

1 March 2018

One Point Service Update

Report of Margaret Whellans, Corporate Director of Children & Young People's Services

Purpose of the Report

- 1 The purpose of the report is to provide Durham County Council's Children and Young People's Service Overview and Scrutiny members with an update on the One Point Service.

Background

- 2 The One Point Service is part of a wider system of services who provide universal plus and targeted support to vulnerable children, young people and their families across County Durham. This includes children, young people and families described as having complex needs requiring early help.
- 3 The aim of the One Point Service is to identify and support children, young people and families in need of early help with effective high quality service in order for their needs to be addressed and prevent the need for high cost statutory services.
- 4 The One Point Services delivers early help through a range of community venues such as Children Services Hubs, Family Centres and outreach community venues.

One Point Service Review

- 5 Children Services are currently required to make £6,191,137 savings by 2021 as part of Medium Term Financial Plan. As part of this planning the One Point Service has undergone a significant redesign and associated restructure.
- 6 The redesign and restructure of the One Point Service has been undertaken based on sound research and learning from DfE Innovation programmes and the national Troubled Families programme.
- 7 A key objective of the review was to ensure effective targeting of resource in order to reduce inequalities and give vulnerable children the best start in life.
- 8 Another key objective was to develop more effective joint working with the Voluntary and Community Sector through the creation of a VCS Alliance in localities since these are not always well coordinated.

9 The restructure of the service within the financial budget requirement sees a reduction of 60 FTE posts. This has been achieved in the main through voluntary redundancies and early retirement with 4 staff being made compulsory redundant.

Redesigned One Point Service

10 The One Point Service will consist of a three key elements:-

- a) **Intensive Family Support** for children and families with complex needs. These families will receive coordinated intensive whole family, outcome focussed support in order to help them to make positive changes. Seven OPS teams are aligned to the 14 Families First social work teams and in most localities are co-located to facilitate seamless service provision.
- b) **Family Centre ‘Early Help Offer’** will operate out of the 15 registered Children’s Centres, but will broaden the offer to ensure children, young people aged 0-19 years and their families can access early help within their local communities. Many children in County Durham are born into deprived communities and are vulnerable to the adverse impact of poverty and neglect. The Family Centres will help families avoid poverty, manage debt and improve family circumstances through support into early learning and education, training and work and will coordinate, voluntary and community partners to ensure all children get the best start in life, have access to services, activities and resources.
- c) **Voluntary and Community Sector Alliance** through the development of new relationships between local VCS provision, Children Services and key partner organisations. Families will be helped to access additional VCS provision and support both during and beyond support they may receive from either the Families First teams or One Point Service. Partnership networks will be created across County Durham utilising the 0 – 19 Family Centres.

One Point Service Impact

11 There are a number of indicators of service impact including the number of early help assessments undertaken with children, young people and families and the outcomes achieved as a results of the service.

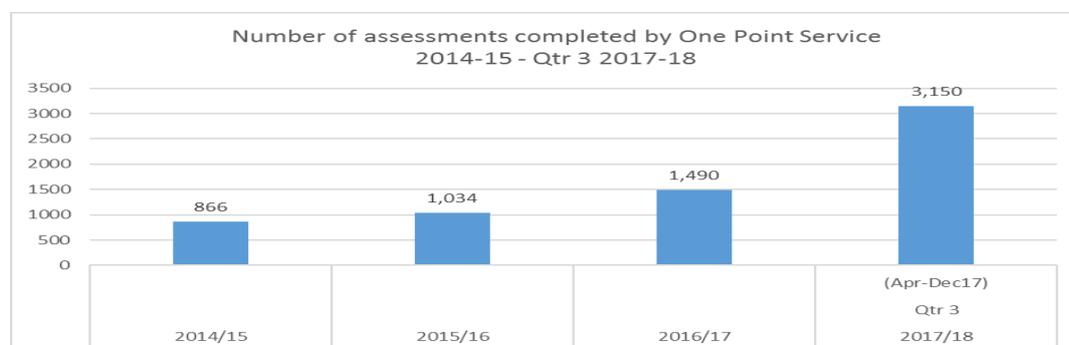


Table 1: Number of assessments undertaken by the One Point Service 2014-17.

12 Table 1 outlines the number of assessments completed by One Point Service (OPS) during the period April – December 2017. There has been a substantial

increase in the number of assessment completed by OPS SINCE 2014. Between April- Dec 2017, 3,150 assessments, compared with 1,229 during the same period of the previous year.

Re-referrals to One Point Service (12 months of previous referral)

- 13 The re-referral rate of the Service has been monitored and reported since April 2017. Whilst a baseline is currently being established during 2017/18 this indicator at Quarter 3 2017/18 is 9.2%. This re-referral rate includes referrals into any part of Children Services including statutory social work teams. Whilst some caution should be applied here this provides some early optimism that the early help offer via One Point is having a lasting effect impact on children, young people and families engaged via the Service and helping to prevent referrals into statutory services.

Stronger Families Programme – Families ‘turned around’ by OPS

- 14 The One Point Service continues to be a leading partner in delivering the objectives of the Stronger (Troubled) Families Programme, including ‘turning around’ 4,360 families by March 2020. Each family on the programme is tracked against a range of outcome measures across 6 themes. In many cases the outcomes required for the family to be ‘turned around’ must be sustained for a minimum of 6 months. As at the end of January 2018, the programme as a whole has claimed results for 1,323 families. The One Point Service has worked with 630 out of the 1,323 families which have been ‘turned around’ so far. This equates to almost half (48%) of results to date.
- 15 The One Point Service also provides a range of specific targeted support programmes aimed at children, young people and families who are particularly at risk of poor outcomes due to their circumstances and presenting needs. These include:-

Young Parent Support Programme

- 16 The One Point Service has delivered 21 Young Parent Support Programme between 2015 -17. The Young Parent Support Programme aims to support young parents aged 16-19 years develop parenting skills, prepare for further education, employment or training and build support networks. The programme is delivered one day per week for 20 weeks and provides clear pathway opportunities on completion into education, employment, training or volunteering, as well as supporting their parenting. The programme is delivered in collaboration with Learning and Progression colleagues.
- 17 The programme has engaged 204 young parents over three yearly cohorts with 72% of young parents completing the course. Of those completing the programme, 97% progressed into Education, Employment or Training or volunteering opportunities. Through working with young parents on the programme a small number of young people were identified as having a range of additional vulnerabilities which required statutory intervention to ensure the safety and wellbeing of the child.
- 18 A qualitative evaluation by Teesside University concluded that the programme seems to be effective at increasing the emotional and social capabilities of those who take part and reduced social isolation. The programme also had a

positive impact on parents' engagement in education and employment and a positive impact on child development by encouraging socialising with other children.

- 19 Public Health have allocated £40,000 to continue to deliver the programme in 2018.

Team around the School (TAS)

- 20 Working in partnership with secondary schools, TAS provides early help to improve young people's engagement in their education, to reduce and prevent fixed term or permanent exclusions and to reduce the rate of persistent non-attendance.
- 21 The support usually includes either one to one work and/or group activities determined on need. A range of group sessions has been designed, covering a range of themes. The TAS menu includes-
- i. **Safety** – The Dying to be Cool campaign was developed by the One Point Service, in conjunction with the 'Safe Durham Partnership' and Fire Service, to raise awareness of the dangers of jumping into cold water, following the tragic death of a County Durham teenager. This successful campaign has reached over 10,000 young people, delivered in assemblies across the County by OPS practitioners. The Dying to be Cool campaign has received national recognition.
 - ii. **Transition sessions** – these sessions support vulnerable young people to make the move from Y6 to Y7. Activities include building relationships and resilience through team building activities. Activities also support the transition from compulsory education into employment and further learning for Vulnerable Y11 pupils.
 - iii. **Attendance** –covering routines, bullying, boundaries, learning styles, progression and participation.
 - iv. **Emotional Wellbeing and Resilience** – Art Therapy groups have used creative processes of making art to improve physical, mental and emotional well-being. Students have said they find "the group relaxing and a good place to be able to make friends in a positive and safe environment".
 - v. **Risk Taking Behaviours** – particularly around CSE and online safety. Activities have helped raise young people's awareness of staying safe online: grooming, self-esteem, healthy relationships, drugs, alcohol and consequences. In collaboration with Durham Constabulary 800 young people aged 15-17 years have received a presentation called 'Kayleigh's Love Story' an online video aimed at raising awareness of Child Sexual Exploitation and internet safety.
 - vi. **Behaviour and Anger Management** – this has been particularly effective when delivered in partnership with school nurses and the resilience nurses.

TAS Impact

- 22 During the period of April 2016 - Sept 2017, 704 young people were referred into the Team around the School Programme.
- i. 74% showed improved behaviour in school ,
 - ii. 51% improved attendance;

- iii. 100% young people reported improvement in at least one social and emotional capability.

Team around the Community (TAC)

- 23 In September 2016, Durham County Council approved a Strategy for Youth Support in County Durham. The strategy outlined a revised delivery model for a targeted youth support service including a Team around the Community provision. Small teams of part time sessional youth workers are deployed to work flexibly across the county.
- 24 To date TAC has delivered 2 sessions per week in Horden and Peterlee, and 3 sessions per week in Consett, Stanley and Chester le Street / Great Lumley.
- 25 All requests for the deployment of a TAC are processed through the Multi Agency Problem Solving Groups (MAPS). MAPS will identify and prioritise communities that are in need of, or which would benefit from a TAC approach, as part of the "Time Limited Projects" intervention. The TAC intervention will not normally last more than 12 weeks.

Impact of TAC

- 26 Between May 2017 (start of TAC) and November 2017, TAC workers have engaged with 166 young people.

Example

- 27 A joint project between TAC Workers, PACT house and the local neighbourhood Police team in Stanley to provide diversionary activities on a Friday evening run at the Louisa Centre has engaged 61 young people. TAC staff worked on the street in the surrounding locality to encourage young people to attend, accompanying them into the sessions if needed. This was initially a 12-week programme with 60 young people now actively engaged. Police are reporting the young people are having attitude shifts in their behaviour which is having a wider reach on other days in the Town centre.

Support for parents with children with SEND

- 28 Children identified as requiring an Education, Health and Care Plan, (EHCP) who are not already open to Children Services will now have their social care needs assessed through the OPS to help them access a range of early help support for the whole family. This can prevent needs escalating and requiring high costs statutory services. The One Point Service provides a range of support for children, young people and families affected by SEND including access to portage in Family Centres, self-help and Peer Support Groups in conjunction with VCS such as North East Autistic Society and commissioned provision such as Rollercoaster Support Group, for parents of children with emotional wellbeing and mental health concerns.

Example of early help for children with SEND and their families:

- i. A peer support group in Ferryhill called 'Little Treasures' has between 20-50 parents attending;
- ii. A parent led Autistic Support group is held once a month at Seaham Family Centre with about 10 parents attending regularly;
- iii. 'Happy Talkers' group for children with speech, language and communication difficulties - 12 children and 15 adults have attended since January 2017;
- iv. Parents and children have access to Family Centre in Stanley which has a sensory room;

Joint Local Area SEND Inspection

- 29 A recent Joint Local Area SEND Inspection feedback highlighted in relation to the effectiveness of the local area in identifying children and young people's special educational needs and/or disabilities.
- 30 'The good liaison taking place in the 0- 19 service, the 'One Point' service and the 'Stronger Families' programme is contributing to better and more timely identification of children and young people's needs. This is especially the case when a need for help and support has not been identified at an earlier stage in a child or young person's life.'

Wellbeing for Life

- 31 The Wellbeing for Life (WBfL) programme aims to support children aged 5-13 and their families to improve their wellbeing through resilience building programmes. The Strengthening Families programme which is a 7 week evidence based parenting programmes designed to increase resilience and reduce risk factors for behavioural, emotional, academic and social problems. Young people and parents attend together.

Impact

- 32 Since June 2016 308 families have completed the Strengthening Families programme with 90% attrition rate.
- 33 At the end of the programme:-
- i. 99% of Children and families satisfaction with the service is rated good or above;
 - ii. 87% parents demonstrated a positive increase in their emotional wellbeing;
 - iii. 83% of young people demonstrated a reduction in their difficulties with emotions and behaviour;
 - iv. 72% have demonstrated an improvement in their behaviour in school;
 - v. 83% of parents demonstrated a reduction in their perception of their child's difficulties with their emotions ad behaviours;
 - vi. Parents demonstrated an increase in their parenting self-efficacy.

Collaborative working with Police Community Support Officers (PCSO)

- 34 Five PCSOs work two days per week in the One Point hubs since 2016. The aim of the PCSO role is to provide specialist support in order to improve outcomes for children, young people and their families with a specific focus on Anti-Social Behaviour (ASB) and crime. Each PCSO provides a link between the Neighbourhood Police Teams and the One Point Service, identifying children, young people and families at the earliest opportunity. The PCSOs have developed a range of innovative approaches to engaging and working with young people.

Case Study 1

- 35 A PCSO became involved with a family where long standing ASB, crime and non-school attendance was a concern. The family were well known to the Police, had 104 telephone calls into the Police regarding ASB with a costs associated of £107,499. As part of the support offered to the children and family by the OPS the PCSO delivered a range of interventions with the family to address ASB within the community. The family report that they now have friendships within the community, no further reports to the Police regarding ASB and school attendance has also improved.

Case Study 2

- 36 The PCSO and OPS Worker developed a six week group based programme in response to increasing number of referrals linked to CSE issues. The programme included topics such as underage sex and the law, knowing internet sites and their dangers, sexual exploitation, sharing images on social media, grooming and risk taking behaviour. The young people involved developed the name 'Be Safe'. Following the initial success, groups have continued to run in the Seaham One Point Hub. To date 36 young people have accessed the group.

Case Study 3

- 37 In the Ferryhill locality, the PCSO worked closely with the One Point Service to deliver 'Prison! Me! No Way!' Initiative.
- 38 Each cohort has had 11 participants and involved sessions covering the following, consequences of actions, substance misuse, car crime and dangerous driving. The fully interactive sessions are delivered by a serving prisoner and a Prison Officer and takes place within a mobile cell van.
- 39 The programmes initial evaluation and analysis has identified a positive impact on both the participants and for the wider community as follows:
- i. Cohort 1 - 63% reduction in reoffending,
 - ii. Cohort 2 - 75% reduction in reoffending.
- 40 The programme has clearly demonstrated the added value multi-agency, early intervention has. Feedback from the young people includes comments such as how they now feel that they can make positive lifestyle choices and understand fully the consequences of entering the criminal justice system.

Conclusion

- 41 The One Point Service review aims to ensure the effective targeting of its resource in order to reduce inequalities and give vulnerable children the best start in life and prevent the need for high cost statutory services.

Recommendations

- 42 Children Services Overview and Scrutiny Committee members are requested to:
- (a) Note the recent changes to the One Point Service and the outcomes it is achieving in supporting vulnerable children young people and families.

Contact: Karen Davison, Strategic Manager

Tel: 03000 267382

Appendix 1: Implications

Finance – MTFP savings

Staffing – A reduction of 60 FTE STAFF

Risk - None

Equality and diversity/Public Sector Equality Duty – Targeted provision aims to reduce inequalities

Accommodation - None

Crime and disorder – None

Human rights – None

Consultation – None

Procurement – None

Disability Issues – None

Legal Implications- None