

Parent Carers Together Feedback Form

Name: Louie Middleton

Meeting description: Early Help Partnership Board

Where was meeting held: I attended virtually (hybrid meeting)

Date of meeting: 23rd May 2022

Start & finish time: 14:30-18:00

Any future meeting dates, if known:

Feedback can be in any format; it should contain important points that came out of the meeting, your opinions, any related work that you think overlaps, action points that you might be involved with, any areas of concern. This will be shared with all PCT reps and committee.

Please email to bethcallis@parentcarerstogether.org.uk within 2 weeks of meeting

FEEDBACK & COMMENTS *(please use further pages if necessary)*

Info not to be shared beyond steering group

Meeting Chaired by Zafer Yilkan – BCP Director of Early Help & Protection

This was a hybrid meeting – 17 attended face to face – didn't get everyone's names but recognised some in attendance – Mary Diffey, Jo Hooper, Pippa Emerson, Jackie Hugget, Michael Batty and Dr Julia Greer (Anna Freud Centre). Virtual – Lesley Tasan, Alva Bailey, Jeanette Yorke, Louise Bartlett, Rina Mistry.

The Early help Board has not met since 2018/19. A quick update given re ILACS visit – there has been good progress but not as rapid as would like. There is a monitoring visit on 7th and 8th June, ILACS report will be circulated. New DfE Adviser in place: John Coughlin.

Project Scope: To implement a Family Hub model to reshape our Early Help Services by transforming the way we deliver support and intervention and by starting to develop a fully accessible physical and virtual community that better connects a professional support network with families in tandem with remaining to be holistically relationship focused. The development of this service is focused on a fully inclusive 0-19 age range extending to age 25 for those with SEND.

The previous Early help Strategy is coming to end of life later this year, this board will be involved in reviewing & developing strategy. This board will be accountable to CYP Partnership Board, the Health & Wellbeing Board and Pan Dorset Safeguarding Partnership Board.

We were asked if there were any other boards that this board should be invited to, or report to or invited to this Board.. SEND Improvement Board was suggested and also the Community Safety Partnership.

Presentation by Dr Greer – Anna Freud Centre

BCP have brought in Anna Freud Centre to help with development of Family Hub model. She explained this was a national initiative funded by DfE, DWP & DHSC – a £300 million preventative package to champion best practice – 3 key principles: Access; Connection & Relationships. She spoke a bit about training Anna Freud had delivered to parents who have then rolled out this training to services. BCP working with Early help Foundation and Anna Freud Centre to assess where they are on this journey to developing Family Hub model and begin consultation with local stakeholders.

The family hub model is an approach to the delivery of early help services centralised around a building, where a number of different services providing information and support to families, children and young people are based.

The vision is: They will provide early help and support for families, children and young people aged 0 – 19 years up to age 25 where a young person has a disability. BCP have made a bid for £1million. They have looked at family Hub model currently operating in Doncaster, Essex and IOW.

[The Family Hub development process - National Centre for Family Hubs](#)

Early Help Self Assessment – Pippa Emerson

The journey: May 2022 re-starting the Early Help Board

Jun-Aug 2022 looking at self assessment across workforce, communities, family voice & experience, leaders and data

Aug-Oct 2022 set the vision for Early help in BCP

Oct-Dec draft Early help Strategy

Dec-Jan2023 Action Planning

Early Help System:

Early Help System



Self Assessment Areas:

The Early Help vision

Workforce
1. There is a professional family support service. Whole family working is the norm for all people-facing public services through a shared practice framework. And early help is seen as everyone's responsibility
2. Public services work together in place based or hub-based working where partners are integrated virtually or physically, based in the community with a common footprint
3. We invest in our workforce with a workforce development plan to embed the shared practice framework and there is direct support for professionals to improve their practice through a quality assurance framework
4. The response to different presenting needs are aligned or integrated to ensure there is always a whole family response

Communities
1. We are improving the connectivity between voluntary and community sector activity, family networks and formal early help activity
2. Our relationship with community groups and voluntary organisations embodies a culture of valuing the contribution of all
3. We are building capacity in communities and harnessing the talent of parents, carers and young people with lived experience to help one another
4. We are shifting decision making about local services and facilities towards families and communities

Early Help is the total support that improves a family's resilience and outcomes or reduces the chance of a problem getting worse

Family voice and experience
1. There are well established mechanisms to gather and act on feedback from families and engage people with lived experience in service design, governance and quality assurance
2. Families say they know how to navigate local services and how to get help
3. Families who have several needs say they know who their lead practitioner is, that all their needs were considered individually, and as a whole, and they only needed to tell their story once. They also say all the professionals work together to one plan in a team around the family
4. Families say that those that helped them listened carefully, cared about them and told them about their strengths
5. Families say that the help they have received addressed all their problems and they are better connected to their own support network and local community

Leaders
1. There is a senior strategic group accountable for the Early Help System and the partnership infrastructure evidences a focus on early help, whole family and whole system working
2. Our system is balanced, so that more appropriate support is provided for children and families earlier to avoid unnecessary or costly statutory intervention in the children's social care system
3. Partners have agreed a shared set of measures at family, cohort, demand and population level, including quality of practice and family voice, which collectively represent the effectiveness of the Early Help System
4. There is a culture of using evaluation and evidence to inform development of the Early Help System

Data
1. There is a senior strategic group with representation across the partnership, which is accountable for developing and driving the use of data for the whole Early Help System
2. All data feeds are shared safely and robustly across the partnership, brought into one place and used to identify family needs
3. Case management systems are accessible to all partners working with families and allow us to quantify all issues affecting the family and report on all issues and outcomes in a quantifiable way
4. Working with our strategic partnership group we are developing innovative approaches to the use of data. We are using technological solutions to match data, present information to family workers and strategic boards and analyse these data to prevent the escalation of needs

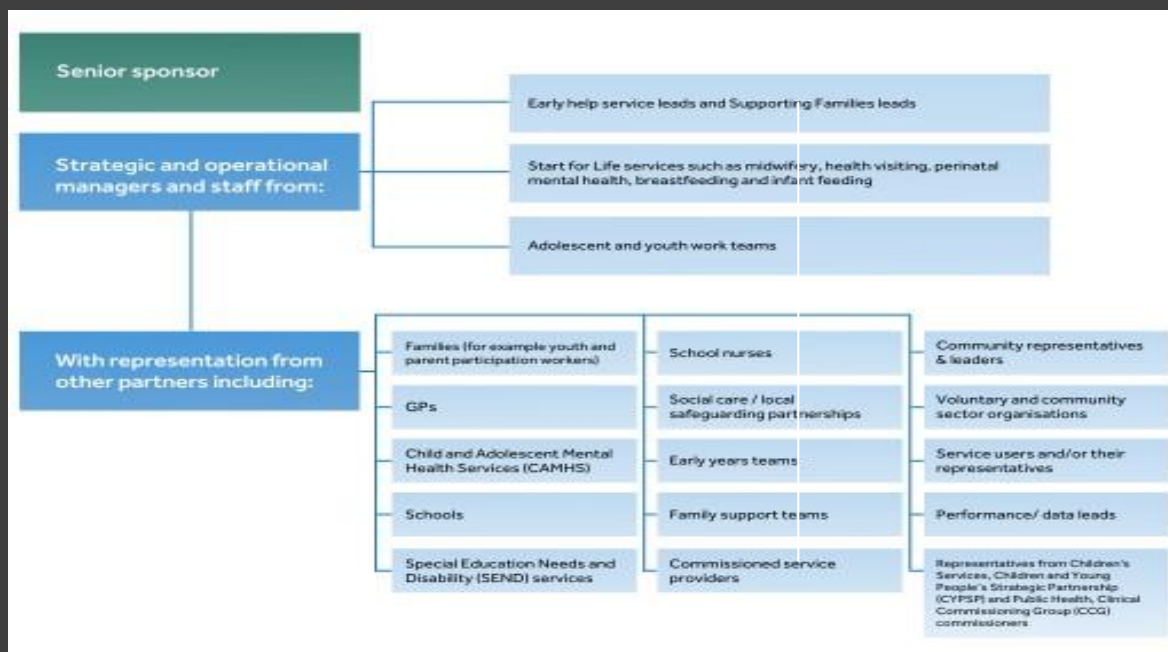
Family Support Plan Development Stages – Gaye Wright – Operational Manager

Stage 1: Building consensus on the need for change – using data to understand current support delivery

Stage 2: Specifying a Family Hub Approach – developing a shared understanding of the model the partnership wants (inc. outcomes)

Stage 3: Planning Implementation: Testing readiness of the partnership to implement the model and plan implementation

6 physical spaces – currently Family Centres – also some about schools and libraries being used as knowledge hubs



[Family Hub model framework \(publishing.service.gov.uk\)](https://publishing.service.gov.uk) DfE draft framework

CCG running a wellbeing hub in Boscombe – has BCP worked with CCG re using Wellbeing Hub – not duplicating work.

Early help Workstreams – Jo Hooper

5 workstreams covering:

1. Communication and Consultation Workstream	1. Digital Development Workstream	1. Family Hub Operational Workstream	1. Evaluation and Impact Workstream	1. Family Hub Capital Asset Workstream
<p>Lead Officer: Sharen Stevens</p> <p>Deliverables:</p> <ol style="list-style-type: none"> Public Consultation – stronger and sustainable relationships with the localities including community and voluntary sector partners Co-production strategy Gathering voice of cyp, families, internal and external partners. Governance of Stakeholder Meetings: ToR and etc Shared organisational responsibility for provision and commissioning of resources Comprehensive Comms Plan Road map and implementation plan 	<p>Lead Officer: Graham Downs</p> <p>Deliverables:</p> <ol style="list-style-type: none"> Established digital access points with integral referral pathways via the Family Information Directory that are co-designed IAG Virtual chat Virtual delivery across the ages Road map and implementation plan 	<p>Lead Officer: Gaye Wright</p> <p>Deliverables:</p> <ol style="list-style-type: none"> 6 operational family hubs with co-located teams Multi-agency workforce development IAG Hub usage and service delivery: e.g. clear and simple referral routes Community partners Rethink community action meetings SEND offer Governance of FH and TaS Enabled outreach service Co-designed spaces that are inclusive of all aged children young people and families Data sharing agreements Road map and implementation plan 	<p>Lead Officer: Jane Rose</p> <p>Deliverables:</p> <ol style="list-style-type: none"> Shared data is used to respond to need with local evaluation benchmarking Implement the DfE Quality Assurance Framework BCP Evaluation Framework and outcomes linked to KPIs EQIA Locality data sets and monitoring Overarching Data Protection Impact Assessment Road map and implementation plan 	<p>Lead Officer: Service Managers Graham Downs</p> <p>Deliverables:</p> <ol style="list-style-type: none"> Rational for current 15 buildings and associated recommendations for use Finances to manage these Budget / audit / revenue costs Road map and implementation plan

Updates:

Jeanette Yorke gave an update on Team Around Schools - Early Help Navigator role in schools. All schools interested in the role. The aim is that navigators will help families with support in the community. Raised the point that there was some confusion with this role – it appears schools may not be given the correct info about the role. Even if all schools are interested there needs to be better communications. Also it has been put to parents that the navigator will be delivering 'parenting courses', sounds rather patronising, we have raised this issue before – we don't need training, we need the right support at the right time.

Jeanette will take this up with schools and ensure the message about the role is delivered better. The idea around the training is for those parents who may not be able to attend a setting, the navigator could deliver it one on one in the home if wanted.

Asked where navigators have come from – new recruits or moved from other areas within BCP. A mix of both. Asked if the navigator would be working with the whole family – siblings, also grandparents etc. Navigators should be working with immediate family – looking at impact and need for support.

Michael Batty asked about the scope of this work – would navigators know where to signpost support in the community for Domestic Abuse, Substance misuse etc. There would need to be extra training delivered.

