

Willenhall North, Willenhall South and Short Heath Area Panel
Children's Services
10th November 2016

Introduction

The purpose of the report is to provide Willenhall Area Panel with:

- an overview of issues affecting children, young people and families in the area
- To inform the panel of service and support provided to support these issues
- To highlight problems and blockage and how Children's Services alongside partnership are addressing these.

Report

- Following a service redesign Children's Services committed to a comprehensive 'review of cases supported by the 0-19 locality family support teams (estimated at around '1000'), a concentrated case reflection between staff and managers on a significant scale in order to:
 - o Develop a joint understanding of the children and families currently receiving Early Help, what's working for them and what isn't and needs to change
 - o Seek assurance that all cases are being worked at the right Thresholds
 - o Ensure all cases are relevant to be supported by the 0-19 team
 - o Get an overview of the interventions being delivered by staff and capture good practice to inform our menu of services to be communicated to social workers and partners
 - o Consider changes to processes that are unhelpful, add no value delay effective support to families
 - o Make sure all vulnerable children have a sufficient package of support over the summer period
- Partners (Police, Health, Probation, Youth Justice, Black Country Women's Aid, and Housing etc) saw the case review as an opportunity to inform integrated partnership working and have worked with us to
 - o Map the ACE(adverse childhood experiences) factors for each child
 - o Map partnership involvement in each of the children/families
 - o Undertake multi agency reflection on selected cases

The data used in this report is as a result of this comprehensive review.

Early Help Comprehensive Review West Locality

September 2016

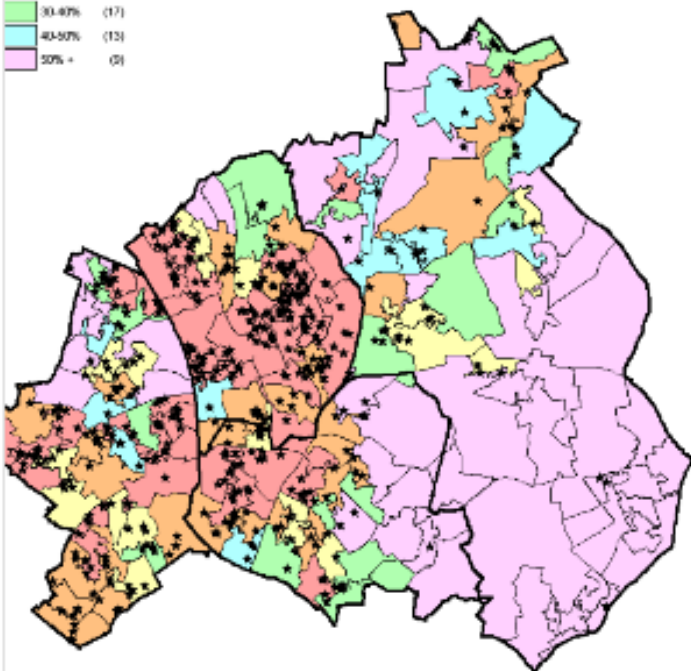
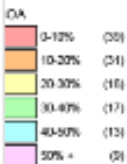
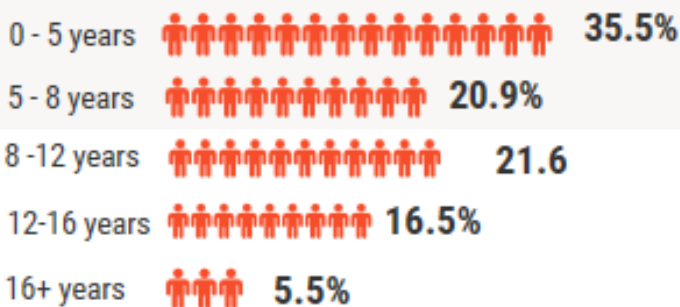
Overview of the families we are supporting together

Children's Services, Police, Health, Supported Housing, Youth Justice and Beacon gathered information on:



892 Children/ 502 Families
of which following live in
West Area:
273 Children/158 families
30.6% 31.5%

This report gives a overview of the children within the families, their needs and their Adverse childhood experienced to date.



Direct Adverse Childhood Experiences



Emotional Abuse
19.7%



Emotional Neglect
23.4%

Indirect Adverse Childhood Experiences



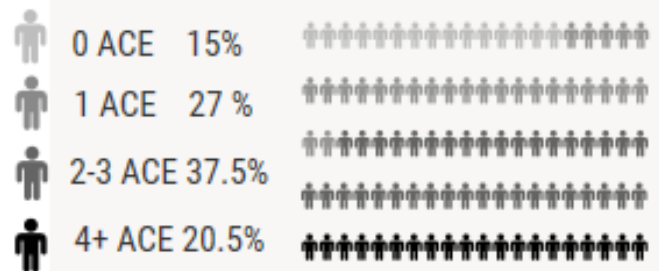
Witnessed Abuse
76.9%



Family member with
Mental Illness
42.1%

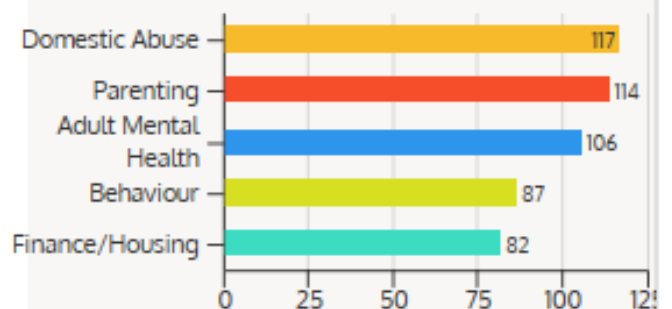


Parental Separation
37.4%



A check of the children's services system where professionals had no evidence on ACE revealed that 43% of children had lived in a household where there had been at least one DV incident

Top 5 Demands for Early Help Support



Walsall's Early Help Case review

West Locality

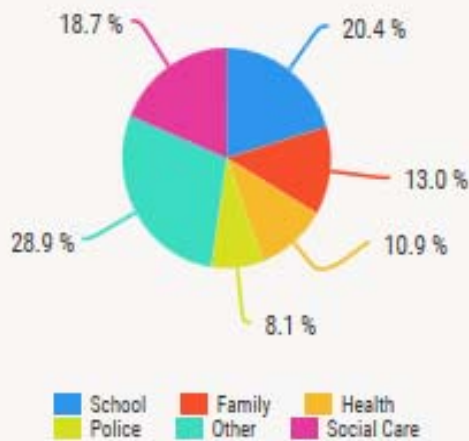
July 2016

0-19 Family Support Team interventions - Summary

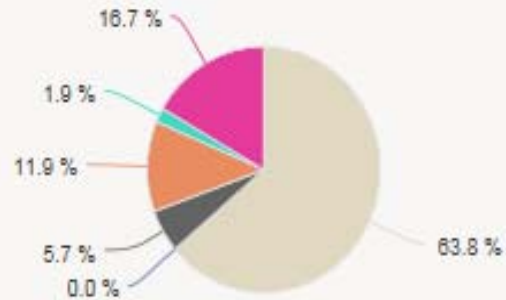


West Family Support Locality Teams
16 Family Support Workers
273 children/158 families

Who is referring for Support?



At what thresholds are the children ?



■ EHA
 ■ C&FA
 ■ CiN
 ■ CPP
 ■ LAC
■ targeted EH

Capturing the child's voice



234 stars completed

Review of stars show greatest impact in:
Relationships, physical health and being safe.

Key Interventions

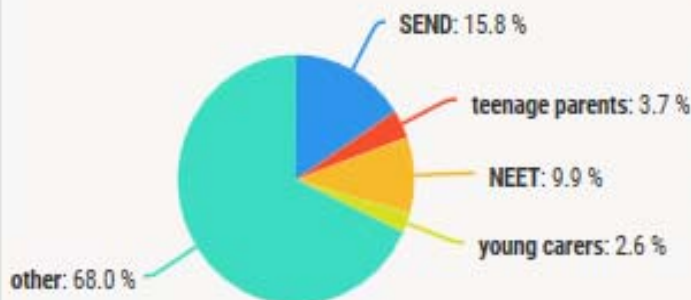
In 56% of the children we are working with parents are offered a **parenting programme**:

- 60.8% one to one parenting
- 10.5% understanding your child
- 14.4% Triple P
- 1.3% Mellow
- 11.1% Cygnet

Other **direct interventions** include:

- 17.8% school ready interventions
- 15.6% Freedom Programme
- 17.2% support with boundaries
- 18% behaviour intervention
- 4.7% FRIENDS Programme

target groups



Key agencies pulled in for support:

Black Country Woman's Aid, CPN, Counselling, Welfare Rights and CAB.

How do children, young people and families receive support

The Early Help strategy, developed with partners sets out the partnership commitment to provide help at **the earliest possible point** in a child's life to ensure all children can be Safe, Happy and Learning Well.

The Early Help provision is based on 3 key principles developed and agreed with partners:

1. is **everyone's** business – at first point of contact all agencies are committed to responding to the needs of families whether that need falls within their immediate area of expertise or not
2. is about **empowerment** – families are central to defining and addressing the problems they face and are equal partners in the process. The voice of the child will be sought at all stages with appropriate respect for age, developmental stage and levels of understanding
3. is about intervention at the earliest stage of identification

The Early Help Assessment (EHA) is our standardised approach to assessing children and young people's needs and deciding how they should be met.

The EHA is a key element of our strategy to delivering more effective early intervention and prevention and is a tool for the identification of children and young people considered to be in need of additional multi agency support.

There are a number of ways in which families can receive support including:

- We have developed a guide outlining a menu of services that can be accessed directly by Children, young people and their families or can be referred into by other professionals. This guide can be accessed through following link: <http://www.mywalsall.org/walsallearlyhelp/>
- Families and Professionals can also phone the Early Help Hub if they are concerned about a child or want some advice and guidance on what support is available. The hub is managed by experienced family support practitioners who in addition to the advice and guidance will also broker, where relevant, the right support. The early Help can be contacted on 0300 555 2866 (Option 1)
- The four 0-19 Family Support Locality Teams: these are multi disciplinary teams based within our 4 localities providing effective and timely whole family working and to ensure better, evidence informed, help is available to those children and families who needed it most. Menu of interventions delivered by the team include evidence based parenting (including disability specialist programmes) programmes, Behaviour support interventions, interventions around sexualised behaviour and risky relationships, support around Domestic Abuse.
The 0-19 Family Support Team for Willenhall is based at Darlaston Childrens Centre and the Manager there is Sioux Beddow and can be contacted on 0121 526 5537
- Early Help Locality Panels – They are a multi agency panel that enable a joined up approach to early identification of children, young people and families in need of Early Help, joint decision making and the timely and effective delivery of support. Partners include Schools, Children's Services, Voluntary Sector, Police, School Health, Health

Visiting, CAMHS, Fire Service, Housing Providers, Money Home Job and Area Partnerships. The panel meets every Wednesday morning rotating across the 4 localities. The Chair for the West Locality is Kerry Hinks - 07506354263

Panel Dates: 2nd November, 30th November, 4th January, 1st February, 1st March, 29th March at Darlaston Children's Centre.

Barriers in providing support

Services and partners are working hard and are committed in supporting children, young people and families at the right time and the review of '1000' cases showed how much quality help and support is out there.

The review also highlighted a series of findings for the partnership to consider in helping to inform future collaborative working to secure even better outcomes for children, young people and their families and prevent long term high service costs.

1. Smarter use of partnership information to secure early change

Both the data and the reflection demonstrated that each agency had some information of the family often focussed on one area. Bringing information from across the partnership together gets us to understand the context of families better, enables us to inform an effective route of engagement and understand the issues that may need to be tackled.

How can we use our joint knowledge of demand to be more proactive and together in tackling areas of need.

E.g.

- Information on communities with high referrals for DA – could we do a community partnership approach to responding to the issues rather than an individual approach.
- CSE – could we provide a more preventative approach to schools where there are pupils of high risk identified?

Considering a large proportion of children in this review had been impacted by the Toxic Trio factors and therefore increasing the Adverse Childhood Experiences, it may be worth considering undertaking further work to map the information held by Adult Social Care and Adult Mental Health for the families included in the redesign.

2. Treating symptoms versus 'root cause'

The case reflection highlighted a reactive response to a presenting need/issue at a moment in time. The reactive response doesn't allow us to see the entire picture. We miss important details and information about the children, young people and family we need to inform effective decisions. The case reflection identified that at times we jump to conclusions, misread the situation, and take action to simply stop the 'presenting need' and not securing change as we have not addressed the 'root cause'. The case reflection also identified that, at times, we are not enough focussed or jointly understand the impact we want to achieve for the children and have a focused approach on how to achieve this.

In a number of the case reflections workshops professionals identified that this had been the first time they had an opportunity to reflect in detail on a family they were working with. All involved saw it as a positive experience and gained valuable learning directly related to the case and for their practice in general.

The partnership needs to consider how we can move to a more responsive approach (in line with restorative practice), meaning practitioners take time to thoughtfully evaluate the situation, are encouraged to have conversation, or challenge and determine how best to respond. It allows us to build with what we've got.

Moving to a responsive approach as a partnership may help us to deliver adaptive/flexible services, rather than offering a 'standard menu of service', increasing the chances that we find the right solution first time around

3. Knowledge is power

The review provided demonstrated that there are lots of effective and quality services and interventions available to support children, young people and families. However practitioners were not always aware of the services or how to access them for families and therefore did not pull them in to support.

We also need to acknowledge that the current economic climates means that services and their remit are changing on an ongoing basis. As a partnership we have a challenge to consider how we can keep a joint knowledge hub of what valuable services we have and promote to practitioners and families on how they can access them.

The case reflection also identified the underdeveloped partnership with community and faith sector in securing change and providing ongoing sustainable support for families.

4. Lots of pathways...more developing

We seem to have lots of referral pathways for different services, and therefore it becomes hard to navigate and secure access to services. The different pathways and their related criteria can provide a barrier to enable practitioners to secure and synchronise the right interventions.

As a result practitioners sometime fall back to offering a less effective service as it is perceived as 'better than offering nothing', however again as a partnership we need to consider if this is a waste of valuable capacity as it may not address 'root cause'

Practitioners raised particular issues in understanding pathways and securing the right support around to children with disability, including transition support, Children Mental Health and services around Adult Mental Health. It was identified that adult focussed services like probation, Adult Mental Health and Police were not always sufficiently sited on the children and the impact of the adult issue or behaviour on the children within the family or see how the parental role can be used to secure positive change for the adult.

We seem to have reducing services but be continually creating more pathways for different issues/problems and are often developed from a professional perspective rather than a service user perspective.

As a partnership we need to consider following:

- Understand what pathways do we have, do we need then all (are they effective in making a difference), can we integrate them or link them better together?
- Do we understand enough about what the experience of the current pathways are for children, young people and their families and when developing new pathways whether this will improve this experience.

5. Relationships are key in doing the right thing

Building relationships with children, young people and families. The case reflections highlighted the need for practitioners to have curious approach to families to enable us to gather valuable information on family context and root cause.

Practitioners don't always feel confident to ask challenging questions or feel they have the time to build an effective relationship that allows for asking the right questions and challenge.

In addition, it was identified that some families negative experience of services when they were children results in not wanting services involved and practitioners end interventions too soon due to non engagement. Practitioners identified lack of capacity and the pressure to get onto the next family as barriers to provide 'persistence assistance' approach to engaging 'hard to reach' families

As well as building relationship with families we need to have time to build relationship with colleagues, including the 3rd sector providers. We need to have a network of support services and practitioners that feel they work together in a high support, high challenge and reflective environment to secure sustainable change with families.

Effective communication was also identified as a key enabler for delivering the right interventions – some pathways and processes prevent practitioners from communicating effectively.

Examples in the case reflection showed that change in staffing and organisation at times can lead to vital knowledge on a child and family and the impact (or lack of impact) of interventions being lost, leading to duplication of non effective interventions. Again we don't always reflect enough on how families experience this and what this may mean to their future attitudes to service engagement.

Partnership action to address identified barriers

Through the Children and Young People Partnership Board and the Safeguarding Board following actions have been agreed to take forward findings from the review.

1. Partners are considering future integration of health, social care, police and housing to develop multi disciplinary locality teams to enable more effective information sharing and a more responsive response to needs of children, young people and families with a view to reduce duplication and costly long term interventions.
2. The partnership to map and review our range of pathways and consider opportunities to streamlining these. Consider how we can keep a flexible approach to pathways for those families and circumstances that don't fit a standard approach.
3. Develop a structure that provides us to coordinate and effectively communicate the range of services, interventions available across Walsall to ensure practitioners and families have easy access to information on pulling on the right support.

Current Budget Consultation - Have your say – supporting families, children and young people to be 'Safe, Happy and Learning Well'

As part of the Council's Budget proposals there are a total savings of £896,017 to be delivered over the next two years which will affect the help and support to children, young people and their families and will inform what activities and functions we deliver.

We want to consult with on proposals to achieve budget reductions to deliver more co-ordinated support to families.

What are the **proposals** looking to change:

- 1) Creation of 0-19 locality teams
- 2) Change in reach Boundaries
- 3) Change in buildings to create 3 'hubs'
- 4) End the funding to schools for the delivery of 'Play and Stay'
- 5) change the way its allocating the last year of funding to providers delivering youth work activities to target the areas of greatest need.

How can you have your say in these proposals?

It is important to find out what people and partners think about these issues before we make changes to our Children's Centres or Youth Service and we will be consulting the following groups:

- Families who use Children's Centres
- Young people who currently access Targeted Youth Provision
- Pregnant Women and their families that may access services in the future
- Organisations who we work with or who use buildings to deliver services

Service users are invited to attend one of the following consultation **sessions to share your views:**

Date	Venue
10 th November 2.00 – 4.00pm	Birchills Children's Centre Birchills Street, Walsall WS2 8NG
22 nd November 9.00 -11.00am	Blakenall Children's Centre 275 Blakenall Heath, Walsall WS3 1HJ
28 th November 9.00 – 11.00	Palfrey Children's Centre 25 South St, Walsall WS1 4HE
29 th November 1.00 – 3.00pm	Darlaston Children's Centre Ilmington House, Crescent Rd, Wednesbury WS10 8AE
30 th November 10.30am – 12.30	Manor Farm King George Cres, Walsall WS4 1EU

For detailed information on the proposals please see www.walsall.gov.uk/budgethaveyoursay

Isabel Vanderheeren

Group Manager Early Help

☎ Isabel.vanderheeren@walsall.gov.uk