

Ambition 2:

Children and families receive the right help,
at the right time, from the right professional.

Lead:

Strategic Lead for
Early Help,
Strategic Lead for
First Response,
Head of All Age
Commissioning

Our approach:

to harness the strength and expertise across the
service and partnership to respond to children
and families' issues as they emerge.

What we have achieved:

- Developed Levels of Need Document and cascaded across the partnership
- Re-shaped the Front Door to be more responsive
- Developed Intensive Family Support Teams and Families Matter Service
- Strengthened link between Social Care and Early Help at the Front Door (Covid Impact)
- Strengthened link between children's social care and Schools
- Established a domestic abuse practitioner within First Response Team
- Engaged with Partners in Practice to review systems and processes at the Front Door

What we need to do

- Implement our “right help, right time” model of support at locality level with partners
- Raise the status of children in need practice, and embed model of effective intervention led practice
- Review and refresh our step down, step up processes across the child's journey
- Develop an integrated and responsive Front Door model
- Embed service user feedback and experience as routine, to understand the child's lived experience
- Develop and embed seamless and responsive transfer process across a child's journey
- Embed multi-agency meetings as the vehicle to drive effective planning that makes a difference

Performance Monitoring

Ref	Description	Target
Amb 2.1	% EHA assessments completed by partner agencies	70%
Amb 2.2	% of case files that evidence use of tools influencing plan and outcomes	10%
Amb 2.3	Number of re- referrals within 12 months of a previous referral	400
Amb 2.4	% of re- referrals within 12 months of a previous referral	<20%
Amb 2.5	% of re-referrals that had previously stepped down to Early Help	14%
Amb 2.6	% of CYP having had 3 or more SW in the last 12 months	20%
Amb 2.7	% of families that report on quality of service	TBC
Amb 2.8	%of CP plans that are re-plans within 2 years of a previous plan ending	5%

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