

One Point and Think Family Service: Plan on a Page (2023/24)

Vision: We want all children, young people and their families in need of early help to receive support which is timely and uses approaches and interventions that we know work and are informed by the voice of children and families, in order to build resilience and achieve positive outcomes for children and young people.

What are our priorities?

1. Deliver on the national Supporting Families programme, Stronger Families in Durham

2. Continue to develop a culture of continuous improvement and learning across the workforce

3. Implement and deliver Durham's Family Hub and Start for Life

4. Target vulnerable children, young people and families at risk of poor outcomes

Outcome Measures: How we will know if we have been successful?

1. Achieve and exceed significant and sustained positive outcomes for 1,230 families by Mar 2024.
2. We will increase the number of partners leading on EH and TAF across early help system in County Durham
3. The quality of early help assessments across early help system is good.
4. Families tell us in service user satisfaction surveys they feel services have worked well together to meet family needs

1. Reduction in re-referrals into early help services and statutory services.
2. 100% of Learning Reviews are rated good or better.
3. 90% or better positive feedback from service users across all questions.
4. All children and families have robust management oversight to ensure positive outcomes
5. Increase use of Signs of Safety/Wellbeing Tools in OPS/in line with Signs of Safety Expectations document.
6. The number of children and families achieving positive outcomes as a result of attending evidence-based programmes / activities.
7. Supervision performance 90%
8. Supervision audit show effective supervision for staff in service.
9. Social Care Advice completed by OPS is timely and of good quality.
10. Staff report being well supported by managers as expressed in annual staff survey.
11. Each locality team achieve Young Carers status;
12. All OPS Teams to achieve IiC Status.

1. Improved health, wellbeing and developmental outcomes for babies, children, and young people.
2. Improved health and wellbeing outcomes for parents and carers.
3. Improved access, connections, and relationships within local family services.
4. Reduce inequalities; and a stronger evidence base on what works in difference delivery contexts
5. Family Hub accommodation will meet requirement for co-location and multi-agency delivery

1. Deliver Young Parents programme to a minimum of 70 young parents (mothers/ fathers) per annum with 60% progress onto education, employment or training.
2. Deliver a Holiday Activities with Food programme to target group of children on FSM will meet expected targets.
3. Increase in the numbers of children and families taking part in Enhanced Parenting Support Pathway.
4. Increase the number of families receiving support for relationship distress through our graduated offer;
5. Deliver the identified outcomes of the Emotional Wellbeing commission.
6. Children with SEN/D and their families have access to a comprehensive early help offer including short break opportunities and access to the Neurodevelopmental Hub
7. Increase the use of GCP2 where neglect is a concern
8. Children and families working with OPS have access to a range of support and grants to prevent, reduce and mitigate poverty.
9. Domestic Abuse Programmes delivered across early help service support positive outcomes.
10. Increased numbers of dads and male carers are engaged in offers of family support
11. Increase the number of EPEC group facilitators and programme delivered to parents



What we will do

- 1.1 We will capture significant and sustained outcomes for families against County Durham Family Outcome Framework.
- 1.2 Deliver a learning and development programme to embed use of new FOF and the Single View Module
- 1.3 We will work with key partners to revised Early Help Assessment and process for partners;
- 1.4 Develop and implement a multi-agency early help quality improvement activity across the early help system

- 2.1 Deliver and monitor impact of the Signs of Safety Implementation plan
- 2.2 Revise Learning Review programme in line with recommendations from North Tyneside external audit review.
- 2.3 Strengthen management oversight and undertake annual audit on impact
- 2.4 We will review, implement and report on the OPS Quality Assurance Framework
- 2.5 We will use feedback from quality assurance activities to undertake six monthly deep dive auditing across the service
- 2.6 We will implement workforce development strategy and workforce pathways including a career development pathway across all tiers of the service.
- 2.7 Deliver a minimum x 2 annual workshops for OPS teams to facilitate better communication across service (one virtual and one face to face).
- 2.8 Implement the LL Group work module and associated training to consistently capture all Family Hub group activity
- 2.9 Review on a monthly basis step up/down data per team to ensure the interface between early help and children social care ensures children received right support at the right time.
- 2.10 Each OPS Team to develop a quality improvement plan based on areas requiring development as a result of quality or performance feedback.
- 2.11 Each locality team achieve Young Carers Charter.
- 2.12 All OPS Teams to achieve IiC Membership.
- 2.13 Develop and implement an inspection preparation plan for the service.
- 2.14 Develop alongside CSC and SEND colleagues a plan to improve the quality and timeliness of Social Care Advice

- 3.1 We will develop and implement universal Start for Life offer in and through all Family Hubs
- 3.2 All marketing and communications will be amended to reflect Family Hub and Start for Life programme
- 3.3 We will review and adapt Family Hub accommodation to support co-location and multiagency delivery
- 3.4 We will develop and deliver a programme of cultural change for OPS and key partners working in Hubs
- 3.5 We will implement the LL Group work Module and associated training across the service
- 3.6 Review of delivery of group work and case work across the teams
- 3.7 We will develop and implement Parent and Carer Panel and act of feedback to ensure service design and delivery meets local need.

- 4.1 Deliver Young Parent Programme to 70 young parents
- 4.2 Deliver Fun and Food Programme across key school holidays and report to Poverty Action Group and DfE.
- 4.3 Implement and monitor the impact the Enhanced Parenting Support Pathway.
- 4.4 Deliver and monitor impact Emotional Wellbeing commission
- 4.5 Train and support all OPS practitioners in use of Graded Care Profile
- 4.6 All OPS staff are offered the Financial Ability Training and are trained to use AiCD Portal.
- 4.7 Develop and implement a menu of parenting programmes including a digital offer.
- 4.8 We will develop and expand our EPEC Hub
- 4.9 Deliver in partnership a range of programmes to address Domestic Abuse including Inspire and RYPP, DART.
- 4.10 Develop and implement a fathers inclusive plan to improve engagement of dads/male carers in the design and delivery of the service
- 4.11 Work with commissioners and key partners to develop accessible support including short break, Neurodevelopmental Hub opportunities for families with children with SEND
- 4.12 Work with systems/Business Support to identify children with SEN/D
- 4.13 Develop and embed role of champions within the service including SEND/DA/MH
- 4.14 We will train staff and monitor uptake and impact of RPC graduated offer

Enabling Factors: What will make our outcomes possible ?

Effective leadership. High support and high challenge. Whole system approach to early help. Use evidence-based interventions. Workforce development and promotion of values and behaviours. Signs of Safety Practice Model. The THRIVE model and the County Durham Approach to Wellbeing is embedded in all new service developments.