

EARLY HELP FAMILY SUPPORT ACTION PLAN

This action plan aligns to the Early Help Family Support Strategic Plan

Key Challenges for 2016

- Embed the new Single Front Door Process
- Embed the co-location of First Contact Front Door
- Ensure it provides the mechanism to capture Southend's Early Help offer more extensively
- Establish much wider integration with partners, beyond the new 'core' EHFS Service
- Deliver Phase 2 Troubled Families programme

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OBJECTIVES	ACTION	TARGET DATE	HOW WILL THIS BE MEASURED	LEAD
A single, integrated system and 'front door' for the identification, referral, assessment, and monitoring of Early Help established and embedded	The mechanism for requesting early help (EHA) is accessible and easy to use for all referrers. Professionals have confidence that if they submit a request for early help, the needs of the child and/or family will be met regardless of thresholds; Early Help Assessment is through a single, cumulative assessment process (not multiple assessments);	June 2017	Every request is allocated measurable outcomes, and impact is monitored and tracked against the borough's Early Help Outcomes Plan.	All Team Managers Senior Performance Analyst

Children & Family's are supported at a Universal level	Encourage uptake of community projects, involvement in Community Hubs, inform families of community activities and undertake monthly telephone contact for an agreed monitoring period.	31.3.17	Improved outcomes for children and families in line with Southend' Early Help Outcomes Plan.	Team manager (Community)
Children & Family's with emerging needs are supported	C & F Panels have multi-agency membership and continue to be held weekly. Where children and families have emerging needs, the Panel appoints a Lead Professional to oversee the agreed Action Plan, ensuring that SMART outcomes meet the needs of the family. The Lead Professional where applicable, completes Part Two of the EHA. This is a full Family Story Assessment carried out with the family within 10-15 days.	31.3.17	All Children & Family Action Plans and Family Plans specify the support and intervention of both the EHFS Service and any other agency involved with any family member alongside the family's actions. They include SMART measurable outcomes in line with Southend's Early Help Outcome Plan, clear timescales and 6-8 week reviews. Improved outcomes for children and families in line with Southend' Early Help Outcomes Plan. Achievement of DCLG performance targets and Payment by Results.	Team Manager Emerging Needs Team manager Complex Support
Families with complex/intensive needs are supported	All families requiring complex support have an EHFS practitioner as Lead Professional who, in addition to undertaking the full Family Story Assessment, provides intensive	31.3.17	All Children & Family Action Plans and Family Plans specify the support and intervention of both the EHFS Service and any	Team Manager Emerging Needs Team manager Complex Support

	support to the family. This includes 7 days per week provision, including early mornings and evenings for up to one year.		other agency involved with any family member alongside the family's actions. They include SMART measurable outcomes in line with Southend's Early Help Outcome Plan, clear timescales and 6-8 week reviews. Improved outcomes for children and families in line with Southend' Early Help Outcomes Plan. Achievement of DCLG performance targets and Payment by Results.	
Phase 2 of the Troubled Families programme delivered	To turnaround 252 families and empower to sustain change	31.03.17	252 families and full payment by results income achieved	All team managers
Traded Service to schools to provide additional Early Help support to individual schools, particularly with regard to improving school attendance.	Maintain delivery of traded service within Southend borough. Devise individual school profiles All schools approached and encouraged to purchase	31.3.17	Improved outcomes for children and families in line with Southend' Early Help Outcomes Plan. Income target of £85k achieved	Team Manager (Attendance & Traded Service)
Primary School Attendance to be in line with National Average (96%) Secondary School	Undertake Whole School Absence Reviews and follow EHFS procedures which include TACAF meetings, target setting, case work and the use of statutory enforcement measures	31.3.17 measured on half termly basis	Attendance maintained and improved on a case by case and whole school basis All TACAF's reviewed on a timely basis and success	Team Manager (Attendance & Traded Service)

<p>Attendance to be in line with National Average (94.7%)</p> <p>Reduce Primary School PA to below National Average (2.1%)</p> <p>Reduce Secondary School PA to below National Average (5.4%)</p>			<p>evidenced against the Outcome Plan</p> <p>All cases with attendance issues have an EHFS that has SMART Outcomes against the Outcome Plan and timely reviews</p>	
<p>Embed the co-location of First Contact Front Door with the EHFS Front door</p>	<p>Review current processes and ensure clear processes are in place to enable constructive decision making</p>	<p>31.10.16</p>	<p>Needs are met regardless of thresholds</p>	<p>Group Manager EHFS & YOS Group Manager</p>
<p>Establish wider integration with partners beyond the new 'core' EHFS Service</p>	<p>Align with other key transformation programmes and clarify those resources essential to be co-located in EHFS and those which need to be provided from the broader partnership 'offer'.</p>	<p>31.3.18</p>	<p>Most appropriate support is provided at the single point of contact thus enabling families swift access to services which may otherwise be the subject of long waiting lists Effective and improved outcomes for children and families</p>	<p>Head Of Children's Service Group Managers EHFS & YOS Integrated Commissioners</p>