

ACTION PLAN: Review of Partnership Working in Early Help

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	A culture of shared responsibilities across the partnership is promoted to ensure that the principle of Early Help being “everyone’s business” is embedded within schools, health, and the voluntary sector.	<ul style="list-style-type: none"> • Deliver a coordinated multi-agency communication campaign (schools, health, police, VCS, early years settings) to introduce the integrated Front Door and its benefits. • Provide clear partnership guidance outlining thresholds, pathways, and roles within Early Help. • Co-produce EH/Families First Strategy. • Host launch webinars and drop-in sessions for partners to build confidence and consistency in how Early Help concerns are managed. • Develop feedback loops so partners know the outcome of their contacts, reinforcing trust and shared ownership. • Develop Early Help Portal to log partnership activity. 	<ul style="list-style-type: none"> • Higher proportion of Early Help consultations or contacts made by schools, health, and VCS agencies rather than direct statutory referrals. • Reduction in inappropriate statutory referrals as partners gain clarity and confidence about thresholds. • Positive partner feedback on accessibility, clarity, and timeliness of the integrated Front Door. • Increased number of partners actively using the portal to record Early Help activity. • 	Stacey McQuilling – Service Lead Integrated Front Door	December 2026

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2	The re-design of the front door to Children's Services embeds an Early Help focus, enabling timely outcomes and ensuring families are able to access the right support at the right time.	<ul style="list-style-type: none"> • Launch of the newly Integrated Front Door in April 2026. • Create user-friendly online triage and guidance tools so families and professionals can self-identify needs and access appropriate support pathways without needing to contact the Front Door unnecessarily. 	<ul style="list-style-type: none"> • Performance reports reflect timely response to families. • Reduction in statutory requests. • Increase partnership responsibility. • Increase in EH Activity in house and externally. 	Stacey McQuilling – Service Lead Integrated Front Door	December 2026
3	Advice and training are developed for schools and other partners referring to the Children's Hub, to ensure families who could be better supported by Early Help services are forwarded to the most appropriate service for help and reduce demand on the front door.	<ul style="list-style-type: none"> • Create a structured, multi-agency training programme delivered on a rolling basis to build partner confidence, competence, and capacity in supporting families early. • Embed School Support within the Front Door. 	<ul style="list-style-type: none"> • Reduction in statutory requests. • Increase partnership responsibility. • Increase in EH Activity in house and externally. 	Stacey McQuilling – Service Lead Integrated Front Door	December 2026
4	A programme of training, tools and professional guidance is developed to support non-local authority practitioners in holding lead	<ul style="list-style-type: none"> • Create a structured, multi-agency training programme delivered on a rolling basis to build partner 	<ul style="list-style-type: none"> • Reduction in statutory requests. 	Stacey McQuilling – Service Lead	December 2026

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	professional roles with children and families.	<p>confidence, competence, and capacity in supporting families early.</p> <ul style="list-style-type: none"> • Create user-friendly online triage and guidance tools so families and professionals can self-identify needs and access appropriate support pathways without needing to contact the Front Door unnecessarily. • Co-produce EH/Families First Strategy. 	<ul style="list-style-type: none"> • Increase partnership responsibility. • Increase in EH Activity in house and externally. 	<i>Integrated Front Door</i>	
5	The design of a multi-agency data impact assessment, combined privacy notice, and data sharing systems to ensure effective and timely communication between the Council and its partners is supported.	<ul style="list-style-type: none"> • Within the Families First Partnership Board bring together IG leads from the Council, Police, Health, Education, and VCS partners, to agree scope, responsibilities, timelines, and expected outputs. • Develop a Dashboard accessible to all partners. • Agree KPIs and dashboards to track data-sharing performance, timeliness, and accuracy. 	<ul style="list-style-type: none"> • Reduction in statutory requests. • Increase partnership responsibility. • Increase in EH Activity in house and externally. • Reducing duplication. • Increased partnership work 	Families First Partnership Board	January 2027

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			and pooling resource.		
6	A robust data collection system is established to measure partnership delivery of Early Help services.	As above.	As above	As above	As above
7	The updated online offer is relaunched, promoting it to partners, schools, and residents. Self-navigation tools should also be introduced to empower families to access early, universal support without needing formal referral.	<ul style="list-style-type: none"> • Create user-friendly online triage and guidance tools so families and professionals can self-identify needs and access appropriate support pathways without needing to contact the Front Door unnecessarily. 	<ul style="list-style-type: none"> • Increase in families requesting support and reducing reliance on services to make referrals. • Increase in universal access to services and self-referrals. 	Stacey McQuilling – Service Lead Integrated Front Door	December 2026
8	Partners are encouraged to utilise Family Hubs, basing and/or providing services in the venues where appropriate to ensure that these are accessible to children and families.	<ul style="list-style-type: none"> • Further promotion of Family Hub offer. • Integration of Family Hubs within the Integrated Front Door, to educate partners of offer of support. • Increase in community engagement sessions. 	<ul style="list-style-type: none"> • Increased uptake of the universal offer of support. • Reduction in statutory and targeted EH support. 		
9	Further support is provided for partners to understand the needs of SEND families to enable them to offer	<ul style="list-style-type: none"> • Create user-friendly online triage and guidance tools so families and professionals can 	<ul style="list-style-type: none"> • Increased awareness of support available. 	Stacey McQuilling – Service Lead	December 2026

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	appropriate Early Help service to these families.	<p>self-identify needs and access appropriate support pathways without needing to contact the Front Door unnecessarily.</p> <ul style="list-style-type: none"> • Create a structured, multi-agency training programme delivered on a rolling basis to build partner confidence, competence, and capacity in supporting families early. • Develop SEND offer within Family Hubs. 	<ul style="list-style-type: none"> • Increased level of support available for families with children within additional needs. 	Integrated Front Door Hazel Clark – Service Lead – Early Help.	