

EARLY HELP Action Plan Update January 2014

<u>MATRIX AREA</u>	<u>PROGRESS LEVEL</u>	<u>2014-2016 Action No.</u>	<u>ACTION</u>	<u>ACHIEVEMENT TO DATE</u>	<u>NEXT STEPS</u>	<u>PROGRESS</u>	<u>TIMESCALES</u>	<u>WHO</u>
<u>PLAN</u>	3	1	Finalise the Early Help Strategy for approval at CYP Strategic Partnership Board. This will include a draft action plan established against the maturity matrix.	Stoke-on-Trent Early Help Strategy 2014-2016 agreed by the C&YP Strategic Board on 23 May 2014. Launched in June at the Partnership Event and reports to the CYPSP. Early Help Assessment has also been signed off.	Utilising Co-operative working cost calculator to develop a robust economic understanding of Early Help and articulate the Business Case for Early Intervention in Stoke-on-Trent.	G	Jan-15	Tracy Jackson (Head of City Wide Locality Working)
	2	2	Ensure appropriate governance is in place for the leadership of Early Help. Establish a strategic group to support and embed the implementation of the Early Help Strategy.	Strategic Group has been established, next meeting is planned for 5/11/2014. Membership requires full commitment and possible review. Letter sent to Partners from Tony Oakman (Executive Director - People) 13/10/2014 to encourage support and increase momentum. Early Help is fully integrated into the Co-operative Working model and features throughout the workstreams.	Consider Frequency of Strategy Group beyond March 2015.	G	Next Strategy Group 16.2.15 (monthly until March)	Tracy Jackson (Head of City Wide Locality Working)
	2	3	Hold a workshop for Chairs of all appropriate Boards in the City to provide a briefing on Early Help.	EH Officially launched in June at the Annual Partnership Event. Published on line. Partners agreed to have EH on agenda at all board meetings.	School Improvement Group to be addressed 9/2/15. Big Bang launch event for Co-operative Working 27/2/15.	G	Feb-15	Tracy Jackson (Head of City Wide Locality Working)
	2	4	Ensure that Early Help Measures are identified in a defined sub-section of the JSNA.	Early Help measures currently being developed and reported in the CYP&FP - Priority 5. Substantial progress and robust needs analysis linking to the JSNA.	The measures suite has been further enhanced during quarter 3 of 2014/15. We can now demonstrate the change in agency registrations over time and have additional information around nature of registrations (levels). The outcomes model is to be tested in quarter 4 of 2014/15 but at present, we are reluctant to incorporate current EH data into JSNA due to its robustness.	A	Feb-15	Karl Robinson (Performance and Programme Manager)
	2	5	Hold specific sessions with partners to evaluate data and create delivery plan to impact on outcomes.	Early Help Measures and Outcomes Summary to be shared with key staff.	To be arranged during February 2015 as the current data suite has been cleansed through the January data cleanse exercise. Internal data has been strengthened and now is an opportune time to target the external data sources.	A	Feb-15	Karl Robinson (Performance and Programme Manager)
	3	6	Clarify the requirements of the commissioning team to ensure Evidence Based Programmes are consistent and delivered with fidelity across service delivery. Standardise evaluation process.	Early Help is built into commissioned services contracts and is stated as a clear requirement for funding.	Common Commissioning standards for Early Help are monitored by Commissioners.	G	Complete	Carolyn Higgs - Strategic Manager Commissioning
	3	7	Establish clear link to Children's Commissioning Group to create pathways for Early Help delivery.	E-Mail sent from Tony Oakman 21st October to CYP Commissioners group (includes CCG commissioners, public health, LA commissioners and NHS England/LAT-Andrea Westlake) with letter attached asking for further support.	Review Early Help Delivery as a regular agenda item capturing EH measures in commissioned service.	G	Complete	Jaime Wainwright-Jones (Acting Strategic Manager)

<u>DELIVER (WORKFORCE DEVELOPMENT)</u>	2/3	8	Create Champions for Early Help Assessment across the partnership to advocate the strategy and deliver against the Action Plan.	194 EHA champions identified. Regular briefing sessions held. Support package designed for practioners to complete the Early Help Assessment Action Plan designed.	Identified agencies with no champion and will target through Strategy Group Members support.	G	Complete	Claire Maxwell (Early Help Assessment Coordinator)
	2	9	Work with partner agencies to increase their understanding of thresholds and increase awareness of Early Help services available.	28 Organisations have received individual briefings tailored to their organisation. Use IFIS team and Locality Social Worker to support through existing networks such as collaboratives to enhance this further. The threshold document has also been reviewed.	Champions to cascade their training - VCCP invited to next dates (12/2/15 & 25/2/15) to ensure this fits with step-up/step-down procedure. Early Help data review to establish if agencies not completing Early Help match innapropriate high referrers to social care with aview to targeting support through collaboratives, VCCP and EH Co-ordintor.	A	Feb-15	Claire Maxwell (Early Help Assessment Coordinator) & VCCP Rep?
	2	10	Using Co-operative Working as the conduit to ensure different services and teams work better together, hold risks appropriately and support the agreed common aims of Early Help.	Early Help principles are included throughout Co-operative Working presentations /training /paperwork. Continually utilise the expertise of the locality social worker.	Early Help is fully imbedded throughout the Co-operative Working Model.	G	Full Roll-In May-15	Jaime Wainwright-Jones (Acting Strategic Manager)
	2	11	Utilise Learning from Localities and Re-balance Me to build a greater understanding of problems that families experience and from this understanding, develop an integrated approach to helping them improve their future oppourtunities.	Early Help Pathway's and Journey's and Levels of Need are part of the training plan for Co-operative Working.	Further learning is required to ensure the training plan encorporates all of the Specialist On-Pull Services. This learning is scheduled to take place throughout Feb-15.	A	Feb-15	Jaime Wainwright-Jones (Acting Strategic Manager)
	2	12	Build on the One Staffordshire Agreement, work towards better information sharing, both for agencies and for families.		Build on the One Staffordshire agreement ensuring all organisations have arrangements in place which set out clearly the processes and the principles for sharing information between each other, with other professionals and with the LSCB. Advice from legal received regarding information sharing/Consent is on-going.	A	Mar-15	Jaime Wainwright-Jones (Acting Strategic Manager)
	1/2	13	Ensure effective assessment and swift and easy access to specialist provision around issues such as mental health, domestic violence, substance misuse, parenting etc.	Strong networks/partnerships formed, case file audits robust, outcomes and system conditions identified.	Develop implementation plans for each locality through Co-operative Working. Identify system conditions preventing the successful implementation of EH.	A	Mar-15	Jaime Wainwright-Jones (Acting Strategic Manager)
	1	14	Embed multi-agency training across operational teams.	EH Champions to support the roll out of EHA . Experienced practitioners are continually supporting champions to deliver within their agencies.	Champions to cascade their training - VCCP invited to next dates (12/2/15 & 25/2/15).	G	Ongoing	Claire Maxwell (Early Help Assessment Coordinator)
<u>COMMUNICATIONS</u>	1	15	Share positive examples of effective EH delivery .	Use IFIS team to support through existing networks such as collaboratives to enhance this further and Champions to promote.	Best Practice examples of EHA will be uploaded onto Web-site by the end of Februrary. Will continue to look at National Best Practice & Benchmark.	G	Complete	Claire Maxwell (Early Help Assessment Coordinator)
	1	16	Promote FISH as the mechanism to support all practitioners working with families to source information and means of support.	Continue to promote and encourage early intervention signposting and co-ordination within local communities to improve families awareness of service available. Design for 'Single Access Point' for Co-operative Working near completion. DLT approval for basic structure given 29/1/15.	Additional training and support for team moving forward into the new model and full promotion of FISH/New Front Door part of the wider Comms plan for Co-operative Working.	A	Ongoing	Jane Fallows (Childcare Sufficiency, Access and Information Manager)

	1/2	17	Strengthen the alignment between Co-operative Working and Vulnerable Children and Corporate Parenting including reviewing thresholds, Step Up/Down processes and transition points.	Step up/Step down process implemented. Threshold document reviewed	Testing a new 'Single Access Point' for Co-operative Working in December 2014. Use data analysis to understand where thresholds are not being met. Utilise Specialist Leads and locality social workers to ensure risks are clearly understood between professionals so that families can move between Early Help and specialist Statutory intervention at the right time.	A	Mar-15	Jaime Wainwright-Jones (Acting Strategic Manager)
	1/2	18	Implement an effective multi-agency case file audit system to embed quality of assessment and intervention.	Review current case file audit systems and practice from IFIS, TF & Localities to inform a new standardised approach.	Designed and agreed. On test in the Families Matter Team & Project Team until the end of Feb-15.	G	Dec-14	Claire Williamson (Locality Co-ordinator)
	2	19	Define what quality supervision looks like and embed best practice using IFIS as a starting point.	Review current Supervision policy and practice from IFIS, TF & Localities to inform a new standardised approach.	Designed and agreed. On test in the Families Matter Team & Project Team until the end of Feb-15.	G	Dec-14	Claire Williamson (Locality Co-ordinator)
EVALUATE	2	20	Create an IT system which provides a single view of the customer (action included in work stream for Co-operative Working).	CAPITA has been developed to include a separate Early Help Module. This will merge into Co-operative Working Model from January 15. Open EH cases will be transferred by 27/10/14 and historic data archived.	CAPITA initial phase of development is complete and in use. Transferred all of the current open caseload to the system and the closed cases will now be held in a master archive file. All new cases are now only logged onto the CAPITA system. Once the cooperative working structure is implemented, all internal staff will be responsible for their own case management in the system. External agencies we continue to refer in through current mechanisms until other avenues can be investigated (i.e. webform/ cloud).	A	Feb-15	Karl Robinson John Bowler
	2	21	Develop and implement a new Outcome Monitoring Tool.	CAPITA has been developed to include a separate Early Help Module.	Further discussions and decision regarding EH and Co-operative working framework. Include EH measures as part of the wider co-operative working.	R	Feb-14	Karl Robinson
LEADING	3	22	Revisit Governance Document to ensure reporting links between all main Boards (including LEP).	C&YP Strategic Partnership Governance Document is in place and is on the partnership site, this is reviewed regularly. Updates from reviews are reported to the Strategy Group quarterly. Service Improvement Plan (VCCP).	Further Develop Early Help performance data to ensure there is adequate understanding of performance to enable robust challenge from the board where appropriate.	A	Feb-14	Kerry Madden (Strategic Governance and Planning Manager)
FAMILY FOCUS	2	23	Ensure the views of children, young people and families are able to influence the delivery of Early Help, ensuring services are "family friendly".	Link into Engagement Strategy and use existing Forums to capture family voice. Children's voice captured in case notes.	Family Friendly' versions of the strategy developed.	G	Feb-14	Claire Maxwell (Early Help Assessment Coordinator)

The 4 levels of progress against the Matrix are;

Basic Level	1
Early Progress	2
Substantial Progress	3
Maturity	4



Elements ▾	Basic level	Early progress	Substantial progress	Maturity
Planning				
Delivering				
Evaluating				
Leading				
Family focus				

