

6 January 2015		ITEM: 6
Children's Overview and Scrutiny Committee		
Early Offer of Help Commissioned Services		
Wards and communities affected: All	Key Decision: Not applicable	
Report of: Sue Green – Strategic Leader Service Transformation and Children's Commissioning & Mark Livermore – Children's Commissioning Officer		
Accountable Director: Carmel Littleton – Director of Children's Services		
This report is Public		

Executive Summary

A range of services were commissioned as a part of the Early Offer of Help Strategy, these were designed to provide support at an earlier stage to reduce the risk of needs escalating and to improve outcomes for those most in need of support.

These services are regularly evaluated to monitor the impact of them and all are making a positive difference for service users. Ongoing service evaluation and feedback from users also informs the review process which is refined to continually improve it.

1. Recommendation(s)

1.1 That members note the outcomes being achieved through the current commissioned services.

2. Introduction and Background

2.1 In 2013 following the development of the Early Offer of Help (EOH) Strategy Thurrock Council, in partnership with the Thurrock Clinical Commissioning Group commissioned a range of services aimed at providing support at an earlier stage to reduce the risk of needs escalating and to improve outcomes for those most in need of support.

2.2 To support the development of the strategy and inform the commissioning of services a needs analysis was undertaken and the following commissioning priorities were identified:

- Support for parents facing substance misuse
- Support for victims of domestic violence and sexual violence
- Support for perpetrators of domestic violence

- Parenting support
- Intensive family support
- Provision of Children's Centres

2.3 The impact of these services are regularly evaluated, this report provides an update to members on this impact.

3. Issues, Options and Analysis of Options

3.1 The EOH commissioned services are reviewed in several ways at different reporting frequencies. It should be noted that due to the nature of Children's Centres these are monitored in partnership with the School Improvement team through Accountability Boards and are therefore not included in this report.

3.2 Quarterly outputs and key performance indicator (KPI) outcomes are reported to the Commissioning Team by the provider. These comprise of the number of referrals, closed cases, waiting lists and times. In addition, service user self-declared outcomes are reported as a percentage of those who report being better able to manage the outcomes specified within the service design. A summary of this is reported below:

3.3 One-to-one STEPS programme - domestic abuse service – quarter 1 and 2 - 2014.15 KPI's – Thurrock Women's Aid

% of Women reporting...	Q1	Q2
Better understanding of impact on children	100%	90%
Feeling safer	93%	95%
Improved emotional wellbeing and resilience	87%	85%
Confidence in ending abusive relationships	87%	90%
Confidence in working with Social Care	73%	80%
Confidence with legal, housing and finance	79%	76%

3.4 Drop-in domestic abuse service – quarter 1 and 2 - 2014.15 - KPI's – Thurrock Women's Aid

% of Women reporting...	Q1	Q2
feeling supported in safety planning	100%	100%
Feeling more knowledgeable in welfare benefits & finance	89%	100%
Feeling more knowledgeable in legal matters	100%	100%

3.5 Domestic Violence perpetrators programme – quarter 1 and 2 - 2014.15 - KPI's - DVIP

% of Women reporting...	Q1	Q2
Cessation of domestic abuse	100%*	71%

Feeling safer	100%*	71%
Improved relationships	100%*	43%
Improved relationships with children	100%*	43%
Better family communication	100%*	43%
Sustained changes post intervention	100%*	n/a

*Please note that Q1 was based on 1 client.

3.6 Alcohol and substance misuse programme – quarter 1 and 2 - 2014.15 - KPI's – Open Door

% of Service users reporting...	Q1	Q2
Improved family routines / relationships	56%*	66%
Better able to manage debt / housing	44%*	55%
Better able to parent effectively	44%*	77%
Improved emotional wellbeing	33%*	55%
Confident working with Social care	33%*	66%
Confident in educating children on D&A	33%*	66%

*Please note that Q1 had a high level of families that were not engaging – the satisfaction levels have increased in Q2 to levels more in line with expectations.

3.7 Parenting programmes – quarter 1 and 2 - 2014.15 - KPI's – Coram

SFSC/Triple P programmes	Q1	Q2
Better able to understand and manage children's behaviours	93%	95%
Better able to support children's feelings	93%	95%
Better able to improve children's self esteem	93%	86%
Better engagement with school	90%	92%
Children not involved in crime / ASB	83%	92%
Understanding how adults affect children	93%	95%
Better able to manage own emotions & stress	93%	84%
Improved aspiration	87%	86%
Better networks and community links	93%	86%
Better family communication	90%	86%
Mellow parenting programmes only:		
Better attachment to children	67%	100%
Better family communication	67%	100%
Understanding how adults affect children	67%	100%
Understanding how past r'ships affect children	67%	100%

3.8 Sexual violence service – quarter 1 and 2 - 2014.15 - KPI's – SERICC

% of Women reporting...	Q1	Q2
Better understanding impact of sexual violence on children	0%*	100%
Improved parenting capacity	0%*	100%
Feeling Safer	0%*	100%
Improved emotional wellbeing and resilience	0%*	100%
More confident working with Social Care	0%*	100%
Confident in educating children on grooming/online safety	0%*	100%

*Please note that Q1 no case closures to score

3.9 Family Intervention Project (FIP) – quarter 1 and 2 - 2014.15 - KPI's – Catch22

% of Service users...	Q1	Q2
Who have obtained employment, training or education	73%	71%
Who have not found work but attended a work programme	50%	71%
Who have moved off of benefits	30%	0%
Who have had <3 fixed term exclusions in last 3 terms	100%	100%
Who have had <15% unauthorised absence in last 3 terms	50%	100%
With a 75% reduction in offending	100%	50%
With reduced/ceased incidence of domestic abuse	86%	100%
Who do not have any unplanned teenage pregnancies	100%	100%
Who reduced their substance and alcohol use	100%	50%
Who are in suitable housing with secure tenancies	86%	100%
Reporting improved emotional well-being	100%	90%
Reporting better understanding of impact of their behaviours	91%	80%
Reporting improved aspiration	91%	90%
Reporting better able to work with Children's Social Care	100%	100%
Reporting better able to manage debt	71%	83%
Reporting better able to understand and manage children's behaviours	91%	90%
Reporting better family communication and family routines	89%	90%

- 3.10 The formal reviews of services took place between November 2013 and February 2014 with the second year reviews commencing in November 2014 and being completed in February 2015. This review usually takes place over two days. Social workers have the opportunity to comment on performance of services they have utilised. These reviews seek evidence from providers on the delivery of all outcomes via conversations with managers and staff of the service, with case studies, and interviewing service users to understand what difference the intervention made for them.
- 3.11 The above processes form an effective picture of service delivery, however we do need to consider 'the journey of the child'. It is critical that we are able to track the progress of children and young people through the system of either statutory intervention or through the MAGS panels.
- 3.12 In this year's reviews (which will be reported on in a future paper) the views of children and young people within the family will also be taken account of, in addition to the interviews that take place with adult service users.
- 3.13 A feedback form for front line staff has been rolled out in December 2014. This will record front line team's perception of changes made by service users and how this has been sustained following the intervention of an EOH commissioned service, as well as qualitative assessment of services. Again, these will be reported in future reports.

3.14 The Commissioning Team have taken a small sample of cases from both the Multi Agency Group Panels (MAGS) and Social Care cases. Cases were reviewed between a set period as detailed below where an EOH commissioned service was in place.

3.15 **MAGS cases**

Sample of cases closed between November 2013 and April 2014 – reviewed between 7 months and 13 months after case closure

57 cases were identified between this period where an EOH commissioned service was put in place for the cases that were closed in that period.

Of these 57:

- 45 were never subsequently referred back to either MAGS or Social Care (79%)
- 3 were subsequently referred to Social Care (5%)
- 9 were referred back to MAGS (16%)

3.16 **Social Care cases**

Sample of cases between November 2013 and April 2014 where an EOH service was commissioned between this period – reviewed at date of this report (between 7 months and 14 months after services were put in place)

17 cases were identified where an EOH commissioned service was put in place between this period.

Of these 17:

- 6 evidenced an improved outcome:
 - 5 closures
 - 1 de-escalation from child protection to child in need
- 11 evidenced no change to case status
- No cases saw a negative change in case status

It should be noted that Social Care cases can often take longer to resolve and for matters to progress than MAGS cases do. The sample size is small but could indicate effective interventions at an earlier stage are preventing further escalation.

4. Reasons for Recommendation

- 4.1 This recommendation is made to ensure members are aware of the outcomes currently being achieved through the Early Offer of Help Commissioned services.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 Consultation with service users and other professionals is undertaken to inform the review process.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 This work has an impact on the following priorities:

Create a great place for learning and opportunity;
Improve health and wellbeing

- 6.2 The community impact of this work is evaluated through the review process.

7. Implications

7.1 Financial

Implications verified by: **Kay Goodacre**
Finance Manager

There are currently no direct financial implications regarding the commissioned services however members should be aware that this provision is dependent on continued funding, in a period of significant pressure on resources. Whilst direct savings are difficult to identify in early offer of help services, they can lead to significant long term saving by ensuring there is less need to access future costly Council Services.

7.2 Legal

Implications verified by: **Lindsey Marks**
Principal Solicitor Children's Safeguarding

There are no direct legal implications. All commissioned services were entered into following a full procurement exercise and contracts are in place to govern the delivery of them.

7.3 **Diversity and Equality**

Implications verified by: **Teresa Evans**
Equalities and Cohesion officer

A needs analysis and equality impact assessment were completed when the strategy was developed.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- none

9. **Appendices to the report**

- Appendix 1 – EOH Services Quick Guide – for information

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