



Cheshire East Early Help Strategy 2019-22



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Background and Introduction

We are pleased to present the Cheshire East Early Help Strategy for 2019- 22. Cheshire East Partners have given their commitment to completely refresh and re-energise our approach to maximising the potential of this multi-agency strategy.



Our 2019-21 Children and Young People's Plan sets out a joint commitment that **TOGETHER** we will make Cheshire East a *great place to be young*. **TOGETHER** is our shared definition of co-production as it is inclusive to all.

We have strong communities, excellent schools and good opportunities for work and training. We want every child and their family to get the help and support they need to succeed as early as possible. Early help can make the biggest difference when it is given before things go wrong and when people get the help they need from families, communities and the right professional support.

The purpose of this strategy is to set out how partners who work with children, their families and carers will deliver services in a way which enables children to maximise their potential, are kept safe and where appropriate, prevents escalation of needs that require targeted or intensive interventions from statutory agencies.

The strategy sets out the ambition of all the partners in Cheshire East to 'get it right' for children, their families and carers by providing support and early help that enables children to thrive within their family environment and improve their long term outcome and goals. We want to achieve a **Brighter Future Together**.

Our principles as a partnership clearly sets out our commitment to work together when considering the needs of a family as a unit and to ensure that families receive a coordinated approach to their support, with a lead Person who will make sure that the needs, views and wishes of the children are fully understood and central to the support they receive.

The strategy builds on the existing work already being undertaken in Cheshire East. At the LSCB in December 2018 it was agreed that we would refocus on working at a locality level to tight, shared geographical boundaries. This will be the key direction of the future shaping of our services moving forward for the People Directorate, including commissioned services specifically our 0-19 Health Service and schools clustering model. Building upon the NHS Place based commissioning hubs for integrated care, we would like to mirror this structure for children and families services to ensure we have a much improved synergy and integrated operational model that can maximise available delivery space and potential for joint assessment, planning and team around the family working. This refreshed refocus of our resources will enable us to mainstream our whole family working approach and offer us a sustainable delivery model as developed through the Family Focus Service Transformation Grant bringing services closer to those families who present the greatest challenge to the public sectors and VCS partners.



1. Early Help in Cheshire East

In Cheshire East we are committed to making a difference to the lives of children and young people. We want Cheshire East to be **a great place to be young**, where all children and young people thrive, and feel safe from harm.

Early Help is:

Intervening early and as soon as possible to tackle problems emerging for children, young people and their families, or with a population most at risk of developing problems. Effective intervention is a process and may occur at any point in a child or young person's life.

Services offering early help are not just aimed at preventing abuse or neglect but at improving the life chances of children and young people as a whole this support can be around a wide range of issues, social and emotional skills, communication, the ability to manage your own behaviour and mental health mean a stronger foundation for learning at school, an easier transition into adulthood, better job prospects, healthier relationships and improved mental and physical health.

Why we need an Early Help Strategy

Having a strong early help offer is extremely important in ensuring we **provide families with the support they need as soon as they need it**, and we prevent problems from escalating. Serious problems can cause serious harm to children and young people in the long term, are

detrimental to everyone in the family, and are more difficult to address.

A range of agencies are involved in identifying where families need additional support, and in providing early help. This strategy will support us to have a consistent and coordinated approach across the partnership, so all families can expect the same support and good quality service no matter what their needs are and where they live.

This strategy evaluates the needs of children, young people and families in Cheshire East, ensuring that our resources are targeted where they are most needed and will have the most impact.



2. Families' Needs in Cheshire East

Demographics

With an estimated population of 375,000, Cheshire East is the third biggest unitary authority in the North West.

From 2014 to 2024, the number of children (aged 0-14) is estimated to increase by 2,000 (a 3% increase), the number of working age (15-65) is estimated to decrease by 5,000 (2% decrease) and the number of residents over the age of 65 is expected to increase by 17,000 (22% increase), which is similar to England (20% increase).

Residents of Cheshire East are predominantly White British (93.6%); however this proportion has been decreasing over the last decade (2011 Census). The Black and Minority Ethnic population (3.3%) is lower than in the North West (9.8%) and England (14%). Another significant proportion of our residents (2.3%) are from European countries, with 3,868 of these being from Poland (1%). Cheshire East has a significant travelling community.

15% of our pupils are from ethnic groups other than White British (Cheshire East School Census, January 2016), which is a two-fold increase from 7% in 2007. 5.6% of pupils' first language spoken at home was not English, which has increased from 2.1% in 2007.

Cheshire East is a relatively affluent area and we know that most of our children and families experience good outcomes. However, there are pockets where child poverty and associated deprivation is endemic and intergenerational.

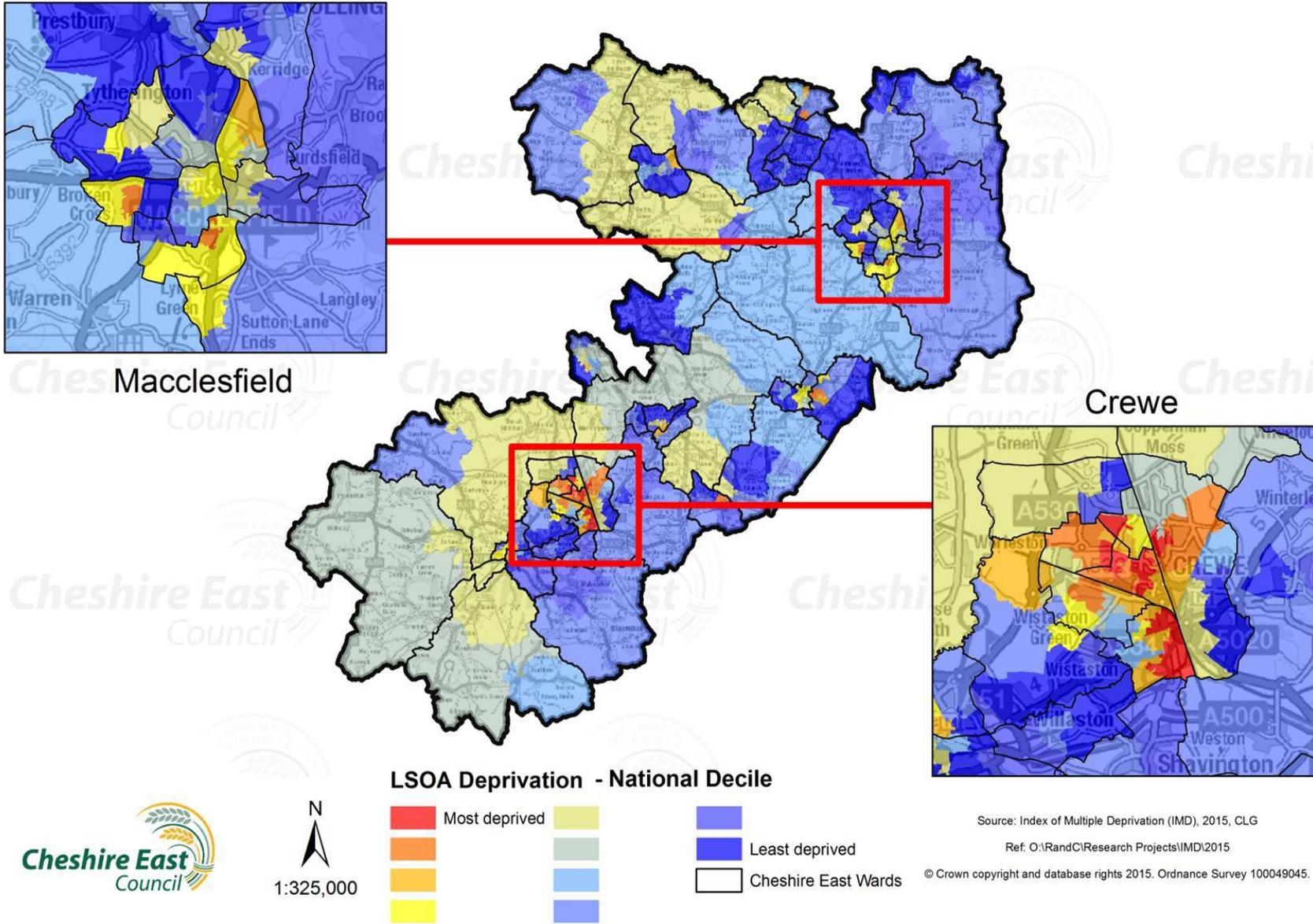
Cheshire East has 18 areas which are within the top 20% of the most

deprived areas in England, affecting 31,600 people or 8.5% of Cheshire East's population. These areas are shown in the map below. 13 of these areas are in Crewe, with two in Macclesfield, one in Wilmslow, one in Alsager, and one in Congleton. Overall, relative deprivation has increased since 2010, as only 16 areas were previously within the top 20% of most deprived areas.

We know that there are over 8,000 children living in poverty in Cheshire East (2014 Cheshire East Business Intelligence). There are still more families living on the edge of poverty, but we don't know how many. We know that living in poverty can put additional strain on families. For some families, living in rural areas can make living in poverty even more challenging, due to more limited access to services, isolation, and a lack of community support.



Heat map showing deprivation in Cheshire East



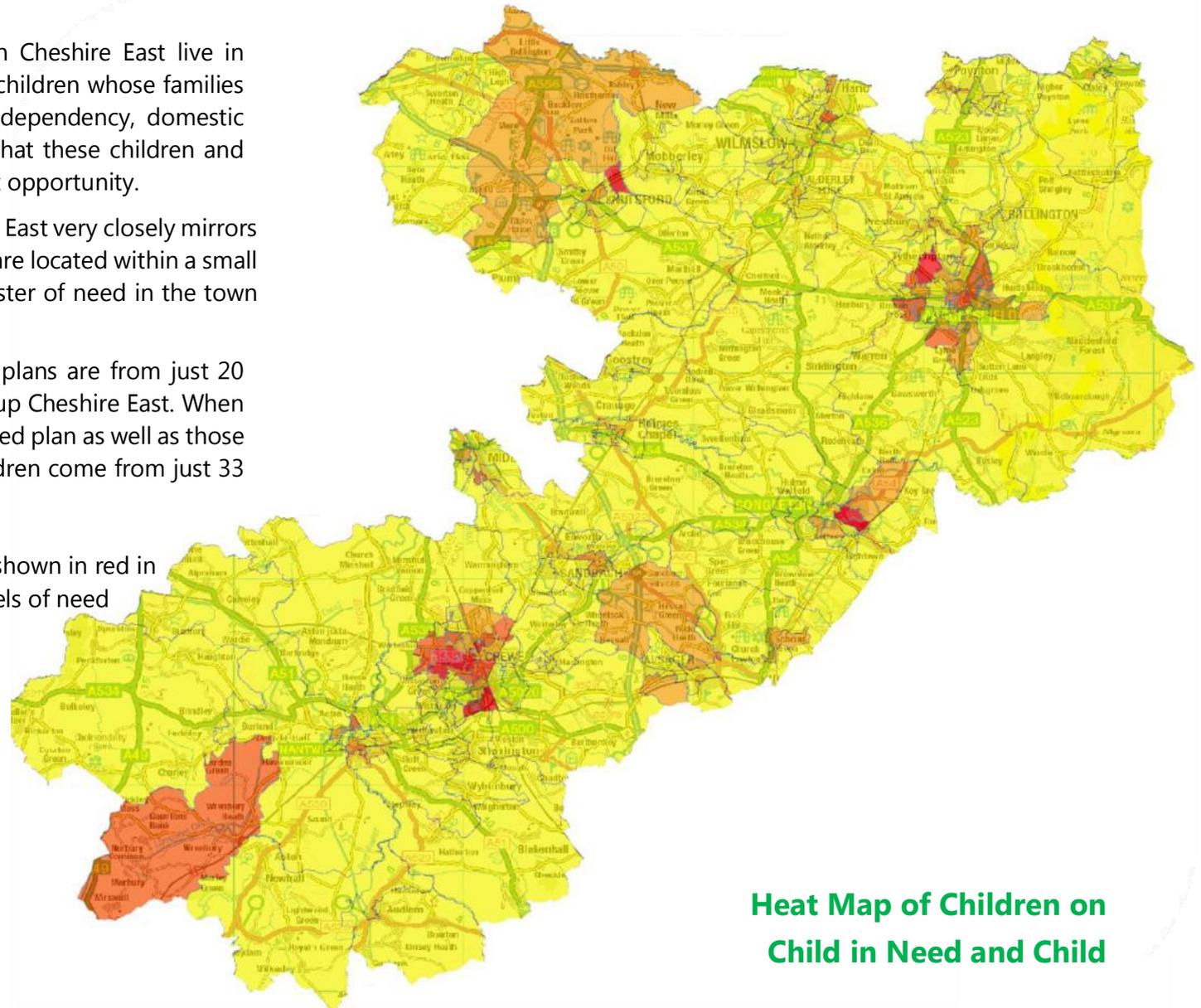
Need in Cheshire East

A number of children and young people in Cheshire East live in difficult family circumstances. These include children whose families are affected by parental drug and alcohol dependency, domestic abuse and poor mental health. It is crucial that these children and their families benefit from help at the earliest opportunity.

Our geographical pattern of need in Cheshire East very closely mirrors our areas of deprivation. High levels of need are located within a small number of areas, with a more significant cluster of need in the town of Crewe.

Half of all our children on Child Protection plans are from just 20 areas (8.5%) out of the 234 areas that make up Cheshire East. When we consider children who are on a Child in Need plan as well as those on a Child Protection plan, half of these children come from just 33 areas (14% areas).

High levels of children on support plans are shown in red in the map on the left. This shows that high levels of need are concentrated in a few very distinct communities.



**Heat Map of Children on
Child in Need and Child
Protection Plans**

Levels of Need

We have four levels of need in Cheshire East. Early help covers services provided across the first three levels; universal, targeted and complex.



A quick reference guide is available on our thresholds to support practitioners to identify the holistic needs of children and young people.

Thresholds cannot entirely account for all the complexities of children's lives. Therefore, those involved, practitioners and families, **must always consider the lived experience of the child**, and whether the outcomes that child is experiencing are good enough, so we can take action as soon as possible to ensure their needs are met within their timescale.

Level 1: Children with No Unmet Needs

Children are achieving their expected outcomes. There are no unmet needs, or their need level is low, and can be met by universal services or with some limited additional guidance and support. Children, young people, parents and carers can access support directly.

Level 2: Children with Additional Needs

Children and young people are in need of coordinated help and support. The need cannot be met from universal services alone, but can be met from a single service or some limited additional support.

Level 3: Children with Multiple and Complex Needs

Children at this level have complex needs, and a targeted multi-agency approach is required, eg, through a group of services using the Early Help assessment process, supported by a coordinated and regularly reviewed multi-agency support plan.

Level 4: Children with Acute/Specialist Needs

These children are at risk of or may have suffered significant harm and in need of statutory services. Additionally, they may be children with very significant disabilities which contribute to a level of complexity necessitating a specialist social work Assessment.

3. Our Early Help Offer

Our Services

The majority of level 3 Early Help interventions in Cheshire East take place within three broad workforces: the Council’s Early Help Services, Health providers and educational establishments. Alongside these workforces there are a range of voluntary, community and faith organisations that play an extensive role in providing early help to families in Cheshire East.

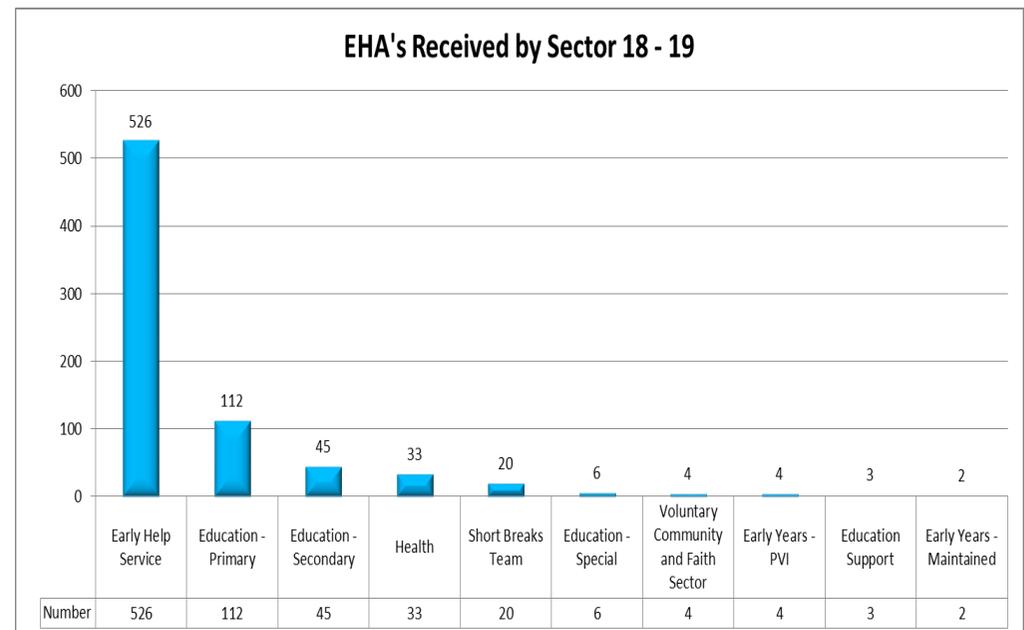
Central to our approach to early help is our Early Help Brokerage service. This is a team within the Cheshire East Consultation Service (CHECS) which acts as the front door to Children and Families’ services. Referrals to CHECS are initially triaged to ensure any safeguarding issues are identified quickly and referred to support from Children’s Social Care. Families that do not require safeguarding-level services are then referred to Early Help Brokerage, which is a dedicated service for matching the needs of families with the right early help support.

Early Help Brokerage also offers support to agencies using the Early Help Assessment framework which is based on our Signs of Safety practice model, in order to ensure that assessments are robust and result in clear and focussed multi-agency action plans that support children and families to achieve their best outcomes.

Early Help Brokerage also supports cases that are stepping down from support within Children’s Social Care, identifying the right early help support for them to ensure that families remain supported to maintain the improvements they have achieved. Effective delivery of early help relies on robust multi-agency arrangements.

Examples of current services offered

Examples of the services offered are, Children Centre group, speech & Language intervention, access to 2 year old child care places, Early years special education needs support, targeted Youth support, Youth worker support, family support case work, parenting support, support to children & families with disabilities, supporting young people with risky behaviour, Health Visitor support, within schools there are pastoral systems that are part of the Early Help offer and a range of voluntary organisations some of which are commissioned by partners organisations who are also key players in the delivery of Early Help.





We expect everyone to...

Support Good Relationships

Work hard to build good relationships with families and colleagues. Help families to find and strengthen their networks.



Honour Families and Colleagues

Work hard to understand and recognise everything that is working well.



Be Brave!

Be creative and try something different.



Work together WITH

Involve people, offer choices, be curious.



Share Experiences

Share what you have learned, and learn from what others have tried and are doing well.



Learn and Reflect Together

Practice using Signs of Safety in Group Supervision, and reflect on practice with your colleagues.



How do we monitor quality?

A sample of Early Help Assessments, Early Start Assessments at level 2 on the continuum of need and plans are audited regularly by managers from preventative services and partner agencies. The intention of this is to ensure that the key partners have a common understanding of what good Early Help intervention look like and to allow partners to feed back to their work forces where there is scope for improvement in practice.

Some of the key issues identified are there quality assessments and the linkage between assessment and actions, secondly the maintenance of momentum in Early Help Plans.



Part 1. Development of unborn baby, infant, child or young person

● Scoring for Development of unborn baby, infant, child or young person (Part 1)

0 being no issues | 10 being serious issues

Child Indicators

Date	Mental Health	Substance Misuse	Other Health Needs	Offending Concerns	ASB Concerns	Alternative Education	Not In Education	Attendance Concerns	NEET / Risk Of
	Child with mental health problems	Child with drug or alcohol concern	Child or young person with other health needs	A child/YP who has committed an offence	An Young Person who has received an ASB intervention	In alternative educational provision	Not registered with school, nor receiving home education	A young person who is having school attendance concerns	Young Person about to leave school, with few qualifications or who has already left school and is NEET.

4. Our Principles as a Partnership

Our principles for working together to deliver effective early help as a partnership are:

- We are committed to intervening as early as possible and providing families with the support they need when they need it. Everyone understands their role in safeguarding children and young people and acts in their best interests.
- Our work is centered on the day to day lived experience of the child. This is what we want to improve, and is how we continually evaluate where our work is making a difference.
- We work together building upon the assets within a family – seeking and listening to their views and supporting them to develop their own solutions working through our Signs of Safety Practice model.
- We work together as one team considering the needs of the whole family – we share risk and make joint decisions, and we provide challenge and support to all our colleagues. We focus on working as a multi-agency team around the child/family in localities.
- We all use the Signs of Safety Early Help Assessment model to guide our multi-agency early help work in localities.

Managers at all levels also have additional responsibilities, which are that:

- We ensure our workforce has the support, skills and training they need to deliver good quality support to families

- We understand our early help offer and our agency's contribution: the volume and quality of the work we undertake. This is shared with the partnership at multi-agency partnership meetings such as the Local Safeguarding Children Partnership (LSCP) and Children and Young People's Trust, and any potential barriers to effective early help are shared and addressed.

Children, young people, parents and carers have told us they want:

- To be listened to and tell their story to fewer agencies
- To be included in their plans, and understand what the concerns are and why they need a plan
- For professionals to be clear with them about what is going to, or could happen

Partnership Culture Checks

We know we have a strong partnership early help offer when:

Families can approach anyone working with them to ask for support, and that person will respond quickly to assess their needs, and start conversations with the right people to identify how they will be supported. A multi-agency plan will be in place and regularly reviewed.

Everyone is happy to act as the lead practitioner/person and champion the interests of children and young people.

We respect and build on the relationships and trust families have in us. We stay involved with families and we champion their interests. We act as a link between services: we don't just refer on to another service.

5. Our Priorities for 2019-22

Priority 1: The Partnership has the right infrastructure to support the development of early help services

Strengthening early help is a key priority of the Local Safeguarding Children Partnership and our Health and Well-Being Board. Our ambition is to further align our practice model with Signs of Safety. We have delivered significant improvements through the delivery of our previous Early Help Strategy but we still need to ensure that our joint vision and commitment is effective and to have the right Leadership in place and is accountable to drive improvements across agencies.



Priority 2: Children and families get the right service at the right time: all partners understand levels of need and referral pathways

In order to ensure all children and families get the right service at the right time, we need to have clear thresholds and referral pathways which are understood by all partners. To achieve this we will:

- Refresh and review the effectiveness of our thresholds document which defines partners' responsibilities at each level of the continuum, and the referral pathways
- Review early help services and the referral pathways as they operate strengthening relationships at locality level
- Review step up and step down procedures to improve consistency and smooth transfer of families as their support needs change.

Priority 3: Understand the training need required, to ensure that our practitioners are enabled to co-produce high quality assessments and plans

We want to ensure that we achieve improved outcomes for our children and young people which are sustainable in the long term. To do this, we need strong assessments which clearly understand and evaluate the strengths, issues, and risks within the family, and lead on the development of good quality, clear and focused plans which are produced with families using their solutions. We need a joined up approach across the partnership so that the quality of our work is consistent, and wherever families receive a service it is good quality, inclusive and supportive. To achieve this we will:

- Review the impact of our new Early Help assessments tools

that we launched across the partnership, considering best practice nationally and the Signs of Safety approach.

- Refresh our locality focus for calling multi-agency meetings to develop SMART outcome focussed plans, which are regularly reviewed involving group supervision.



Signs of Safety is widely recognised internationally as the leading approach to child protection casework. We introduced our new Early Help Assessment and practice model in January 2019 across our partnership. This reflects the successful adoption of the practice model across agencies and enables us to use a common language across our partnership not only to address immediate safeguarding needs but to intervene early to make a difference.

In order to respond quickly to any areas for improvement within our services we need to have a comprehensive overview of our partnership offer, which we regularly review. In order to do this we will:

- Develop and re-launch multi-agency Early Help Audits
- Refine and improve our multi-agency early help performance scorecard
- Report the audit findings and early help performance to multi-agency groups such as the LSCB on a regular basis

Priority 5: We understand the needs of children and families in Cheshire East, and we have the right range of services to meet these that can be accessed locally

In order to make the best use of our resources, and tailor our services to the groups and locations where they are most needed and will have the most impact, we need to have a clear picture of the needs of our families. To do this we will:

- Ensure the Joint Strategic Needs Assessment is informed by the early help strategy.
- Review the range of programmes and interventions available in Cheshire East by levels of need and locality based on locality needs analysis, and identify any duplication or gaps in our service
- Develop a joint partnership commissioning plan for early help

In order to achieve good, sustainable outcomes for children, we need to ensure we have a strong workforce that is supported with the right tools, guidance, best practice, management support and direction, and

training. To do this we will:

- Review the Early Help Assessment training offer and promote the revised offer in local multi-agency training session
- Develop and provide training in the role of the Lead Person / Lead Professional
- Develop a communication strategy to communicate new tools, guidance and best practice
- Explore technical solutions to facilitate Live Well information via smart phones and other mobile devices



6.

7. Making our Priorities Happen

Action Plan

The action plan at Appendix 1 sets out the key actions we will carry out to achieve our priorities. This will be reviewed and updated quarterly by

the Early Help Together Group to ensure the delivery of this strategy.

Governance

The Health & Well-being Board will oversee progress against this strategy, the Early Help Together Group will also report regularly to the Local Safeguarding Children Partnership. Performance reporting and impact will be assessed by the EHTG and will be published in the LSCP Annual Report, which is also scrutinised by the Health and Wellbeing Board and Cheshire East Council's Children and Families' Overview and Scrutiny Committee.



8. How will we know if we are successful?

Measuring Success

Ultimately we will evaluate our success against the difference we make to the lives of our children and young people. We will use the following sources to inform us on how well we are performing, what's working well, and where we need to take action to achieve change. Our key indicators for success will be measured via a dedicated scorecard.

Qualitative Measures

Multi-agency Early Help and care plan audits will be developed to evaluate the quality of our work to support families across the partnership. Findings from these audits will be reported to the LSCP.

Feedback from Families

A feedback survey will be developed to gain feedback on the quality of our services and their experiences from children, young people, parents and carers. Feedback from families will also be sought through the audit process. This feedback will inform further service developments.

Feedback from Practitioners

A feedback survey will be developed for practitioners. Feedback from practitioners will also be sought through Partner agency frontline visits, training questionnaires, and audit.



Appendix 1:

Cheshire East Early Help Action Plan

Ref	Task	Lead	Complete by	Impact
Priority 1: The Partnership has the right infrastructure to support the development of early help services				
1a	Establish the 3 Early Help Practitioners to align early help practice with the Signs of Safety model	HoS Early Help	Summer 2019	Better quality and volume of Early Help Assessments and Planned around the
1b	Make sure that Strong leadership is in place and that all organisations are accountable to drive improvements across local communities	Director EH&P	Summer 2019	Leaders can demonstrate and evidence improvements in service delivery
1c	Establish new Locality partnership through local community networks	HoS Early Help	September 2019	All partners working together to deliver more effective outcomes
1d	Measure the impact of improved Joined-up working across all services including children' social care and adults	Director EH&P	April 2020	Joined-up working is evident across all services including children' social care and adults
1e	Ensure the Early Help Together Group membership is maintained and partners are challenged to engage effectively	Director EH&P	September 2019	Agencies performance and delivery is evident in improving outcomes for children and their families
1f	Establish regular multi-agency meetings on a thematic basis to reflect on and develop services	HoS Early Help	Quarterly starting Summer 2019	Joined up agency briefing and service promotion facilitates improved referrals and information sharing
1g	Develop school clusters to facilitate information sharing at transition	HoS School Improvement	Autumn Term 2019	Schools feel better supported to undertake EHA's and Plans

Ref	Task	Lead	Complete by	Impact
1h	Re-establish regular network meetings with the voluntary and faith sector	Director EH&P	March 2020	Improved joint working and relationships with the VCF sector
1i	Optimise financial resources – use of grants/bids across the area or with partners	HoS Communities	September 2019- ongoing	Early Intervention Grants distributed and aligned with community priorities for families
Priority 2: Children and families get the right service at the right time: all partners understand levels of need and referral pathways				
2a	Refresh and promote thresholds document and processes	HoS Early Help	Summer 2019	At six monthly reviews, audits reflect a greater agency understanding of when children young people and families require early help services
2b	Refresh agency knowledge about early help services that are available in local communities and referral pathways	HoS Early Help	September 2019 and ongoing	Families report that they have been offered a range of local support services that meet their needs
2c	Review refresh and retrain agencies on the step up and step down procedures across the levels of need	Director Childrens Social Care/ Director EH&P	September 2019 and ongoing	Improved consistency and smooth transfer of families as their support needs change
2d	Empower and enable agencies to feel the confidence to intervene/get involved early	All Managers across agencies	March 2020	Agencies report that they feel supported and empowered to engage with children and families earlier through partnership support
2e	Develop improved working links between the Integrated Front Door and the Virtual School Hub	HoS Early Help	September 2019 and ongoing	Improved communication and information sharing is evident and is making a difference

Ref	Task	Lead	Complete by	Impact
2f	Improve links between Early Help and Adults Services to help reduce the impact of parental conflict including the roll out of DWP Training across sectors	Director EH&P	March 2020	Whole family working model is more evident with parents reporting that they are better able to support their children
2g	Strengthen our Early Help offer to vulnerable groups of children and young people, such as care leavers who are parents and children who are home educated or on part-time timetables	HoS Early Help /Virtual Head	September 2019 and ongoing	Children and vulnerable young people report that they feel better supported and know where to go to for help from their Lead person/worker
Priority 3: Understand the training need required, to ensure that our practitioners are enabled to co-produce high quality assessments and plans				
3a	Review the impact of the new Early Help assessments and planning process, considering best practice nationally and the Signs of Safety approach	Director Childrens Social Care/ Director EH&P	March 2020	Quality of Assessments and plans are improved and families report that they feel more empowered to take control of their lives
3b	Introduce good planning and recording training skills across agencies with a locality focus.	HoS Early Help	March 2020	Feedback from practitioners and agencies report that they are more confident in recording confidently. Audits evidence recording improvements
3c	Support local delivery teams to reflect on and deepen their Signs of Safety practice through observation and support within multi-agency group supervision	Director Childrens Social Care/ Director EH&P/All	March 2020 and ongoing	Practitioners can evidence a maturity in their understanding of SoS and strengths within families and local communities
3d	Strengthen the offer of support for partners leading Early Help work including refreshing skills of staff to hold multi-agency meetings with families	HoS Early Help	September 2019 and ongoing	More partners undertaking Early Help Assessments and planning with families across the Area

Ref	Task	Lead	Complete by	Impact
3e	Share training, evidence base and good practice to support all practitioners	Director Childrens Social Care/ Director EH&P/All	March 2020 and ongoing	Training and development is regularly reviewed and areas for improvement implemented based on feedback
3f	Review the effectiveness and impact of the Early Help Locality Practice Lead role pilot and expand/mainstream what works in to core service design	HoS Early Help	January 2020	Learning from the initial pilot roles is embedded as a mainstream way of working
Priority 4: We understand the quality of our services and act on this to improve outcomes for children				
4a	Develop and re-launch multi-agency Early Help Audits with the new audit tool	HoS Early Help	December 2019	Shared understanding from the new Audit findings and learning embedded in training and future commissioned services
4b	Refine and improve our multi-agency early help performance scorecard	Director EH&P/Director of Commissioning	Summer 2019	New Performance scorecard accurately reflects the impact of EH Service delivery across the whole system in Cheshire East
4c	Report the audit findings and early help performance to multi- agency groups such as the LSCP on a regular basis	Director EH&P	March 2020 and ongoing	Shared understanding from the new Audit findings and learning embedded in training and future commissioned services
4d	Develop a feedback survey to gain feedback on the quality of our services and the experiences from children, young people and their families	HoS Early Help	December 2019	Feedback from the survey feeds directly in to service reviews and practice improvement across agencies
4e	Seek views of practitioners through audits, frontline visits and surveys	Director Childrens Social Care/ Director EH&P/All	Quarterly	The EHT Board receive regular updates from the front line

Ref	Task	Lead	Complete by	Impact
Priority 5: We understand the needs of children and families in Cheshire East, and we have the right range of services to meet these that can be accessed locally				
5a	Ensure the Joint Strategic Needs Assessment is informed by the early help strategy and local needs.	Director EH&P/Director Public Health	March 2020 and ongoing	The Early Help needs of Children and Families are reflected in the JSNA on a place basis to inform joint commissioning plans
5b	Review the range of programmes and interventions available in Cheshire East by levels of need and locality based on locality needs analysis, and identify any duplication or gaps in our service	Director Childrens Social Care/ Director EH&P/All	March 2020 and ongoing	All agencies understand that presenting needs and challenges for children, young people and families in place and are able to respond swiftly
5c	Develop a joint partnership commissioning plan for Early Help	Director EH&P/Director Commissioning/Cheshire East ICP	September 2020	Shared investment is in place to maximise available pan-agency investment in the right place
5d	Develop easily accessible and effective ways of communicating with our children and families e.g. pen portraits, use of social media	Director EH&P/Participation service/Agency Comms leads	March 2020 and ongoing	Children and Families report that they understand what help is available for them and they are able to access support where and how they need it
5e	Develop links with our rural communities to better understand their needs	HoS Communities	March 2020 and ongoing	Children and Families report that they understand what help is available for them and they are able to access support where and how they need it
5f	Challenge and improve how we involve children and young people in the development of services	Director EH&P	Summer 2019	Children report that they can influence service design and can feel the improvements that they contribute
Priority 6: Our workforce is equipped with the knowledge and skills to achieve improved outcomes for children				

Ref	Task	Lead	Complete by	Impact
6a	Review the Early Help Assessment training offer and promote the revised offer in local multi-agency training sessions	HoS Early Help	September 2019	The EHT Board receive regular updates from the front line and supports changes to training commitments accordingly
6b	Develop and provide training in the role of the Lead Person / Lead Professional for whole family working	HoS Early Help	September 2019 and ongoing	Practitioners across organisations report that they feel more confident to intervene early when families need help
6c	Develop a communication strategy to communicate new tools, guidance and best practice	Director EH&P	December 2019	Practitioners across organisations report that they feel more confident to intervene early when families need help
6d	Explore technical solutions to facilitate Live Well information via smart phones and other mobile devices	CE Youth Participation Service and ICT and Public Health	December 2019	Children and Families report that they understand what help is available for them and they are able to access support where and how they need it
6e	Continue to support teams and partners with using Signs of Safety practice, and request bespoke training and workshops as required	Director Childrens Social Care/ Director EH&P/All	Ongoing	Signs of Safety becomes fully embedded as an effective practice model creating stronger caring communities
6f	Develop and communicate information and online resources to families to equip them with the skills they need to support each other	Director EH&P/Participation service/Agency Comms leads		Practitioners can evidence a maturity in their understanding of SoS and strengths within families and local communities

Appendix 2:

Key Success Indicators

Outcomes	How will this be achieved?	Key Outcome Indicators
<p>Children, young people and families feel happier, healthier, safer, more valued, more accepted, more responsible for their actions, more positively engaged in their community and successful in achieving their goals.</p>	<ul style="list-style-type: none"> • Effective direct work with the child/young person and family: effective assessment, planning and review of the needs of children, parents and families • The child’s voice is heard throughout and their experience and understood within the context of the family • Creative solution-focused and whole family approach • Increased capacity of parents to provide consistent, safe, caring and effective parenting to meet the needs of their children 	<ul style="list-style-type: none"> • % of children that improved overall across outcomes • % of parents that improved overall across outcomes • % of children that feel happy at closure • % of children that feel healthy at closure • % of children that feel safe at closure • Effectiveness of Early Help audit (qualitative)
<p>Families experience a positive family life</p>	<ul style="list-style-type: none"> • The child’s voice is heard throughout and their experience and understood within the context of the family • Creative solution-focused and whole family approach o The needs of parents are identified and met, resolving issues that were impacting on parenting capacity, and increasing the capacity of parents to provide consistent, safe, caring and effective parenting to meet the needs of their children 	<ul style="list-style-type: none"> • % of families with improvement overall across all key indicators of positive family life • % of families with improvement overall in their: <ul style="list-style-type: none"> – healthy lifestyles – relationships – learning and development – community engagement – safeguarding

<p>children and young people's needs are met early, preventing them from escalating to need specialist services (appropriate escalation and de-escalation)</p>	<ul style="list-style-type: none"> • Increasing front line practitioners' skills and confidence in working with children, young people and families early and in the identification and management of risk • Thresholds understood by professionals and applied consistently • Social work support • Children, young people and families have swift, appropriate access to the right help the right time • Develop an integrated locality support service to provide targeted early help to children and families • Build the capacity of parents, carers and communities to provide support and early help to their friends, neighbours and their community. 	<ul style="list-style-type: none"> • Number and % of children with a closed Early Help plan that within 3 months of closure: <ul style="list-style-type: none"> – have had a referral to the Initial Contact Team – have not had a referral to the Initial Contact Team – have had no further Early Help support – have had further Early Help support • Number and % of children open to Early Help that have a referral to the Initial Contact Team (and the outcome of that referral) • Number of children referred to the Initial Contact Team that had a referral with an outcome of an assessment under Section 17 that had not had an Early Help intervention within the 12 months previous to the referral • % of children that have closed to social care that have de-escalated to Early Help • Number of children with a re-referral to social care that had a previous referral with an outcome of NFA - Early Help • "Stepping in" audit, "step down" audit and "step up" audit results (qualitative) • Practitioner confidence (annual practitioner feedback questionnaire)
<p>Children, young people and families have swift, appropriate access to the right help at the right time</p>	<ul style="list-style-type: none"> • Single point of coordination • Timely, appropriate response to all requests for support 	<ul style="list-style-type: none"> • % of referrals to CHECS with an outcome of no further action • % of appropriate referrals to CAMHS

<p>Identifying early help at the first signs of problem and in early years providing accessible services to parents and children at the right time</p>	<ul style="list-style-type: none"> • Simple, clear pathways • Resources targeted at those most in need and effective • signposting • Child/young person’s journey through services is smooth and well-coordinated • Early Help systems and processes have minimum bureaucracy 	<ul style="list-style-type: none"> • Timeliness of response to unassessed need – from identification of unassessed need to allocation to service • Timeliness of response to Early Help Targeted Referrals – from referral to allocation • Timeliness of response to requests for consultation • “Stepping in” audit, “step down” audit and “step up” audit results (qualitative) • Service user feedback • Practitioner feedback on accessibility, usability
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Your thoughts matter

If you have any views on this Strategy or how we can improve our services, please contact us at childrenstrust@cheshireeast.gov.uk