

Do you know about the changes to the Hub?

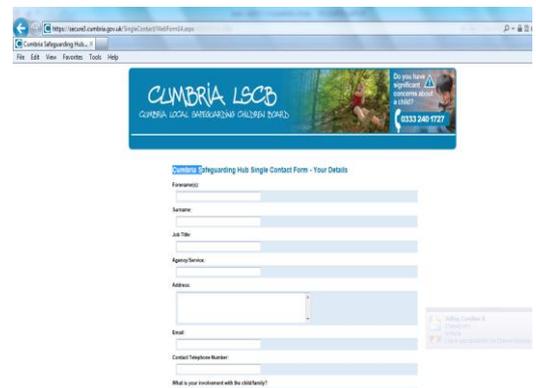
Following a multi-agency review of Cumbria's Safeguarding Hub there have been a number of internal changes in the way we are managing receipt of all contacts and referrals into the Hub.

We want to prevent those children and families who do not meet the threshold from being referred to the Safeguarding Hub unnecessarily.

How are we doing this?

- We have a new Duty desk staffed by 2 social workers and an Early Help Officer who will swiftly identify the presenting level of risk, to enable the required level of screening. Additionally, following feedback from our partners, you can now access support and guidance from the Duty desk before making a referral.
- Our partners also informed us that they felt the telephone 'options' available were unhelpful. We have now revised these. This will ensure referrers are diverted to the correct Hub practitioner.
- In response to partner feedback, we have revised the 'Single Contact' form, addressing the technical difficulties, and now support the user experience and guide them to apply the right thresholds.
- The new Hub response to Domestic Abuse ensures all of these contacts are risk assessed.
- The new Hub IDVA brings a wealth of expertise and ensures children and families receive the support of specialist services.
- Our links with the development of the Early Help Panels ensures we are 'stepping down' those contacts that meet panel criteria.

We want to support professionals to access the right services for our children and families. We need to ensure we have accurate and sufficient information to assess the right level of risk and need. We will be advising and requesting that our partners provide us with good quality data



We are improving

In developing new systems and processes we are;

- More timely in our decisions about what the 'next steps' should be (contact outcomes)
- Clear about our thresholds making sure that children and their families get the right support and services that are proportionate to risk and to their needs.
- Our new way of working means we can now identify those children who have been referred that do not meet the threshold for Children's Social Care.

Still far too many families need to be accessing the right level of support services at the right time.

We recognise that we need to work closely with our internal and external partners to ensure the LSCBs Threshold Guidance is fully adhered to, children and families need to have a proportionate response, to get the right service at the right time.

Early Help and Family Support Panel

The Early Help and Family Support Panels are a multi-agency group which will work to help implement the LSCB's Early Help Strategy. The panel in each district will be accountable to the LSCB, via its Early Help sub group for the delivery of the functions listed below.

What will the panels do?

- Receive requests for multi-agency support at an Early Help level where the Early Help Assessment (EHA) or Team Around the Child/Family (TAC/TAF) cannot be established, or, is not functioning effectively
- Allocate and/or refer to an appropriate lead organisation to coordinate the Team Around the Child/ Family
- Allocate additional services to support TAC/TAFs
- Receive support for the step down and transition from Child in Need, Child Protection, and/or Statutory YOS supervision (where no other statutory plan is in place), where an EHA would normally be used to determine ongoing need and where it has not been possible to identify a suitable coordinator or TAF.
- Promote use of the EHA's for assessment of needs
- Through regular review of the progress of TACs/TAFS emanating from the panel, monitor delivery of Early Help, including any barriers to delivery.
- Periodically monitor the collective effectiveness of Early Help, meeting the requirements of action plans and make recommendations.
- Ensure child, young person and family consent and engagement in assessment and decision making.
- Monitor referrals and the effectiveness of Early Help to assist commissioners in developing strategic needs assessment and commissioning intelligence.
- To provide feedback to the board about the effectiveness of the Early Help offer in each district.

How often are the panels?

The frequency of panel meetings will usually be fortnightly, unless it is determined locally that it should be any different and is agreed by the LSCB

How do you refer onto a panel?

Individual EHA's can only be considered by the panel when family consent has been given for this, and recorded on the EHA or "Request for Consideration of an EHA" form.

Families to be discussed at the panel will be considered in the first instance by the relevant Early Help Officer.

If, having discussed this with the Early Help Officer, it is agreed that the case needs to be taken to the panel, the referring individual will lodge this with the Panel Administrator.

Families will only be discussed at the Panel if they have been lodged with the panel administrator.

Requests to the Panel will be via one of two routes:

- An existing EHA, with a Consideration of an EHA form attached
- A 'Request for Consideration of an EHA form' when no EHA exists

Who is on the Panel?

Members of the panel will include representatives of agencies providing support, advice and intervention with children, young people and families in the district. This will include both statutory and non-statutory organisations.

As the focus of the Panel is on Early Help services, membership will generally be from agencies providing support at this level. However, as co-ordination of approaches is vital, more intense (including statutory) services whose work directly links or who are making referrals should also attend.

- All representatives on the panel must have the authority to allocate resources/staff time from their organisation in order to enable children, young people and families to have access to