

**Current Early Help Services****Supporting Leicestershire Families**

1. The Family Intervention Project began in 2011 (as support for Families with Complex Needs). Following the announcement of the Government's Troubled Families Programme in 2012, a pooled partnership budget was established to fund the supporting Leicestershire Families Programme. The Supporting Leicestershire Families pooled budget was made up of two elements: partnership contributions (two Clinical Commissioning Groups, seven District Councils, Leicestershire County Council, the Police and Public Health); and the Troubled Families Unit (TFU) attachment fees and Payment by Results (PBR) funding. The pooled budget is now supported by District Councils (total contribution £191k) and the Police and Crime Commissioner (total contribution £100K). The CCG funding was withdrawn fully in 2017/18
2. In 2012 research used to develop the SLF programme identified 3300 families who would require support. These families were identified on the basis that they had a number of vulnerability or risk factors that required intervention but did not meet the thresholds to receive support from Social Care. SLF identifies families through a cluster of six headline issues; to be eligible each family must have at least two of the following :-
  - i. Parents or children involved in crime or anti-social behaviour
  - ii. Children who have not been attending school regularly
  - iii. Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.
  - iv. Adults out of work or at risk of financial exclusion and young people at risk of worklessness
  - v. Families affected by domestic violence and abuse
  - vi. Parents or children with a range of health problems.
3. The SLF programme has led to new ways of intervening and supporting families through a whole-family approach (i.e. taking account of every member of the household), supported by a dedicated single worker who is able to give 'hands on' practical support and be persistent, assertive and challenging in their approach. In 2016/17 SLF assisted 70% of families in the programme to make positive progress and reduced the need for further, more costly interventions. Proposals will therefore look to continue this highly successful whole-family approach. As at April 2017 SLF is in the top 5% of Local Authorities for being able to evidence outcomes for families either with sustained and significant improvement or gaining employment.
4. SLF services are delivered from 4 buildings across Leicestershire (as well as direct support to individuals in their homes) and in addition to these, SLF staff are co-located in district council buildings across the County. This co-location has allowed for improved problem solving, better information sharing, and has supported all partners working with those families in the programme to respond in

more innovative ways to those normally prescribed, for example, holding off on eviction, dealing with rent arrears.

5. One element of the SLF work is the Listening Support Service (LSS), where Youth Workers engage with children and young people who have gone missing from home for a period. In 2016/17 the LSS held 456 return interviews, in collaboration with the multi-agency Child Sexual Exploitation Team (fulfilling the Ofsted requirement for the Council to do this within 72 hours of the young person's return home). Young people who need extra support are then referred to the appropriate services or are supported by a Youth Worker or Intensive Family Support Worker.
6. Data for 2016/17 shows that SLF had 4294 service users with 71% of those receiving the longer-term Intensive Family Support for approximately a year (3227 individuals), 17% receiving a youth work intervention (768 individuals), and 12% receiving a shorter period of family work (544 individuals). 40% of the families supported by SLF have children with Special Educational Needs and Disability issues.
7. SLF uses an assessment called the Family Star to measure outcomes. This focuses on ten areas such as emotional wellbeing, effective parenting, progressing to work, and ensuring the safety of their children. The SLF Annual Report for 2015/2016 shows that in nine out of the ten assessed criteria, over 60% of families worked with have made positive progress. The programme accepts that not all issues can be eliminated, but rather require mitigation and better management so that families no longer need formal intervention.

### Children's Centres

8. Introduced in 2003 under the Government led 'Sure Start' initiative, the County Council delivers targeted support and care to young children aged 0-5 and their families, with a particular focus on closing the achievement gap for children from disadvantaged backgrounds. This support is undertaken via 36 Children's Centres across Leicestershire and complementary outreach services.
9. Children's Centre locality programmes are developed in line with the needs of the local community so no one programme is the same. In Leicestershire, services are delivered by:
  - i. casework for families referred for one-to-one support in the home – this can be to support families with routines or behaviour, or to improve parenting;
  - ii. through an extensive range of group work;
  - iii. the 0-2yrs Pathway - intensive support for parents-to-be with additional support needs, right from the beginning of their parental journey (the antenatal stage) and through the first two years of the child's life.

There is also a variety of advice and signposting available through outreach support, plus an open group offer delivered by parents and volunteers.

10. The Children's Centre programme in Leicestershire has been successful, achieving 7 'Good' Ofsted judgements through its targeted offer, clear outcomes, and a successful 0-2yrs Pathway.
11. Partner organisations also deliver services from the Children's Centre buildings. Health visiting and midwifery services in particular are delivered in partnership with Children's Centre Services as part of the statutory 'Sure Start' offer.
12. In 2016/2017, 714 families were provided with intensive support. The two main issues that triggered parenting support related to domestic abuse or mental health within the family, 1326 children were supported on the 0-2yrs Pathway – relating to some of the most vulnerable very young children living in Leicestershire. This year (Q2 year to date), 224 of those children have had developmental tracking through the Pathway and of those, 88.6% are meeting or exceeding their developmental milestones. Last year 714 children received targeted one-to-one support from Family Outreach Workers and 86% of those children and families made positive progress (captured in Family Star assessments). In 2016/17 a total of 360 families attended parenting groups and overall 98% of parents reported a positive difference in their family's lives following intervention and support from the Children's Centre programme.

#### Youth Offending Service

13. The YOS current delivery model is focused on undertaking statutory work, managing pre-court outcomes (Youth Caution and Youth Conditional Caution) as well as post-court outcomes (Referral Orders, Youth Rehabilitation Orders and Detention and Training Orders and Section 90/91 custodial sentences). In addition, the YOS preventative offer, whilst not having a statutory requirement, supports the YOS Key Performance Indicators (KPIs) on reducing First Time Entrants to the criminal justice system (FTE). The SLF has provided important support in reducing FTE through early intervention work with families and has enabled the YOS to provide a much more focused prevention offer in recent years.
14. The new Early Help model will seek to amalgamate the YOS preventative offer and retain a clearly focused delivery of YOS statutory work, thereby minimising the risk to the performance of the YOS in the future.
15. The YOS is viewed nationally as a high performing service and has been in that position for many years. The number of first time entrants into the criminal justice system has decreased by 13% over the last year. Reoffending by young people has reduced by 3% over the last year and the number of young people in custody has reduced by 0.05 per 1000 of the 10-17 population.

#### Early Help Information, Support and Assessment

16. EHISA works with First Response Children's Duty to process incoming referrals or requests for support. The service processes on average 400 Early Help referrals per month, matching needs to services which may include onward referral to non-County Council services. Since 2013 early help and social care

have been providing seamless transition across the statutory threshold to ensure those families not needing formal social care involvement are given the support required to enable them to keep their families safe and thriving.

17. The service also provides brief intervention in parenting and behaviour management, and short-term evidence-based intervention through the national IAPT (Increasing Access to Psychological Therapies) programme for children and young people with low-level mental health difficulties. The SEND team within EHISA provide family support services, information and guidance assessment for early help short breaks, education advice services for SEND families, and activities such as supporting the Parent Carer Forum (a forum which is a parent-led formally constituted organisation and which supports co-production activities between the authority and communication with parents and carers etc. as required by the 2014 Children and Families Act).
18. In addition, the service undertakes some service wide activities such as coordination of Voice Work which is one of various quality assurance activities in the Department and provides a platform for ensuring services meet the expressed needs of those who use them.