

Children's and Young Peoples Service

The County Durham Strategic Partnership Approach to Early Help for Children, Young People and Families

2019-2022



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Foreword

Our vision for 2035 is that County Durham is a place where there are more and better jobs, people live long and independent lives and our communities are well connected and supportive of each other. Our aspirations for children and young people are at the heart of our ambitions for the future. County Durham is a great place for families to live in and for children to grow up. We want all our children to be healthy, happy, safe and achieve their potential.

We recognise that Early Help is essential to helping children and young people get the best start in life, so they are able to make the most of opportunities throughout their childhood and adolescence.

We know that the needs of parents and the family environment have a significant impact on the life chances of the child, therefore our Early Help approach takes account of the whole family's needs. We want to better support families, to help them to cope with the difficulties they face and to support families to be resilient and thrive.

Lots of families in County Durham face challenges and difficulties in their lives and these can lead to tough times for children and can contribute to the breakdown of families. We do however recognise that as well as facing difficulties, families and communities have strengths and that with the right support from the right people as early as possible they can be helped to overcome significant challenges.

In County Durham, Early Help is not a single service or team, but a way of working with families that all of our key partners and stakeholders working with children and families can put in to practice. All agencies have an important role to play in helping children to thrive supported by universal services such as midwifery, health visiting and schools, as well as providing services to those children and families who need extra help to get back on track.

The County Durham Strategic Partnership Approach to Early Help sets out what we will do to make sure that children and young people get the Early Help they need.



Councillor Olwyn Gunn
Executive Member for Children and Young People

Introduction

1. The **County Durham Vision 2035** reflects the views and aspirations of the community and opportunities for improvement. Our vision for 2035 is that County Durham is a place where there are more and better jobs, people live long and independent lives and our communities are well connected and supportive of each other. Our aspirations for children and young people are at the heart of our ambitions for the future. The vision helps provide a framework which guides all of our detailed plans and programmes, which will help turn our vision into a reality
2. This vision is shared by our partners and forms the basis of our **Sustainable Community Strategy**, helping children and young people to develop and achieve their aspirations and to maximise their potential.
3. All children and young people in County Durham are entitled to universal services, through their GP, Midwife, Health Visitor and School, however, some children, because of their needs or circumstances will require extra support to be healthy, safe and achieve their potential. In addition, some children and parents do not take up their entitlement for universal services for a range of reasons.
4. Durham is committed to enabling and supporting all of its children, young people and families to be safe, healthy and successful now and in the future. We can do this by **identifying any additional needs as early as possible and providing the right support at the right time and in the right place**. We recognise the benefits of offering parents and carers help so they can better keep their children safe and support their health and development, so they in turn have the right environment to flourish into resilient adults.
5. This strategy sets out our partnership vision, priorities and approach for providing effective, targeted and coordinated 'Early Help' in County Durham in order to promote opportunity, address inequalities and secure better outcomes for children, young people and their families. It has been prepared jointly with key partners. Feedback from parents, carers, young people and children have also helped shape our approach. The strategy will be refreshed on an annual basis and contains a forward-looking action plan setting out a range of key actions over the coming year.

Vision for children, young people and families in County Durham

6. The County Durham Partnership has a longstanding commitment to make life better for children and young people and this is a strategic priority for all partners. The County Durham Children and Young People's Strategy outlines our shared vision:

Our vision is that County Durham will be a great place for children and young people to grow up in and for Durham to be a place where all children are healthy, happy and achieving their potential.

(Children and Young People Strategy 2019-2022)

7. To achieve this the County Durham Children and Young People's Strategy has developed four key aims:
 1. All children and young people have a safe childhood;
 2. Children and young people enjoy the best start in life, good health and emotional wellbeing;
 3. Young people can access good quality education, training and local employment;
 4. Achieve the best possible outcomes for children and young people with special educational needs and disabilities.

Vision for Early Help in County Durham

An effective Early Help offer brings together local partners to provide early support for children and families that supports resilience, prevent difficulties from escalating and leads to better outcomes that are sustained.

8. In Durham, we recognise that a timely response is essential for families who need some additional support and to achieve this we have developed our '**Early Help Partnership Approach**'

"Intervening early and as soon as a 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"

(C4EO expert group)

Aims and priorities of our Early Help Partnership Approach

9. We aim to ensure our Early Help Partnership Approach contributes to meeting the objectives set out in the County Durham Children and Young People's Strategy.

Our aim is to provide effective, targeted and coordinated 'Early Help' in order to promote opportunity, address inequalities and secure better outcomes for children, young people and their families.

We will do this by:

- a. Identifying the children, young people and their families who need extra help and support at the earliest opportunity.
- b. Supporting children, young people and their families to build strong family and community networks of friendship and support to increase emotional resilience.
- c. Working together as a strong partnership to deliver an effective local Early Help offer for families across County Durham.

Our Priorities are to:

- a. Support families to keep their children safe from harm and protected from the negative impact of neglect.
- b. Narrow the inequalities gap by ensuring early help is targeted, co-ordinated, timely and effective.
- c. Support children and young people to enjoy the best start in life and fulfil their potential and become resilient adults.
- d. Support families to have the resources they need to mitigate the negative impact of poverty.
- e. To promote family and community resilience and self-help.
- f. Support our workforce to 'think family' and deliver support we know works.

National Context: Why Early Help is important to children, young people and families

10. Research shows that the most impact can be made during a child's early years, however 'Early Help' is not just for very young children as problems may emerge at any point throughout childhood and adolescence.

Working Together to Safeguard Children 2018 states:

'Providing Early Help is more effective in promoting the welfare of children than reacting later. Early Help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years.'

11. Working Together to Safeguard Children 2018 also sets out that providing effective Early Help relies upon local organisations and agencies working together to:
- a. **Identify children and families who would benefit from Early Help.** This requires all practitioners, including those in universal services and those providing services to adults with children, to understand their role in identifying emerging problems and to share information with other practitioners to support early identification and assessment.
 - b. **Undertake an assessment of need for Early Help.**
 - c. **Provide targeted and coordinated Early Help services** to address the assessed needs of a child and their family which focuses on activity to improve the outcomes for the child.
 - d. Provide children, young people and families with a comprehensive range of effective, **evidence-based interventions** and services.
12. Working Together also states that local authorities, under **section 10 of the Children Act 2004, have a responsibility to promote inter-agency co-operation to improve the welfare of all children.**
13. We have a good understanding of the risk factors that can threaten children's development, limit future social and economic opportunities, and increase the likelihood of mental and physical health problems, criminal involvement, substance misuse, or exploitation or abuse in later life. Adverse Childhood Experiences (ACEs), are traumatic and/or stressful events that occur during childhood and adolescence. These factors exist at different levels within the child's environment – at the individual, family, community and society level – and interact in complex ways.
14. Whilst it is acknowledged that ACE's exist in all households, research has identified that a higher prevalence of adults who have previously experienced ACE's and children and young people who are currently living with 4 or more ACE's occur in areas of high deprivation or are living in poverty. A national study by Young Minds in 2014 identified that those experiencing 4 or more ACE's are more likely to binge drink and have a poor diet, to be a smoker, have low levels of mental wellbeing, have underage sex and have an unplanned pregnancy, be involved in violence, take drugs and have been in prison.
15. Protective factors are the characteristics or conditions of individuals, families, communities and society that can mitigate these risks and increase the health and wellbeing of children and families. In many cases, risk and protective factors are two sides of the same coin: for example, poor parental mental health may pose a risk to a child's healthy development, while good parental mental health may provide a protective factor against other negative outcomes, such as behavioural problems or poor academic attainment.

16. Many national research, strategies and policies highlight the need to focus on prevention and early intervention in pregnancy and early childhood for example, **1001 Critical Days** Cross Party Children's Report (2013) and Public Health England '**Best Start in life and beyond**' (2016). This was also highlighted in the Service Reviews for Public Health 0-19 services in 2016.

"The foundations for virtually every aspect of human development- physical, intellectual and emotional are laid in early childhood. What happens during those years, starting in the womb, has lifelong effects on many aspects of health and wellbeing; from obesity, heart disease and mental health, to educational and economic achievement..... Later interventions although important, are considerably less effective if they have not had good early foundations."

Professor Sir Michael Marmot 2010: Fair Society, Healthy Lives

"Early Help alludes to a process within which children, young people and families are equal partners in the process and emphasises more of doing **with** rather than doing **to**."

Professor Eileen Munro 2011:
Review of Child Protection Final
Report A child centred system

Review of the Early Years
Foundation Stage

Dame Clare Tickell 2010

The Foundation Years: Preventing
Poor Children Becoming Poor
Adults.

The Rt Hon Frank Field MP 2010

"I recommend that future expansion of early intervention programmes should favour those which combines strong evidence bases with the impact of crucial stages in the development of social and emotional bedrock in children and the present network of children's centres should use such approaches to identify and meet the needs of vulnerable children and families."

Graham Allen, MP 2011:
Early Intervention, the Next steps

17. All five are united in their call for early intervention and all have independently reached the same conclusions on the importance of providing help early in order to improve outcomes for children and young people, with concerns that range from preventing abuse and neglect to helping parents achieve the aspirations they hold for their children.

18. The Unlocking Talent, Fulfilling Potential: A plan for improving social mobility through education (**DfE 2017**) highlights the need to ensure organisations work in partnership at the earliest opportunity to challenge and redress the disadvantage some children face just because of where they live. We know across the country, less-advantaged children fall behind their more affluent peers in the early years and the gaps widen throughout school and beyond. Opportunity breeds opportunity and, while early advantage accumulates, so too does early disadvantage.
19. The national **Troubled Families Programme 2015-2020** (TFP) also sets out the service transformation required to embed better ways of collaborative working to ensure children, young people and families with a range of multiple and complex needs have access to effective 'Early Help'. The TFP also aims to help local areas embed better ways of collaborative working to mainstream the 'whole family' approach and embed the Family Outcome Framework across their partnership and to:
- a. Know and target children and families in communities most vulnerable to poor outcomes.
 - b. Ensure the use of evidence-based approaches to help children and families achieve positive change and
 - c. As partners, work collaboratively at the earliest opportunity to maximise impact and reduce duplication in an attempt to stop the need for high cost services.

Fiscal Benefits

20. Early Help approaches which have strong evidence of impact have the potential to reduce the likelihood of poor long-term outcomes for children. This not only benefits children now and in the future, but also wider society and the economy. In November 2016, the Early Intervention Foundation (EIF) published, 'The cost of late intervention', which estimated that in England and Wales approximately £17 billion per year is spent on 'late intervention'. These interventions focussed on the damaging problems that affect children and young people such as domestic violence and abuse, child neglect and maltreatment, mental health problems, youth crime and exclusion from education and the labour market. While this figure is substantial, it is only the immediate fiscal value so does not capture any lasting effects into adult life and sometimes into the next generation, nor the wider social and economic impact.
21. The national evaluation of the national Troubled Families programme (2019) reported significant cost savings and benefit implications by reducing demand on high cost acute services, particularly in children's social care and the criminal justice system. Cost benefit analysis was undertaken to compare these savings to the total costs of the programme, to consider whether the programme is having economic and fiscal benefits. Economic benefits, (includes economic, social and fiscal) shows for the 2017/18 cohort the total net public benefit is estimated to be £366m, suggesting every £1 spent on the programme delivers

£2.28 of benefits. Fiscal benefits alone show that for every £1 spent on the programme delivers £1.51 of benefits.

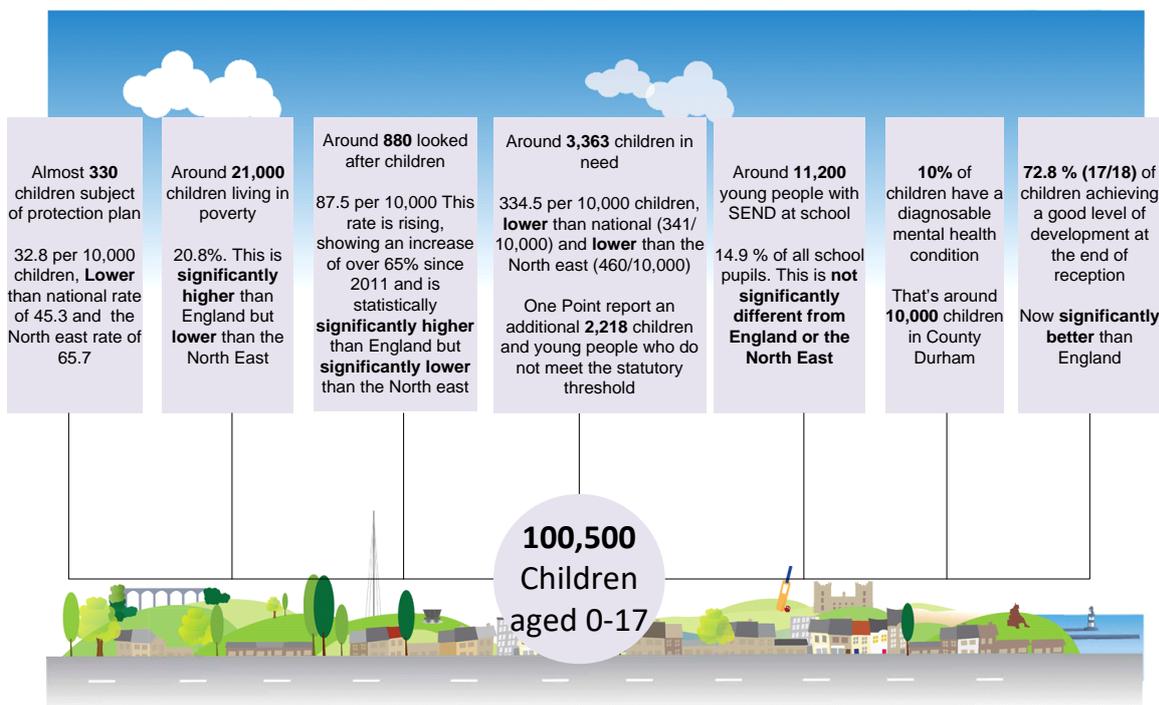
Local Context: Children and Young people in County Durham¹

22. County Durham has around 28,000 children under five years old and 100,500 under 18-year olds. We have 5,300 babies born each year in the County. Unlike the national trend, the county has seen a gradual fall in the number of its children and young people since 2011. However, the number of preschool children aged 0-4 years is projected to increase by 3% by 2039. We have 21,000 children and young people living in poverty this accounts for 20.9% of the youth population, however we also have communities where almost half of children live in poverty. Childhood obesity is a persisting issue, with almost one in four 10-11-year olds being obese; this is significantly worse than England.
23. Admissions to hospital caused by unintentional injuries and deliberate injuries are significantly higher than England at almost 1,500 admissions per year. 26% of 5-year olds have decayed, filled or missing teeth (DMFT). The distribution of DMFT across County Durham is also not equal, it is much higher in the more deprived areas. 10% of children have a diagnosable mental health disorder. That is around 10,000 children and young people in County Durham.
24. GSCE attainment is similar to national averages. 72% of our children achieve a good level of development at the end of reception which is significantly better than the England rate. We have around 11,200 young people with special education needs and disabilities (SEND) at school which equates to 14.5% of all school pupils. This is not significantly different from England or the North East. Around 6% of 16-17-year olds are not in education, employment or training, that is around 600 young people aged 16-17 this proportion is not significantly different to England or the North East. First time entrants to the youth justice system saw a reduction of 45% between 2010 and 2016.
25. We currently have 3,363 children in need, including 330 children subject of a child protection plan, a rate of 32.8 per 10,000 children which is lower than the England rate and the North East rate. We currently have over 880 looked after children which equates to a rate of 87.5 per 10,000. This rate has risen over recent years showing an increase of over 50% since 2011 and is statistically significantly higher than England but significantly lower than the North East. ²

¹ [Durham Insight](#) is a shared intelligence, research and knowledge base for County Durham, informing strategic planning across the Durham County Council and its partners, and by thematic partnerships.

² Data @ 31 July 2019

Children and Young People in County Durham – Where we are Now



*3.363 CIN figure above includes Children in Need, Children on a Child Protection Plan, Children Looked After and Care Leavers.

26. We have made significant improvements in many of the outcomes for children and young people over recent years. However, a significant number of children at all ages remain at risk of poor outcomes and our Early Help approach aims to ensure those children in need of additional help and support receive a timely and effective response to meet their needs and improve their life chances.

Our Early Help Partnership Approach

27. Early Help is not a service but a way of ‘thinking’ and ‘working’ through a collaborative approach between families, communities and services.

‘Early Help’ is the term used by agencies in County Durham to describe our approach to providing support to vulnerable children, young people and families as soon as problems start to emerge or when, there is a strong likelihood that problems will emerge in the future.

Our Early Help Partnership Approach in County Durham is twofold:

The approach for individual children, young people and their families and how to respond to additional or more complex needs as they arise at any point in a child's life; thereby securing better outcomes and avoid more costly interventions in the future.

Utilises evidence based practice and local intelligence to respond to groups of children and young people who are disadvantaged or vulnerable by known circumstances or environment

28. We recognise, that 'Early Help' is a collaborative approach not a single agency provision and therefore our delivery is through a **coordinated community based, universal and targeted provision**. This seeks to ensure children and young people get the 'best start in life' and make a successful progress into adulthood.
29. The purpose of Early Help is, through prompt and targeted interventions, to prevent issues and problems becoming acute, chronic and costly to the child, young person, the family and the wider community. Early Help works to reduce the risk factors and increase the protective factors in a child's life. Early Help can also help children and young people to develop the skills they need to live happy, healthy and successful lives. It can improve the quality of a child's home life and family relationships, increase educational attainment and improve health including good mental health.
30. County Durham's Early Help Partnership Approach supports parents and carers so we can work together with them to make things better for their children. We call this our '**Think Family**' approach. This approach can bring together a range of practitioners and professionals working together with the family on a day-to-day basis. This may include GPs, health visitors, nurseries, schools and colleges, Adult Services, Criminal Justice Services, Family Centres and the Voluntary and Community Sector. Through Early Help and more coordinated working, we are seeking to ensure that families get '**the right support at the right time, in the right place**' and any possible duplication across services is avoided and positive impact maximised. It also seeks to ensure that services primarily working with adults such as drug and alcohol services, mental health and domestic abuse services consider the impact on children and young people and how they might need to be supported.

31. Families that need help frequently report they do not want to be in 'systems' or services. Families want to be supported by their friends, family and in their communities to deal with the day-to-day challenges they face. Durham's Early Help partnership approach recognises the strength of family networks and local community support whilst ensuring there is a clear pathway to access additional help and support at the earliest opportunity including where required safeguarding and family support based on concerns, which arise. Our approach is therefore, focused on equipping children, young people, families and communities with the information to support resilience and people helping themselves when it is possible.

32. Further details of the Durham County Early Help Partnership Offer can be viewed in Appendix 2.

Principles of our Early Help Partnership Approach

33. Our Early Help Partnership Approach is underpinned by the following principles:

1. **Early Help is 'everybody's business'** and we will intervene at the earliest opportunity at any point in a child's life;
2. **Work together** as a strong partnership to deliver an effective local offer of support that is visible and accessible;
3. Adopt a **whole-family, outcome focussed** approach;
4. **Strength based**;
5. **Children, young people and their families are listened to**, practice is focussed on their needs and experiences and influenced by their wishes and feelings;
6. Support children, young people and their families to connect to communities, build networks of support, **build resilience** and improve their capacity to help themselves;
7. Provide high quality support and **interventions that we know work**;
8. Services will **safeguard** and promote the health and wellbeing of children, young people and their families;

34. The Signs of Safety practice model is used across County Durham to facilitate our strength-based approach. Strength based practice is a way of behaving which helps to build and maintain healthy relationships, resolve difficulties and repair harm where there has been conflict. This approach is now being used across Children and Young People' Service from Early Help up to and including statutory social work services. We use the Signs of Safety practice model to ensure all practitioners work collaboratively with children, young people and

families to create solutions, focussing on strengthens and supporting family resilience.

We use **Signs of Safety** in our work to assess the support needs of the family and put a clear and realistic plan in place to help to help identify their own solutions and take responsibility for their futures.

How we work together with families

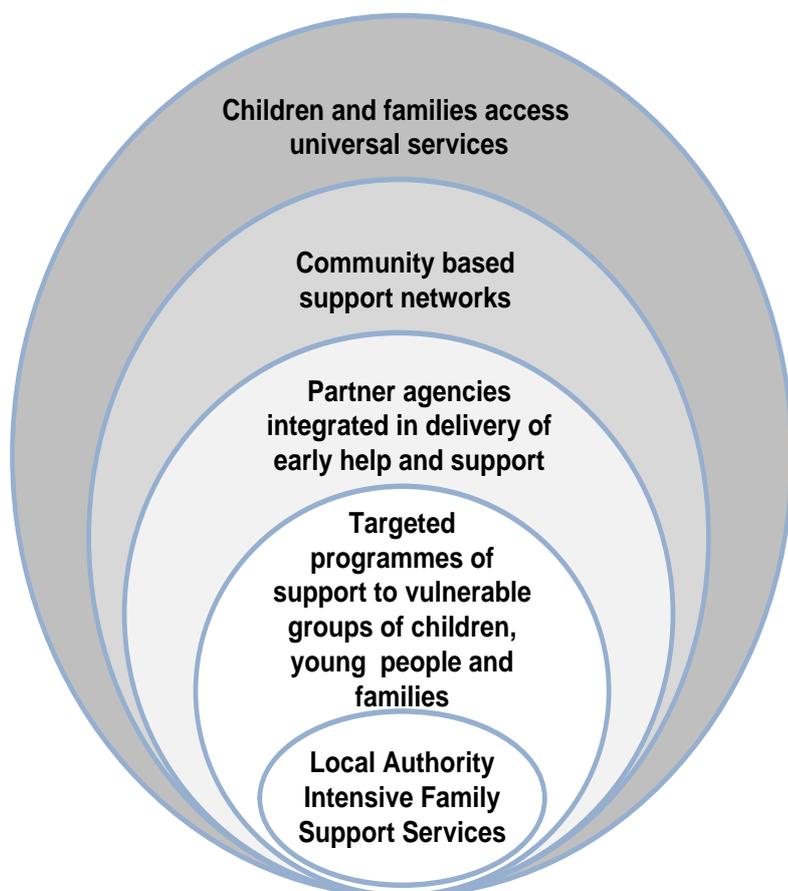
We will work with you to agree what help you need and plan your family goals. We will work on three key questions

1. What are we worried about?
2. What's going well and who helps you?
3. What needs to happen next how and by when?

We aim to be open and honest with each other about any worries and how we can make the situation better. You may be offered help in various ways such as through a course or by a worker visiting your home. You may be allocated a worker from the One Point Service or from a local partner such as a Health Visitor or School. Your worker will coordinate other services working with you and your family and agree a plan and we will review this with you to make sure it meets your family's needs.

Our Early Help Partnership Approach Model

35. The model below provides a simple yet effective model for the structure and delivery of our collaborative Early Help partnership offer across County Durham.



- ✓ All children and families accessing universal services.
- ✓ Community led resources and initiatives. Voluntary and Community Sector provision. Groups and courses through Family Centres, Hubs and community venues.
- ✓ Partner agencies integrated in the delivery of Early Help. Team around the Family to draw in additional expertise
- ✓ Targeted programme of support for vulnerable groups of children, young people and families;
- ✓ Intensive Family Support Team- Key Working model for engaging with children and families

- (a) All children, young people and families are entitled to access a range of **Universal Services** provided by their GP, Midwife, Health Visitor and School. The **Healthy Child Programme** provides the framework for the integrated delivery of care and support. Practitioners delivering universal support are ideally placed to recognise vulnerabilities and provide or initiate additional help and support needed to meet the child and family needs. The **Early Years Health and Wellbeing Framework**, and the **Health and Wellbeing Framework for Schools and Settings** also provides guidance and resources to identify need, improve health and wellbeing and help reduce inequalities.
- (b) **Community based support networks** - encouraging and supporting parents to access services on their own, making use of their family, friends, peer networks, Community and Voluntary Sector organisations in their local communities and make use of **County Durham Families Information Service** including **SEND Local Offer** and Special Educational Needs and Disability Information Advice and Support Service (SENDIASS). The approach will ensure we always consider community-based networks of support near to the child, young person and family in order to build self-reliance and resilience. Families are helped to access additional VCS support both during, beyond or instead of support they may receive from public sector

organisations. Local Family Centres provide a 'one stop shop' in our communities for children, young people and families to access information on community-based support. The VCS Alliance programme supports practitioners across the County Durham Partnership to know, understand and utilise the VCS provision available to the families in their communities.

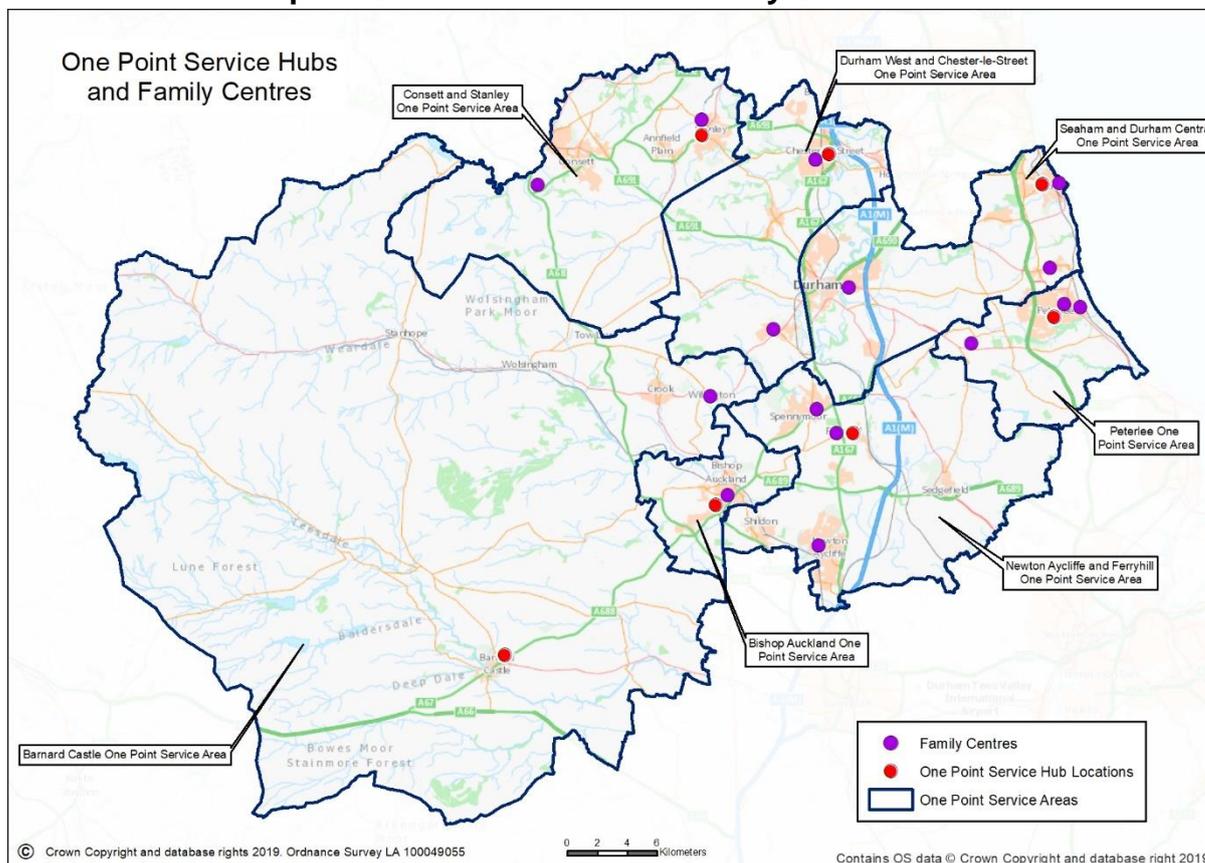
- (c) **Partner agencies integrated in the delivery of early help.** In addition to high quality support in universal services, local Early Help services will include family support and parenting programmes, assistance with health issues, including mental health and help for emerging problems relating to domestic abuse, drug or alcohol misuse by an adult or a child. Services will also focus on improving family functioning and building the family's own capability to solve problems. This can include a single service response when an additional need is identified where the family cannot deal with or meet on their own. This support can be addressed by promoting self-help with direct support to develop skills, knowledge and personal resilience. Agencies will also provide integrated Early Help and where required adopt Team around the Family processes to draw in additional expertise where there are multiple or complex needs present and require a coordinated multi-agency response. We recognise a multi-agency response also needs to ensure the utilisation of all our collective resources including the VCS.
- (d) **Early Help Advisers (EHA)** working within the One Point Service, support universal partners, adult focussed services and the VCS to identify and support children and families in need of Early Help. EHA provide mentoring support to practitioners to undertake 'whole family' assessments and develop effective team around the family arrangements.
- (e) **Intensive Family Support Teams.** Where the needs of the child and family are complex and require intensive family support the One Point Service will provide a key working model, providing 'whole family, outcomes focussed' support, utilising our collective resource through Team around the Family (TAF) processes. Seven OPS teams are aligned to the 14 Families First social work teams, many teams are co-located to facilitate seamless service provision.
- (f) See Appendix 1 for the full One Point Service provision.

Co-location

36. The LA and key partner organisation recognise the benefits of co-location in support of integrated working practices. **Fourteen Families First** Social Work Teams are fully aligned with One Point Service teams. The Intensive Family Support Team are co-located with Families First, Children's Social Work Teams and the 15 Family Centres are aligned to both Families First and Intensive Family Support Teams. These arrangements ensure effective step up and step-down arrangements as well as ensuring children and families accessing social

care support also have access to evidence based programmes includes parenting programmes, empowerment programmes and Family Centre offer. Health Visitors and Early Years Practitioners are also co-located within Family Centres. The One Point Service Family Centre Teams work closely with Health Visitors and School Nurses to deliver coordinated universal and targeted community based Early Help services.

Map of One Point Hubs and Family Centres



Identification of children, young people and families in need of Early Help

37. Practitioners working in universal, targeted and specialist services including adult focused services have a responsibility to identify children, young people and families at risk of poor outcomes and in need of additional help and support. Practitioners must also recognise the symptoms and triggers of abuse and neglect, recognise and understand the impact of ACEs and share that information and provide children with the Early Help they need.

38. We recognise that sometimes services can become focussed on what they see as the challenging or risky behaviour presented by children and young people; this approach can quickly stigmatise or criminalise young people’s normal response to adversity and trauma. By intervening early and implementing a trauma informed approach which mitigates against the potential impact of ACEs, ensures that children and young people are able to live in stable environments and are able to develop safe and mutual relationships with their

peers. Our approach aims to ensure practitioners working with children, young people and families recognise and understand the impact of adverse childhood experiences (ACEs) and adopt a trauma-based practice model.

39. Our approach will also draw upon our local assessment of need, including the Joint Strategic Needs Assessment (JSNA) and data intelligence to help target our most vulnerable children, young people and communities at risk of poor outcomes.

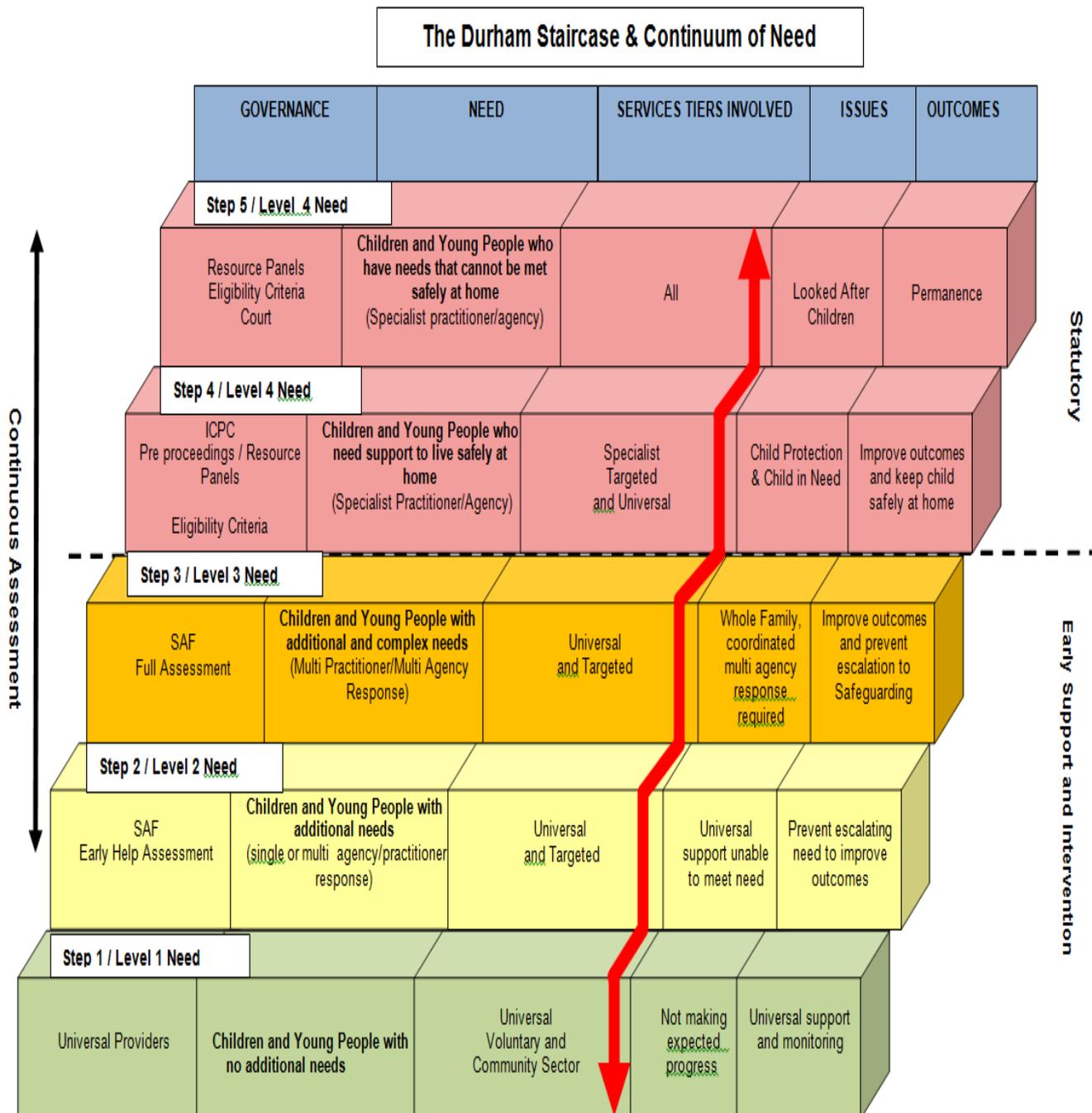
40. Practitioners should, in particular, be alert to the potential need for Early Help for a child who is:

- a. In a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse or adults with a learning difficulty.
- b. Disabled and has specific additional needs and /or has special educational needs (whether or not they have a statutory Education, Health and Care Plan).
- c. A young carer.
- d. Showing signs of being drawn into anti-social or criminal behaviour, including gang involvement and association with organised crime groups.
- e. Frequently missing/goes missing from care or from home.
- f. At risk of modern slavery, trafficking or exploitation, including child sexual exploitation.
- g. At risk of being radicalised or exploited.
- h. Misusing drugs or alcohol themselves.
- i. Returned home to their family from care.
- j. A privately fostered child.
- k. Frequently missing school or not on a school roll.
- l. At risk of becoming homeless.
- m. Persistent and unresolved parental conflict

How we respond

41. In Durham we use Early Help as the umbrella term that describes our continuum of service response from universal/additional needs (level 1 and 2) to multiple or complex needs (level 3) for individual children and families wherever they live in Durham and whenever needs arise as described in the County Durham Level of Need. Weekly step up/ step down meetings take place between Children Social Care, the One Point Service and 0-19yr Health Service to ensure children and families receive the right level of support in a timely and seamless manner. Children's Services have recently implemented a new case management system, Liquidlogic. The new system covers both Early Help and Statutory

Social Work Teams, supports quality recording, and facilitates step up and down arrangements when required.



Practitioners Delivering Early Help will:

- a) Support greater self-care and resilience in communities and families to help them help themselves, for example, increase co-delivery with VCS, service users and volunteers.
- b) Find and support the naturally occurring networks around children and families.
- c) Work 'with' children, young people and families using a strength-based model.
- d) Create a culture across our partnership of early identification and relevant information sharing to ensure we work collaboratively at the earliest opportunity to maximise impact and reduce duplication.
- e) Ensure Early Help is part of the 'day job' so children, young people and families can approach anyone working with them who will respond and begin to assess their needs and start conversations with the right people to identify how help should be provided utilising an '**every contact counts**' philosophy.
- f) Enable and empower local partners to develop the confidence to support the holistic whole family assessment of need through the Single Assessment , and co-ordinate support for the family.
- g) Provide support which is easy for families to navigate and so they only have to tell their story once.
- h) Provide more targeted Early Help to help families and children most at risk when problems first emerge.
- i) Provide relevant, timely and appropriate support to the most complex families in our county.
- j) Provide support proportionate to needs.
- k) Deliver effective Early Help support with a strong evidence base.
- l) Build on our 'think family' approach - one family, one plan, one worker so we help families to receive the right support at the right time in the right place across a range of services and family need.
- m) Enable practitioners to have conversations safely within their agency information sharing protocols that are recorded to ensure that all the agreed detail is captured, confirmed and shared.
- n) Ensure conversations and assessments lead to actions being identified to improve outcomes for children and young people which are set out in a plan and responsibilities are clarified.
- o) Ensure conversations involve shared decision making; outcomes of conversations should be clearly communicated to relevant practitioners to avoid anyone working in isolation.
- p) Require plans to be SMARTER (specific, measurable, achievable, realistic, time bound, evaluated and reviewed) and identify strengths as well as needs and demonstrate that children, young people and their families have been part of the process.
- q) Ensure family achievements and steps to progress are recognised and once sustainable improvement is made, services will reduce or end their involvement in order to maintain a family's independence.
- r) Ensure someone acts as the lead practitioner and coordinates a 'Team around the Family'. They should lead on making sure the plan works. They should invite others back to review the plan as required.
- s) Ensure when Early Help is not working, conversations may become challenging but there are clear pathways into specialist and safeguarding services.
- t) Explore creative and innovative ways of working to achieve the very best outcomes for children and families in County Durham.

Focus on Vulnerable Children, Young People and Families

42. We also see Early Help in terms of the response to groups of children and young people who require planned and targeted support in advance, who are vulnerable by circumstance or environment and require help to address inequality and poor outcomes as a result. For example, this could be children and young people who have special education needs or disability (SEND); from a specific cultural or ethnic background (BME); or children living in poverty.

43. In County Durham, we provide a range of integrated programmes specifically aimed at supporting groups of potentially vulnerable children, young people and families in order to improve their life chances. These include:

- **Vulnerable Parent Pathway:** recognises that some families require additional support, whilst others can safely be supported through the universal **Healthy Child Programme** (HCP). In line with providing holistic, coordinated packages of support to families in greatest need, the Vulnerable Parent Pathway involves the delivery of integrated support by Health Visitors and the One Point Service (OPS) and other partner organisations from the antenatal period through to the child being two years of age.
- **Young Parent Programme:** A twenty-week programme aimed at young mothers and fathers is delivered by the One Point Service in collaboration with a range of key organisations such as Health Visiting Service, Durham Works and VCS. The programme aims to develop parenting skills, develop positive aspirations for moving into adulthood, employment, further education or training.
- **Durham Health and Emotional Wellbeing Framework:** The framework is underpinned by a resilience-based approach and aims to support education settings to look holistically at the mental, physical and emotional health of the whole school. A universal offer is available to all schools to support understanding of the relationship between resilience, wellbeing and achievement. Positive emotional health and wellbeing are essential to the development of young people. For the emotional health and wellbeing of pupils and staff to be central to the ethos of the setting by embedding a whole school approach.
- **Emotional Health and Resilience Nurses:** provide a combination of training and support alongside managing low level mental health issues within secondary schools and the community. They aim to raise awareness of mental health, reduce stigma associated with this and ensure that the right level of support for emotional and mental health issues are accessed in a timely manner. The team, in partnership with the Educational Psychology Service and the Emotional Wellbeing and Effective Learning (EWEL) Team

deliver the **Youth Aware Mental Health (YAM)**: programme which is a universal 5-week programme aimed at creating awareness of mental and emotional health for year 9 pupils. The team also deliver a range of targeted group work and classroom workshops for those children who have been identified as having a particular issue, such as Self Esteem, Body Image, Friendships & Relationships, Anger, Low Mood, Anxiety (and associated self-harm) and Peer Support. The team also provide access to Community Advice & Guidance Clinics, these clinics are held at a venue within the local community for young people /parents /carers and professionals to access advice and guidance regarding emotional and mental health related issues.

- **DurhamWorks** offers young people who are resident in Durham, not in Education, Employment or Training, and aged between 16 – 24 years information, advice and guidance (AIG) to support their transition into Employment, Education or Training. Activities include one-one IAG interventions/mentoring/advocacy and partnership working. DurhamWorks has a number of Delivery Partners who offer programmes working closely with advisers to ensure any gaps in provision are identified and filled. A specialist team is in operation working with children who are looked after, care leavers, SEND, young parents, young carers and young people who offend. Support is also offered to young people with an Education, Health and Care Plan (EHCP) and Children Looked After leaving year 11 and entering into post 16 options.
- **Team around the School:** The Team around the School Programme is a collaboration with mainstream secondary education schools in County Durham to provide Early Help to young people within school who, because of their needs or circumstances, require extra support to be healthy, safe and achieve their potential by accessing the educational opportunities available to them. This support includes a range of group-based activities and short time limited one to one support addressing school attendance, self-esteem and confidence, risky taking behaviours and challenging behaviours.
- **Wellbeing for Life:** Practitioners within the One Point Service with a specific focus on Early Help and intervention with families who require support with their parenting and family relationships by implementing evidenced based programmes including Strengthening Families.
- **Team around the Community:** Team around the Community involves small teams of part time sessional youth workers who are deployed to work flexibly across the county during the evenings to provide detached outreach support to young people. The workers target locations where there are reports of antisocial behaviours or risky taking behaviours reported through multi-agency problem solving groups and provides on the street advice and support as well as encouraging take up of youth clubs.

- **Support groups for parents with a child with SEND:** County Durham Family Centres provide access to a range of specialist and peer support networks for parents with children with SEND. The County Durham Families information Services **Local Offer for SEND** provides a comprehensive range of national, regional and local support.
- **County Durham Youth Justice Service (CDYJS)** screens every young person for Speech, Language and Communication Needs (SLCN) to ensure the appropriate support and/or referrals are made as a result. They provide support for parents who have been the victim of their children's offending behaviour. In addition, health and mental health screening, support and signposting are delivered by specialist staff within the integrated team. CDYJS staff also offer employment advice and guidance in order to secure places in employment, training or education for the young people. CDYJS also works with the victims of crime. The 'With Youth in Mind' programme run by service offers activities and support exclusively to young victims to improve emotional wellbeing, reduce anxiety and boost self-esteem. CDYJS regularly recruits and trains adult volunteers who support service users in a variety of roles including acting as specialist mentors to young people who have offended and representing the community when discussing direct and indirect reparation with them.

Performance Monitoring and Review - how we will measure success

44. It is imperative as a partnership, we understand if and how, our offer of Early Help and support to children and families in County Durham makes a positive difference to their lives. **Success should be directly measured** against the outcomes experienced by children, young people and their families. The **County Durham Family Outcome Framework** sets out an agreed approach to evidencing when a family has achieved significant and sustained progress, ensuring our work with children and families is focussed on achieving measurable outcomes. We will include quality measures and feedback to measure our progress and success.
45. Our governance arrangements ensure we are collectively responsible for monitoring both the quality of our support and performance against our agreed outcome measures. Our Children and Young People's Strategy sets out key outcomes measures of success. It is therefore imperative that our Early Help Partnership Approach contributes to achieving these outcomes.
46. An updated performance management framework is being developed for the Early Help and Think Family Partnership to monitor success of this strategy. Performance exceptions will be escalated to the Integrated Steering Group for Children (ISGC) for further consideration. Key performance measures are included at appendix 3.

47. In County Durham, we have a number of opportunities to involve and engage with children, young people and families in the development of our offers of support, for example with:

- a) **Area Action Partnerships (AAPs)** are 14 Partnerships covering all areas of county Durham. The AAPs bring together local people, councillors and partners to identify and set local priorities and explore ways to take action to address these priorities. The AAPs try to recognise a wide spread of age groups and acknowledge the right for young people to have their opportunity to put forward their opinions alongside adults. The AAPs use different engagement methods in order to specifically involve young people.
- b) **Investing in Children (IiC)** promote the rights of children and young people. They provide research and participation services to organisations that work with children and young people and share their commitment to their human rights. They support a range of groups including disabled young people from County Durham called the eXtreme group, who engage with commissioners, service providers and parents/carers to develop and improve services for children with SEND across the county.
- c) **Making Changes Together** is a parent/carers forum. A group of parent carers who work with professionals to influence and improve services to children and young people (0-25 years) with special educational needs and disabilities in County Durham.
- d) **The Student Voice Survey**, which takes place every two years, is the result of engagement with Primary and Secondary school children across the County, giving children the opportunity to inform decision makers about how they live their lives. It is designed to provide schools with an evidence base to use in their OFSTED 'Self Evaluation form', and to provide the Children and Families Partnership with a robust data set which can be used to inform service planning and policy.
- e) **The Bridge Young Carers** service support children, young people and their families who have a challenging caring responsibility. They work in local communities to ensure that children and their families benefit from all the local services available to them.

48. The local authority **One Point Service** has a Quality Assurance Framework, which enables the service to measure how it is delivering timely and effective Early Help services to children, young people and families. The framework includes:

- a) Quarterly collaborative audits;
- b) Quarterly Thematic audits;

- c) Service User Survey undertaken with children, young people and families;
- d) Monthly and quarterly performance scorecard.

Supporting our Workforce

- 49. We will invest in learning and development opportunities to support practitioners across the County Durham Partnership who work with children, young people and adults who are parents/carers, so they feel confident to identify vulnerable children and families and deliver effective 'whole family,' 'outcome focussed' Early Help interventions. This will be facilitated through taking a Making Every Contact Count approach.
- 50. We will provide the workforce with the tools to deliver an effective integrated offer of Early Help through our Think Family Workforce Academy. This will focus on culture and behaviours rather than process.
- 51. We will also offer practitioners across the County Durham Partnership access to a formal qualification, City and Guilds, Level 4; Supporting Families with Multiple and Complex Needs. Quarterly Think Family Networks and Early Help Forums are vehicles used to facilitate ongoing learning and development opportunities, facilitating integrated working practices and whole family working.
- 52. Learning and development opportunities are provided in line with current research and evidence-based practice and in line with Durham Safeguarding Children Partnership's procedures and guidelines including the **Single Assessment Framework**.
- 53. County Durham promotes a culture of continuous improvement, learning and development and promotes reflective practice and supervision using a Signs of Safety practice approach.
- 54. The Durham Safeguarding Children Partnership provides a broad range of learning opportunities including E learning and multi-agency training as well as hosting a range of practice guidance and tools such as **Neglect Practice Guidance** and **Children and Families Practice Toolkit** to support effective 'whole family' 'outcome focussed' practice.
- 55. We will use the latest evidence of the effectiveness of Early Help programmes, drawn from the **Early Intervention Foundation** (EIF).

Governance

- 56. Local authorities, under Section 10 of the Children Act 2004, have a responsibility to promote inter-agency cooperation to improve the welfare of children. Our approach to effective Early Help across County Durham incorporates the key principle for an integrated partnership approach. We

believe delivering Early Help in order to keep families, children and young people safe is not a single agency responsibility and requires a 'whole family' approach owned by all stakeholders working with children, young people and families, including Children Services, Child and Adult Health services, Police, Education, Housing, Criminal Justice Services and the VCS. This means all services and all practitioners including specialist and commissioned services are responsible for Early Help. Early Help is based on needs of families not service thresholds.

57. In County Durham, the governance for Early Help is provided through the Early Help and Think Family Partnership reporting to the Integrated Steering Group for Children and the Children and Young People's Partnership, the Best Start in Life Steering Group also reports directly to these two groups. The governance chart below shows direct accountability and reporting relationships.

58. **Children and Young People's Overview and Scrutiny Committee** provides political oversight of services provided to children, young people and families in County Durham. The committee wants to ensure that children and young people are kept safe from harm and that vulnerable children and families receive the support they need.

59. **Three Early Help Forums** provide a network for partners to come together on a regular basis to strengthen joint working, understand local need and raise awareness of local community resources in order to make best use of all available support.

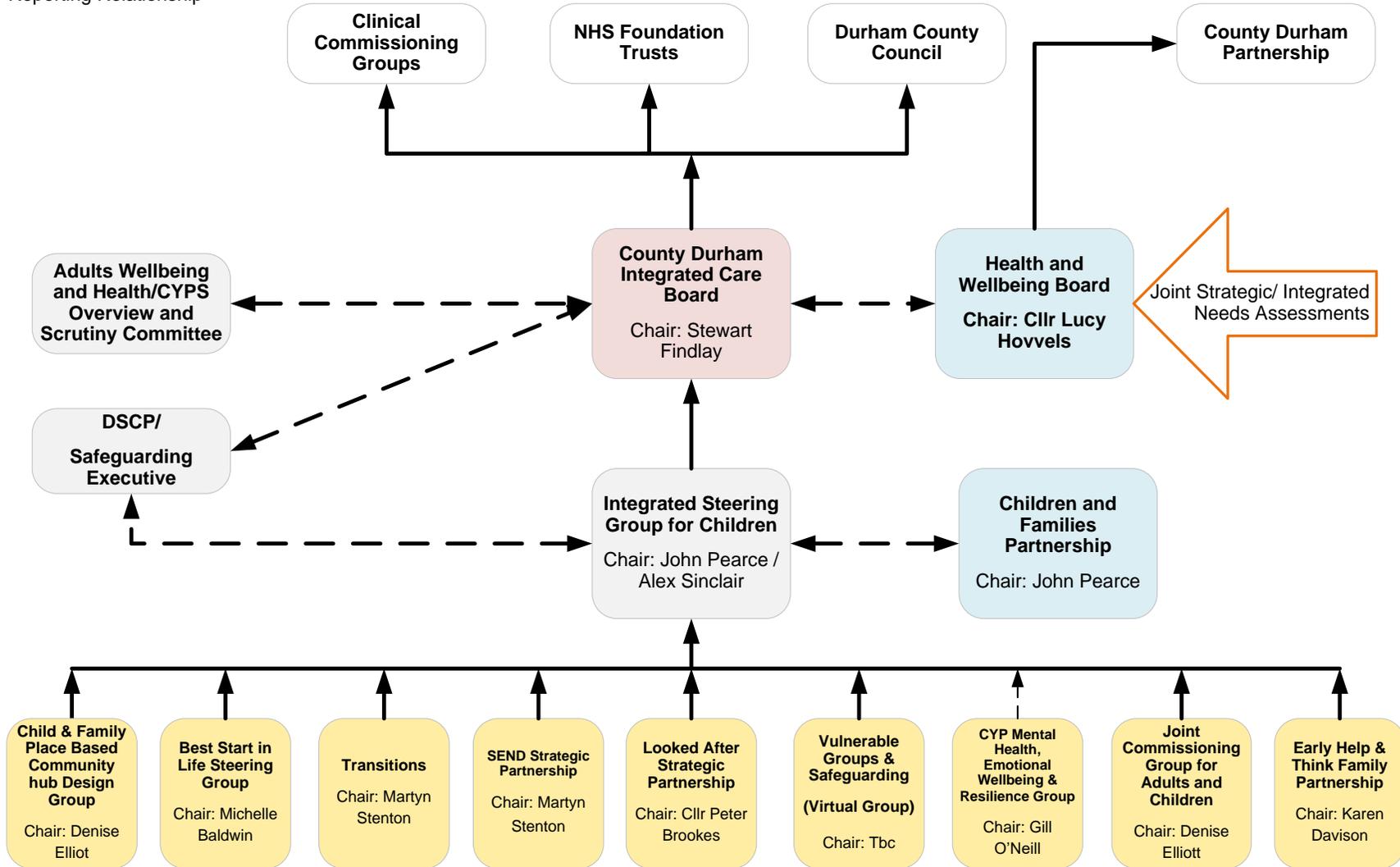
60. **Joint Area Management** meetings are held on a bi monthly basis and support the integrated operational delivery of support to children, young people and families regardless of level of need across County Durham

Governance Chart: Integrated Steering Group for Children

Key

Direct Accountability ———

Reporting Relationship - - - - -



Data Protection

61. Durham County Council must have due regard to the relevant data protection principles which allows us to share personal information, as provided for in the Data Protection Act 2018 and the General Data Protection Regulation 2018 (GDPR). Our privacy notice **here** explains how we use and share information

Equality and Diversity

62. Durham County Council is committed to promoting equality of opportunity, valuing diversity and ensuring discrimination, harassment or victimisation is not tolerated. Our policy is to treat people fairly, with respect and dignity. We also comply with legal requirements in relation to age, disability, gender, pregnancy and maternity, marriage and civil partnership, gender reassignment, race, religion or belief and sexual orientation.

Next Steps

63. In order to continue our journey to embed better ways of collaborative working to ensure children, young people and families with a range of multiple and complex needs have access to effective 'Early Help' we will develop and implement a place-based approach. A place-based approach is a geographical area where public and community resources work more closely together in a cohesive manner to improve outcomes for children families in that area. This approach provides a critical shift in how we know and understand the needs of our children, young people, families and communities and to deploy resources as a collective system in the future.

64. We are implementing a 'place-based' approach in three high need localities from October 2019, with the intention of rolling out to all seven localities in 2020. The aim of developing and implementing a place-based approach is to make best use of public sector and community assets to:

- (a) Effectively share and analyse multi-agency intelligence to better understand and address the collective issues children, young people, families and communities are facing and provide a more collective and effective response.
- (b) Build resilience and encourage independence within families and communities.
- (c) Improve outcomes for children, young people and families by providing support as early as possible.
- (d) Provide high quality statutory services when required and
- (e) Reduce demand on high cost services.

65. The place-based approach will also provide a range of evidence-based approaches to support children and families achieve positive outcomes such as:

- (a) Family network meetings.
- (b) Focussed support to mitigate negative impact of poverty.
- (c) Focussed support to address barriers to education.
- (d) Increased offers of peer and VCS support.
- (e) Increased focus on support to families with children with SEND or those not accessing mainstream education.
- (f) Empowerment programmes delivered in collaboration with commissioned DV service Harbour and VCS partners.
- (g) Evidence based Parenting Programmes Incredible Years, Triple P and Strengthening Families programme.
- (h) Early years speech and language enrichment programme.
- (i) Programmes to support children young people and families affected by parental conflict.

66. We have introduced 'Locality Early Help Conversations' to collaborate with key partner organisations on best possible solutions for children and families requiring Early Help. The 'Locality Early Help Conversations' meetings provide an environment for professionals across a range of organisations to discuss children and families in need of Early Help and decide on best possible solutions in order to provide the right support to the child and family.

67. In line with the service transformation required to ensure we understand demand and target our most vulnerable children and families at the earliest opportunity a range of digital and business intelligence solutions will be progressed over 2019/20. We intend to use data to target our resources both at an individual and community level and ensure interventions are intelligence led. These will include:

- (a) fully embedding the County Durham Family Outcome Framework into Liquidlogic;
- (b) Explore the implementation of Liquidlogic Children's Portal and Delegation Portal;
- (c) Explore business intelligence solutions with the aim of joining up datasets to provide greater insight into vulnerable children, families and services. This will involve identifying the most effective way of matching and presenting Social Care, Early Help, SEND and Education data from disparate systems including identifying ways to automate data production as well as considering the most appropriate business intelligence software to extract and present the information;
- (d) Progress a SEND specific health data matching process to provide greater insight in relation to the use of Health Services by Children/Young People with a SEND.

68. To ensure County Durham Early Help Partnership Approach continues to respond to need, best practice and to both government and local policy, our strategic approach to Early Help must therefore be a dynamic document.

The document will be revised, in collaboration with key partners on an annual basis and includes an action plan to progress developments between reviews.

Useful websites

[Durham County Council Children and families information pages](#)

[Durham Insight](#) web based series of reports, factsheets and information, using a topic-based approach.

[County Durham Children and Young people's Strategy 2019-2022](#)

[County Durham families and Partnership Child Poverty Plan on A Page 2018-2020](#)

[Office for Standards in Education, Children's Services and Skills](#)

[Working Together to Safeguard Children 2018](#)

Glossary

ACE	Adverse Childhood Experiences
BME	Black Minority Ethnic
CIN	Children in Need
CLA	Children Looked After
CP	Child Protection
CYPS	Children and Young People's Service
DMFT	Decayed, filled or missing teeth
DV	Domestic Violence
EHA	Early Help Advisors
EIF	Early Intervention Foundation
FOF	Family Outcome Framework
GDPR	General Data Protection Regulation 2018
GP	General Practitioner
GSCE	General Certificate of Secondary Education
HCP	Healthy Child Programme
liC	Investing in Children
JSNA	Joint Strategic Needs Assessment
NEETs	Not in Education, Employment, or Training
OFSTED	Office for Standards in Education, Children's Services and Skills
OPS	One Point Service
SEND	Special Education Needs and Disabilities
SENDIASS	Special Educational Needs and Disabilities Information Advice and Support Service
SMARTER	Specific, Measurable, Achievable, Realistic, Time bound, Evaluated and Reviewed
TAC	Team Around the Community
TAF	Team Around the Family
TFP	Troubled Families Programme
VCS	Voluntary and Community Sector
YAM	Youth Aware Mental Health

Appendix 1 One Point Service Summary



One Point Service

The One Point Service is Durham County Council's Early Help Service. The aim of the [One Point Service](#) is to identify and provide timely and effective Early Help for children, young people and families, which prevent difficulties escalating and leads to better outcomes, which are sustained. The One Point Service consists of the following provision:

Seven Intensive Family Support Teams. These teams are based within seven One Point Hubs. The teams provide intensive family support to children and families' who present with a range of complex needs at Level 3 Durham Threshold. The team provides a key working model, providing 'whole family, outcomes focussed' support, utilising our collective resource through TAF processes. The seven teams are aligned to the 14 Families First social work teams, many teams are co-located to facilitate seamless service provision.

Fifteen Family Centres' managed by the One Point Service provide a 0-19 offer for children, young people and their families (up to 25 for young people with SEND) with lower level needs, whilst retaining a clear focus on early years in line with the 'Best Start in Life'. The Family Centres will work in partnership with the Community and Voluntary Sector and health partners to provide access to a range of health, wellbeing and family support services including support for child's learning and development, promoting healthy lifestyle and life skills and support for family relationships to ensure all children get the best start in life. The offer from the Family Centres includes both time limited one to one support and group based programmes and activities.

Voluntary and Community Sector Alliance. A VCS Coordinator and 4 VCS Workers support Children Services and key partner organisations to know and utilise the wide variety of VCS provision available across County Durham. The VCS Alliance will ensure that the existing consortia of Voluntary and Community Sector arrangements are directly linked to Children's Services and that all key partners will work together to empower families and communities to achieve positive outcomes using the minimum necessary intervention. The aim of which is to ensure our children and families are supported to access a broad range of projects, activities and interventions from within their own communities.

Appendix 2 The Durham County Early Help Partnership Offer:

Children, young people and adults who are parents and carers have access to a range of provision so that children and families can achieve the best possible outcomes. The County Durham Family Outcome Framework (FOF) provides the format for the early help offer.

Reduction in anti-social behaviour and reoffending	
Issue 1: Parents and children involved in crime or anti-social behaviour	
Provision	Lead provider ³
<p>County Durham Youth Justice Service: aims to prevent offending and reoffending and to reduce the use of custody with young people who have offended. Offer includes a comprehensive assessment followed by targeted interventions with young people designed to reduce risk and encourage desistance. This includes work around consequences of further offending and establishing and maintaining healthy personal relationships. It also includes facilitating restorative justice.</p>	<p>County Durham Youth Justice Service (CDYJS)</p>
<p>Checkpoint Programme offers eligible offenders a 4-month long contract to engage as an alternative to prosecution. The contract offers interventions to address the underlying reasons why they committed the crime to prevent them from doing it again to somebody else.</p>	<p>Checkpoint programme Durham Constabulary</p>
<p>Durham Agency Against Crime Positively engaging, diverting and developing young people Provide a range of proactive projects for young people Promoting innovative approaches to crime prevention and community safety</p>	<p>Durham Agency Against Crime</p>
<p>Team around the Community: involves small teams of part time sessional youth workers who are deployed to work flexibly across the county during the evenings to provide detached outreach support to vulnerable young people.</p>	<p>One Point Service (OPS)</p>

³ Lead providers will be key

Reduction in anti-social behaviour and reoffending	
Issue 1: Parents and children involved in crime or anti-social behaviour	
Provision	Lead provider³
<p>Staying Cool programme 1-day course for adults and young people that explores emotions, anger and aggression</p>	<p>One Point Service (OPS)</p>
<p>County Durham benefits from a strong Voluntary and Community Sector (VCS) who are often able to provide ongoing, long term support at a local level. To find out what services and activities are available in the community to support children, young people and families email the Voluntary and Community Sector Alliance team.</p>	<p>Email: vcsalliance@durham.gov.uk</p>

Children and young people realise and maximise their potential	
Issue 2: Children who have not been attending school regularly	
Provision	Lead provider
<p>Intervention model for improving school attendance in County Durham Staged Approach to School Attendance Guidance</p>	County Durham Schools
	School Attendance Improvement Team, DCC
	One Point Service (OPS)

Children and young people realise and maximise their potential

Issue 2: Children who have not been attending school regularly

Provision	Lead provider
<p>Team Around the School is a collaboration with mainstream secondary education schools in County Durham to provide Early Help to young people within school who, because of their needs or circumstances, require extra support to be healthy, safe and achieve their potential by accessing the educational opportunities available to them. This support includes a range of group-based activities and short time limited one to one support addressing school attendance, self-esteem and confidence, risky taking behaviours and challenging behaviours.</p>	<p>One Point Service and a range of partners</p>
<p>Secondary Behaviour Partnership Panels (North, Central, East and South West) Primary Behaviour Partnership Panel Consider referrals for pupils who are at risk of exclusion, disengaging from education and for those who move into County Durham from alternative provision in other LAs.</p>	<p>Inclusion and Alternative Provision Coordinator, Durham County Council T: 03000 265903</p>
<p>County Durham benefits from a strong Voluntary and Community Sector (VCS) who are often able to provide ongoing, long term support at a local level. To find out what services and activities are available in the community to support children, young people and families email the Voluntary and Community Sector Alliance team.</p>	<p>Email: vcsalliance@durham.gov.uk</p>

Children young people and families realise and maximise their potential and best start in life and improved family relationships

Issue 3: Children who need help and / or protection, including those affected by poor relationships and conflict

Provision	Lead provider
<p>Vulnerable Parent Programme involves the delivery of integrated support by Health Visitors and the One Point Service (OPS) and other</p>	<p>0-19 Health Service County Durham Growing Healthy in County Durham (Harrogate and District Foundation Trust)</p>

Children young people and families realise and maximise their potential and best start in life and improved family relationships

Issue 3: Children who need help and / or protection, including those affected by poor relationships and conflict

Provision	Lead provider
partner organisations from the antenatal period through to two years of age for families requiring additional help and support above universal offer.	One Point Service (OPS)
<p>Rollercoaster Parent/Carer Peer Support Group Is a support group for parents/carers who are supporting a child or young person with any kind of emotional or mental health issue</p>	<p>Rollercoaster E: parentsupport@success.coop Website: https://twitter.com/.../rollercoasterps</p>
<p>Young Parent Programme A twenty-week programme aimed at young mothers and fathers. The programme aims to develop parenting skills, develop positive aspirations for moving into adulthood, employment, further education or training.</p>	<p>One Point Service (OPS) DurhamWorks</p>
Early Years Education and Quality Child Care	Education Development Service, DCC
	County Durham Childcare providers Families Information Service
Free early education place for disadvantaged two-year olds	<p>Education Development Service</p> <p>0-19 Health Service County Durham Growing Healthy in County Durham (Harrogate and District Foundation Trust) One Point Service (OPS) Families Information Service</p>
<p>Early years learning and development group programmes Delivered in all County Durham Family Centres</p>	One Point Service (OPS)

Children young people and families realise and maximise their potential and best start in life and improved family relationships	
Issue 3: Children who need help and / or protection, including those affected by poor relationships and conflict	
Provision	Lead provider
<ul style="list-style-type: none"> • Baby Group (0-12 months) • Let's explore Toddler Group (12-24 months) 	
<p>Family Support A range of family support provided to children, young people and families to support family relationships, resilience and wellbeing.</p>	One Point Service (OPS)
<p>Support for Young Carers Support for children, young people and their families who have a challenging caring responsibility</p>	Family Action The Bridge Young Carers Service Tel: 0191 383 2520 E-mail: durhamyoungcarers@family-action.org.uk Website https://www.family-action.org.uk One Point Service (OPS)
<p>Access to support for children and families affected by SEND, including:</p> <ul style="list-style-type: none"> • Local Offer –Family Information Service • Sensory Rooms • Portage groups • Peer support groups • Access to Short Breaks 	One Point Service (OPS) SEND and Inclusion Service
<p>Help and advice for providing a safe environment for children</p>	One Point Service (OPS) 0-19 Health Service County Durham (Harrogate and District Foundation Trust Growing Healthy in County Durham
<p>Parenting Support programmes (Incredible Years, Triple P, Strengthening Families and Solihull) Parenting programmes help to develop positive family relationships.</p>	One Point Service (OPS) 0-19 Health Service County Durham (Harrogate and District Foundation Trust Growing Healthy in County Durham
<p>Family Lives is a registered charity, they provide professional, non-judgmental support and advice in a way that all members of the family</p>	Family Lives Twitter @familyLives

Children young people and families realise and maximise their potential and best start in life and improved family relationships

Issue 3: Children who need help and / or protection, including those affected by poor relationships and conflict

Provision	Lead provider
can freely access. They provide this through a helpline, extensive website, befriending services, and parenting/relationship support groups. Nearly all of our services are accessible at no charge to parents and you can contact us 365 days a year.	T: helpline 0808 800 2222 , E: askus@familylives.org.uk
Menu of courses available for parents/carers for parental conflict including Parenting Together (mentalisation), Parents Plus, Incredible Years advanced and Family Check up	One Point Service (OPS) Relate Changing future NE

Adults and young people in the family secure employment, demonstrate progress to work or have reduced debt and are deemed not at risk of financial exclusion

Issue 4: Parent or young person in the family are out of work, NEET or at risk of NEET. Family subject to unmanageable levels of household debt, risk of eviction, homelessness, financial exclusion and/or affected by welfare reform.

Provision	Lead provider
Citizens Advice Bureau	Citizens Advice bureau
Credit Union	NE First Credit Union One Point Service (OPS)
Durham Savers Project offers schools a number of ways to get involved and help families reduce debt, household expenditure and save money.	Durham Savers
County Durham benefits from a strong Voluntary and Community Sector (VCS) who are often able to provide ongoing, long term support	Email: vcsalliance@durham.gov.uk

Adults and young people in the family secure employment, demonstrate progress to work or have reduced debt and are deemed not at risk of financial exclusion	
Issue 4: Parent or young person in the family are out of work, NEET or at risk of NEET. Family subject to unmanageable levels of household debt, risk of eviction, homelessness, financial exclusion and/or affected by welfare reform.	
Provision	Lead provider
at a local level. To find out what services and activities are available in the community to support children, young people and families email the Voluntary and Community Sector Alliance team.	
Employment skills	Think Family Employment Advisor One Point Service (OPS)
	DWP Job Centres
	DurhamWorks
	Adult Learning and Skills Service
Adult learning programmes	Adult Learning and Skills Service
Tenancy Sustainment	Housing Solutions Social Housing providers
Foodbanks in County Durham	Foodbanks
Family Centre activities and resources to alleviate poverty <ul style="list-style-type: none"> • Budgeting Skills • Cooking on a Budget programmes • Holiday activities with food • Community pantry • Personal hygiene boxes • Upcycled clothing including school uniforms 	One Point Service (OPS), Family Centres Schools
County Durham benefits from a strong Voluntary and Community Sector (VCS) who are often able to provide ongoing, long term support at a local level. To find out what services and activities are available in	Email: vcsalliance@durham.gov.uk

Adults and young people in the family secure employment, demonstrate progress to work or have reduced debt and are deemed not at risk of financial exclusion	
Issue 4: Parent or young person in the family are out of work, NEET or at risk of NEET. Family subject to unmanageable levels of household debt, risk of eviction, homelessness, financial exclusion and/or affected by welfare reform.	
Provision	Lead provider
the community to support children, young people and families email the Voluntary and Community Sector Alliance team.	

Families are free from domestic violence and abuse	
Issue 5: Families affected by Domestic Violence and Abuse	
Provision	Lead provider
Empowerment programmes to address domestic abuse Freedom programme, You and Me, Mum programme	One Point Service (OPS) Harbour Domestic Abuse Service
Perpetrator programmes	Harbour Domestic Abuse Service Barnardo's
One to one work with children and young people affected by DV	Harbour Domestic Abuse Service
County Durham benefits from a strong Voluntary and Community Sector (VCS) who are often able to provide ongoing, long term support at a local level. To find out what services and activities are available in the community to support children, young people and families email the Voluntary and Community Sector Alliance team.	Email: vcsalliance@durham.gov.uk

Children, young people and families make healthy choices have best start in life	
Issue 6: Parents and Children with a range of health issues	
Provision	Lead provider
Speech and language enrichment programmes	0-19 Health Service County Durham (HDFT) Growing Healthy in County Durham

	One Point Service (OPS) Nurseries and Childcare Providers Education Development Service
Healthy Lifestyle programmes e.g. weaning support. Healthy eating, healthy cooking on a budget course	0-19 Health Service County Durham (HDFT) Growing Healthy in County Durham One Point Service (OPS) Family Centres Adult Learning and Skills Service
Breast feeding support including breast feeding cafés	0-19 Health Service County Durham (HDFT) Growing Healthy in County Durham
Talking Changes -offers free and confidential talking therapies and counselling through a progressive model of care to those who are: <ul style="list-style-type: none"> - Aged 16 or over - Experiencing a common mental health problem - Not already accessing adult mental health service 	https://www.talkingchanges.org.uk/
Peri-natal mental health support	0-19 Health Service County Durham (HDFT) Growing Healthy in County Durham https://www.talkingchanges.org.uk/
Rollercoaster Peer Support Network A support group for parents/carers who are supporting a child or young person with any kind of emotional or mental health issue	E: parentsupport@success.coop Website: https://twitter.com/.../rollercoasterps
Humankind LGBTQI+ Health and Wellbeing Service- The health and wellbeing service offers LGBTQI+ young people access to sexual health services, access to social groups, family support, 1-1 support and training and awareness raising sessions for other organisations	T: 01325731160 Humankind LGBTQI+ Health and Wellbeing Service
Humankind Horizon Young Adult Carers Service supporting young adult carers and their families to reduce the caring role of the young adult carer and assist them in their transition into adulthood.	Telephone: 01325731160 Email: HYAC@humankindcharity.org.uk Website: https://humankindcharity.org.uk/service/horizon-durham-young-adult-carers

<p>Young Adult Support Café Waddington Street Durham (YSAC)- YASC is an informal emotional wellbeing peer support weekly drop in session which supports young adults aged 16-21 transition from Children's to Adults Services.</p>	<p>T: 0191 3077030 E: info@investinginchildren.net T: 07415 380 040 E: parentsupport@success.coop Website: https://twitter.com/.../rollercoasterps</p>
<p>The Jigsaw Project - St Cuthbert's Bereavement Service A counselling service for young adults and children who have experienced grief, loss and bereavement, around life-limiting illnesses and palliative care, unexpected or sudden death including suicide, road traffic accidents and murder.</p>	<p>T: 0191 374 6183 E: thejigsawproject@stcuthbertshospice.com W: https://www.stcuthbertshospice.com/166/3/Childrens-Bereavement-Service</p>
<p>Emotional wellbeing support and Chill Skills programmes Group activities to support young people with low level emotional wellbeing concerns</p>	<p>One Point Service (OPS)</p>
<p>Mental Health and Emotional Wellbeing E-Resources</p> <ul style="list-style-type: none"> • Kooth Xenzone is a provider of online mental health services for children, young people and adults. It is an online counselling and emotional wellbeing platform for children and young people in County Durham accessible through mobile, tablet and desktop and free at the point of use. Children and young people are entitled to 12 hours of free online counselling. They can use Kooth as a 'drop in service' or book regular sessions with a named, qualified counsellor. 	<p>www.kooth.com</p>
<ul style="list-style-type: none"> • Recovery College Online- online educational courses and resources to people with experience of mental illness, from service users to their family, friends and staff; 	<p>Recovery College Online</p>
<ul style="list-style-type: none"> • Mind- provide information and support for those living with or supporting someone with a mental health problem. 	<p>Mind</p>
<ul style="list-style-type: none"> • Young Minds- Help and support for CYPs, parents/carers and professionals in relation young people's mental health 	<p>Young Minds</p>
<ul style="list-style-type: none"> • MindEd- free educational resource on children and young people's mental health for all adults 	<p>MindEd</p>

<ul style="list-style-type: none"> • Headspace online resource that supports with a range of issues including stress, sleep and anxiety 	Headspace
<ul style="list-style-type: none"> • Anna Freud Centre for Children and Young People-Resources for CYPs, parents/carers/schools and other practitioners in relation to mental health and wellbeing 	Anna Freud Centre for Children and Young People
Youth Awareness of Mental Health (YAMM) programme for Year 9 pupils	To request YAMM in your school Tel: 03000 267800
Emotional Wellbeing Effective Learning Team - is a team of multi-disciplinary group of psychologists, advisory and inclusion teachers, counsellors and inclusion support workers within the County Durham Education Psychology Service. The team work with school staff to support vulnerable children and young people to improve their wellbeing, achievement and resilience and support schools to effectively meet the needs of this group of learners.	T: 03000 263333 E: epsdurham@durham.gov.uk Support And Services for Schools and Settings
Durham Resilience Programme - A universal offer available to all schools in the County on a rolling programme. The aim of the project is to support schools to understand the relationship between resilience, well-being and achievement and help them to implement a local response within their community.	T: 03000 263333 E: epsdurham@durham.gov.uk
Deliberate Self harm Guidance - Durham's Self-Harm Guidance for Professionals working with children and young people is for practitioners to support CYPs who self-harms or expresses through about this or about suicide.	DSCB Self Harm & Suicidal behaviour DSCB Self Harm and Suicidal Behaviour Pathway & Guidance
Resilience Nurses - Drop In Clinics in School and Community Five experienced nurses providing care for young people aged 5-19 years regarding emotional health including advice/guidance, targeted group work, rolling programmes and staff training.	T: 07500 783 634
Staying Cool programme 1-day course for adults and young people that explores emotions, anger and aggression	One Point Service (OPS)
Drug and alcohol reduction programmes/interventions	Humankind

County Durham benefits from a strong **Voluntary and Community Sector (VCS)** who are often able to provide ongoing, long term support at a local level. To find out what services and activities are available in the community to support children, young people and families email the Voluntary and Community Sector Alliance team.

Email: vcsalliance@durham.gov.uk

County Durham Early Help for Children, Young People and Families Plan on a Page 2019-2020



Vision: 'An effective early help offer brings together local partners to provide early support for children and families that builds resilience, prevent difficulties from escalating and leads to better outcomes that are sustained'

Aim: Improve outcomes for children and young people and promote independence for families.

CYPS Strategy Key Outcomes Measures of Success

Reduced impact of poverty on children and young people's lives,
Fewer children and young people in need of high level safeguarding interventions, through early help
Our more vulnerable children and young people living safe and healthy lives.
Improved learning opportunities through an inclusive education system
Reduced teenage pregnancies
Reduced levels of childhood obesity

Reduced levels of hospital admissions for unintentional injuries.
Sufficient free high quality early years and nursery places.
Number of children who are school ready.
More children and young people from County Durham accessing apprenticeships and higher education opportunities including those from vulnerable group e.g. those with SEND
More County Durham young people obtaining high quality jobs.

Outcome	Outcome	Outcome	Outcome	Outcome	Outcome
1. Community and Family Hub will be in place across Ferryhill, Newton Aycliffe, Stanley and Consett, Peterlee.	2. Children, young people and families have access to a broad range of support from within their community which develops self reliance and resilience.	4. A broad range of Service user feedback informs service improvement and commissioning activity;	5. Practitioners across early help system use evidence based approaches, interventions and distance travelled tools to support and evidence positive outcomes for children young people and families	6. Families across County Durham have access to support to reduce negative impact of parental conflict on children. Development and implementation of County Durham Workforce Academy.	7. Development and implementation of County Durham Workforce Academy.
Actions	Actions	Action	Actions	Action	Actions
<p>1.a Work with Public Health Intelligence to complete a detailed set of locality indicators for each of the three identified locations by March 2019.</p> <p>1.b Hold local stakeholder events to bring key partners together to explore and develop the approach in each locality.</p> <p>1.c Work with key stakeholder to agree priorities and develop an associated action plan which will track progress and measure impact.</p> <p>1.d Work with key stakeholders, including First Contact Service to develop the terms of reference for Early Help Support and Guidance meeting.</p> <p>1.e Implement fortnightly Early Help Guidance and Support Meetings.</p> <p>1.f Develop an effective communications plan.</p>	<p>2.a Family Centres provide a clear early help offer based on local need.</p> <p>2.b Revise Family Centre literature and OPS website.</p>	<p>4 a. Development and implementation of a Quality Improvement Framework across Early Help, Inclusion and Vulnerable Children includes service user feedback from a broad range of sources (surveys/collaborative audits, IiC Membership, Compliments and Complaints)</p>	<p>5.a Embed Signs of Safety practice model including monthly group supervisions for all staff within the One Point Service.</p> <p>5.b Provide opportunities for partners to attend local multi agency Signs of Safety group supervisions.</p> <p>5.c Family Network meetings are routinely delivered at beginning of support the children and families.</p> <p>5.d Family Group Conferencing offered as part of menu of early help.</p>	<p>6.a Multi agency working group to be developed.</p> <p>6.b Reducing Parental Conflict planning tool developed with partners.</p> <p>6.c Reducing parental Conflict Training programme implemented across partners.</p> <p>6.d Pathways to specialist provision in place .</p> <p>6.e County Durham Local Family offer to Reducing Parental Conflict developed and implemented.</p>	<p>7. Work with key partners to design an Induction programme aimed at all managers and practitioners working with children, young people and adults who are parents/ carers across County Durham understood and adopted a 'think family' approach.</p>
	<p>Outcome</p> <p>3. 4,360 families achieve significant and sustained change as described in County Durham Family Outcome Framework by May 2020 as per Stronger Families programme</p>				
	Action				
	<p>3.a Implementation of Earned Autonomy plan.</p>				
		<p>Drivers</p> <p>CYPS Principles of Best Practice Early Help Partnership Approach Durham Safeguarding Children Partnership LiquidLogic</p>			

Appendix 4 Headline Key Performance Indicators

Outcome	Headline Key Performance Indicators
Reduced impact of poverty on children and young people's lives	<ul style="list-style-type: none"> • Percentage of all school pupils eligible and claiming for Free School Meals • Good Level of Development disadvantaged gap • Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2) • Gap between the average Attainment 8 score of Durham disadvantaged pupils and the average Attainment 8 score of non-disadvantaged pupils nationally (at KS4) • Families achieving progress to work
Fewer children and young people in need of high-level safeguarding interventions, through early help	<ul style="list-style-type: none"> • Percentage of Children's Services cases which are managed at statutory threshold (CIN) • Breakdown of cases open to Early Help, CIN, CPP and CLA
Our more vulnerable children and young people living safe and healthy lives	<ul style="list-style-type: none"> • Percentage of families reporting improved mental health • Breastfeeding • Tobacco dependency in pregnancy • Percentage of families reporting reduced substance misuse • Reduction in frequency and severity of offending and anti-social behaviour (Outcome Framework) • Percentage of families reporting reduced domestic abuse / violence
Improved learning opportunities through an inclusive education system	<ul style="list-style-type: none"> • Permanent exclusions: All children, SEND, CIN, CPP and CLA • Fixed term exclusions: All children, SEND, CIN, CPP and CLA • Children receive full time education (90% attendance over 3 consecutive terms)
Reduced teenage pregnancies	<ul style="list-style-type: none"> • Under 18 conception rate per 1,000 girls aged 15 to 17
Reduced levels of childhood obesity	<ul style="list-style-type: none"> • Percentage of children in reception (4-5-year olds) with height and weight recorded who have excess weight • Percentage of children in year 6 (10-11-year olds) with height and weight recorded who have excess weight

Outcome	Headline Key Performance Indicators
Reduced levels of hospital admissions for unintentional injuries	<ul style="list-style-type: none"> • Hospital admissions caused by unintentional and deliberate injuries in children aged 0-4 years (per 10,000 population)
Sufficient free high quality early years and nursery places	<ul style="list-style-type: none"> • Ofsted percentage of early years settings judged good or better • Percentage uptake of Free Early Education Entitlement for 3 and 4 year olds and disadvantaged 2 year olds
Number of children who are school ready	<ul style="list-style-type: none"> • Proportion of children achieving the expected level or above for both the ‘communication and language’ and ‘literacy’ early learning goals of the EYFSP • Percentage of children in the Early Years Foundation Stage achieving a Good Level of Development
More children and young people from County Durham accessing apprenticeships and higher education opportunities including those from vulnerable group e.g. those with SEND	<ul style="list-style-type: none"> • Percentage of 16-17-year olds in an apprenticeship • Volume of supported internships (SEND)
More County Durham young people obtaining high quality jobs	<ul style="list-style-type: none"> • Percentage of children who are Not in Education, Employment and Training (NEET)



Contact...

Please ask us if you would like this document summarised in another language or format.

StrongerFamilies@durham.gov.uk



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Audio



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