

Better together - Improving outcomes for Children & Families in Cumbria Roadshow events.

Background

The multi-agency roadshow events were offered to all agencies delivering services to children, young people and families. The objective was to communicate key messages from the LSCB programme board.

The Board wanted to increase practitioners understanding of the whole system and the interplay around the various elements; thresholds, referrals into the hub, the single contact form, the process at the Hub, and Early Help. The roadshows were also an opportunity to launch the refreshed Threshold Guidance document and were delivered with a Child Centred approach.

Objectives for the session

Through presentation and activity, improve understanding, and utilisation, of:

- The Right help, for the Right child, at the Right time.....ways to improve the response we provide for children, when they need it.
- Changes to the operating model for Cumbria Multi Agency Safeguarding Hub
- Developments around the Early Help offer , including Early Help and Family Support panels,
- Revised Threshold guidance
- Single contact form
- Changing needs and the role of Team Around Child/ Team around Family

Evaluation

The six district based roadshows took place over a period of one week on the week commencing 19th September 2016. Attendance at the events was good with the total number of people attending 349; the total number that signed in was 312. The breakdown by district is;

Venue	Signed in	Head count
Penrith	45	55
Workington	54	60
Whitehaven	33	35
Kendal	52	52
Barrow	62	62
Carlisle	66	85
Total	312	349

Attendees were from a variety of settings / agencies and included; schools, colleges, early years, children's services, police, voluntary sector, YOS. Health included; health visitors, midwifery and

school nursing. The signing in lists will be further analysed by the Learning and Improvement sub group to determine if attendance was representative of the partnership.

Attendees were asked to complete an evaluation form, 176 people completed evaluations the overall responses were very positive. 24% (41) of attendees said that they had little or no knowledge of the subject prior to the event. When asked the question '*How would you rate your level of knowledge and skill after having completed the course?*' 94 attendees said that they felt '*fully informed*' and 76 said that they were '*fairly informed*'. Overall 96% of attendees were either fully or fairly informed.

91% (161) rated the event to be either excellent or good overall. There were no poor ratings. Comments included;

Enthusiastic speakers

- *Good opportunity for networking*
- *Very informative*
- *Worthwhile event which everyone will have gained something from*
- *Fully informed n procedures*
- *Information on Early Help and Family Support Panels*
- *Clear, focussed on key message and relevant updates included*
- *Excellent delivery*
- *Stated importance on Early Help – how to respond*
- *Good to have an understanding of how the hub works, useful information about the refreshed 'Wedge'*
- *Well planned and run event, would have been nice to see more schools present*

Outcomes

The session included an activity in which participants were asked the questions; *What is working well? What is still a challenge and what proposal would you put forward to improve the system?*

Overall comments at this part of the session were positive and constructive; there were many good comments about the updated website and the information that is on there. People said that they liked the 5 minute briefings and the newsletters which kept them informed. There were positive comments from people who had contacted the hub and had received timely feedback. '*I have only had positive experience dealing with the Hub; any queries/referrals I have made have been dealt with quickly even when referrals had to be made at the end of the working day*'.

Other comments included;

- *Hub access and support has improved*
- *One central place to contact*
- *Standard paperwork particularly the action plan and EH paper work*
- *The combining of the send and EHA and the reduction in paper work*

- *Felt well informed*
- *Training/elearning*
- *Policy and procedure information*
- *Tools / cse/ risk*
- *Having an education rep in the hub*
- *To be able to discuss issues / cases at the onset and then ongoing*
- *SCR information*

Challenges and proposals to improve the system were constructive, people commented that the EH assessment form would be better if it was electronic and if it was possible to receive a receipt of submission. Comments on the hub included; not getting information back quick enough and that there were too many phone options. Information sharing across the agencies was raised at all of the events, as was referrals via strata.

Other comments included;

- *Might it be helpful for future learning and service development to add an 'if not why not' to the referral to the hub? Rather than the 'have you tried'*
- *The EH panels*
- *Information about DA about children and young people*
- *Consent is still a problem*
- *Not getting enough information from the hub, we need information for our assessment of risk*
- *Childrens services Education staff who already have access to ICS etc don't have access to details about EHA's and need to contact the hub every time they need information can be time consuming.*
- *Stepping down is not always as easy as it could be x2*
- *Professionals still unsure re EH, e.g. midwives, practice nurses*
- *Better communication between education and health*
- *Schools need more support and advice*
- *The thresholds are high there are 1000's of cases in need of support and real concerns in safeguarding children. The challenge for schools is finding the time to manage EH's.*
- *Practitioner forums need to be after 3.30pm in order to get schools to attend.*
- *Communicating panel decisions to escalate to lead/TAF*
- *Cannot get through to the police at the Hub*
- *More multi-agency events to get colleagues talking to each other may help improve systems*
- *Police appear underpinning in regards to access to information – there is no link between police & early help reviews. How can all the pieces of the jigsaw be there?*
- *EHP recommendation to step up to social care – pathway still needs completing*
- *Contacting families prior to sending out to district teams*
- *Transition in to adult services is proving difficult*
- *Concerns that thresholds are too high*

All of the comments will be further analysed at Learning and Improvement and Communication, engagement and participation sub groups to draw out further actions. A five minute briefing will be circulated drawing out themes from above and highlighting any changes that have been made following the proposals put forward.