
To: Education and Children's Services Scrutiny Board (2)

Date: 14th February 2019

Subject: Early Help Hubs

1 Purpose of the Note

- 1.1 To provide a follow up report to the previous report (on 4th October) on the Early Help Offer of the Family Hubs including statistical data; evaluation data, examples of good practice, information about the use of satellite venues and outreach work including engagement with schools and education and, how the impact of the work is being assessed and evidenced.

2 Recommendations

- 2.1 The Education and Children's Scrutiny Board (2) are recommended to:

- 1) Consider the content of the report
- 2) Identify any further recommendations for the Cabinet Member

3 Information/Background

- 3.1 There are 8 Family Hubs operational in Local Authority venues across the city, serving local communities and focusing on delivering early help to children aged 0-19 (and up to 24 for young people with SEN) and their families.
- 3.2 The Family Hubs have been operational since November 2017 and deliver a range of services targeted at families who need early help, and also host universal services for all families such as well baby clinics.
- 3.3 Family Hubs represent interagency working and aim to deliver the right help at the right time, and the practitioners working from the Family Hubs include Local authority Children Services staff, health visitors, midwives, school nurses, Adult learning, Coventry Independent Advice Service, Ignite (in Willenhall) and, a range of other partners.
- 3.4 Midyear data indicates that there are 82,146 children aged 0-18yrs living in Coventry, of which 23,295 are 0-4 aged years, 23,657 aged 5-9, 19,707 aged 10-14 years and 15,487 are aged 15-18yrs.
- 3.5 The Early Help offer aims to identify and support children and families in need of early help as early and responsively as possible, and hence reduce the number of children needing statutory intervention (such as social care). As of 31st Dec. 2018, 335 children were the subject of a Child protection plan, 887 had a Child in Need plan and there were 3240 open referrals (for assessment by social care) and 1,409 children are open to Early Help. It should be noted that there will be many more children receiving early help, either through early help partners or through other interventions such as Parenting groups, learning and development sessions and healthy lifestyle sessions delivered by the Family Hubs.
- 3.6 In 2018-2019 a total of 1730 Early Help requests for support (families) were received into the Family Hubs. Early Help requests can be made through a range of access channels including

families making direct contact with the Family Hubs, through a professional making a request for service, or through Children's Services (social care). In the first year the vast majority of requests were via Children's Services.

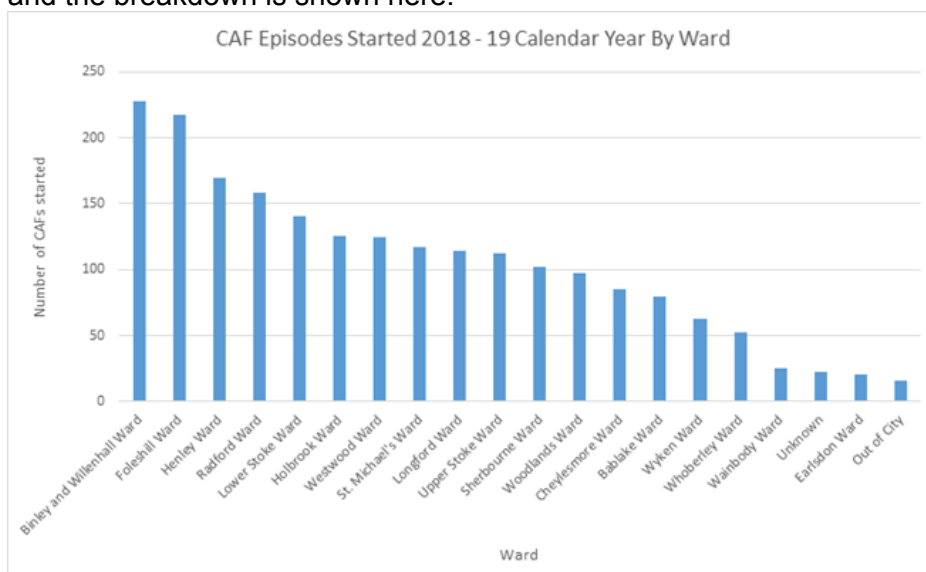
Number of requests to early help via Children Services			
Mash to Early help	Mash to Family Hubs	Social care teams to Early Help	Social care teams to Family Hubs
1794	1647	572	459

- 3.7 Early Help supports children aged 0-19 (and up to 24 for young people with a disability). The age of children referred for early help is as follows:

	Mash to Early help	Mash to Family Hubs	Social care teams to Early Help	Social care teams to Family Hubs
0-4 years	509	475	170	139
5-11 years	663	594	251	200
16 + years	618	575	151	120

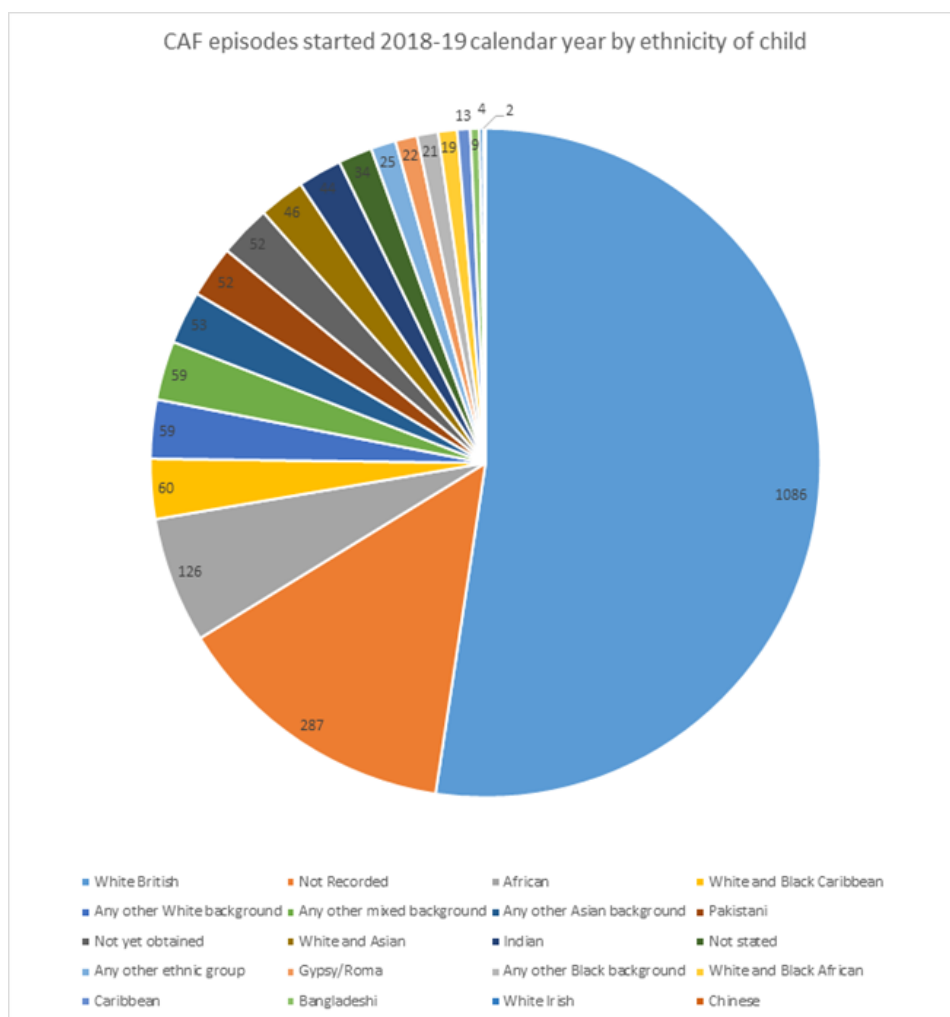
4 Direct Family support work of Early Help, including the Family Hubs

- 4.1 Family support is offered in a range of ways, including attending a group intervention, direct 1:1 bespoke family support through a CAF/Early Help Assessment which leads to an Early Help Plan and/or signposting to other agencies that can help.
- 4.2 Family Hubs are a place where people can access help which may be universal (Right Help Right time level 1), provided by a single agency (Right Help Right Time level 2), or through a multiagency plan (right Help Right time level 3). Practitioners working from the Hubs may also undertake assessments which then indicate the need for statutory services to be involved with the family (Right Help Right Time level 4).
- 4.3 Common Assessment Framework (CAF) is the current assessment framework for identification of needs and development of a bespoke family support plan, and this work is recorded on the Early Help Module of Liquid Logic
- 4.4 The children receiving support through a CAF between 2018-2019 were referred from all wards and the breakdown is shown here:



4.5 121 children were recorded as having a disability and 95 of these children were supported through a CAF by the Family Hubs.

4.6 The ethnicity of the children receiving support through a CAF episode is shown below:



4.7 Reasons for the need for early help

4.8 In 2018-19, 2073 CAF episodes (children) were opened following request for Early Help. Reasons for request for early help can be very wide ranging, and complex and many families will have more than one area of need. If the help that families need is best delivered through a multiagency plan, a CAF assessment is undertaken and the CAF assessment identifies the families need within the domains of the following.

- Development of Baby, child or young person – 666 children- including behavioural development, emotional and social development, family & social relationships, health, identity, learning, self-care and independence
- Family & Environment - 763 children– Family history & Well Being, Housing, Employment & Finance, Social & Communities, Supports for parents, wider families

4.9 The primary reason for early help support is when there is low level needs and the threshold for statutory intervention is not met. This is recorded in the Early Help Assessment (Precisely CAF) and these are listed overleaf.

Primary Need	Number of CAFs	Percentage
Emotional harm	264	12.7%
Domestic violence/abuse	249	12.0%
Child/Young Person mental ill health	207	10.0%
Living in poor or overcrowded housing / homelessness	161	7.8%
Parental mental ill-health issues	143	6.9%
Family Breakdown	135	6.5%
Child/Young Person developmental delay	129	6.2%
Child/Young Person ill health or complex health needs	115	5.5%
Neglect	114	5.5%
Child/Young Person learning disability	64	3.1%
Parental alcohol and/or substance misuse	59	2.8%
Physical harm	59	2.8%
A low income family	55	2.7%
Child/Young Person school attendance below 85%	50	2.4%
Parental/Carer ill-health or longstanding limiting illness	33	1.6%
Child/Young Person involved in anti-social behaviour	32	1.5%
Child/Young Person underage sexual activity or unsafe sexual behaviour	30	1.4%
Child/Young Person alcohol and/or substance misuse	30	1.4%
Sexual Exploitation	22	1.1%
Social Isolation	20	1.0%
Sexual harm	20	1.0%
Child previously missing	15	0.7%
Inability to afford a number of food and clothing items	11	0.5%
Bullying	10	0.5%
Young Person offending	10	0.5%
Child/Young Person physical disability	7	0.3%
Child/Young Person involved in gang activity	6	0.3%
Teenage Pregnancy	5	0.2%
Parental/Carer involvement in anti-social behaviour	5	0.2%
Parent/Carer deceased	5	0.2%
No one in the family is in work	3	0.1%
Young Person homelessness	2	0.1%
Parental/Carer offending/imprisonment	2	0.1%
Parental/Carer disability	1	0.0%
Grand Total	2073	100.0%

5 Family support (CAF) activity

- 5.1 In 2018-2019 Children services operating through the Family Hubs were the lead agency on 88% of new CAF episodes. Of these 225 were children aged 0-4, 332 aged 5-11 and 245 were aged 12 +.

Hub	CAFs open – direct family support work Jan 2018-Jan 2019 (children)	Cases open Children (Families) through October – Nov 2018	New requests for support in October 2018 (families)	CAF currently open Jan 2019
Aspire (Gosford Park)	109	129 (67)	17	109
Families For All (Foleshill)	77	84 (38)	15	77
Harmony (Hillfields)	69	97 (42)	10	69
Mosaic (Tile Hill)	127	167 (91)	22	127
The Moat (Wood End)	124	171 (76)	24	124
Park Edge (Bell Green)	151	164 (72)	11	151
Pathways (Radford)	145	165 (84)	23	145
Wood Side (Willenhall)	124	155 (75)	15	95
Total in Family Hubs	926	1132 (545)	137	1127

- 5.2 The time needed to complete a holistic assessment can vary dependent on the complexity of needs and of the size of the family. In 2018-19, 674 new CAF assessments were started and 42% of those were completed within 30 days.
- 5.3 The duration of the CAF family support plan can also vary accordingly, and in 2018-19 80% of all cases are closed within 12 months. 47% of families plans lasted less than 6 months, 42% received their support and completed more than 6 months and 11% took more than 12 months to support.
- 5.4 At closure the reason is identified, evidencing that 24% of assessment resulted in No further support required following CAF assessment; 44% early help plans were completed and no further action was required at that time, and 26% of cases required step up/escalation to social care.

6 Early Help support offered through the Family Hubs

- 6.1 Family Hubs also offer early help through a range of activities, either delivered directly by family hub practitioners, or by hosting services delivered from across the early help partnership.
- 6.2 Family Hubs aim to support children to achieve their desired outcomes and be their best this includes for example, school readiness. School readiness is supported in part by the take up and attendance in early years' provision, and, in Spring 2018, 70% of eligible 2 years olds are in provision, and 93% of 3 year olds and 4 years are in early education provision.
- 6.3 School readiness is measured by the Good Level of Development, scored at the end of the reception age, and 69.8% of all children in Coventry are achieving GLD. Much of the work undertaken in the Family Hubs with early years' children is therefore focused on school readiness and learning and development 0-3 years. Take up of 30 hours early education for children of working parents has significantly increased with almost 91% of eligible 3 & 4 year olds accessing the offer.

- 6.4 Data on the activities delivered by children services staff and some of our partners is collated and recorded on CapitaOne. This will enable us to record and evidence the fuller extent of the reach and impact of the Family Hubs with children, families and local communities. This currently evidences that approx. 1900 children 0-19 years attended activities in the Family Hubs between June 2018-Jan 2019, and 3561 individuals (this includes adults and children/young people).
- 6.5 Access to universal services such as health clinics accounted for 43% of attendance, followed by family support for 25% and 14% attending child learning groups as the largest number of attendees at activities.

7 Quality Assurance and Impact of Family Hubs in Year 1

- 7.1 The focus over the last year has very much been on engaging partners to deliver Early Help differently (in a more joined up way), as described in the previous report.
- 7.2 Quality of the practice delivered by the LA practitioners working from the Family Hub is measured by regular audits and management oversight, dip sampling of case work and observations of practice. Early Help Audits were introduced in 2018 and audits indicate variable improvement with a 35% average of cases that 'Meets Good' over a ten-month period. There are five months where cases range from 33-50% meets Good, with June and July 2018 see the best performance over the reporting period.
- 7.3 Evidence in Early Help audits is that there is limited and inconsistent improvement overall, indicating that the quality of service that children and families receive is widely variable. The inability to sustain and improve is of concern as this stage of services is key to positively diverting children and families out of the social care system in the short and longer term. Management oversight and workforce development is underway to achieve consistently good practice and recording.
- 7.4 Family feedback is gained through the review of the early help plan with families, and complaints and compliments received into the service. Many service users provide feedback to the service, including many compliments.
- 7.5 In December 2018 one family recently wrote a long email of feedback which concluded "I am extremely grateful for the support, and intervention that we have since received from Mosaic Family Hub and would like for you to acknowledge this as a compliment and with heartfelt thanks from myself and my son. I genuinely believe that had I not seen the support workers on that day, I have no idea where we would be. As a family unit I will be forever grateful to the very kind people who have been welcomed in to our home and provided us with this invaluable support and treated us all with dignity and pure kindness"

8 Sharing good practice – case examples from each Hub

- 8.1 Wood Side Family Hub (Willenhall) undertook to deliver an evening "Hub Grub Club" in the summer holidays of 2018, supported by the Feeding Britain campaign. They worked with 220 children (plus their parents) over 6 weeks, and this good practice was acknowledged in a letter from the Rt Hon Frank Field.
- 8.2 Families for All (Foleshill) is working in partnership with the Junk Food Café to deliver meals to families on a weekly basis in the Hub. During the summer holidays they provided three "Tots to Teen tea parties" providing 180 picnics and since Nov 2018 they have served 340 meals to children and young people, and have made application to the Active Citizen Fund to continue this work
- 8.3 Park Edge (Bell Green) Family Hub took part in the Feeding Britain programme over the summer period 2018 and provided family activities including the provision of food for in excess of 80 families. Community involvement within the Hub area in the autumn term included effective partnership working involving 4 local schools to plan and host a Christmas event that engaged with over 100 families Mosaic Family Hub (Tile Hill) have been pioneering a targeted youth provision, and 39 young people have been attending.

- 8.4 Harmony Hub (Hillfields) delivered a successful partnership event with the Police in which vulnerable families were identified and the Hub is now providing support to these families
- 8.5 Pathways Family Hub (Radford) worked with the local church to provide and deliver Christmas hampers to approx. 40 families in need.
- 8.6 The Moat (Wood End) has worked with National Citizens Project on 2 projects, facilitating 17 young people to do consultation with local families about developing outdoor spaces for community use in the Hub.
- 8.7 The Youth worker and Early Help Partnership Co-ordinator from Aspire Family Hub has been working in partnership with Grapevine in the Stoke Aldermoor area to bid for funding for a social action programme funded by Government office, to build social capacity in the area with a particular focus on young people.

9 Use of satellite venues and outreach work

- 9.1 Family Hubs deliver activities as required in local venues ("Spokes") both as part of the regular timetable and for special events and holiday activities. Examples include Aspire Family Hub deliver weekly activities to families in Stoke Aldermoor in St Catherine's Church, Aldermoor Farm School and the Life Centre.
- 9.2 Pathways Hub (Radford) has recently started a "Friends of Pathways" group at Spon Gate Primary School to support the community there as this is distance from the Hub
- 9.3 Harmony Hub (Hillfields) is delivering weekly family activities in the central library and providing a weekly "here to help" sessions locally at the Hope Centre
- 9.4 Wood Side (Willenhall) and Park Edge regularly run community events in community buildings with partners such as in the local church.

10 Engagement with schools and education

- 10.1 All Family Hubs are actively engaging with the schools in their area, through the designated work of the Early Help Assessment Co-ordinator (EHAC).
- 10.2 Each school is visited by the EHAC on at least a termly basis and an early help support meeting takes place to identify and discuss children that schools are worried about and, advice and support is given.
- 10.3 All schools have been provided with information on how to make a request for early help, in response to Right Help Right Time, and are supported to lead on CAF family support work (Right Help Right time level 2) as well as to contribute to multiagency early help (Right Help Right Time level 3).
- 10.4 Schools are taking part in the trail and development of the new early help assessment, which will replace CAF, and are being trained in the Signs of Safety approach.
- 10.5 Family Hubs have close partnership working relationships with the school's attendance team within Education, and are developing the link with early year's providers.

11 What needs to happen next

- 11.1 The priorities for the next 12 months are:
- 11.2 Continued delivery of the Early Help Transformation Plan, governed by the Early Help Subgroup of the Local Safeguarding Board.
- 11.3 Develop a city wide outcome framework with partners to accurately evidence the reach and impact of the whole of the Early Help offered delivered through that partnership
- 11.4 A workforce development strategy to be developed and implemented across the Early Help partnership, including the practitioners working within the Family Hubs, to ensure consistently good practice.

- 11.5 Implementation of the new Early Help Assessment and Early Help Family Plans, utilising the Signs of Safety/Well Being across the Early help Partnership with children and families to support the delivery of the right Help at the right Time,
- 11.6 To embed service user feedback into our practice and processes, with families being asked to provide feedback on the service they receive after the first 6 weeks of being supported by the Family Hub.
- 11.7 Identify areas of need for family hubs activities to be delivered in venues outside of the Family hub and develop partnership arrangements to deliver these “spokes”.

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