

Early Help overview report for Scrutiny Panel

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The Early Help 0-19 offer

The 0-19 Early Help integrated service delivers an enhanced early intervention offer with cohesive, integrated and targeted multi service provision to support the universal health and additional social care needs of children and their families; early on and within their local communities .

The service uses its resources such as targeted family support and community health practitioners, with voluntary sector partners and works with schools and other agencies to strengthen our response to community safeguarding, health and wellbeing, inclusion and early help in localities. We will deliver flexible outreach services to meet needs and engage families an early stage.

This focussed preventative approach aims to reduce the number of children coming into statutory services with escalated needs and requiring the intervention of the Courts. The offer covers communities across the City based within East, Central and West hubs and where targeted activity takes place in high need areas.

Hubs are located within the current sure start and children's centre resource.

Role Descriptions and focus

People	Purpose	Process	Outcome
Universal Tier 1			
Family Support worker to co-ordinate volunteer activity.	Ensure there are suitable volunteers available for each locality to support delivery of parenting groups such as EPEC, NVR and child health clinics in Family Hubs.	Volunteers seconded to or directly provided, to work with Health Visiting teams and Tier 2 support staff to support provision of groups and clinic based delivery of the healthy child programme 0-19. Promote use of Family Information Service.	Building community capacity for positive impact on mental health, community engagement and increase employment opportunities. Increased workforce available to support delivery and engage target communities.
Specialist Community Public Health Nurse (HV or SN).	Leading on Healthy Child Programme pre-birth to 19, taking into account when planning, implementing and evaluating activities in each locality.	HV's lead on family based public health interventions. SN's lead on Health and Wellbeing Action Plans with senior schools and colleges and individual public health interventions with families.	To ensure inequalities addressed and community including school readiness and school needs are identified at the earliest point, with links to planning process to close any identified gaps or alert to trends emerging that may require resources or approaches to be diverted.
Family Support worker	To provide lead professional role for	Tier 1 family support.	Improved (healthy) behaviours, relationships and lifestyles.

	families 0-19 - completing assessments with families to target/co-ordinate support/services for families to sustain improvements. Delivered through individual and group work.	Progress to be monitored utilising an impact assessment tool such as Star Outcome. Offer of up to 4-6 months input to address needs identified.	To reduce escalation to Tier 2.
Family Hubs staff host services such as Birth registrations and other community led services.	To ensure that every new parent comes through the door of Family Hubs providing early access to public and community based services and networks for all including those who are typically harder to reach.	Family Hub staff to provide a location for necessary parenting steps such as ante and post-natal support working in partnership with other agencies such as maternity.	A universal provision that will capture the hard to reach families and introduce new parents to the services that could support them at an early intervention.
Midwifery teams (hosted in Family Hubs) from booking by 12 weeks to 28 days maximum post-natal.	Safe delivery of healthy babies and mothers. Need to identify risk factors and share with 0-19 SPA.	Identification at earliest booking opportunity, self-referral or by GP.	Safe delivery of healthy babies and mothers. Window of opportunity to facilitate behaviour change around healthy lifestyles for intergenerational health improvements.
Community Health Nurses focused in localities and linked to GP practices.	Deliver 5 mandated contacts for those children and families not known to be at risk of poor outcomes.	Allocated by health visitor in antenatal period or at point of transfer in to the City. Supervision by Health Visitor. Delivered through digital technology, clinic and group based activities. For those parents not allocated to HV or FNP.	Evidence based contacts that deliver screening requirements and promotes healthy family relationships. Promotional activities in early childhood and positive parenting. Reinforcement were appropriate of self-management utilising restorative approaches.
Public Health nursing from current School Nursing (SN) establishment (includes Support workers).	Deliver Healthy Child Programme across 5-19 incorporating National Childhood Measurement Programme. Deliver immunisation programmes in schools. Text messaging	Allocated by school and college. Supervision by SN to ensure competencies are maintained for safe and effective delivery.	National requirements are met for NCMP and Immunisation coverage. Schools and colleges are able to keep young people who have long term conditions safe. Text messaging enables timely access to the appropriate practitioner.

	service managed by qualified nurses.		
Front of house at Family Hubs	Providing a welcoming and accessible environment that supports those using the family hubs, signposting clients to appropriate community services.	Delivering what is needed by service users and agencies.	Well managed and fully utilised family hub facility for the community.
Universal Plus Tier 2			
Community Health Nurses (CHN), Associate Practitioners and Family Support Workers.	<p>Short term interventions after completion of an outcomes star on the following:</p> <p>Infant feeding/ breast feeding Sleep Behaviour Maternal Mental Health Attachment Developmental delay Toileting School Attendance issues Self esteem Supporting PHSE in schools Healthy lifestyles 0-19 Behaviour change Teenage sleep and behaviour issues</p> <p>Helping parents to parent more effectively utilising parenting approaches such as EPEC, Solihull NVR and Incredible Years.</p> <p>Support and containment until other agencies such as Emotional Health and Wellbeing service, CAMHS or other specialist teams are involved.</p>	<p>Community health nurses (CHN) will identify the need direct from delivery of the Healthy Child Programme. 2 home visits provided only with the rest by telephone, digital technology and in Family Hubs.</p> <p>CHN can be allocated brief interventions form the integrated service via a SPA.</p> <p>Family Support Workers can take requests for help from family or young person, GP, school or college.</p> <p>4-6 sessions as 1:1 or in groups, can be delivered in Family Hub or school or college. Reviews need to completed after 6 sessions</p> <p>Triage assessment by phone then plan to meet needs agreed.</p> <p>EHA to be completed with all.</p>	<p>Early help provided to children and young people 0-19.</p> <p>Families, young people and professionals know how to get help when it is needed quickly and efficiently.</p> <p>The help received is effective at meeting the needs without requiring Tier 3 help.</p> <p>There are fewer repeat requests for support for the same issue.</p> <p>The family or young person are empowered to know how to look after themselves if the problem or concern arises again.</p>
Universal Partnership Plus Tier 3			

<p>Midwifery NEST Team, identified at booking by 12 weeks.</p>	<p>Provide 1:1 care through antenatal period and labour.</p>	<p>Case loaded when risk factors identified as soon after or at booking.</p> <p>EHA to be completed on all.</p>	<p>Targeted input to improve outcomes to children and families and reducing escalation to Tier 4.</p>
<p>Health Visitors (ECHO) focused on those most at risk of poor outcomes through identification of risk factors from assessment by Midwife, GP, HV or 0-19 integrated team.</p> <p>Caseload maximum of 50 Maximum of 25 visits pre-birth -3 years.</p> <p>Includes Specialist HV team who work with children with disabilities in each locality.</p>	<p>Deliver targeted healthy child programme with focus on improving outcomes across a range of parent, child and public health outcomes.</p> <p>25 visits pre-birth – 3 years.</p> <p>To support children with disabilities and their families.</p>	<p>Identified by NEST midwifery team, GP, HV team, 0-19 workforce members.</p> <p>EHA to be completed on all.</p> <p>Delivered through home visiting, in clinic settings and groups.</p> <p>Where Parent does not meet FNP criteria due to age or multiparous pregnancies.</p>	<p>Targeted input to improve outcomes to children and families and reducing escalation to Tier 4.</p>
<p>Public Health Nurses 5-19</p>	<p>Focus on complex health needs which need co-ordination across agencies such as GP practices and multi-agency team.</p> <p>Supporting schools with care plans for long term conditions.</p> <p>Delivery of the public health aspects into special schools.</p> <p>Leadership of the 5-19 healthy child programme and health teams.</p>	<p>Initially from Early help Hub transitioning to SPA.</p>	<p>Focus qualified nurse resource at population and targeted level with supervision of tier 2 young person activity and tier 3.</p>
<p>Family Navigator 5-19 (Subcontracted to No Limits) and Inclusion Family Engagement Workers.</p>	<p>Supporting families to navigate health and support services whose children have a problem with school attendance and attainment.</p>	<p>Delivering aspects of the Healthy Child Programme under the supervision of the Specialist Community Public Health Nurses.</p> <p>Short Intervention – GP Referral only.</p>	<p>Targeted input to improve outcomes to children and families by improving sustained school attendance and reducing escalation to Tier 4.</p>
<p>Emotional health and wellbeing worker 11-19 (Subcontracted to No-</p>	<p>Provide emotional health and well-being support to 11-19 year olds in the senior</p>	<p>Delivering aspects of the Healthy Child Programme under the supervision of</p>	<p>Targeted input to improve outcome to family and child Prevention and early intervention to reduce escalation to Tier 4.</p>

Limits).	school environment under the supervision of the Specialist Public Health Nurses.	the Specialist Public Health Nurses.	
Family Nurse Partnership	<p>Deliver intensive healthy child programme with focus on improving outcomes across a range of parent, child and public health outcomes.</p> <p>Incorporating latest evidence from ADAPT programme including eligibility and programme offer.</p>	<p>Identified by NEST midwifery team, GP, HV team, 0-19 integrated team members. EHA completed on all.</p> <p>Home visiting.</p>	Targeted input to improve outcomes to child and family. Prevention and early intervention to reduce escalation to Tier 4.
Family Support worker	To provide lead professional role for families 0-19 - completing assessments with families to target/co-ordinate support/services for families to sustain improvements.	<p>Tier 3 family support need identified by MASH/ Resources Panel for follow up.</p> <p>EHA and plan to be produced and progress measured.</p> <p>Offer of up to 4-6 months input to address needs identified.</p>	Improved (healthy) behaviours, relationships and lifestyles To reduce escalation to Tier 4.
Senior Family Support workers	<p>As above – but leading with a thematic approach including Domestic Abuse, SEND, Child Exploitation and Substance Misuse, Employability providing a lead professional role for families 0-19 and providing a Team around the Worker model support for other staff.</p> <p>Delivered through individual and group work.</p>	<p>Tier 3 family support need identified by MASH, Step Down, EHA and a intervention plan completed on all.</p> <p>Progress to be monitored utilising an impact assessment tool such as Star Outcome.</p> <p>Offer of up to 4-6 months input to address needs identified.</p>	Improved (healthy) behaviours, relationships and lifestyles To reduce escalation to Tier 4.

Outcomes and service development areas:

- The service is delivering a wide universal offer and provides easy access for families within localities - this will continue.
- The targeted offer supporting additional needs currently engages 980 children, some where the length of support has been extended due to ongoing need or where a disability or illness is related.
- The service supports families who are isolated and need help to connect with their communities, the hubs have become vibrant meeting spaces.
- Cases that are not accepted into the MASH as referrals are regularly signposted to the 0-19 service.
- The offer will become more targeted and will focus on more complex families as we develop a more specialised offer – including mental health support, responding to domestic abuse etc.
- The service Dataset overseeing performance across the integrated workforce has been newly developed and will be available to scrutiny going forward.

Key Service Pressures:

1.	Additional significant financial savings required by SCC. This pressure is likely to have an impact on play services in children's centres and where some roles will be merged/changed. This service has a £10m budget and is required to reduce to £9m with additional savings targets likely. The service is further challenged as it relies on unsustainable funding sources such as the Trouble Families grant (600k per year) and public health funding – both of which are reducing over the next 2 years.
2.	Locality Managers roles and potential vacancies. This is being addressed – the role are difficult to recruit to due to the cross service knowledge required.
3.	Development of the targeted offer through ECHO and Senior Family Support Worker role adjustments. The aim is to deliver more targeted and specialist services to prevent families breaking down, children coming into care and children requiring the intervention of formal safeguarding services.

Service Delivery Highlights:

1.	EPEC has been recruited to and will commence delivery in all localities in September, official launch also in September
2.	Re modelling of Senior Family Support Worker role is underway. This will create a simpler and clearer early help pathway for families
3.	Public Health Nursing NCMP and Immunisations uptake rates are increasing

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