

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting1st December 2016

1. Title of Item/Report

Early Help Performance Update

2. Record of the Decision

Consideration was given to a report that updated Members with performance information regarding the delivery of Early Help, and updated from the report presented to Cabinet on 1 September 2016.

Members had previously agreed a revised approach to early help in July 2016. That report included the outline of a performance framework for Early Help, which went further than previous approaches and sought to develop information with a clearer outcomes focus.

The framework for Early Help was based on the following elements:

Qualitative

- Feedback / customer insight: what those in receipt of early help services were saying about the help and support they had received.

Assurance and audit: oversight of quality in case files, focusing on:

- Assessment;
- Interventions;
- Outcomes.

Quantitative

- Performance against an agreed set of indicators which could be measured over time. The indicators were detailed within the report.

Qualitative work was underway to develop additional customer feedback from those who had been involved in an early help process or who had received services. The current consultation on early years and children's centres was seeking views on some of these issues as part of the redesign of this element of the approach to early help. This would be embedded and included in the process for 2017.

With regard to assurance and audit, early help files were included in the LSCB's multi-agency audit process, and the Integrated Quality Assurance

Group process regularly undertakes an audit of early help cases. Audits had recently been undertaken, as part of the regular audit cycle, into the work of the Family Support Team, one of the teams within early help delivering a range of support to families below the social care threshold. These highlighted an area of development around persistence and assertive approaches with families which was being addressed.

Overall there was a good picture of progress for quantitative. Although performance against a number of early help indicators was good, there were a numbers of areas to develop further. The report summarised the current position further, and more detailed comments were included attached to the report.

A number of planning sessions had been held with partners to further develop the vision for early help, and to undertake process mapping as part of work to embed efficiency and consider LEAN approaches to service delivery. These sessions had identified a number of areas to focus on further, including the need to differentiate early help approaches from the social care 'system' in order that the voluntary engagement of families can be promoted. It also identified a need to clarify referral arrangements especially where early help assessments were not required but where early help activity was being delivered.

A further session on the development of a more preventative approach was planned.

RESOLVED that the report be noted.

3. Reasons for the Decision

To ensure members are up to date on the implementation of early help

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 9th December 2016

Proper Officer
05 June 2016