



This is our...Early Help Prevention Team Action Plan

Our Vision is...

Children and Young People are supported as early as possible in order to give them the best start in life.

Our Principles are...

- Providing the right help at the right time.
- Helping people to help themselves.



PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
Troubled Families Programme: Achieve significant and sustained progress or continuous employment result for 216 families (across social care and early help)	To identify and work with target number of families at an early help level	Number of families engaged with KW-129	RP	01/04/2020	31/3/2021		66%	In progress	<p>1741 Families engaged onto the Expanded Troubled Families Programme as of 31st March 2020. (Target 1290).</p> <p>1048 Families claimed for under the Expanded Troubled Families Programme as of 31st March 2020. This included an estimated claim for 100 families for the final quarter of the Expanded Troubled Families Programme which we were unable to complete due to the cyber-attack.</p> <p>The retrospective claim for the final quarter of the Expanded Troubled Families Programme was completed in August 2020. 101 families in total with 98 families achieving significant and sustained progress and 3 achieving continuous employment.</p> <p>Further funding allocated for 216 successful family outcomes that can be claimed between April 2020 and March 2021.</p>

A confident, skilled and well supported workforce

Embedding a whole family approach

Providing Help across a Continuum of Support

Deliver an Early Help Service Offer that makes a difference

A response to the Children and Families Act 2014 and the Care Act 2015

									<p>196 Families engaged onto the Expanded Troubled Families Programme as of 31st Dec 2020. (Target was 129).</p> <p>8.1.21 - 135 Families have been claimed for in the current year to date. 135 are Significant and Sustained Progress claims which equates to 62% of our overall target.</p>
PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
The Troubled Families Employment Adviser (DWP) to upskill the workforce in terms of employment and training advice and guidance	To offer training to LA staff and partners so they understand key areas of DWP business such as undertaking benefit checks, and the value of incorporating work-focussed actions into whole family working.		VW/RP				80%	In Progress	TFEA is supporting the Prevention Team staff to upskill the workforce in completing better off calculations, encouraging the use of 'Entitled to' so that they are comfortable and familiar in using the calculation as well as using Gov.uk for benefit applications and eligibility and understanding DWP customer portals to support the families to submit appropriate claims and appeals. She is also supporting colleagues who submit partner led EHA's where appropriate.
Improve the quality of the Early Help Assessments, plans and case notes led by the Prevention team; ensuring that the voice of the child is always evident.	<p>Robust Management oversight of assessments, plans and case notes to be put in place, ensuring staff are using the 3 elements of Signs of Wellbeing in the Analysis section</p> <p>Regular quality assurance audits to be undertaken by the Prevention Leads using the Brief Case Audit tool</p>	<p>All cases will have evidence of management oversight for all assessments in EHM (audit tool).</p> <p>Completed audits will show an increase in overall grade/improvement compared to previous quarters.</p>	RP/Prevention Leads	<p>March 2020</p> <p>Jan 2021 onwards</p>			<p>100%</p> <p>0%</p>	In progress	<p>Leads are only signing assessments off that have evidence of the use of a tool (or reference to) to capture the voice of the child and any comments from a Young Person are documented in bold and italics.</p> <p>Case notes are using the 3 elements of Signs of Wellbeing in the Analysis section and being sent to Leads to quality assure. Weekly development sessions, access to the knowledge bank and weekly group supervisions are contributing to the quality of work. An EHA guidance document has been developed for staff to use which assists the worker with what 'good' looks like for each dimension of the EHA. This has proven to be extremely useful for</p>

A confident, skilled and well supported workforce

Embedding a whole family approach

Providing Help across a Continuum of Support

Deliver an Early Help Service Offer that makes a difference

A response to the Children and Families Act 2014 and the Care Act 2015

PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
									prevention lead officers to use when authorising assessments. A brief case audit tool to reflect the guidance has been developed and will be used from Jan 2021 onwards.
Increase participation/feedback from families to inform service improvement	Work with the Participation Officer to increase the response rates on customer feedback surveys e.g. by: <ul style="list-style-type: none"> Keyworkers talking to families at case closure about follow up survey Texting link to surveymonkey questionnaire Telephoning families who do not respond online 	The number and percentage of families who feedback about their experience of having an EHA and Prevention Lead Practitioner increases every quarter so that we can learn lessons to improve our practice and service delivery	RP/Prevention team leads/CS	Oct 2020					New process of texting link to families as well as telephone calls started end of August 2020 and this dual method has led to an increase in completed feedback questionnaires. In Q1 only 4 completed questionnaires were returned however in Q3 there have been 26 completed questionnaires. Whilst we recognise that we must continue to work to increase this number, it is positive that we have had such a dramatic increase.
Develop performance management framework to capture evidence of the impact of whole family key working in terms of outcomes for families	Continue to submit National Impact Study information and Family Progress Data into the bespoke dashboard to allow us to track and analyze family characteristics and progress, costs, benefits and financial data. User Satisfaction questionnaires to capture quantitative data from family feedback Comments to Key Workers provides qualitative data on	The dashboard is updated every 6 months based on the National Impact Study and Family Progress Data results. This will allow us to evaluate the fiscal, social and economic benefits of our local programme	SW	31/03/2020			0%	In progress	Information for 1791 families (6951 individuals) submitted to the Office of National Statistics in January 2020 for the final submission of National Impact Study data. LA's are no longer required to submit National Impact Study (NIS) data. MHCLG confirmed they will not collect further NIS data during the extended year of the programme. The NIS is an award-winning piece of research that is providing robust evidence that the programme is effective in improving families' lives. MHCLG have accumulated a wealth of data from LA's evaluation submissions and want to focus resource on analysis of that existing information. MHCLG will continue to match the data LA's

A confident, skilled and well supported workforce

Embedding a whole family approach

Providing Help across a Continuum of Support

Deliver an Early Help Service Offer that makes a difference

A response to the Children and Families Act 2014 and the Care Act 2015

	families experience with the service								<p>have previously submitted with national administrative datasets and continue to conduct analysis on those matched datasets.</p> <p>LA's are no longer required to submit Family Progress Data (FPD) in the lifetime of this programme. FPD has been a crucial part of the evidence base for the Troubled Families Programme for a number of years. FPD findings have featured in every annual report to date and have helped MHCLG to make the case for whole family working and early intervention with families with multiple complex needs. However, the results from the FPD have reached a steady state and are confirming what they know from previous submissions.</p> <p>MHCLG have also raised concerns around the reliability of the cost savings calculator and data dashboard. They do not have the resource to undertake quality assurance for LA's and recommend they no longer use this. MHCLG have confirmed they will continue to share national level insights from the evaluation with LA's.</p>
PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
Review and update Troubled family's outcomes plan annually in line with MHCLG requirements	TFOP to be updated by reviewing the indicators and measures with partner agencies at the Early Help Strategic Network	The TFOP is updated annually to reflect what partners expect us to achieve and enable us to make PBR claims to MHCLG	NH/SW/RP	30/06/2019	30/09/2020		100%	Completed	The Troubled Families outcomes plan was updated with partners and submitted to MHCLG in June 2020
Embed 'Signs of Wellbeing' evidenced-based practice across the Prevention teams	Team to take part in workforce training and development sessions.	All staff trained in Signs of Safety/Wellbeing.	NH/RP/Prevention Team Leads	September 2020	September 2021		98%		Staff have completed 2-day training. Prevention Team Leads have all completed the 5-day Practice Leader training.

A confident, skilled and well supported workforce

Embedding a whole family approach

Providing Help across a Continuum of Support

Deliver an Early Help Service Offer that makes a difference

A response to the Children and Families Act 2014 and the Care Act 2015

	EHM system and forms to be revised in line with SoS requirements. Monthly group supervision to be embedded across Prevention teams	Restorative practice approach and tools in Prevention casework evident through case file audits and leads finalising case notes.							In Q2 there were 10 group supervisions across the Prevention Teams. During each Group Supervision the case worker is asked the question "On a scale of 0 – 10 where 10 means: I've got what I need from the Group Supervision already and 0 means: I'm no better off, or any clearer than when we started where are you?" The average score among the 10 Group Supervisions that took place was 7.5 showing that workers find this to be a useful process. Teams have undertaken group Supervisions focused on Mapping, Harm Analysis Matrix, Building a Network, My Three Houses and Words and Pictures. Staff confidence in different aspects of practice as measured in the Signs of Safety Training Survey.
PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
Improve the quality of Early Help Referrals	Promote the 'Guide for Professionals Making a Referral' document in all partner-agency briefings Develop an audit tool to regularly assess the quality of early help referrals received in the MACH	It is clear from the Early Help referrals received in the MACH, what the worries are about the children and young people, the level of risk, and any strengths within the family Screening of early help referrals is more efficient with less requirement to contact referrers or families for missing information	MACH Manager/ EHC/SE/RP	Jan 2021			0%	Audit tool to still be developed by MACH Manager	No/% of Early Help referrals audited with all sections completed - what's working well, what they are worried about and what needs to happen next No/% of Early Help referrals audited which have a worry statement and a wellbeing goal
To increase the completion of partner-led Early Help Assessments (EHAs)	Three Early help Coordinators appointed to link with all secondary and primary	When LA does not own 100% of completed Early Help Assessments	RP/Prevention Leads/EH Coordinators	1 st April 2020	31 st March 2021		60%	In Progress	The submission of partner-led Early Help Assessments is monitored and reported on monthly.

A confident, skilled and well supported workforce

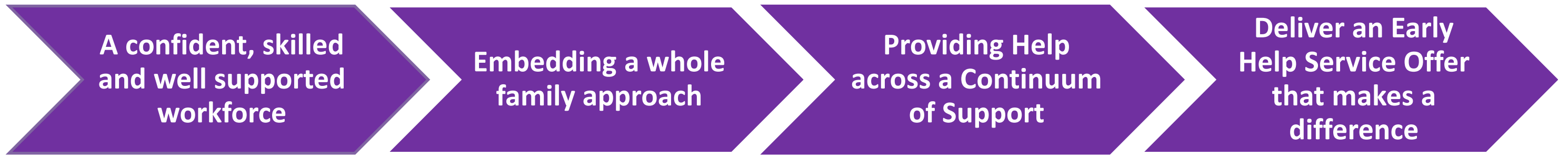
Embedding a whole family approach

Providing Help across a Continuum of Support

Deliver an Early Help Service Offer that makes a difference

A response to the Children and Families Act 2014 and the Care Act 2015

	<p>schools and other partners to support with the completion and submission of EHAs.</p> <p>Early Help Assessment guidance and an Early Help webpage have been created with resources to support agencies to complete EHAs</p> <p>An Early Help Clinic has been introduced where partners can bring cases they are worried about for advice.</p>								<p>30.9.20 - Increase in No/% of early help assessments completed in the last quarter by lead agency</p> <p>8.1.21 Early help clinic has been established and 17 partners have attended to date Feedback from lead practitioners is that they felt supported by EHCs and more confident in their coordinating role after attending clinic –100 % of cases brought by partners to Early Help Clinic where lead practitioner feels more confident to move forward with the case after attending (scaling question)</p>
PRIORITY	TASK	IMPACT MEASURE	RESPONSIBLE OFFICER	START DATE	END DATE	QUARTER COMPLETED	PROGRESS (%)	STATUS	COMMENTS / UPDATES
To ensure that the quality of partner-led EHAs and plans is good	<p>Develop a collaborative audit tool to use on EHAs and plans submitted by other agencies such as schools and Health Visitors.</p> <p>Share guidance with partners about how to complete a good EHA and plan</p> <p>Undertake regular audits of partner-led EHAs submitted</p>	<p>The majority of EHAs and plans submitted by partners is of a good quality which gives us assurance about the support being provided by external lead practitioners to families at an early help level</p>	RP/EH Coordinators/June Craven/Kate Dawson	Feb 2021	Jan 2022		0%	Collaborative audit tool yet to be developed	No/% of EHAs and plans submitted by partners which are good
To reduce the number of young people being excluded from school	<p>Targeted Intervention Officers and KW will work directly with excluded young people and those at risk of being excluded, these are identified via the Pupil Inclusion Panel,</p>	<p>When the exclusion rates for the LA are reduced. Figures are shared at Pupil Inclusion Panel. Feedback from Head of Education.</p>	RP/Prevention Leads/EH Coordinators	1 st April 2020	1 st April 2021			In progress	<p>Targeted Intervention Officers have developed an intervention programme to work in collaboration with other partners to reduce exclusion rates within the authority. TIO will also work in the family home and community and consider the needs of the wider family.</p>



A response to the Children and Families Act 2014 and the Care Act 2015

	education partners and referrals form the MACH.								
--	---	--	--	--	--	--	--	--	--