

Bournemouth Early Help Partnership Strategy

2017-2020

This Strategy is for Everyone Working with Bournemouth's Children, Young People and their Families

www.earlyhelppartnership.org.uk



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1. Introduction:

Bournemouth Children's Trust published its first Early Help Strategy in 2013.

Over the last 3 years; partners, stakeholders and users of the service have worked together to implement the Strategy and to develop systems and processes to support its delivery.

During this time, **there have been several** local and national changes that have had an impact on the practical delivery of Early Help within Bournemouth, including:

- a significant increase in the birth rate resulting in greater numbers of children with special needs and those looked after or in need of safeguarding
- benefit cap introduction
- impact of the recession on poverty deprivation and health
- a rise in unemployment and underemployment
- density and availability of housing
- schools moving to academies
- rise in school exclusions
- evolution of technology impacting on isolation, mental well-being and social skills
- less community cohesion eroding resilience,
- less availability of preventative services
- Economic Impact on Voluntary Sector, less volunteering and political uncertainty.

Whilst many of these factors are not within our control we can mobilise our services to reduce their impact.

A number of positive changes have been evidenced through the activities of the Early Help Partnership, including:

- greater transparency
- increased sharing of knowledge
- availability of research and data
- better integration and targeting of services and working practises

- high numbers engaging in the Early Help Workforce Development programme with very positive feedback

An Early Help Action Plan arising from Bournemouth's first Early Help Strategy aimed to address the following priorities:

- Evaluate and refresh the Early Help Strategy including a review of the LSCB threshold document and addressing pooled funding/resource issues.
- Establish effective processes for evaluating the overall impact of Early Help including development of an on line Early Help Assessment, improving the quality of analysis and acting on service user and practitioner feedback
- Improve the quality and consistency of assessment through quality assurance, audit processes and management oversight.
- Ensure access to services to support emerging needs is met through commissioning, for example substance misuse, mental ill health, domestic abuse. Improve the early help offer through commissioning CAMHS, health visiting and school nursing.
- Develop support for early help practitioners including improving website, establishing networks and creating a work force development plan.
- Share good practice and learning from research on early intervention

“Early Help: Whose Responsibility?” <https://www.gov.uk/government/publications/early-help-whose-responsibility> March 2015

This Ofsted report found that local authorities and their partners increasingly prioritised the offer of help to families when concerns first arose. As a result, more children had benefitted from co-ordinated support earlier. However, the quality and effectiveness of Early Help was variable. Children's need for additional support was often not identified or acted on at the right time. The assessment and planning of services for individual children were too often insufficiently focused on improving outcomes for the child. Plans were not consistently or effectively reviewed and management oversight was not rigorous enough. The report identified neglect, parental substance misuse, mental and emotional ill health and domestic abuse as key factors impacting negatively on the welfare of children but not enough priority was being given to understanding the nature and extent of these needs in local communities. It was therefore unclear if services were being commissioned effectively to best address these needs at either a preventative or re-active level.

The report concluded that planning for early help was not informed by robust needs assessment and evaluation of the overall impact of earlier intervention was not well developed.

Local Early Help Consultations in December 2015 gave the Early Help Partnership members an opportunity to share their experience, learning, achievements and challenges and to identify opportunities to strengthen Early Help in Bournemouth services and agencies, drawing on reports, research and successful models in other Local authorities

Key issues that emerged from the consultations included:

- There is seen to be a lack of clarity around the interface between statutory roles of teams and Early Help and how the flow should occur, specifically the Education Social Work Team and SEND.
- Lack of clarity between the Turnaround Team and FAST and how to access those services
- A lot of 'top-down' referring was taking place rather than instigating Early Help interventions
- Gaps were seen to be present in support for children, young people and families e.g. at 5 and from primary to secondary
- Clarity for responsibility for a child needs to be more explicit
- Lots of different outcomes frameworks – one would help define impact
- Current processes seen to be long winded in some cases
- Data currently sitting in lots of different places (including spreadsheets!)
- Duplication of processes and roles of teams e.g. different teams tracking down the same interventions
- Not seen to be able to make quick decisions
- Variation in focus for Early Help seen across services
- Individual Early Help Offers needs to be more collaborative
- Greater sharing of skills and knowledge is needed

An LGA Peer Review of Bournemouth Children's Social Care's progress against its post Ofsted action plan in the autumn of 2015, noted that:

"It was clear to the Team that there is a lot of commitment across a number of agencies to deliver Early Help. However, it was not clear to the Team precisely what the Early Help offer was due to the complexity of Early Help teams and processes."

This, Bournemouth's second Early Help Strategy, responds to these changes and increased pressures and to the valuable feedback from professional organisations, peers and partners.

Bournemouth's Early Help Strategy is based on the principle of a collaborative approach working towards a single ambition shared by all partners:

To enable children and families to access appropriate support as early as possible, so that they can maintain their quality of life, prevent any problems getting worse, and feel stronger, happier and more confident.

To collaborate effectively, it is important that we all have a shared vision of how our collective workforce supports Bournemouth's children, young people and families, so that we understand our role – both that of our own organisation as well as our partners – and how we need to work with other services in order to holistically support families with additional needs.

This Strategy aims to capture that vision and set out our ambitions for children, young people and their families through the principles of Early Help over the next 3 years.

2. What is Early Help?

Reports released by a range of bodies and individuals including Graham Allen MP, Frank Field MP and, most notably, Eileen Munro, unequivocally support the principle that prevention and Early Help can both improve outcomes for children and families and reduce service costs.

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 may occur at any point in a child or young person's life therefore Early Help in Bournemouth is for individuals and families that include individuals from pre-birth to age 19 and up to 25 if the individual young adult has identified Special Educational Needs and/or Disabilities.

Early Help means both early in life; by offering support to very young children, and early after the emergence of a particular need. It includes both universal interventions and targeted interventions to prevent needs from escalating.

Early Help allows for support to be put in place at the right time to meet families' needs prior to issues reaching crisis point or becoming entrenched. It draws upon families' own skills and promotes self-reliance.

Early Help recognises the crucial role that all family members, not just mothers and fathers, but step parents, grandparents, siblings, other extended family members and carers, and the wider community play in building resilience and influencing what children experience and achieve as well as the consequences when families are in difficulty. It utilises approaches that promote and strengthen community, children and family assets; building on the strengths of individuals and communities to develop new ways of thinking about and responding to difficulties to promote a stronger sense of wellbeing and a better quality of life.

It is therefore essential as we develop and implement the Strategy, that voices, particularly those of the children and young people, are heard and listened to.

Early Help is never 'someone else's problem' and there is no such thing as 'no further action'

3. What is our Vision?

The Early Help Partnership has the highest aspirations for all of Bournemouth's children and young people. Our vision is that they all have the opportunities and support needed to make a positive journey through their early and adolescent years towards a seamless transition into a fulfilling and productive adulthood.

4. What is our Ambition?

Our ambition is to offer effective help to children, young people and families as early as possible so that they are enabled to meet their needs and overcome challenges they are facing.

5. What is our Aim?

We will do this through developing effective partnerships working across the Early Help Partnership, so that positive interventions to support vulnerable children, young people and children occur as soon as additional needs emerge. Wherever possible this will involve empowering and enabling families to be sufficiently self-aware to identify their own needs and to be consenting partners in selecting and engaging in interventions that they believe will help them most.

6. The key role of Universal Services:

Early Help in Bournemouth puts the responsibility on everyone who engages with children, young people and their families to identify emerging problems and potential unmet needs. Often, due to their positive relationships with and knowledge of children, young people and families, it is those providing Universal Services such as: General Practitioners, Health Visitors, Schools, Early Years Providers, Youth Services, Schools, School Nurses and Children's Centres, that are best placed to assess and identify children, young people and families who may be vulnerable and therefore at greatest risk of poor outcomes. Universal services are also the place in which children, young people and families are often most comfortable and confident to ask for help and support. Universal providers also play a crucial role supporting individuals and families to build resilience and self-awareness, so that they are able to recognise and respond to their own emerging needs at the very earliest opportunity.

7. Working in an Intelligent way:

We use insight from needs assessments, data, frontline intelligence and from listening to the children, young people and their families, as well as each other in the Partnership, to make sure Bournemouth has the right Early Help Interventions in the right place at the right time.

This ensures that we are making the most efficient use of our collective resources by identifying those who are most vulnerable and at greatest risk and therefore where Early Help Interventions are needed most and where the impact on prevention can be optimised.

8. What are our priorities?

Bournemouth's Early Help Partnership Strategy aims to improve outcomes for all by ensuring all children young people and families receive the help they need at earliest opportunity. However, certain groups have been identified as especially vulnerable to poor outcomes. Bournemouth will prioritise support for these vulnerable groups which include:

The six headline indicators of vulnerability identified by phase 2 of the government's Troubled Families Programme which is known as "Turnaround Families Matter" in Bournemouth which are:

- *Parents & Children involved in crime or anti-social behaviour*
- *Children who have not been attending school regularly*
- *Adults out of work or at risk of financial exclusion or young people at risk of not being engaged in learning, training or employment (NEET)*
- *Families affected by domestic violence and abuse*
- *Parents and children with health problems*
- *Children who need help*

And other local identified indicators of vulnerability, which include:

- *Parents who substance misuse or those in recovery programmes.*
- *Young people who engage in or are coerced or exploited into risky behaviours including. drugs, gangs, alcohol, and sex.*
- *Parents, young people and children with mental health issues or those living with a family member who has mental health issues.*
- *Young people and children subject to bullying.*
- *New mothers, particularly young inexperienced mothers and any who experience low mood.*
- *Those living in poor or unsuitable housing or accommodation.*

- *Children, Young People or Parents identified with a special educational need or disability.*
- *Asylum Seekers.*

Bournemouth’s Early Help Partnership Strategy aims to improve outcomes for all, but particularly for these priority groups.

9. How will we know we have been successful?

We will expect to see that more families are empowered and enabled to take control of their lives, and they are supported in their local communities avoiding the need for services intervention.

When there is service intervention we will expect to see the positive impact in a timely way with families reporting sustained improvement in their circumstances.

We will measure the outcomes detailed in the Outcomes Framework as proxy indicators of success.

The success of the Strategy will be reported through agreed Key Performance Indicators.

The delivery of the Strategy will be progressed through a measurable improvement and associated action plan using the **Department for Communities and Local government “Early intervention and Early Help Services Transformation Maturity Model** which includes five **Transformation Strands**:

- Leadership
- Workforce Development
- Delivery Structures
- Delivery Processes
- Strategy

How much are we doing?

Indicators which demonstrate demand for Early Help Support and the number of cases supported

of requests for Support (i.e. # Need identification forms submitted to Family Support Hub)

cases passed down to Family Support Hub by Children's Social Care

Early Help Assessments completed / registered

How well are we doing it?

Indicators which demonstrate the breadth of the early help partnership, the achievement of positive outcomes for children young people and families, the effectiveness of Early Help Services in preventing cases escalating to Children's Social Care and other Statutory Services and positive service user feedback.

organisations completing EH Assessments

% cases which achieved positive outcomes at point of closure. (LSCB)

("positive outcomes are defined as outcomes which; address specific areas of need which have been identified through an Early Help Assessment; Have been included in the Early Help Action Plan; And can be evidenced.)

% cases requiring supported by Early Help Services which do not escalate to CSC (LSCB)

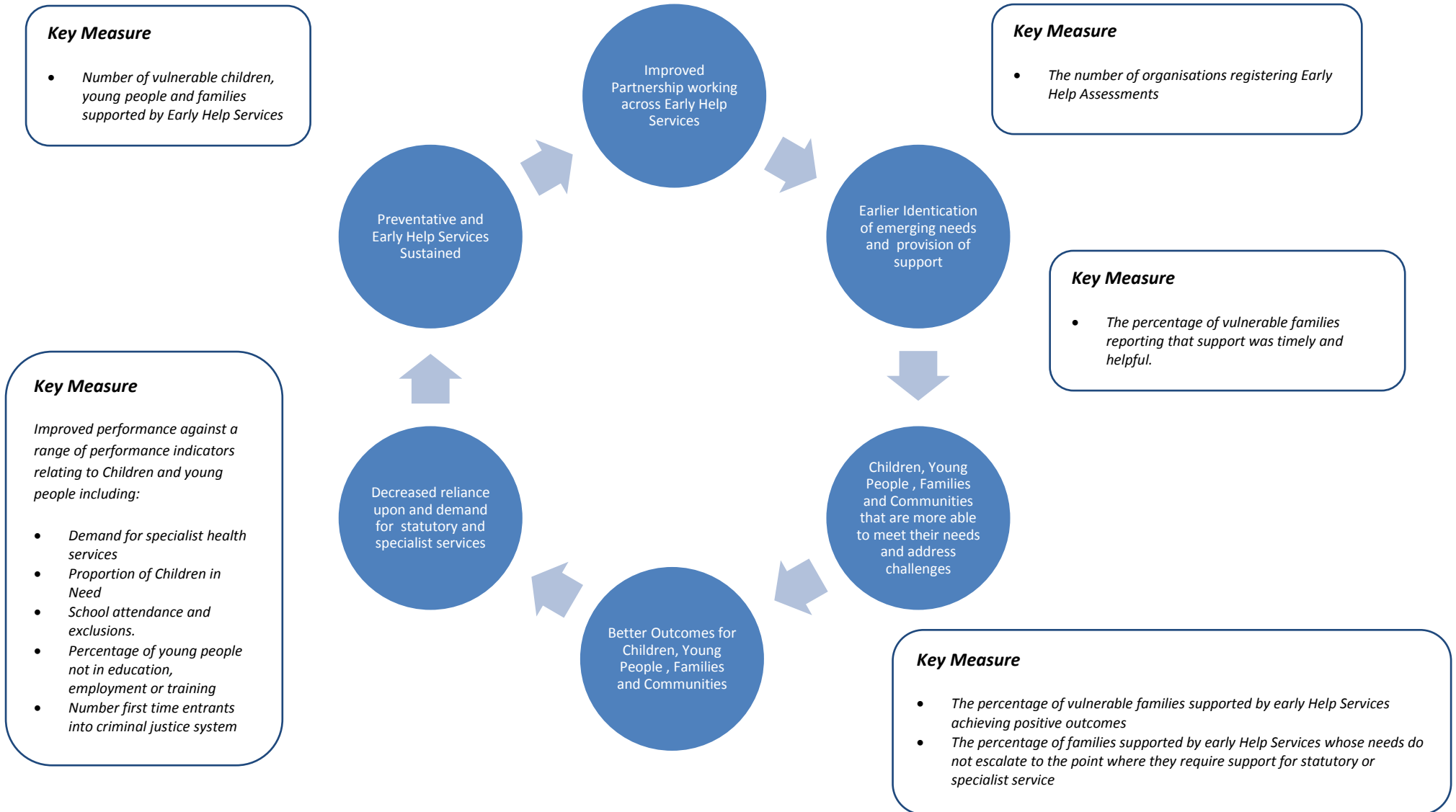
("supported by Early Help Services" defined as cases with registered Early Help Assessment completed)

% of those supported by EH services that feedback that service:

- Was timely
- Was helpful (delivered outcomes)
- Resulted in them having greater confidence and capacity to meet their own needs.

(Feedback processes to be developed)

10. The Impact of the Early Help Partnership and Key Performance Indicators



11. Early Help Outcomes Framework

Our vision is that all children and young people have the opportunities and support needed to make a positive journey through their early and adolescent years towards a seamless transition into a fulfilling and productive adulthood.

Children's Trust Outcomes

Children and young people receive a good education that allows them to fulfil their potential and achieve their ambitions

Children and young people are healthy, happy & free from poverty

Children and young people feel they are cared for & that they are safe & secure

Children and young people well prepared for adulthood & the world of work, making a positive contribution as active citizens

Early Help Outcomes for Children and Young People

Healthy Babies

Good development through early years

Children are ready to start school

Good attendance and achievement at school

Good behaviour and positive relationships

Good physical and mental health

Children and young people feel safe

Engaged in further education, training or employment

Involved positively in their communities

Early Help Outcomes for Parents

Fewer unwanted pregnancies

Parents are prepared for parenthood

Parents have good physical and mental health

Parenting is positive, competent and confident

Parents are engaged in education, employment or training

Greater resilience, improved confidence, self-awareness and capacity to recognise and respond to their own, and their children's, emerging needs.

Early Help Outcomes for Families and Communities

Families have access to good quality affordable child care

Families have access to good schools

Fewer families are living in poverty

Families are living in suitable housing

Families are free from crime and domestic abuse

Families feel safe in their communities

Families have access to high quality universal services and support networks

Families feel part of and contribute positively to their communities

Early Help Partnership Outcomes

Vulnerable families have increased capacity to support their children to achieve better outcomes.

- The percentage of vulnerable (partnership plus) families supported by early Help Services:*
- Reporting increased confidence and capacity to meet their needs
 - Achieving positive outcomes

Reduced demand for high cost services including:

Health Services

*Demand for Specialist Health Services (e.g. CAMHS)
Number of preventable hospital admissions*

Children's Social Care

Proportion "children in need", on Child Protection plans and "looked after"

Alternative Education Provision

Percentage pupils permanently excluded

Police and Youth Offending Services

*Number first time entrants into YJS
Parental offending rates*

Benefits and Unemployment support

*Percentage of young people NEET
Parents not in employment or training*

Essential services maintained

Number of vulnerable (partnership plus) children supported by Early Help Services

12. Governance:

Bournemouth Children's Trust and the Bournemouth and Poole Local Safeguarding Children's Board champion the vital importance of helping children and young people at the earliest point to provide them with the best opportunity for the future. They share and promote an understanding of how targeting Early Help, where the likelihood that problems will spiral and become more damaging for children and families, can not only deliver better outcomes for children and families and reduce escalation for safeguarding concerns, but also reduce demand for costly high-need children's and other public services.

All partners share responsibility for the delivery of Early Help.

Bournemouth's Children's Trust, with reference to the Bournemouth and Poole Health and Well Being Board, and the Bournemouth and Poole Local Safeguarding Children's Board hold partners to account for their shared responsibility and contribution to improved outcomes for children, young people and their families through the delivery of an Early Help Offer made explicit in their existing strategies, plans and programmes, so that all Bournemouth's children and young people:

- **Feel they are cared for and that they are safe and secure.**
- **Are healthy, happy and free from poverty.**
- **Receive a good education that allows them to fulfil their potential and achieve their ambitions.**
- **Are well prepared for adulthood and the world of work, making a positive contribution as active citizens.**

13. Accountability:

Reporting to the **Children's Trust Board**, the **Early Help Partnership Board** draws on evidence to identify Early Help priorities and to set aims and expectations for all partner organisations. The Partnership Board monitors the quality, effectiveness and long term impact of actions on outcomes and early help interventions to meet the identified priorities, aims and expectations.

Reporting to the Early Help Partnership Board, the **Early Help Operational Group**, which includes representation from all partners, supports practitioners in effectively and efficiently implementing Early Help actions and interventions. The Operational Group is responsible for determining the development of systems and processes including information sharing, Early Help Assessments, access to resources and workforce development.

The delivery of an effective Early Help Offer through strong integrated partnership working and robust governance will ensure early intervention to narrow the equalities gap and reduce the risk of children and young people failing to meet the ambitions for all set out in the Trust's Children and Young People's Plan.

15. Delivering Effective Early Help:

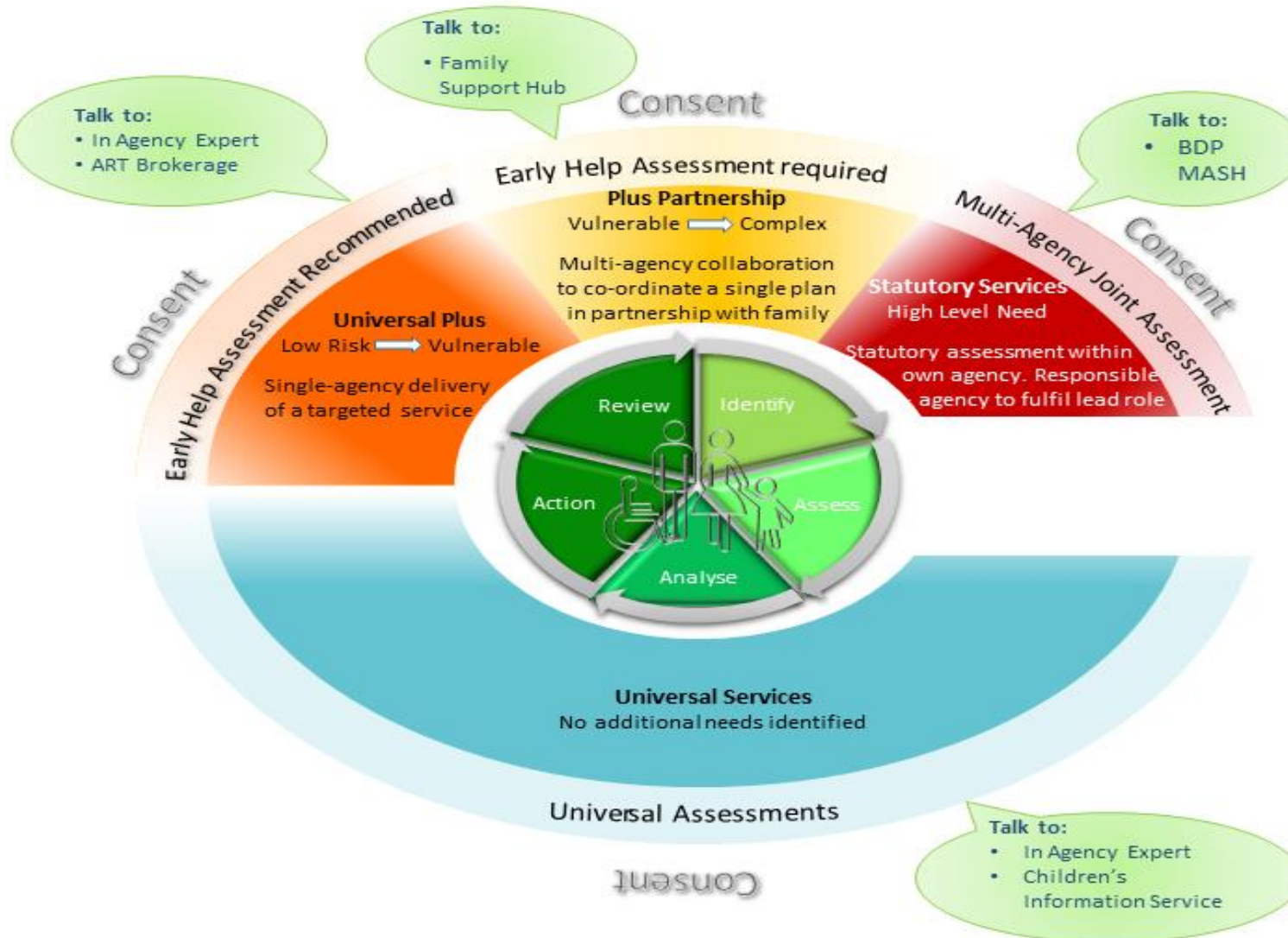
From analysis of what works well and the feedback from consultation, we know the critical features of effective Early Help are:

- A multi-agency and integrated response that brings together a range of expertise through a Team Around the Family approach.
- A relationship with a trusted lead professional who can engage the child/young person and their family, and coordinate the multi-agency Support Plan, as agreed in the Early Help Assessment.
- The embedding of positive change by helping and empowering families to resolve their own challenges and to build resilience for the future.
- A holistic approach that considers the needs of children and young people in the wider family context.
- Simple, streamlined referral, assessment, steps up and step down processes.

Bournemouth Early Help Partnership has adopted the “C Model” to describe a continuum of need and support; and process for stepping up a response to access more intensive and specialist interventions and packages of support.

The intention of any support or intervention at any level of the continuum is to return (step down) the child, young person or family back to a positive trajectory and a safe and strong position where they are in control, can help themselves and where their needs are manageable and met within Universal Services

16. Early Help "C Model"



Universal Services - Children, young people and families have no identified additional need in this offer. (Level1)

This level focuses on the provision of universal services for families such as schools, GPs, Health Visitors, Children's Centres, Housing, Police, School Nurses, subsidised childcare and Early Education provision for example. These are services that are available to all and will support and enable our children and families to be healthy, safe, achieve and make a positive contribution to society. Services will work closely with each other, have a good understanding of each other's 'offer' in order to support children and families in the community by providing access to the information, advice, guidance and services appropriate to their need.

Universal Plus - Children, young people and families have a low risk to vulnerable level of need in this offer. (Level2)

This level focuses on services delivering a timely response, when children or young people need identified additional help that can be delivered by an additional **single agency**. Completion of an early help assessment is recommended to help inform a targeted response. Responsive services are universal or targeted e.g. School Action, SALT, local community projects, parenting programmes, School Nurses, Health Visitors etc. These are services that are available for targeted support to children, young people or families that will enable them to help themselves to address the difficulties they may be experiencing in order that they receive the appropriate help at this earliest point preventing their needs escalating into further crisis. Services will work closely with each other, have a good understanding of each other's 'offer' in order to support children and families in the community by providing access to the additional support services as well as information, advice and guidance appropriate to their need.

Plus Partnership - Children, young people and families will have identified needs that are increasingly complex or unmet and at risk of escalation. More than two agencies are involved with the child, young person or family and a coordinated /targeted integrated response is required to support these families. (Level3)

This level of support focuses on a multi-agency, co-ordinated support for children, young people and families where needs are complex. An Early Help Assessment to look at the holistic needs of the family will be completed by an appropriate lead professional in order to coordinate and deliver the support required. Responsive services are targeted support services e.g., CAMHS, specialist substance misuse services, Integrated Youth Services, Family Solutions Team, Turnaround Families etc. These are specialised services that are available for complex needs and targeted at specific needs of children, young people or families. They will intensively support and enable them to address the difficulties they are experiencing in order to prevent them escalating. Services will bring together their Early Help resource and offer together to work collaboratively in the FAMILY SUPPORT HUB.

Statutory Services - Children, young people and families have identified needs that are increasingly complex or unmet. (Level4)

Children and young people who require statutory intervention or support from Children's Social Care require this level of support because they are at serious risk of harm. Children's Social Care (CSC) works closely with partners to ensure that children identified as being at risk of harm and those with the highest needs in Bournemouth are protected and supported. They have specialist teams who work with children, young people and families offering focused social work support where needed with key universal partners such as schools, youth services, health visitors and children's centres. There will be a strong interface between the Family Support Hub and Statutory Services.

17. Delivery Arrangements

Bournemouth Children's and Young Peoples Service acknowledges the role it plays in enabling and coordinating provision of the Early Help Arrangements on behalf of the Partnership.

The LA is restructuring its current resource to support the Partnership in delivering effective and coordinated Early Help to best assess and meet the needs of children, young people and their families. The restructure has been informed by needs analysis, local intelligence, reports, research, feedback, consultation, best practice models and peer review as detailed throughout the Strategy.

The Partnership has been very clear that LA resources should be primarily focused on children, young people and families who require partnership plus support. The restructure will transform the LA's Children and Young People's Early Help Services to create the basis of what will become an integrated multi-disciplinary

18. Family Support Hub, family.supporthub@bournemouth.gov.uk which will:

- **Offer information, advice and support to universal providers so that they are enabled to commission, co-ordinate and deliver effective early help packages for children, young people and their families.**
- **Support the development of the collective skills, knowledge and confidence of the Early Help Partnership in delivering their Early Help offers.**
- **Be a single point at which partners can request Early Help advice and support on behalf of children, young people and families.**
- **Identify children, young people and families who would benefit from Early Help and monitor the effectiveness of any support provided.**

The Local Authority Early Help Services which can be accessed through the Family Support Hub will include what is currently Early Help Consult, Targeted Family Support, Integrated 0-5 Services (Children's Centres and Health Visitors), Targeted Youth Services and Education Welfare and Inclusion.

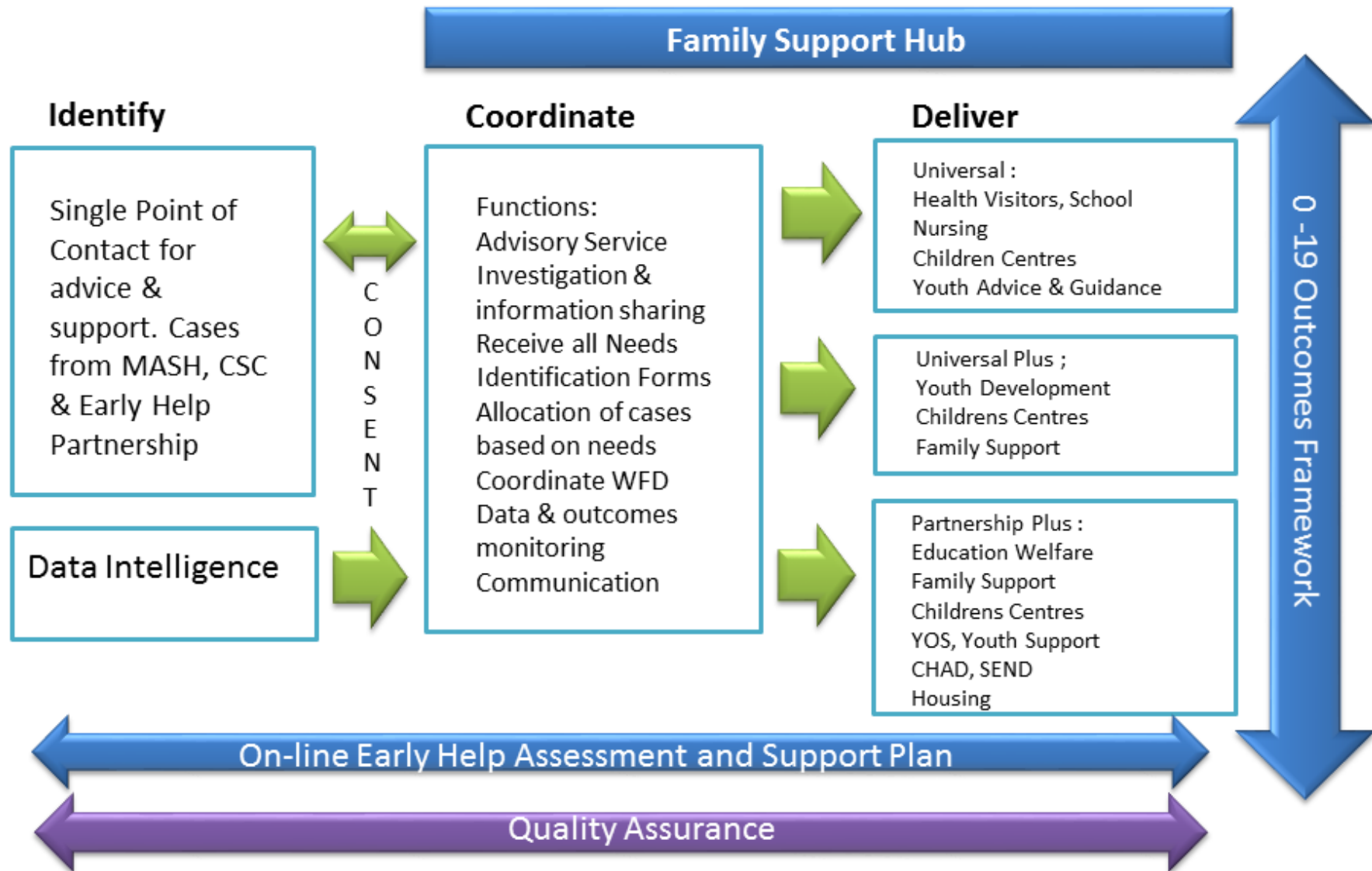
The development of The Family Support Hub is being developed in collaboration with the Access to Resources -ART Brokerage Team and Children's Social Care

The teams and services involved in the Family Support Hub will work with each other in order to, provide an integrated holistic package of support to children, young people and their families.

It is anticipated that the Family Support Hub will become a framework through which a wide range of Early Help Partners will choose to deliver their services to support children, young people and their families.

Our commissioning strategy will encourage the on-going development of services within and aligned to the Hub and support our Early Help offer, through re-shaping specifications, and identifying opportunities to re-commission on a shared basis.

Delivering the Family Support Hub



The Hub's responsibilities will include:**19. Bournemouth's Early Help Assessment and Support Plan (BEHASP)**

As part of the Early Help Arrangements, the Childrens Trust has an obligation to provide for Lead Professionals (LPs) and Team around the Family (TAFs) a tool for holistic family based assessment with a format to record agreed multi-agency actions, evaluation and refining of actions to achieve best outcomes. Historically this has been in the form of a paper based family CAF (fCAF.)

Bournemouth Childrens Trust has commissioned an on-line case management and information sharing system which has been developed and trialled with the Family Support Hub Teams. This will be made available to the whole of the Early Help Partnership through an incremental roll out of training commencing after the new Strategy briefings in April/May. The system has the potential to:

- give access to the new Early Help Assessment and Support Plan (BEHASP) (with 'spell-check') to replace the current paper based version
- provide a system for secure sharing of confidential information
- provide instant 24/7 access to up to date Early Help Assessment and Support Plans for permitted TAF members on a range of desk based and mobile devices
- provide a secure emailing system between partners
- provide an optional case management system
- provide data for purposes of PM and QA enabling greater clarity of Early Help activity and measurement of impact
- as the system grows and more users come online, it will also:
 - provide a Bournemouth mini 'Contact Point' type facility
 - increase in functionality, i.e. generate pre-populated referral forms

20. Workforce Development Programme

Having a confident, trained workforce with the right core skills and knowledge is essential in providing effective Early Help and improving outcomes for children, young people and their families. The Childrens Trust has provided for a multi-agency Early Help Workforce Development Programme with some time limited set up funding. The programme is open to ALL practitioners who engage with Bournemouth children, young people and their families from either the publicly funded or Private, Voluntary and Independent sectors; regardless of position, status or organisation.

All the training will be both multi-agency and multi-disciplinary also giving practitioners the opportunity to meet and network with colleagues; identify possible TAF members; promote interagency collaboration and develop positive partnerships.

The Early Help Workforce Development Programme is based on the following core principles: -

- To help achieve sustainability, utilise the expertise, skills, knowledge and resources currently available in the Bournemouth Childrens and Adults Workforce to promote a collaborative and cost effective approach to training.
- Train in-house trainers where appropriate to help achieve sustainability.
- The programme must respond to change in client need, general demographics, strategic direction and workforce composition.
- Training offered must be multi-agency and open to ALL partners within the Childrens Workforce and the Adults Workforce where appropriate.
- 'Think Family' will be integral to all training.
- Being aware of, and align with emerging strategies and initiatives to ensure a consistent approach to Workforce Development

The Early Help Coordinators undertook extensive consultation across the Early Help Partnership to identify the Workforce Development Programme for 2016-17.

For 2017 onwards the Early Help Operational Group will form a multi-agency steering group whose role will be to:

- identify an annual programme of training need for the Childrens Workforce
- agree own agency contributions to trainer input and provision of venue
identify training needs that cannot be met 'internally'
- agree and plan charging structure to ensure sustainability
- assist in ensuring training opportunities are both widely promoted and accessible across the Childrens Workforce and take up of offers is high.

The full programme can be accessed and places booked at: <https://www.bournemouthcpd.co.uk/portal/Default.asp>

21. Website for Early Help Practitioners

A new website will support and enable delivery of the Strategy. www.earlyhelppartnership.org.uk

The new website will offer practitioners a quicker improved facility, available 24/7. It will hold information, tools, training opportunities and 'Who Can Help' sections to aid practitioners within the Early Help Partnership, on topics such as:

- Domestic Abuse
- Emotional Health and Mental Well-Being

- Safeguarding
- Substance Misuse
- Attachment
- Parenting
- Child Sexual Exploitation

As well as general help and information on topics such as:

- The Early Help Arrangements
- Childrens Social Care Front Door
- Thresholds and the Bournemouth Continuum of Help & Support
- Early Help Assessment and Support Plan
- Information Sharing
- Workforce Development Programme
- Services delivered by agencies within the Early Help Partnership

Bournemouth's Early Help Practice Handbook - Multi-agency procedures for practitioners

an on-line tool to support and enable Partners in their delivery of the Strategy, will be accessible through the Early Help Partnership Website.

22. Family Support Hub Interface with the Multi Agency Safeguarding Hub (MASH)

As we reconfigure our Early Help Services we aim to clarify pathways to ensure the transition between services is effective, efficient and easily understood by both families and practitioners.

Since 2014 the Local Authority's Early Help Consult Team has worked in close partnership with Children's First and the long term Childrens Social Care teams. In 2015/16, the Early Help Consult Team received over 1000 requests for Early Help support for those families not meeting statutory thresholds. We have monitored these families and in mid-2016/17 over 90% have not required any further statutory interventions. This is testament to the robust packages of support that the Early Help Consult team have been able to develop with a wide range of partners across the children & adult's workforce.

Bournemouth, Poole & Dorset Local Authorities have come together with Health partners and the Police to create a Multi-Agency Safeguarding Hub (MASH) co-located in Poole Police Station.

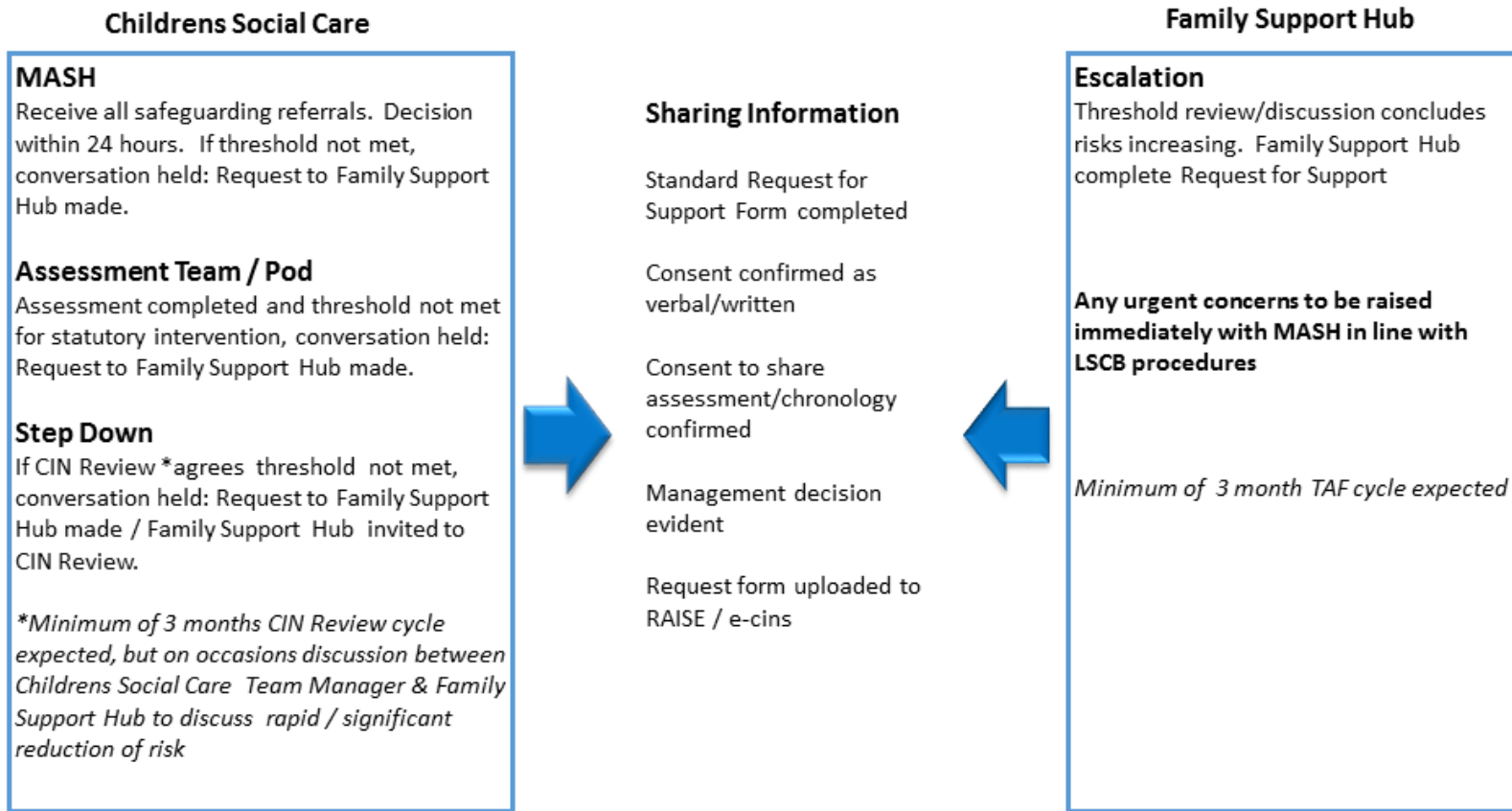
The Family Support Hub has established pathways to enable seamless working with the MASH.

The strategy and emerging Family Support Hub seek to:

- Promote conversations as best practice when reviewing needs & thresholds
- Embed an approach which is clear to families & professionals
- Ensure consistency & reduce duplication
- Simplify pathways between the MASH/ CSC teams/pods & the Family Support Hub,
- Achieve explicit consent from families transferring in & out of statutory services unless there are safeguarding risks which prevent this

A standardised 'Request for Support' form has been reviewed by the Early Help Consult Team & Children First. This will support proactive conversations between teams when reviewing levels of needs. The request form will be used for families stepping up and down.

Interface between Family Support Hub and Children's Social Care



23. Assessing the Level of Need

The Bournemouth and Poole Local Safeguarding Children's Board Multi Agency threshold Guidance "**Levels of Need and Continuum of Support**" is intended to be used by every agency that works directly or indirectly with children, young people and their families. The purpose of the guidance is to help agencies identify and assess the degree of need.

The full guidance can be accessed via the LSCB website at <http://www.bournemouth-poole-lscb.org.uk/> or directly via [Levels of Need and Continuum of Support](#)

Assessment using the Levels of Need Guidance which reflects the Early Help C model, will help inform the agencies response in meeting the needs identified.

The summary below includes advice on where to seek information, advice and further support and who you might or should have a conversation with, including ART Brokerage, the FSH or MASH.

24. Summary of “Levels of Need: Continuum of Support”

LEVEL 1 UNIVERSAL	LEVEL 2 UNIVERSAL PLUS	LEVEL 3 PLUS PARTNERSHIP	LEVEL 4 SPECIALIST / STATUTORY
Children with no additional needs beyond UNIVERSAL	Children with ADDITIONAL NEEDS	VULNERABLE Children with high level additional needs requiring co-ordinated services	Children in need of PROTECTION who require statutory services and/or local authority care
All children and young people access UNIVERSAL services			
<p>IDENTIFICATION:</p> <p>Children who make good overall progress in all areas of universal development and receive appropriate universal services.</p>	<p>IDENTIFICATION:</p> <p>Children and Young People with additional and emerging needs which cannot be met without the support of additional services.</p> <p>Many needs will be met by staff in universal services receiving advice and support from specialist services.</p>	<p>IDENTIFICATION:</p> <p>Children and young people at this level are vulnerable and are characterised by the level and / or combination of needs within their families. They will have a number of high level additional needs which may escalate without a co-ordinated service intervention. There may be an element of unknown risk within the child’s situation that requires further assessment.</p>	<p>IDENTIFICATION:</p> <p>Children in need and/or protection from likely or actual significant harm, often associated with concerns of immediate or on-going physical, emotional, sexual abuse or neglect (see LSCB Bournemouth, Dorset and Poole Safeguarding Procedures) and those in need of local Authority Care</p>
<p>RESPONSE:</p> <p>To access universal services e.g. GP, Health Visitor, School, Nursery, Pre-School, Childminder.</p> <p>Lead Professional and assessment is not required.</p>	<p>RESPONSE:</p> <p>These children may require a Lead Professional if co-ordinated support services involving more than one agency is required.</p> <p>The Lead Professional could be within the universal setting or the additional support service</p> <p>BEHASP provide a useful framework for diagnosing needs.</p>	<p>RESPONSE:</p> <p>In these cases, an Early Help Assessment is required and a Lead Professional should be identified.</p> <p>Assessment should lead to a multi-agency support plan overseen by the Lead Professional utilising Team Around the Child/Family meetings as needed.</p> <p>If there is a level of unknown risk within the complex needs of the family, statutory single assessment and intervention may be required and so a referral is made to Children’s Social Care.</p>	<p>RESPONSE:</p> <p>Referral to Children’s Services Social Care or specialist services for intervention</p>
<p>CONTACT:</p> <p>In agency expert Children’s Information Service EDU.Cis@bournemouth.gov.uk 01202 456222</p>	<p>CONTACT:</p> <p>In agency expert ART Brokerage for advice on accessing single agencies or, ArtBrokerage@Bournemouth.gov.uk Family Support Hub if a coordinated multi agency response is considered to be more appropriate.</p>	<p>CONTACT:</p> <p>Family Support Hub family.supporthub@bournemouth.gov.uk</p>	<p>CONTACT:</p> <p>BDP MASH (Multi Agency Safeguarding Hub) MASH@bournemouth.gov.uk 01202 458101/458102</p>