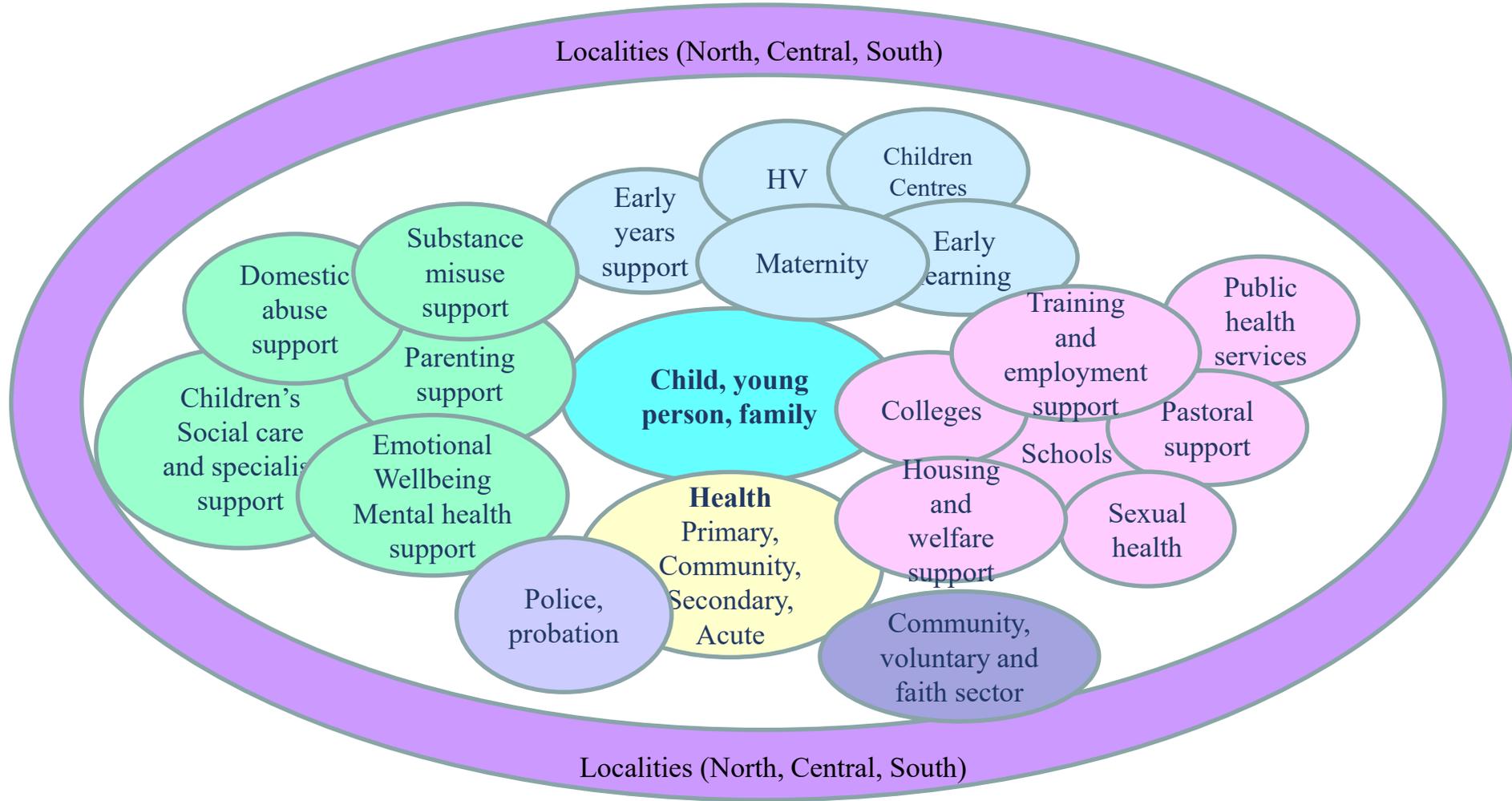


Family therapy



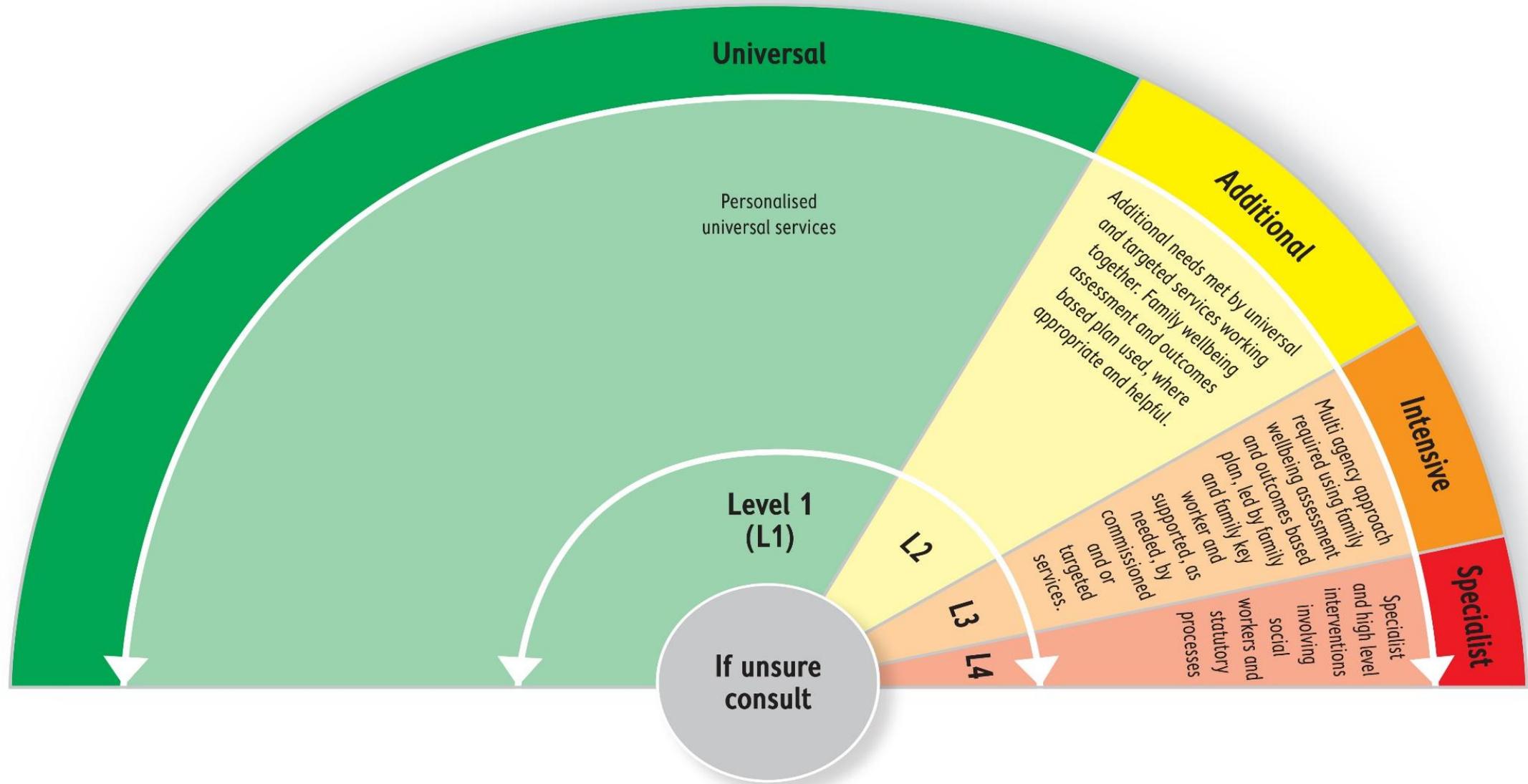
Domestic Abuse support

Joined up integrated service operating within a locality model



Applied as required across Continuum of need utilising the Effective Support Guidance

Croydon Continuum of Need



All partners working with children, young people and their families will offer support as soon as we are aware of any additional needs. We will always seek to work together to provide support to children, young people and their families at the lowest level possible in accordance with their needs.

Effective Support for Children, Young People and Families in Croydon- getting the right help at the right time

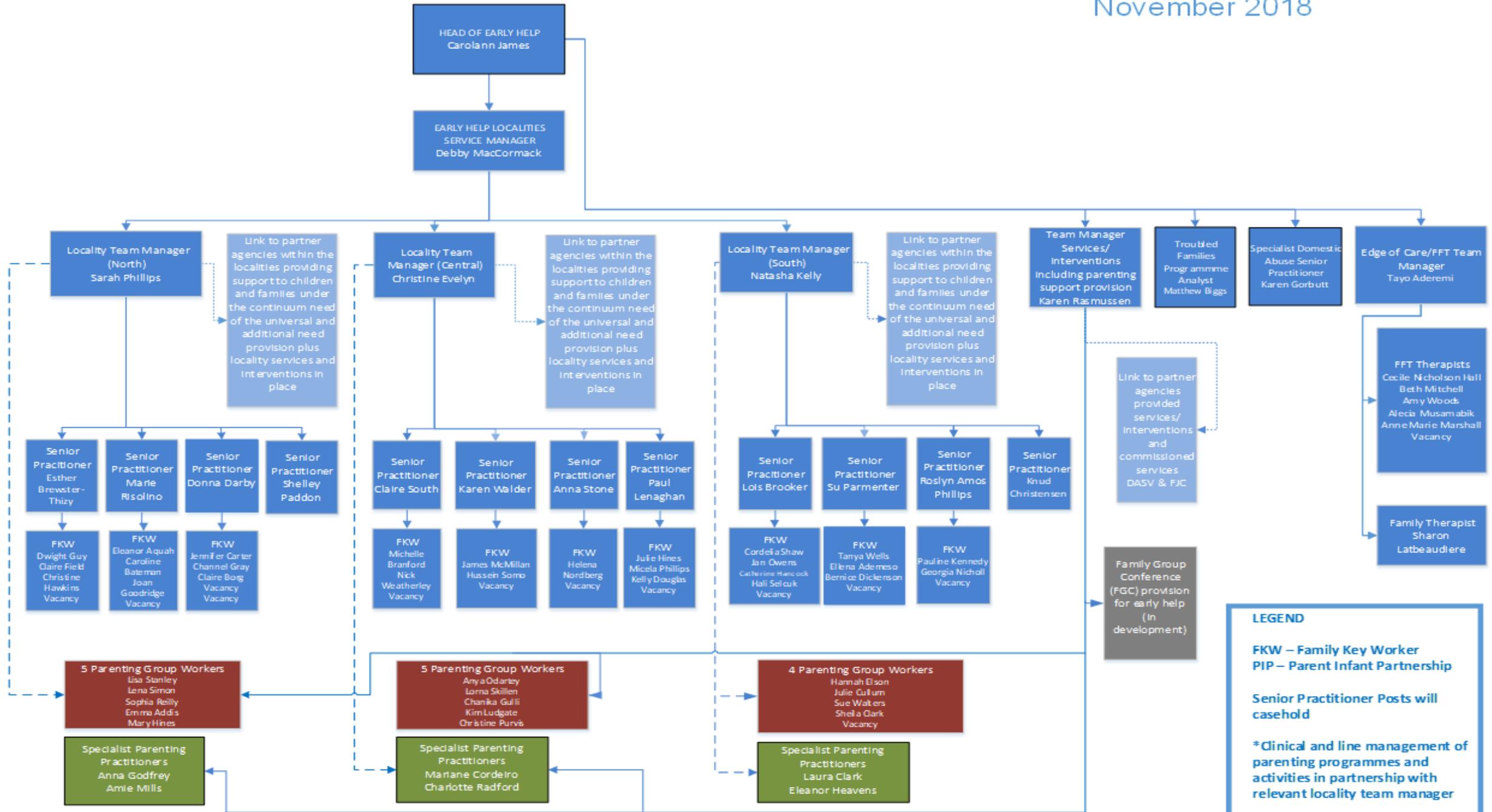
To be read in conjunction with the 'Effective Support' Guidance for Practitioners

<p>Specialist Service (Statutory)</p> 	<p>Issue: Children, young people and families whose needs are complex and enduring and cross many domains. More than one service is usually involved on a statutory basis with qualified social workers as the lead professional.</p> <p>Support: Managed through the local authority's children's social care service who act as the lead professional. Professionals' Consultation Line - If you are not sure how to proceed you can contact the SPOC on 020 8726 6400 and talk to a social worker.</p> <p>Action: Referral to the Croydon Council Single Point of Contact (SPOC) using the multiagency referral form emailed to: childreferrals@croydon.gov.uk</p>
<p>Intensive service (Targeted)</p> 	<p>Issue: Vulnerable children, young people, including those that have a disability, and whose needs are more complex and require more intensive support.</p> <p>Support: Managed through the local authority's Early Help Best Start Family Solutions service who will allocate a family key worker/lead professional to work alongside the family undertaking a child and family well being assessment and ensuring help from other professionals.</p> <p>Services on offer include parenting support, family mediation and therapy, emotional health and wellbeing support, substance misuse support, domestic violence support mentoring services an assessment and others. Professionals' consultation line - If you are unsure how to proceed you can talk to an early help consultant in the SPOC on 020 8726 6400 if you are unsure what to do next.</p> <p>Action: Referral to the Croydon Council SPOC is required using the multiagency referral form emailed to: childreferrals@croydon.gov.uk</p>
<p>Additional service (Universal plus)</p> 	<p>Issue: Children and young people and families requiring extra support to meet their needs. Two or three universal services are likely to be involved. These services should work together to meet the child and family's needs, co-ordinated by a service and or people who know the child and family best using an outcomes based plan. There is no need for intensive or specialist services.</p> <p>Support: Managed by partner/lead professional within the lead organisation. Services directory available on Croydon Council website and digital information available from partners' websites Additional support such as parenting programmes can be accessed using the multi agency request form and sent to the SPOC. Professionals' Consultation Line - Access to an early help consultant in the SPOC on 020 8726 6400 if things are not progressing for the family or you need advice/further support.</p> <p>Action: No referral to the Croydon Council SPOC unless a parenting service/programme is required. In such cases, a multi agency referral form should be emailed to: childreferrals@croydon.gov.uk</p>
<p>Universal service Single agency</p> 	<p>Issue: No general concerns, overall children, young people and families are making good progress on all areas of development and receive appropriate universal services, such as health care and education. They also use leisure and play facilities, housing or voluntary sector services.</p> <p>Support: Managed by partners/lead professional within the lead organisation. Services directory available on Croydon Council website and digital information available from partners' websites</p> <p>Action: No referral to the Croydon Council SPOC required</p>

What has changed? Universal and additional offer (green and yellow levels of need)

- **How will we support you to do this better?**
 - Developing a list of services (shared on websites)
 - Parenting services
 - Early Help staff will provide universal support to children's centres and health within Best Start Children's Centres
 - Telephone Consultation discussions with SPOC Early Help consultant and with the possibility of one to one visits
 - Access to locality early help teams for support and advice and the ability to use the locality bases for partnership working and touchdown space

Realigned Early Help Services – November 2018



LEGEND

FKW – Family Key Worker
PIP – Parent Infant Partnership

Senior Practitioner Posts will casehold

***Clinical and line management of parenting programmes and activities in partnership with relevant locality team manager**

Team Manager Contacts:

North: Sarah Phillips

Sarah.Phillips@croydon.gov.uk

Central: Christine Evelyn

Christine.Evelyn@Croydon.gov.uk

South: Natasha Kelly

Natasha.Kelly@Croydon.gov.uk

Early Help Service Manager

Debby.MacCormack@Croydon.gov.uk

07927929729

Single Point of Contact (SPOC)

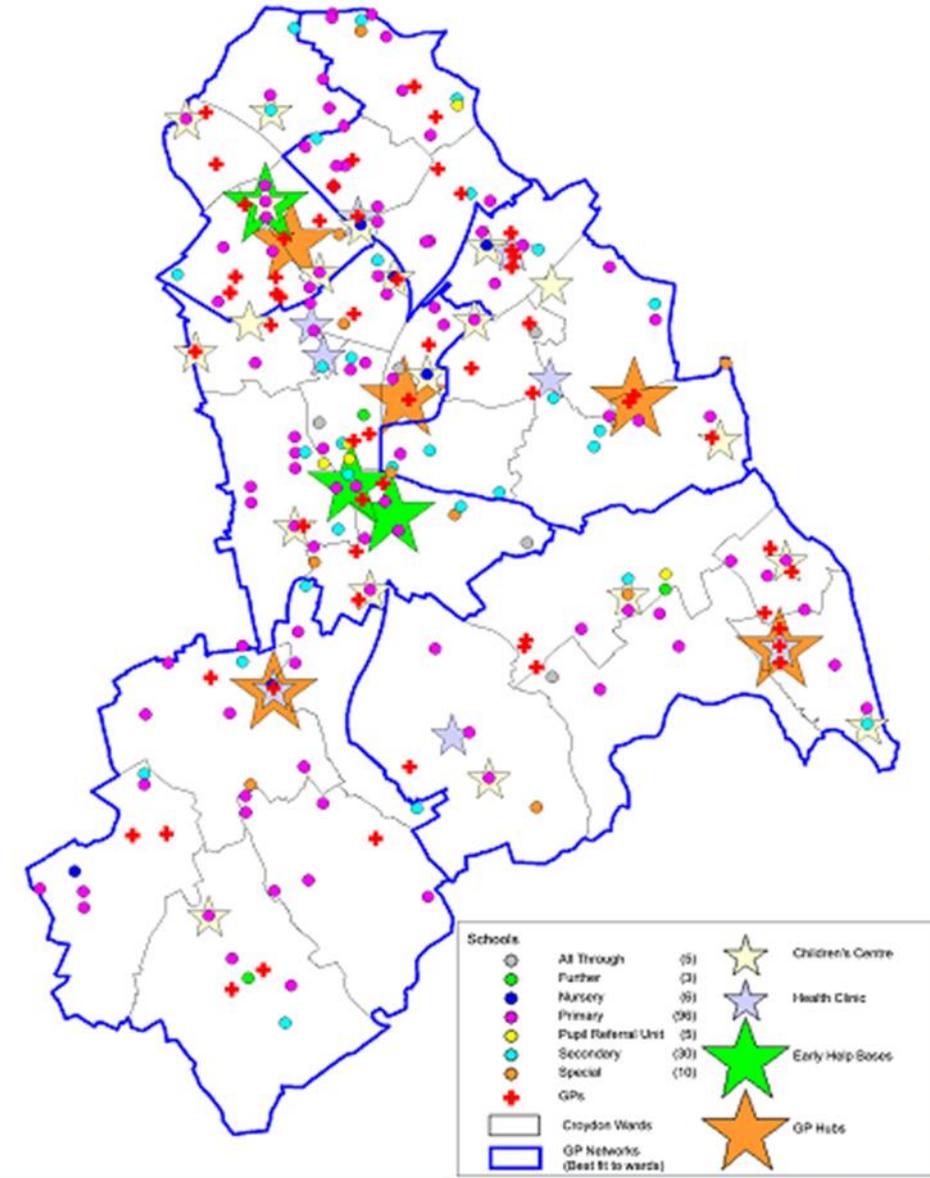
childreferrals@croydon.gov.uk

0208 726 6400

(consultations on non urgent cases)

Early Help consultants in the SPOC

Knudage Christensen, Shelley Paddon



Locality early help bases

North

Winterbourne Youth Centre

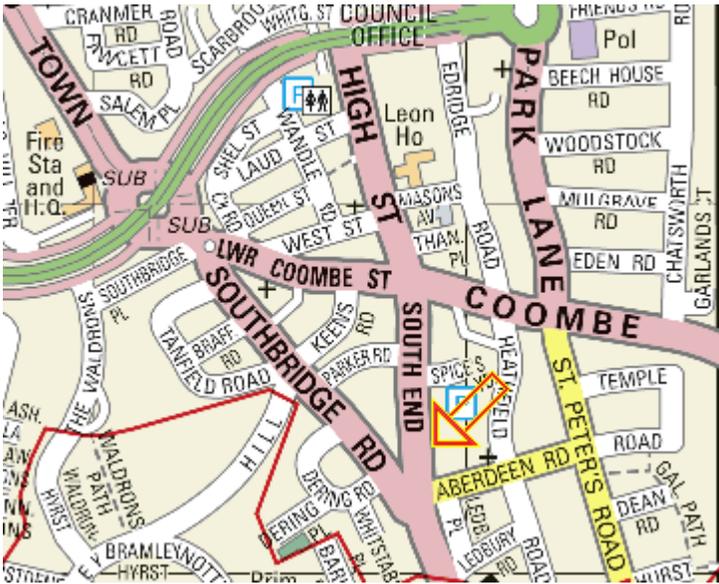
28 Winterbourne Road,
Thornton Heath CR7 7QU



Central

The Turnaround Centre

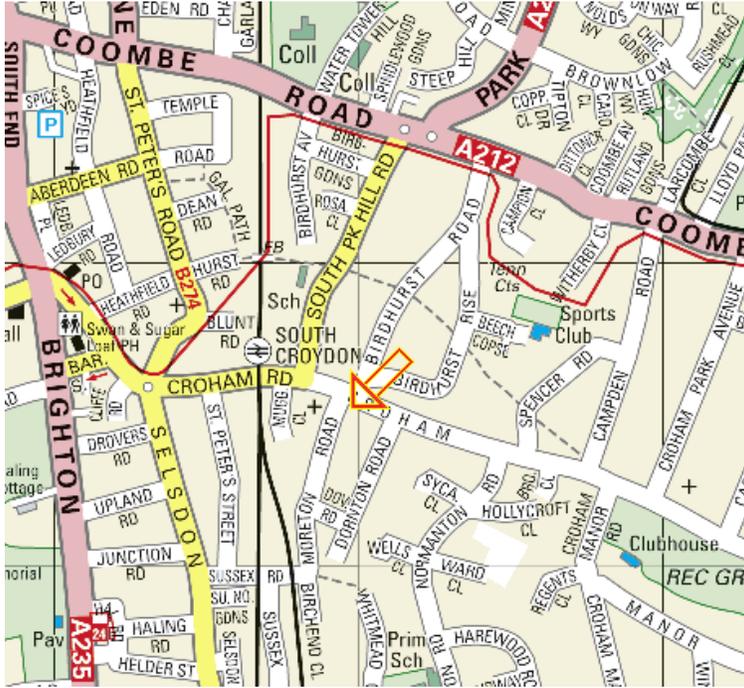
Cavendish House
51-55 South End Croydon
CR0 1BF



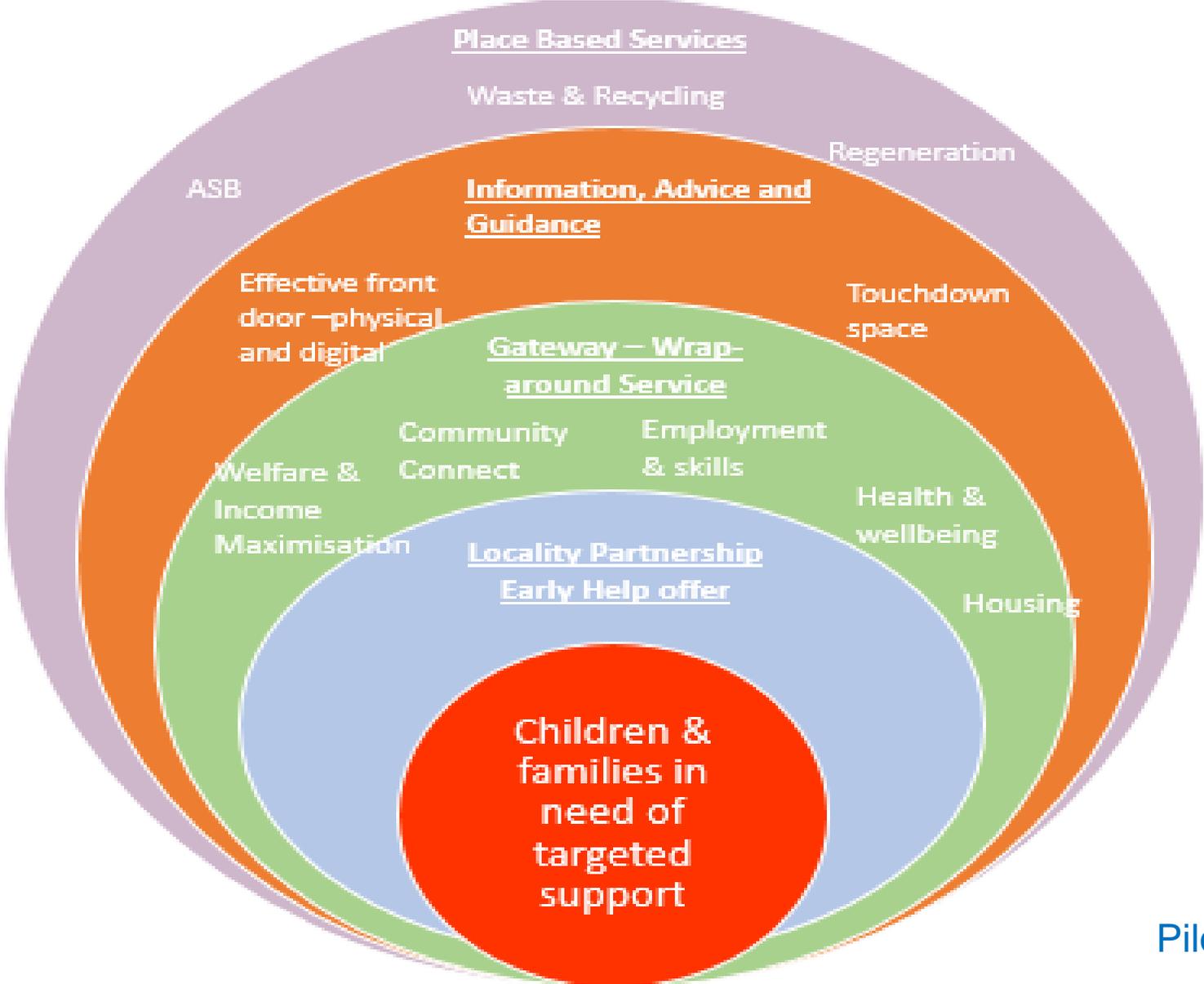
South

Birdhurst (Glazier House)

53 Birdhurst Road
South Croydon
CR2 7BB



Council's vision for prevention with children and families at the heart



Piloting in North Croydon

Over to you.....

