

SAFE WELL PROSPEROUS CONNECTED

The effectiveness and impact of North Lincolnshire's Early Help Offer

2020/2021

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1. Introduction

The purpose of this document is to provide:

- a summary of the Early Help offer to children and families in North Lincolnshire
- a brief overview of some of the key outcomes achieved for children, young people and families in 2020/2021
- our priorities for improvement and development during 2021/2022

2. What is North Lincolnshire's Early Help Offer?

The [One Family Approach - Helping Children and Families in North Lincolnshire 2020/24](#) document describes the principles and ambitions of early help within North Lincolnshire and sets out how services will work together in an integrated way to help and support children, young people and families.

When early help is needed, we know that families want help from people and professionals that they know and trust. The One Family Approach gives the permissions for professionals, including those working with adult family members, to act early and provide the help that is needed.

This One Family Approach aims to create **a system that works for all children, young people and families** where we work together to provide and commission integrated services for children and young people.

The ambition in North Lincolnshire is for children to **be in their family, in their school and in their community** and we want children, young people and families to be able to

- build upon their strengths and their resilience to find, or be enabled to find, solutions when things are not going so well.
- access available information, advice and guidance.
- maximise their potential and enhance their life chances.
- have a sense of belonging and equality of opportunity

The Integrated Children's Trust (ICT) has developed and agreed the **North Lincolnshire Children's Commissioning Strategy 2020/24** which describes the Council's priorities in working with partners to safeguard, promote and improve the health and wellbeing of children and young people, reduce inequalities and improve outcomes for all children and young people living in North Lincolnshire.

The ambition in North Lincolnshire is that all children, young people and families are:

- **Safe**
- **Well**
- **Prosperous**
- **Connected**

The priorities of the Council and its partners are to

- **Keep people safe and well**
- **Enable resilient and flourishing communities**
- **Enable economic growth and renewal**

The Council and its partners prioritise vulnerable children, young people, young adults and their families by continuous investment in early help to families and in services to children who need help and protection.

This report details some of the work which has been happening during 2020/2021 to meet these priorities and enable children and families to continue to achieve even better outcomes.

2.1. Growing up in North Lincolnshire - children and young people are more likely to

..... have their childhood health checks undertaken in a timely manner.

During the year up to end of March 2021

89% of babies were seen by their health visitor between the ages of 6 and 8 weeks compared with 84% across England.

98% of babies were seen by their health visitor for a 12 month review compared with 82% across England.

93% of children received a development check at the age of 2 – 2.5 years compared with 90% across England

88% of 2-2.5 year olds met or exceeded healthy standards in all 5 areas of their development

.....achieve positive outcomes whilst living within their own families

During the 5 years from April 2016 to March 2021 1059 families have been supported to achieve positive outcomes against the TFI criteria including improvements in their health, a reduction in crime and anti-social behaviour, improvements in parenting capacity, a reduction in incidents of domestic abuse and increased employment and access to training and education.

..... remain living within their own family and community

Children in care numbers reduced further during 2020/21 to 207 as at 31/03/21, this compares to 231 as at 31/03/20. Our latest figure equates to a rate of 58.1 compared to 67 national and 74 statistical neighbour comparators.

..... receive support early on if they need help and be less likely to need a statutory Social Work service.

During the year up to end of March 2021

The number of enquiries to the SPOC showed an overall decrease to 4017 from 4521 the previous year

The number of referrals to Social Work services has continued to decrease whilst requests for targeted help have increased.

The percentage of re-referrals for 2020/21 is 14.2%, this is a decrease from 2019/20 which was 19% and is lower than the latest England average at 23% and statistical neighbours average at 24%

Targeted family support from FaSST and children's centres results in effective help for families, evidenced through feedback and data showing that 95% of families receiving targeted help did not go on to require social work involvement.

The rate of children in need in North Lincolnshire is less than nationally at 273 per 10,000 children at the end of March 2021 compared with 324 across England.

There are less children on a Child Protection Plan in North Lincolnshire with a rate of 25 per 10,000 children at the end of 2021 compared with 44 nationally.

..... stay out of the youth justice system

Prevention and early help continue to be a high proportion of the work of the Youth Justice Partnership. Out of court and prevention disposals have increased from 68% to 75% in the last 12 months. This is higher than comparators.

The number of children entering the youth justice system as 'First Time Entrants' is consistently low in North Lincolnshire demonstrating the success and effectiveness of the preventative approach. In 2018/19 this figure was 195/100,000 (31 young people). This compares with an England rate of 224

During 2019/20 there have been 27 first time entrants and this reduced further during 2020/21 to 24 giving a rate of 147/100,000.

179 programmes started in 2020/21, this was an 18% reduction on the 217 programmes in 2019/20.

The number of cases open with court outcomes has reduced from 37 children on statutory court orders at 31/03/2018 to 9 children at 31/03/2021

2.2. What have children and young people told us about growing up in North Lincolnshire?

Primary, adolescent and college lifestyle surveys are undertaken regularly with children and young people across North Lincolnshire with the vast majority of children and young people self-reporting that they feel happy in school / college and find it easy to talk with family, friends or someone at school or college about their worries.

Overall, the results from all surveys have been very positive and showed that:

- The majority of the children surveyed had high levels of positive health and wellbeing including feeling safe and supported.
- The vast majority of young people reported that they have a positive outlook on life, perceive themselves to be in good health, feel safe and happy in North Lincolnshire and are optimistic and confident about the future
- Young people reported being in good physical health, saying that they had a positive outlook on life, feeling happy and confident with a lot to be proud of.
- The vast majority of young people felt safe in school and in the community.
- Worries about bullying had fallen considerably over the last 10 years.
- Young people have a good understanding of their health needs and know where to go for advice, information, guidance and support.

A significant consultation on the changes in practice as a result of the COVID 19 pandemic took place across Children and Community Resilience during May 2020. **549 children, young people, parents and carers** from across services, and subject to a variety of plans and support, gave their views about the help they had received.

This consultation sought to ascertain the views, feedback and satisfaction of individuals and families in relation to the approaches developed during the pandemic and to enable services to learn from the feedback and take action in developing future approaches to working with children and families.

The outcomes were extremely positive in terms of the help received, the time taken by workers to build effective relationships with children and families and the creative ways of working with families including the use of technology and virtual methods.

Children, young people and families generally engaged with, and in some cases preferred, virtual engagement, although they articulated that they also appreciated face to face contact.

This learning was used to continue to develop a more blended approach to working with families based around individual needs.

3. What are some of the things that have been happening this year to improve things for children and families?

During the past year we have reviewed and reshaped our early help and family support offer with the aim of ensuring that

- Children and families have equal access to **advice** and **information** about all aspects of **family life** and **caring for children** so that they can find answers to their questions and can **overcome challenges** quickly and easily.

We have continued to improve and develop our digital advice and information, utilising the Council website and other social media platforms.

Information regarding the range of help and services available can be found on the North Lincolnshire Council website on the links below.

[Support for children and families](#)

[SEND Local Offer](#)

- A range of groups and opportunities for parents, carers, and children to meet others and learn, are available and **accessible to everyone**

The Adult Education and Community Learning Service have continued to provide a range of universal parenting and family group activities and courses both virtually and on a face to face basis. These have included baby yoga and massage, toddler play and development sessions, family arts and crafts and family cooking sessions.

Full details of all the courses on offer can be found at

[North Lincs Adult Education and Family Learning](#)

- Close **partnership working** with communities, services, and other agencies, helps us to **target our resources** to those that need them the most. This means focusing on our **most vulnerable** groups, and intervening early when needed to prevent poor outcomes.

Building on the benefits of a more integrated targeted family support offer during 2020/2021 saw a number of early help and prevention partnership developments including the Multi-Agency Pre-Birth Liaison and Consultation (MAPLAC) process, the development of a virtual ante-natal programme alongside health visiting and midwifery colleagues and integrated locality meetings with the 0-19 Health and Wellbeing Service. All these were aimed at ensuring that those children and families who were likely to be the most vulnerable and benefit from early help were identified early and appropriate intervention and help provided.

- When extra help is needed it is provided **swiftly** and **enables families to develop the skills and resilience** they need for the future.

During 2020/21 the council's Children's Centres and FaSST service were integrated in order to further **strengthen the targeted family support offer** with a focus upon understanding and co-ordinating responses to local need and building family resilience.

The alignment of systems and processes, alongside the integration of the workforce, has reduced duplication and transfers between services, and has led to better matching of needs with practitioner skills.

3.1. Some Population Headlines

Targeted Early Help Profile	as at 31/3/20	as at 31/3/21
Number of Children receiving support from Education Inclusion	342	561
Number of Children receiving support from Education Psychology	301	354
Number of Children receiving support from Behaviour Support	99	125
Number of Children receiving support from Alternative Learning Provision	25	39
Number of Children receiving support from ASET Involvement	548	604
Number of Children receiving support from Complex Behaviour involvement	n/a	n/a
Number of children receiving support from the Child Exploitation Intervention Team	56	58
Number of children open to YJP (all Programmes)	66	60
Number of children open to Delta	n/a	65 (as at May 21)
Number of children open to Children's Centres (prevention)	n/a	176 (as at April 21)

Number of children open to FASST locality teams	202	226
Number of children open to Targeted Children's Centre teams	n/a	132 (as at April 21)
Number of active cases open to Young Carers Team (includes intensive support, monitoring and those with no current concerns - in contact with)	n/a	96 (as at May 21)

3.2. Some of our Achievements in 2020 / 2021

- Early Help and prevention continues to be given a high priority by the council and partners. The Integrated Children's Trust (ICT) has developed and agreed the **North Lincolnshire Children's Commissioning Strategy 2020/24** as a single vehicle for delivering our commissioning intent in relation to health, social care and education for children, young people and families. It confirms a partnership commitment to the North Lincolnshire "One Family Approach" with the overall vision and ambition being **for children to be in their family, in their school and in their community.**
- During 2020/21, the council has further invested in early help provision, recruiting to an additional 6 family support posts with the aim of supporting effective step-down transition to targeted and universal services by working alongside statutory social work services to strengthen the integration and reduce the need for long term statutory intervention.
- A new One Family Approach Supporting Families Policy Manager role has been established to help improve the coordination of early help plans, and to support partner agencies to develop high quality whole-family plans when formal support is needed.
- During 2020/21 we have integrated the FaSST (targeted family support) and children's centre offer to provide a more joined up local family support offer, using a more enabling model of help that builds upon the strong relationships and reputation of both services within local communities.
- We have continued to extend the availability of digital and locality based resources which are available to children and families in their own communities and at times when they require them. This has included an increasing focus on the community hubs and children's centre offer as 'whole family' resources and development of more online and digital solutions based upon ensuring consistent high quality information, advice and guidance which is available 24 hours a day, 7 days a week.
- There has been further strengthening of the relationships and connectivity with the Health Visiting and School Nursing 'Health and Wellbeing Service' offering support to children and young people aged -9 months to 25 years. Working together more closely

from a locality perspective has led to a more integrated approach to identifying vulnerable families needing early help, who may be less visible to services.

- The Multi-Agency Pre-Birth Liaison and Consultation (MAPLAC) process has been established as a partnership forum alongside colleagues from the 0-19 Health and Wellbeing Service and midwifery services. The purpose of this forum is to be a liaison and consultation panel with oversight of cases of pregnancy with identified additional vulnerabilities where the family would be likely to benefit from targeted early help at the earliest stage possible, to enable them to meet the needs of their unborn baby.
- We have developed a range of targeted parent training opportunities both virtually and face to face alongside colleagues from the health and wellbeing service and adult education and community learning. This has included ante-natal, Solihull parenting, play and development and communication and language.

- Being flexible in responding to the needs of children, families, and communities, has been a key feature of the family support offer throughout the period of the pandemic. This has included maintaining a presence within the local communities, and maintaining contact with vulnerable children and families by telephone, video chat and face-to-face when appropriate in a safe and socially distanced way. Individual direct work with children and parents has continued to support them in a variety of ways to cope with and manage their emotional health and wellbeing, utilising online resources and face-to-face work when assessed as safe and appropriate.



- Finalised the North Lincolnshire ‘Best Start’ strategy to ensure a shared ambition and improve outcomes for all children from conception to five, including those with SEND.
- Continued focus upon supporting the emotional wellbeing and mental health of children, young people and their parents at a universal level. This has included the commissioning of the Kooth web based support service for young people and the further development of the Infant Mental Health Alliance between the council, NLaG and RDaSH to develop an infant mental health strategy and pathway for children pre-birth to three years to support peri-natal, ante-natal and post- natal mental health for families.



- Worked with partners at a regional and local level to cascade multi agency training, develop a web based resource for professionals and families and implement a ‘Reducing Parental Conflict’ pathway providing help and resources to parents to enable them to manage family conflict in a constructive way at an early stage of difficulties arising.

- The COVID-19 Winter Grant Scheme was successfully implemented in partnership with the local PVI sector, helping approximately 7000 children and young people in families experiencing financial hardship. As well as providing food support for children in receipt of free school meals, the scheme was extended to care leavers and families in low-income households with pre-school children, and 16-18 year olds in full-time education.
- Continued to strengthen the role of the Intensive Family Support Service and developed the OFA Hub in order to provide intensive targeted support to those families requiring an intensive period of help to prevent family breakdown and enable children and young people to remain, or quickly return to, living with their own family.
- Building on the strength of our partnership approach to child exploitation we are developing a 'Risk Outside the Home Strategy which aims to focus on the development of our approach to tackle extra familial risk in its widest sense ensuring multiple risks are captured. This incorporates:
 - Child Sexual Exploitation
 - Child Criminal Exploitation
 - Child Trafficking and Modern Day Slavery
 - Online Abuse
 - Peer on Peer Abuse including sexual harassment, violence i.e. harmful sexual behaviour and teenage relationship abuse
 - Serious Youth Violence and Knife Crime
 - Bullying
 - Radicalisation

There has been a sharpened focus on prevention and early intervention to prevent children being exploited. This has included community engagement and training to all Designated Safeguarding Leads and neighbourhood watch leaders.

North Lincolnshire worked closely with Not in Our Community to commission a local film co-produced with children. The film 'Trapped' has been developed to create an early intervention resource that can be used with children, families, professionals and the community to educate on the risks of child exploitation. Children were involved from the onset from script writing to finding the confidence and self-belief to participate in acting parts.

- The Families Initiative (TFI) in North Lincolnshire has been well embedded within the partnership, reflecting a commitment to whole-family outcomes, key workers, and outcome-focused practice. As a result, the payments-by-results claims target of 211 families was achieved for the year. TFI annual Ministry of Housing Communities and Local Government (MHCLG) spot check took place in December 2020 and was an opportunity to demonstrate our effective practice and the achievements and challenges of the local programme. At the spot check, the MHCLG team 'noted *"The One Family Approach"* and *ambition to have one plan across the whole LA. This vision*

reflects the principles of the Troubled Families Programme across a much wider cohort of people and places that will really benefit the whole LA”.

- The refreshed, accessible and comprehensive SEND Local Offer was launched during the Autumn Term 2019 with the Parents’ Forum and young people so that their experience is more personalised. Youth Council priorities have helped to shape the new look Local Offer and the style of the new website is closely aligned to the Life Central Emotional Health and Wellbeing website.
- Alongside the six core community hubs, work has continued to encourage greater community ownership of the council’s assets so that these can be shaped to meet the needs and aspirations of each area. Oasis Community Learning has adopted the former Park library and is creating their own version of a community hub. Likewise, Messingham Parish Council has adopted the library site to develop the functionality for their residents and Haxey library is moving forward towards a volunteer led model.

4. What have children and families told us about their experiences of early help?

Impact following Reducing Parental Conflict targeted support programme



Ante natal and parenting support feedback

"The safe sleep session was amazing because honestly I didn't know anything about that, I knew babies died in their sleep but I never knew why, it's all just been so helpful. It's been so useful having you as a contact if I have been unsure of something, knowing I can just call her has been so good!"

"I knew nothing before having you, and now I feel confident in my parenting. The safe sleep information and the emotional support you have given me has been amazing. If I wasn't able to just text you I would freak out a hell of a lot more!!"

"Thank you for all your support during this difficult time, it's so nice to have someone talk things through and learn about my baby.

I have been feeling really isolated and not able to get out due to lockdown and pregnant. Thank you for listening and talking to me. You will never know how nice that was.

The Solihull Understanding Children's Needs and Behaviours Course was brilliant and improved my patience with the children. I spent more time with them, was more relaxed. It increased my confidence and my happiness when caring for them'

Feedback from parents following targeted family support

I have lived a life of demons since I was a child to here and it's me I have the personal battles and issues with and without you walking by my side and seeing and recognising when I'm at my worst I would be back to the place I was in before.

"Words cannot explain how thankful we are for all the support you have given us, especially over the last 3 weeks. It's not easy admitting that you are not coping.

Its people like you that have helped save people like me! Everyone should know just what you really do! Last week I was in bed not able to get out to enjoy being with my children and this week I am in the garden having fun.

Yesterday you did everything to help me so thank you I don't want to go there again, I can't promise I won't but I will keep trying while you are about to help me.

Feedback in respect of the Covid winter grant and food share schemes

"Feeling hungry is not a nice feeling and me and my sisters worry when we know that there isn't a lot of food in the house. We were told about food share and was asked to tell our Mum, who was a bit upset because she thought that we had been talking about her to the children centre. We took Mum to food-share and was able to choose some really nice food to eat at home

"We are so grateful to have told about being able to get extra food from Crosby One by the children centre and this has helped us so much during last week. Our money is so tight at the moment and we used so much extra heating last week due to the cold weather and didn't have as much money for food. I was a bit embarrassed about getting food from Crosby today and felt ashamed that I had to ask for help. My husband has lost his job and we are waiting for universal credits to come through. This is the first time we have ever had to claim benefits and we are left feeling really sad. Our children have never seen us struggle before and trying to act as if there is nothing wrong is hard. Getting over walking into Crosby One was not as difficult as I expected and we were treated with dignity and kindness. Having fresh fruit and vegetables as well as staples were so very welcomed and have helped us so much during this difficult time. You never know when you and it was so nice to know someone cared –thank you so much, we will never forget this support when we needed it the most "

Feedback from children receiving targeted early help to reduce their risk of exploitation and involvement in the youth justice system

I like the fact
I am not
judged

"It's made me more aware....it's helped me understand what is right and wrong and I feel I have learnt a lot so I would be able to help others if they experienced anything like this"

"thank you for sticking with me, I know you've got my back"

"I know I can rely on you and you will be there when I need you to be"

5. Our Priorities for 2021/2022

- Under the auspices of the ICT further develop and embed the Consultation and Formulation Intervention model building upon progress to date and further integrating with the 0-19 Years (25 SEND) Health and wellbeing Service, other health partners, CAMHS and schools so that families benefit from fewer professionals, fewer referrals, and a more enabling offer of help.
- Continue to embed and implement the 'Best Start' strategy maintaining a partnership focus on the early years to maximise the impact of early help and preventative work for families into the future.
- Alongside partners continue to enhance the digital IAG offer to children and families to provide more information, advice and guidance on-line so that families have greater access to high quality information to support them within their parenting and family life.
- Explore options for commissioning or developing a new system for logging and recording early help work, applying the principles of the One Family Approach, keeping families at the centre and supporting improvement in outcomes.
- Explore options for the development of Family Hubs across the communities of North Lincolnshire.
- Continue to embed and roll out the One Family Approach practice model to support consistent practice and approaches across the early help system.
- Complete the implementation of the One Family Approach Hub providing intensive support based upon a partnership approach and strengths based, relationship focused model of practice, building young people's resilience, responding to challenges at the earliest point and supporting young people to remain within their own families and communities.
- Implement the new Supporting Families programme via a One Family Approach Supporting Families Steering Group which will oversee the North Lincolnshire response to the programme. Develop specific work-streams in respect of data maturity and an integrated consultation/formulation team, with an aspiration to 'create a system that works for all children, young people and families' working towards whole-family working, one assessment and one plan.
- Continue to focus on embedding the Risk Outside the Home approach across the partnership