



Version 1 June 2017

Early Help Strategy

Working with families in the right way, at the right time to make a difference



Torbay 
Safeguarding
Children Board

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1 Introduction

The Early Help Strategy details the shared long term vision of the members of the Torbay Safeguarding Children's Board and multi-agency partners in relation to Early Help. The Strategy provides a road map to achieving those aims through a set of principles and activities.

Successful implementation of the Early Help Strategy will result in improved outcomes for children in Torbay across the partnership agencies. This will result in fewer escalations into statutory services and fewer re-referrals into statutory services. It will ensure that those children who need statutory safeguarding services receive these without delay.

The strategy will be accompanied by a number of practice documents which facilitate the implementation of the strategy. It is written in line with Working Together 2015 (Department of Education, 2015).

2 Vision and Principles

2.1 Vision

Members of the Torbay Safeguarding Children Board aim to provide coordinated services to children and families that address needs early and prevent the escalation of risks and vulnerabilities for children. Through partnership working we aim to improve the quality of life for all families who need help and support at the earliest opportunity. All services and resources are clear and transparent for all communities in Torbay to understand and access in order to secure the right help at the right time.

2.2 Principles

- Early Help is a **shared responsibility**, where agencies work together jointly 'holding the baton'.
- We aim to work with families to enable them to **build resilience** and improve their capacity to help themselves.
- Early help may occur at **any point** in a child's life.
- All information is easily understood and **accessible** for all.
- Families should be able to **approach anyone** working with them who will respond and start conversations with the **right people** to identify how help will be provided.
- Families should be **involved** in shared decision making on every step of their journey.

- Families need to understand their **existing strengths** and what's already working well.
- **Never do 'nothing'** – at the very least, talk to another practitioner to help find a way forward.
- Services should start **as early as possible** to create the best environment for children to 'thrive'.
- We need to identify children and families who are at risk of experiencing poor outcomes and **act early** before the situation or the problem becomes worse.
- Working Together is visible and clearly understood by all, with a common focus on supporting children and families to build on existing strengths and be **empowered** to support themselves.
- Building strong, **good quality relationships** and effective communication is key to achieving successful outcomes for all children, families and communities.
- Services should be flexible and **tailored to individual and family needs**
- Good **quality information and plans** are vital (Specific, measurable, agreed, realistic and with timescales).
- Once improvement is made and sustained for an agreed period of time, services will reduce or end their involvement in order to maintain a **family's independence**.

3 Activities

Board Members will:

- Develop and understand clear pathways for Early Help, which clarifies and defines what support will be offered at levels 1, 2, 3 and 4 (appendix 1)
- Develop and promote a clear threshold tool for Early Help which clarifies and defines levels 1, 2, 3, and 4 (see appendix 2)
- Develop and promote clear information for all partners about available local resources (Family Information Service information in appendix 3)
- Participate in the Early Help Steering Group and form the Early Help Board (Terms of Reference in appendix 4)
- Support the work of the Strengthening Families Team.
- Work together to agree a set of multi-agency outcomes which can be measured and monitored to assess and drive a good quality Early Help offer.
- Ensure staff within their agency:

- attend training on the threshold tool, and Early Help Strategy.
- Coordinate multi-agency plans for families at level 2 and 3.
- Are trained and supported in their roles as Targeted Help Coordinators.
- Complete assessments and refer to the Targeted Help Panel where appropriate.

Torbay Children's Services will support this activity through:

- Coordinating the Targeted Help Panel.
- Continued provision of Team Around the Family coordinators.
- Family Intervention Team at Level 3.
- A dedicated consultant to support staff coordinating Team Around the Family meetings and completing requests for targeted support.

4 Governance

Monitoring and reporting of the work of Early Help within Torbay will be through the Early Help Steering Group, which in turn will report to the Torbay Safeguarding Children Board.

5 References

Department of Education. (2015). *Working Together to safeguard children*. HM Government.

6 Appendices

Appendix 1: Memorandum of Understanding

Appendix 2: Thresholds document

Appendix 3: Early Help Board Terms of Reference

Appendix 4: Early Help Panel Terms of Reference

Appendix 5: Request for Targeted Support

Appendix 6: Team Around the Family minutes and plan

Appendix 7: Communications Strategy

Appendix 1:

MEMORANDUM OF UNDERSTANDING Torbay Targeted Help

1. Purpose of Partnership

Vision

Members of Torbay Safeguarding Children Board aim to provide and coordinate services to children and families that address needs early and prevent the escalation of risks and vulnerabilities for children. Through partnership working we aim to improve the quality of life for all families who need help and support at the earliest opportunity. All services and resources are clear and transparent for all communities in Torbay to understand and access in order to secure the right help at the right time.

Working Together to Safeguard Children (2015) states that effective early help relies upon agencies working together to:

- identify children and families who would benefit from early help.
- undertake an assessment of the need for early help; and
- provide targeted early help services.

The main purpose of Torbay Targeted Help is to provide a multi-agency coordinated response to children, young people and their families with complex needs who do not meet the thresholds of statutory social care interventions.

2. Scope of the Partnership

This Memorandum of Understanding (MoU) signifies a statement of intent to collaborate, but is not a legally binding document. It does not include any contractual obligations.

It recognises the intention of organisations to work in partnership with each other for the mutual benefit of parents and carers with children aged 0-19 years of age.

The Memorandum of Understanding has been agreed by the Torbay Safeguarding Children Board. The content and impact of the MoU will be reviewed at the Early Help Steering Group on behalf of the Torbay Safeguarding Children Board to ensure it continues to be fit for purpose.

Signed (on behalf of [Organisation])

Name	Organisation	Date
Signed MOU held on file		

Role of the Local Authority

- Section 10 of the Children Act 2004 requires each Local Authority to make arrangements to promote cooperation between the authority, each of the authority's relevant partners and such other persons or bodies working with children in the local authority's area as the authority considers appropriate.

- To provide adequate resources to deliver the Targeted Help Panel and associated processes including:
 - To ensure partners receive all necessary information on cases subject to Targeted Help;
 - Monitor service attendance at panel meetings and highlight where attendance is not adequate.
 - To facilitate sharing of information and ensure this is appropriate and in accordance the rights of both the children and parents.
 - To ensure that all administration and documentation is maintained accurately and securely in accordance with agreed protocols.

Role of Partners:

- To ensure all staff within their organisation hold a detailed understanding of the Torbay thresholds in their work with children, young people and their families;
- To ensure that all staff work within a Think Family approach, identifying and sharing relevant information appropriately;
- To take on, where appropriate, the role of the targeted help coordinator and/or support ongoing Team Around the Family interventions which complement rather than undermines multi-agency working;
- All partners ensure that where required, there is representation at the targeted help panel meetings by an appropriate grade staff member who has sufficient knowledge of the whole family to inform decision making and has current DBS clearance (Disclosure Barring Service).
- Ensure all information and documentation relating to children, young people and their families is retained in a confidential and appropriately restricted manner.
- Participate in the ongoing evaluation and development of Targeted Help, including offering feedback and attending training opportunities.

Safeguarding Children Board Thresholds Chart

May 2017



Inter-agency communication should occur at all levels to address any identified needs and risks with the family's consent

Threshold	Level 1 Universal	Level 2 Early Help	Level 3 Targeted Help	Level 4 Statutory Intervention
Needs of the child/ young Person	Needs are being met through universal services. May have additional needs that can be met within existing service.	Has additional needs that can be met through partnership working led by existing service	Has multiple needs that require an active and coordinated response from multi-agency working	Has a high level of unmet and complex needs that require statutory intervention or is in need of protection
Circumstances and risks / key features	Achieving learning targets Good attendance Meeting developmental milestones Has psychological well-being Socially interactive and skilled Ability to protect self and be protected	Absence/truancy from school Incidence of absence/missing from home Use of fixed term exclusions Risk of social exclusion Poor attachments Language and communication difficulties Reduced access to core needs Disability or additional special need Potential for becoming NEET Potential not to attain Slow in meeting developmental milestones Missing health checks/immunisations Minor health problems Early signs of offending/anti-social behaviour Underage sexual activity Early signs of drug alcohol misuse Poor self esteem Low level mental health/emotional issues	Persistent absence from school Missing from school/home regularly with no explanation Permanent exclusion/no school place Social exclusion Poor attachments No access to core services Significant disabilities NEET Development milestones not being met due to persistent parental failure/inability Chronic/recurring health problems Regular missed appointments affecting developmental progress Teenage pregnancy Drug/alcohol misuse impacting negatively Risky sexual behaviour Offending/anti-social behaviour /risk of entering Youth Justice System Emotional/mental health problems	Chronic persistent absence, permanent exclusions or no school place/risks entry into the care system Persistent social exclusion Poor attachments Complex/multiple disabilities Complex mental health issues affecting development, Inc. self-harm High level emotional issues and very low self esteem Non-organic failure to thrive Sexually inappropriate behaviour Sexually aggressive behaviour Teenage parent/pregnancy under age 13 Sexual abuse including exploitation Drug/alcohol use severely impacting development Frequently missing from home resulting in self-neglect Relationship breakdown Offending and in the criminal justice system Unaccompanied minors
Parent/Carer capacity and engagement	Protected by carers Secure and caring home Receive and act on information, advice and guidance Appropriate boundaries maintained	Inconsistent care arrangements Poor supervision by parent/carers Inconsistent parenting Poor response to emerging needs Historic context of parents/carers own childhood	Parental learning or physical disability, substance misuse or mental health impacting on parenting capacity Inconsistent care arrangements Poor supervision by parent/carers Inconsistent parenting Poor response to identified needs Historic context of parents/carers own childhood	Edge of care Parental encouragement of abusive/offending behaviour Continuing poor supervision in the home Parental non-compliance/ disguised compliance or cooperation Inconsistent parenting affects child's developmental progress Private fostering
Family and environment	Supportive relationships Housed good diet and kept healthy Supportive networks Access to positive activities	Young carers Poor parent/child relationships Children of prisoners/subject to community orders Bullying Poor housing and poor home environment Impacting on child's health Community harassment/discrimination Low-income affects achievement Parenting advice needed to prevent escalation Poor access to core services Risk of relationship breakdown Concerns about possible Domestic Abuse	Housing tenancy at risk Community harassment/discrimination Domestic abuse Relationship breakdown Transient families	Suspicion of physical, sexual, emotional abuse and neglect Domestic abuse resulting in child being at risk of significant harm Homeless child/young person Family intentionally homeless Community harassment/discrimination Extreme poverty affecting well-being and development Forced marriage, honour based violence, female genital mutilation Indicators of being exploited through radicalisation, modern slavery and trafficking

www.fis.torbay.gov.uk

Early help consultation line 01803 208525

MASH 01803 208100

Out of Hours 0300 456 4876

Appendix 3:

Torbay Early Help Board

Terms of Reference



Key Purpose

The purpose of the Torbay Early Help Board is to ensure the continued effectiveness of Early Help work undertaken by partners across Torbay. This includes delivery of services across levels 1, 2 and 3 of the Torbay Safeguarding Children Board (TSCB) Threshold document.

The Board is also responsible for highlighting any risks to Early Help delivery to the TSCB.

Chair

Lin Ferguson, Interim Assistant Director Children's Services Torbay Council.

Relationship with the TSCB

The Early Help Board is not a subgroup of the TSCB, however governance of the Thresholds document, Early Help strategy and Memorandum of Understanding for Early Help sits with the TSCB. The Early Help Board will therefore be required to report into the TSCB quarterly on performance against these areas.

Membership

Membership of the Early Help Board should be at a level commensurate with an ability to make decisions and allocate resources.

Organisation	Role
Torbay Council	Interim Assistant Director Childrens Services (Chair)
Torbay Council	Targeted Help Coordinator/Family Intervention Team Manager
Torbay Council	Supporting Troubled Families Coordinator
Torbay Council	Workforce Development Lead
TSCB	Practice Manager
TSCB	Workforce Development Officer
Children's Society	Area Manager
Play Torbay	Director
South West Family Values	

Torbay Council	Early Years Advisor
Torbay and South Devon CCG	Designated Nurse Safeguarding Children
CAMHS	Deputy Service Manager
Devon and Cornwall Police	BCU Commander
Torbay and South Devon NHS Foundation Trust	Safeguarding Adults Lead
Torbay Council	Community Engagement Coordinator
Devon and Cornwall Police	Community Safety Sergeant
Torbay Council	ASB and Vulnerability Manager
Torbay Council	Head of Service IYSS, Early Intervention and Targeted Services
Torbay Council	Advanced Public Health Practitioner
Torbay and South Devon CCG	Primary Care Safeguarding Nurse
Action for Children/Torbay Children's Centres	Safeguarding Lead
Action for Children/Torbay Children's Centres	Children's Services Manager
Devon Partnership Trust	Safeguarding Partner
Torbay and South Devon NHS Foundation Trust	Specialist Public Health Midwife
Torbay Council	Head of Education, Learning and Skills

Frequency of meeting

The group will meet on a quarterly basis. The meetings will be scheduled to occur within 4 weeks of the coming TSCB Board meetings.

Responsibilities

The Early Help Board is responsible for;

- 1) Ensuring that the Early Help strategy is embedded across all organisations within Torbay, including both statutory and voluntary sector;
- 2) Ensuring that the strategy and associated resources are kept up to date and reflect current processes. This will include:
 - Thresholds document

- Memorandum of Understanding
 - Pathway model
 - Targeted Help Panel terms of reference
 - Request for Targeted Support
 - Team Around the Family minute template
 - Parent/carer leaflets
- 3) Monitoring and reviewing key performance data and highlighting risks in relation to Early Help to the Torbay Safeguarding Children Board.
 - 4) Monitoring and reviewing the performance of the Targeted Help Panel.
 - 5) Monitoring and reviewing ongoing training and development requirements in relation to Early Help and making recommendations to the TSCB accordingly.
 - 6) Distributing communication on Early Help performance quarterly across the partnership, including partnership Strategic Boards.

Quorum

The Board will be considered as quorate as long as the core partners are represented. This includes the Local Authority, Health, Police and Voluntary/Community Sector representative.

Confidentiality

Information discussed within Early Help Board meetings shall be considered as confidential and therefore should not be disclosed outside of the Board without the prior consent of the owning agency or the Early Help Board. Minutes and documents should also be stored appropriately with limited access.

Ways of Working

The agenda and associated papers will be circulated at least five working days in advance of each meeting and the minutes within two weeks of each meeting. Children's Services staff will act as minute taker.

Items of business will, as far as possible, be identified at each meeting of the Early Help Board for the next and subsequent meetings.

Targeted Help Panel

Terms of Reference



1. Context

- 1.1 The Targeted Help Panel (the panel) is a multi-agency panel designed to information gather and devise a multi-agency whole family plan for children, young people and families in Torbay where additional complex needs have been identified and it is not deemed that statutory social care intervention is required.
- 1.2 The functions of the Panel contribute to the implementation of Government Legislation and policy (including the Children Act 1989, the Children Act 2004, and Working Together to Safeguard Children 2015 and Supporting Troubled Families framework) within Torbay through effective working together practices.
- 1.3 The panel contributes to and is formed under the Torbay Safeguarding Children Board Early Help Strategy 2017.

2. Functions

2.1 Overall Aim:

- 2.1.1 For key agencies to work together to determine from the assessed need what service/s would be most appropriate to support a whole family plan, to meet their desired outcomes and co-ordinate the timely referral and allocation of the required service/s.

2.2 Key Objectives:

- 1) To ensure that information sharing regarding children with complex needs is co-ordinated to identify risks, needs and vulnerability, reduce risk factors to provide an appropriate partnership response.
- 2) To ensure that all known factors impacting on parents/carers capacity are identified and inform the decision making and whole family plan, taking into account any specific needs related to the child/family's ethnicity, culture, religion, language, disability, sexual orientation, gender, age and/or life experience are identified and inform the decision making and allocation of support.
- 3) To facilitate the identification of families that meet the criteria under the Supporting (Troubled) Families Programme and ensure appropriate allocation of services to support these families, with interventions that meet the 4 principles (for more information please go to the Supporting (Troubled) Families webpage).
- 4) To ensure appropriate, inter-professional challenge and management oversight of the allocation of services to children/families presenting with complex or conflicting needs.

- 5) To ensure that the family plan leads to clear professional responsibility and accountability through identifying a Targeted Help Co-ordinator and Team Around the Family working.
- 6) To identify emerging trends in presenting needs, including but not limited to:
 - a) targets groups within the local population.
 - b) gaps in service provision.
 - c) training needs of professionals.
- 7) To improve communication between professionals through an improved understanding of agency/service roles and thresholds.

3. Format of the Meeting:

3.1 Access to the Panel will be through two possible routes.

Route 1: Request for Support forms received to the Multi Agency Safeguarding Hub and triaged to be deemed to require a level 3 response from Children Services.

Route 2: A step down from Torbay Children's Services Statutory Social work teams where a statutory assessment and/or intervention has ended but it has been assessed that the child/family still requires support.

3.2 The Panel will only discuss cases where the parent/ carer (or young person where appropriate) have agreed to support and have given consent for information to be shared with agencies to secure support.

3.3 The panel is held weekly on a Wednesday afternoon within Tor Hill House. Each case is given a 20 minute allocation slot for discussion.

3.4 The agenda will include all of the cases referred to the Panel through the above routes during the previous week, which will be circulated at least 3 working days prior to panel. This will include;

- All relevant family members within the home;
- Those whom hold parental responsibility to children within the home.
- A brief reason for referral will also be included.

3.5 All attending Panel members are required to sign the attendance sheet to evidence both their attendance at the Panel and that they have read and understood the attached confidentiality statement.

3.6 All attending Panel members are expected to bring relevant information from their agency in respect of any families already known to the service.

- 3.7 The Panel operates on a discussion basis. The request for service will be read out by the referrer, identifying the existing support plan and the gaps in service provision. The Chair will facilitate solution focused discussion, decision making along with the formulation of a whole family plan.
- 3.8 Where an appropriate decision cannot be made on a referred case, Panel member/s will be charged with undertaking an appropriate action/s that allows for a decision to be made at the following Panel meeting and the case will be put back on the agenda for that meeting.
- 3.9 Copies of the request for targeted support or the single assessment (where parental consent has been gained from the social worker stepping down the case) along with the minutes of the panel discussion will be provided to the Targeted Help Co-ordinator following the Panel where they do not have access to Paris (the Children's Service case management system).
- 3.10 After the Panel, Targeted Help will record decisions made and notify the referrer of the outcome and agreed whole family plan within two weeks of the panel (as outlined in section 6 below).
- 3.11 For cases that are stuck or concerns are escalating they can be discussed with Targeted Help and can be taken back to panel for further discussions.

4. Membership

- 4.1 The membership of Panel is made up of a range of agencies that provide services to children and families. Some of the key agencies that attend are listed below;

- Action for Children
- Housing Options
- Health Visitor Team Leader
- Early Years
- Portage
- School Nursing Team
- Young Carers
- Torbay Education Safeguarding Service
- DWP – Benefit Advisor
- Street Wardens
- Supporting (Troubled) Families
- Children's Learning Disability Team
- Child and Adolescent Mental Health Service
- Home Start
- Family Intervention Team
- Integrated Youth Support Services
- Communities Youth Worker
- Checkpoint
- YMCA

- Careers South West
- Community Police
- Torbay Domestic Abuse Service
- Depression and Anxiety Service
- Substance Misuse Service
- Adult Services
- Young Adults Accommodation
- National Probation Service/Community Rehabilitation Company

4.2 The members of the meeting are required to be of an adequate level of responsibility within their own agencies and have appropriate knowledge of the whole family to allow them to make decisions and accept allocations of work on behalf of their agency in the Panel meeting.

4.3 Where the regular panel member is unable to attend a deputy member should be sent in their absence.

4.4 Membership can change as the needs of the service are identified. Additional members will be agreed by all members and a formal invitation will be made via the Chair.

4.5 Relevant professionals will be invited to discuss the families at a set time, an example being the child/ren schools and health visitors.

4.6 Full minutes will be taken by the business support and distributed after the panel within two weeks.

5. The Chair

5.1 The Targeted Help / Family Intervention Team Manager will chair the meeting and when not available this will be chaired by the Assistant Team Manager for the Family Intervention Team.

6. The Chair's Responsibilities

- a) To ensure the agenda is correct and includes all necessary information prior to the agenda being sent to Panel members.
- b) To review all families before the meeting to ensure that they contain the necessary information to enable effective decision making by the Panel.
- c) Monitor service attendance at the meeting and hold discussions with the relevant service manager/s where attendance is not adequate.
- d) To facilitate sharing of information and ensure this is appropriate and in accordance the rights of both the children and parents.

- e) To facilitate constructive discussion and agreement on the Targeted Help Co-ordinator to be asked to co-ordinate the team around the family meeting.
- f) To ensure that it is clear what actions have come from the meeting, who is responsible for the delivery of those actions and agree the timescale for completion of actions.
- g) To monitor and follow up on any incomplete actions from the meeting.
- h) To record the outcome of the meeting on Paris within 3 working days of the Panel.
- i) To ensure that the family are notified by of the Panel decision within two weeks in writing.
- j) To ensure that all administration and documentation is maintained accurately and securely within agreed timescales.
- k) To facilitate the progress monitoring of all cases that go through the Panel in accordance with the Targeted Help Performance Framework.

7. Member's Responsibilities:

- a) To research all families prior to panel and collate relevant information to share with the Panel.
- b) To proactively share relevant information with the Panel to assist decision making.
- c) To contribute to the Panel by providing advice and wider service information to assist appropriate allocation.
- d) To undertake actions given to them by the Panel in a timely manner and feed back to the Panel.
- e) To accept appropriate referrals into their service and in doing so where appropriate undertake the Targeted Help Co-ordinator role.
- f) When a referral is accepted by their agency, undertake to ensure that the necessary resourcing is put in place to enable the required intervention and the facilitation of a Team Around the Family meeting.
- g) To give apologies for non-attendance at the Panel in good time and send a representative and/or written report where this is not possible.
- h) To disclose where any panel member has personal knowledge of or relationship with any of the families open to Targeted Help.

8. The Targeted Help Co-ordinators Responsibilities:

- a) To make contact with the family in good timing after the panel and to arrange with the family the first Team Around the Family meeting within four weeks.
- b) To ensure a copy of the Team Around the Family minutes are sent to the family, members of the Team Around the Family meeting and targeted help within two weeks of the meeting.
- c) To seek immediate advice from your safeguarding lead or the Children Services Multi Agency Safeguarding Hub if you have a safeguarding concerns for any member of the family you are co-ordinating support with.
- d) Following the panel and in the Team Around the Family meetings to build upon the initial plan ensuring that this is a whole family plan and ensuring multi-agency and partnership working.
- e) To ensure that all administration and documentation is maintained accurately and securely within agreed timescales.
- f) To ensure that any further Team Around the Family meetings review the previous plan to review progress against the agreed action and that the ongoing plan is effective.

9. Managing Professional Differences

9.1 Refer to Torbay Safeguarding Children Board Professional Differences Policy.

10. Family Involvement

10.1 Children, young people and their families will not be present within the Panel. Their views will be captured within the Request for Targeted Support.

11. Review of these Terms of Reference.

11.1 These terms of reference will be reviewed annually.

Appendix 5:



Request for Targeted Support

For advice and guidance in relation to when to complete this form please call the Early Help Consultation Line on 01803 208525

Section 1: Family Information

Once Completed please send by secure email to: torbay.safeguardinghub@torbay.gcsx.gov.uk

This form is available on the Torbay Safeguarding Children Board website: <http://www.torbaysafeguarding.org.uk>

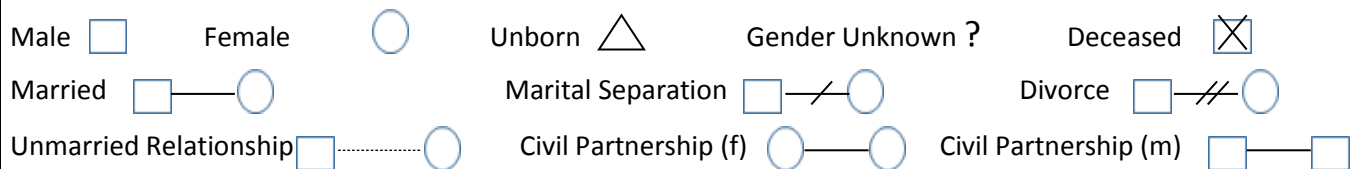
NOTE: If you have a safeguarding concern about a child please call 01803 208100.

Date of Request:	
------------------	--

Details of Family:	
Family Name:	Family Telephone Number:
Main Family Address:	
Details of person completing form with family:	
Name:	Telephone Number:
Organisation and Role:	Email:

Family Tree:

FAMILY TREE KEY KEEP EACH GENERATION ON THE SAME HORIZONTAL LINE



Please identify everyone who lives in the main family address:

Full Name	Date of Birth / Due Date	Do they have Parental Responsibility (PR)? Y/N	Gender M / F / Unspecified	Ethnicity	Does the request for support relate to this person? Y/N	Would they like to be part of the support offered? Y/N

Please provide details of significant family members who do not live at the main family address:

Full Name	Address	Ethnicity	Relationship to Child	Do they have PR? Y/N	Did they take part in completing this form? Y/N	Do they know this form is being completed? Y/N	Would they like to be part of the support offered? Y/N

Additional Family Information

Is an interpreter or signer required? YES <input type="checkbox"/> NO <input type="checkbox"/> Has this been arranged? YES <input type="checkbox"/> NO <input type="checkbox"/>	Details of Interpreter / signer if required:	Are the family refugees / asylum YES <input type="checkbox"/> NO <input type="checkbox"/> (If YES please give details):
Are there any known risk factors (e.g. home working / lone visiting)? YES <input type="checkbox"/> NO <input type="checkbox"/> (If YES please give details):	Are any of the children in the family young carers? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, has a referral been made to the service? YES <input type="checkbox"/> NO <input type="checkbox"/>	
Does anyone in the family home have a disability? YES <input type="checkbox"/> NO <input type="checkbox"/> (If YES please give details):		
Do the family have the right to access public funds (e.g. benefits) YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN <input type="checkbox"/>		

Section 2: Organisation/ Agency Information

Which agencies / organisations are already involved with the family? Please include community and voluntary organisations here.						
Organisation	Contact person	Organisation Contact Details	Current Input Y/N	Previous Input Y/N	Took part in this referral? Y/N	Do you give permission to contact the organisation? Y/N
GP						
Dentist						
Health Visitor						
School Nurse						
CAMHS						
Young Person Substance Misuse Service						
Adult Mental Health Service						
Adult Substance Misuse Service						
Nursery/ School						
Family Support Service						
Church / Community Group						
Youth Service						
Probation						
Housing						
Other						
Other						

Home Fire Safety			
Do you have working Smoke and Carbon Monoxide Alarms?			Yes / No
Can all members of your family hear the smoke alarms when they are tested?			Yes / No
Are you concerned that any of your children have a fascination with fire behaviour?			Yes / No
Have you thought about a fire escape plan for your all your family?			Yes / No
Would you like me to arrange a free Home Fire Safety Visit			Yes / No
Home Fire Safety Check Required	YES <input type="checkbox"/> NO <input type="checkbox"/>	If YES please can the worker call the below number to arrange: 0800 731 1822	Quote Reference No: 156

Section 3: Supporting Families Checklist

The Supporting Families Programme is the local response to the Government's Troubled Families Programme. It aims to improve how families are worked with to achieve long term improvement in some of the more challenging areas of family life. The below criteria are the areas the Programme focuses on for support. The number of areas ticked will **NOT** affect whether support is offered but the information will help in putting together a robust family plan aimed at supporting the family to move forward.

Supporting Families Criteria Checklist-		Tick ✓	Who in the family does this apply to?
PLEASE TICK/CROSS ALL THAT APPLY AND PUT THE DETAILS OF THE FAMILY CIRCUMSTANCES IN THE RELEVANT AREAS OF SECTION 4 BELOW			
Health Concerns	An adult or child in the family requires support for mental health concerns		
	An adult or child in the family requires support for substance misuse		
	Children under 5 are receiving Universal Plus / Partnership Plus support from the Health Visiting Team		
Education	A child's attendance is less than 90% on average across the last 3 consecutive terms		
	A child has received 3 or more fixed term exclusions in the last 3 consecutive school terms		
	A child has had 1 or more permanent exclusions in the last 3 consecutive school terms		

	A child has been accessing a part time education package due to behaviour for longer than 6 weeks		
Children Who Need Help	A child requires an Early Help or Targeted Help Intervention.		
	A child requires a CIN / CP intervention		
	A child has been reported as missing to the police in the last 6 months		
	A child has been identified as medium to high risk on the Child Sexual Exploitation Risk Assessment		
Crime and Anti-social behaviour	A child has committed an offence in the last 12 months that resulted in support from the Integrated Youth Support Service		
	An adult has committed an offence in the last 12 months that resulted in a pre or post court disposal		
	An adult or child has received a second letter as part of an antisocial behaviour intervention in the last 12 months		
	An adult is currently subject to license, post sentence supervision, a community order or suspended sentence		
Domestic Abuse	An adult or child is currently experiencing domestic abuse		
	A young person or adult has perpetrated domestic abuse in the last 12 months		
	The police have been called to the family 3+ times in the last 12 months for domestic abuse.		
Home and Money	An adult in the family is claiming out of work benefits		
	A young person (aged 16-18) is leaving school and is at risk of being Not in Education, Employment or Training (NEET).		
	A young person is Not in Education, Employment or Training (NEET).		
	An adult in the household has unmanageable debt		
	A 16 or 17 year old is at risk of homelessness		
	The family have received a threat of eviction		

Section 4: Areas of strength and support needs within the family.

Child / Young Person's Health – How would you describe your child / ren's physical and mental health? What concerns do you / they have? Have they got any long term illnesses / disabilities? What activities do they like to do? What activities do you like to do as a family? Do you have any concerns around your child using drugs or alcohol? If so please give details.
What are you worried about?
What is working well?
What has been tried in the last 12 months?
What needs to happen to make this better and what would this look like?

Parent / Carer Wellbeing – How would you describe your physical and mental health and the physical and mental health of other significant adults in the family? Do you have a long term disability or illness? Do you suffer from anxiety and/or depression? Describe what support you have in relation to your health. How do you cope with any health challenges?
What are you worried about?
What is working well?

What has been tried in the last 12 months?

What needs to happen to make this better and what would this look like?

Education and Learning – Does your child /ren go to school / nursery? Have they got good attendance at school / nursery? Have they ever been excluded from school? Is your child electively home educated? What do they enjoy learning? Describe what support you give your child/ren in relation to learning.

What are you worried about?

What is working well?

What has been tried in the last 12 months?

What needs to happen to make this better and what would this look like?

Children's Behaviour and Relationships –Describe your child /ren's behaviour at home and school? Describe your relationship with your child/ren? Describe your child/ren's relationship with others, including carers / family / friends. What boundaries, praise and consequences do you put in place with your child/ren?

What are you worried about?

What is working well?

What has been tried in the last 12 months?

What needs to happen to make this better and what would this look like?

Adult Behaviour and Relationships – Describe what the relationships look like between the adults in the family. What support do you give each other? Describe how the adult relationships look when it is stressful in the family home. What friendships do the adults have outside the family? How supportive are these relationships?

What are you worried about?

What is working well?

What has been tried in the last 12 months?

What needs to happen to make this better and what would this look like?

Crime and Anti-social Behaviour – Please give details of any crime or anti-social behaviour a member of the family is or has been involved in. What has happened as a result of this? Please describe any ongoing support in this area.

What are you worried about?

What is working well?

What has been tried in the last 12 months?

What needs to happen to make this better and what would this look like?

Keeping Your Family Safe –How do you and your children use social media, mobile phones and the internet? How aware are you about what your child/ren is doing on social media / mobile phones/ internet? What boundaries do you put in place around internet safety? Have you ever been concerned your child is being exploited? If so please give details. Has your child/ren ever gone missing?

What are you worried about?

What is working well?
What has been tried in the last 12 months?
What needs to happen to make this better and what would this look like?

Home and Money - Is your home private rent / housing association or owned? Have you received a notice of eviction? Describe your home, is your home suitable for your needs? How are your finances, are they enough to meet your family's needs e.g. mortgage/rent and food? What access do you have to training / work?
What are you worried about?
What is working well?
What has been tried in the last 12 months?
What needs to happen to make this better and what would this look like?

Section 5: Scoring

Parent/Carer – Considering everything you have outlined above, on a scale of 0-10 how would you rate the current situation in your family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

If each parent / carer would like to give a different score please put in box below with reasons.

Please give your reasons for your score:

Child / Young Person – Considering everything you have outlined above, on a scale of 0-10 how would you rate the current situation in your family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

Where there is more than one child / young person please put the names and scores of each young person in the box below

Please give your reasons for your score:

Targeted Help Co-ordinator– Considering everything outlined above, on a scale of 0-10 how would you rate the current situation in the family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

Please give your reasons for your score:

Section 6: Interim Plan

Interim Action Plan – What can be done before a Team Around the Family Meeting?			
What needs to change?	What needs to happen to make this better?	By Who?	By When?
The risk of a fire in the home needs to be reduced.	Fire Safety Check		

Section 7: Consent

Consent for information storage and information sharing

In order to ensure that you and your family are provided with the most effective available support it may be appropriate to share personal information about you and your family between agencies / community groups, such as Children’s Services, the NHS and other health providers (including G.Ps), Department for Works and Pensions, Police, Probation Services, Schools, the Youth Offending Team and services commissioned by the Local Authority. Please note this is a non-exhaustive list.

This information may include details about your child/ren, you or other significant family member’s involvement with Children’s Services, Police, Courts and Probation Services, aspects relating to your employment, anti-social behaviour, violence in the home, substance misuse, educational attendance and behaviour and health issues.

This information may also be shared with the Department for Communities and Local Government under the national Troubled Families Programme.

In some circumstances, information can be shared between agencies without consent, for example where sharing information might prevent a crime or safeguard the welfare of a child or young person or a vulnerable adult. Even in these circumstances, it is normal practice to obtain consent where possible.

If you have concerns about information being shared with particular agencies or individuals please give information below.

I understand the information in this form	Yes <input type="checkbox"/> No <input type="checkbox"/>
I have had the reasons for information sharing explained to me and I understand those reasons.	Yes <input type="checkbox"/> No <input type="checkbox"/>
I give my permission for the information in this form to be shared with appropriate agencies / community groups so that I can be contacted about support available to me.	Yes <input type="checkbox"/> No <input type="checkbox"/>
I understand that information on this form will be entered onto the Torbay database which is secure and covered by the Data Protection Act 1998 (DPA)	Yes <input type="checkbox"/> No <input type="checkbox"/>
I understand that in exceptional circumstances this information will be shared without my permission.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please list the names of any individuals and/or organisations you DO NOT want the information in this form to be shared with:	

Parent / Carer Name (Print)	Relationship to Child / Young Person	Signature
Child / Young Person Name (Print)	Signature	

Appendix 6:



Team Around the Family Meeting Record

Meeting Number:	
Meeting Date and Time:	
Name of Meeting Chair:	
Name of Minute Taker:	

Family Member Names (including parents / carers and children)	Attended the Meeting? Yes / No	Any Change to contact details (including address and telephone no)? Yes / No If yes please give details:

Name, Role and Agency of Targeted Help Co-ordinator:	
Contact Details	

Organisation / Agency Attending Meeting			
Name	Organisation/Agency	Contact Details	Signature

Apologies		
Name	Organisation / Agency	Report sent? Yes / No

The Supporting Families Programme is the local response to the Government's Troubled Families Programme. It aims to improve how families are worked with to achieve long term improvement in some of the more challenging areas of family life. The below criteria are the areas the Programme focuses on for support. The number of areas ticked will **NOT** affect whether support is offered but the information will help in putting together a robust family plan aimed at supporting the family to move forward.

Supporting Families Criteria Checklist- Please tick all that apply and put the detail about each area in the sections below.		Tick ✓	Who in the family does this apply to?
Health Concerns	An adult or child in the family requires support for mental health concerns		
	An adult or child in the family requires support for substance misuse		
	Children under 5 are receiving Universal Plus / Partnership Plus support from the Health Visiting Team		
Education	A child's attendance is less than 90% on average across the last 3 consecutive terms		
	A child has received 3 or more fixed term exclusions in the last 3 consecutive school terms		
	A child has had 1 or more permanent exclusions in the last 3 consecutive school terms		
	A child has been accessing a part time education package due to behaviour for longer than 6 weeks		
Children Who Need Help	A child requires an Early Help or Targeted Help Intervention.		
	A child requires a CIN / CP intervention		
	A child has been reported as missing to the police in the last 6 months		
	A child has been identified as medium to high risk on the Child Sexual Exploitation Risk Assessment		
Crime and Anti-social behaviour	A child has committed an offence in the last 12 months that resulted in support from the Integrated Youth Support Service		
	An adult has committed an offence in the last 12 months that resulted in a pre or post court disposal		
	An adult or child has received a second letter as part of an anti-social behaviour intervention in the last 12 months		
	An adult is currently subject to license, post sentence supervision, a community order or suspended sentence		
Domestic Abuse	An adult or child is currently experiencing domestic abuse		
	A young person or adult has perpetrated domestic abuse in the last 12 months		
	The police have been called to the family 3+ times in the last 12 months for domestic abuse.		
Home and Money	An adult in the family is claiming out of work benefits		
	A young person (aged 16-18) is leaving school and is at risk of being Not in Education, Employment or Training (NEET).		

	A young person is Not in Education, Employment or Training (NEET).		
	An adult in the household has unmanageable debt		
	A 16 or 17 year old is at risk of homelessness		
	The family have received a threat of eviction		

Home Fire Safety

Do you have working Smoke and Carbon Monoxide Alarms?		Yes / No	
Can all members of your family hear the smoke alarms when they are tested?		Yes / No	
Are you concerned that any of your children have a fascination with fire behaviour?		Yes / No	
Have you thought about a fire escape plan for your all your family?		Yes / No	
Would you like me to arrange a free Home Fire Safety Visit		Yes / No	
Home Fire Safety Check Required	YES <input type="checkbox"/> NO <input type="checkbox"/>	If YES please can the worker call the below number to arrange: 0800 731 1822	Quote Reference No: 156

Actions from last TAF Meeting or from the Request for Support

Action	Has this been done? Yes / No	Detail of any further action required	By Who?	By When (date)?

Child / Young Person's Health – How would you describe your child / ren's physical and mental health? What concerns do you / they have? Have they got any long term illnesses / disabilities? What activities do they like to do? What activities do you like to do as a family? Do you have any concerns around your child using drugs or alcohol? If so please give details.

What's going well?

What has changed since the last meeting?

Action to be taken

By Who?

By When?

How will we know when we've got there and what will it look like?

Parent / Carer Wellbeing – How would you describe your physical and mental health and the physical and mental health of other significant adults in the family? Do you have a long term disability or illness? Do you suffer from anxiety and/or depression? Describe what support you have in relation to your health. How do you cope with any health challenges?

What's going well?

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Action to be taken

By Who?

By When?

How will we know when we've got there and what will it look like?

Education and Learning – Does your child /ren go to school / nursery? Have they got good attendance at school / nursery? Have they ever been excluded from school? Is your child electively home educated? What do they enjoy learning? Describe what support you give your child/ren in relation to learning.

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By Who?

By When?

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Children's Behaviour and Relationships – Describe your child /ren's behaviour at home and school? Describe your relationship with your child/ren? Describe your child/ren's relationship with others, including carers / family / friends. What boundaries, praise and consequences do you put in place with your child/ren?

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What has changed since the last meeting?

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By Who?

By When?

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Adult Behaviour and Relationships – Describe what the relationships look like between the adults in the family. What support do you give each other? Describe how the adult relationships look when it is stressful in the family home. What friendships do the adults have outside the family? How supportive are these relationships?

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What has changed since the last meeting?

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By Who?

By When?

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Crime and Anti-social Behaviour – Please give details of any crime or anti-social behaviour a member of the family is or has been involved in. What has happened as a result of this? Please describe any ongoing support in this area.

What's going well?

What has changed since the last meeting?		
Action to be taken	By Who?	By When?
How will we know when we've got there and what will it look like?		

Keeping Your Family Safe – How do you and your children use social media, mobile phones and the internet? How aware are you about what your child/ren is doing on social media / mobile phones/ internet? What boundaries do you put in place around internet safety? Have you ever been concerned your child is being exploited? If so please give details. Has your child/ren ever gone missing?

What's going well?		
What has changed since the last meeting?		
Action to be taken	By Who?	By When?
How will we know when we've got there and what will it look like?		

Home and Money - Is your home private rent / housing association or owned? Have you received a notice of eviction? Describe your home, is your home suitable for your needs? How are your finances, are they enough to meet your family's needs e.g. mortgage/rent and food? What access do you have to training / work?

What's going well?		
What has changed since the last meeting?		
Action to be taken	By Who?	By When?
How will we know when we've got there and what will it look like?		

Parent/Carer – Considering everything you have outlined above, on a scale of 0-10 how would you rate the current situation in your family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

If each parent / carer would like to give a different score please put in box below with reasons.

Please give your reasons for your score:

Child / Young Person – Considering everything you have outlined above, on a scale of 0-10 how would you rate the current situation in your family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

Where there is more than one child / young person please put the names and scores of each young person in the box below

Please give your reasons for your score:

Targeted Help Co-ordinator– Considering everything outlined above, on a scale of 0-10 how would you rate the current situation in the family?

Struggling to Manage 0 1 2 3 4 5 6 7 8 9 10 Everything is fine

Please give your reasons for your score:

FAMILY ACTION PLAN

What do we want to change and for who?	Action to be taken	By Who?	By When (date)?	How will we know we've got there?

Is another TAF Meeting Required?	Yes <input type="checkbox"/> Please complete table below	No <input type="checkbox"/> Please give brief reasons why:
----------------------------------	---	---

Date of Next TAF Meeting:	
Time of Next TAF Meeting:	
Location:	
Targeted Help Co-ordinator name and contact details:	

Please send completed TAF Meeting Minutes to the following people:

- 1) Parents / Carers of the children.
- 2) All involved agencies via the named person.
- 3) The Torbay Targeted Help Service: targetedhelp@torbay.gcsx.gov.uk or Torbay Targeted Help Service, Tor Hill house c/o Torquay Town Hall, Torquay, Devon, TQ1 3DR



TSCB Early Help Communication Strategy

Contents

- 1 Introduction and purpose
- 2 Mission and Vision
- 3 Overall objectives
- 4 Key audience
- 5 Resources
- 6 Risks / Mitigation
- 7 Evaluation / Impact Measures
- 8 Approval process / Governance
- 9 Timetable of activity to Launch
- 10 Timetable of activity post-launch

1. Introduction and purpose

This strategy sets out the planned activity to promote awareness, understanding of and the implementation of the revised Torbay Early Help strategy, including the revised Thresholds document and resources, and the processes and pathways in relation to Targeted Help at Level 3 of the Thresholds document.

2. Mission and Vision

'Working with families in the right way, at the right time to make a difference'.

All staff within Torbay possess a detailed understanding of the revised Early Help strategy, are able to confidently and robustly assess families' needs and risks against the revised Threshold document, and target resources appropriately and proportionately.

3. Overall objectives

- 1) All relevant staff within Torbay are aware of and able to access the revised tools and documents with ease;
- 2) The revised strategy and tools/resources are embedded into everyday practice and there is evidence of their use through appropriate thresholding of cases and referrals into MASH;

4. Key audience

This strategy is aimed at the following groups:

- Statutory services working within Torbay and with families which include children and young people, including relevant services for adults;
- Voluntary and community organisations who work with families which include children and young people.

5. Resources

Delivery of this strategy requires all partners within Torbay to commit to its' successful implementation. In the main, this will involve:

- Release of staff to attend the Early Help steering group, task and finish groups and launch event;
- Support of staff to undertake additional work/activity to ensure the objectives of the Early Help overall strategy and project plan are completed;

- Ensuring that key messages, updates and information sent out from the TSCB/Early Help Steering Group is disseminated amongst all staff and stored in accessible locations for all staff to access when required;
- Commit to providing supervisory and management oversight of cases to ensure that the Thresholds and processes are applied appropriately and to take action where required to make improvements;

The event will be filmed for future marketing purposes and to increase accessibility for any staff unable to attend the launch event.

Any costs incurred in relation to meetings/events, design and printing, marketing and communications will be met from the TSCB allocated underspend from 2016-17.

6. Risks/Mitigation

Risk	Likelihood/Severity	Mitigation
Staff are unable to attend key meetings, launch and any associated training	Medium/ Medium	Staff can contribute virtually if unable to attend meetings Ensure that the representation is wide enough to ensure appropriate levels of attendance to facilitate decision making Ensure that there is ownership at Board level to facilitate release of staff
Staff do not complete required actions within timescale which delays the overall process	Medium/High	Avoid single working so others can pick up on outstanding work Ensure that project plan is up to date and communicated to all partners
Partners do not distribute communication/information within their own organisation which means staff do not have access to it	Medium/Medium	Ensure that information/communications are distributed in different ways such as email, website, social media, training, events, presentations
Allocated underspend isn't agreed	Medium/High	Will need commitment from partners to fund if underspend isn't agreed

7. Evaluation/Impact Measures

- Review of contacts to consultation line, requests for support through MASH
- Staff survey following launch – electronic, through training events/partner meetings/events
- Website hits – Family Information Service and TSCB/Early Help
- Social media – sharing/retweets
- Self-reporting on activity undertaken by partners

8. Approval process/Governance

All related documentation and agreements will be signed off by the TSCB members to ensure strategic commitment to the overarching Early Help Strategy.

Ongoing oversight and evaluation of awareness raising activity will be undertaken by the Early Help Steering Group and reported to the TSCB.

9. Timetable of activity to Launch

w/c	22/5/17	29/5/17	5/6/17	12/6/17	19/6/17	26/6/17	3/7/17	10/7/17	17/7/17
Media			Training flyer to be circulated reminding of launch event.		Training flyer to be circulated reminding of launch event.		Newsflash reminding of launch and need to book on/ attend and link to FIS Commence social media toolkit around FIS	Implement Social media toolkit – facebook/ Twitter across all partners	Launch of new threshold documents and resources, processes, strategy and TAF paperwork on TSCB website
Lobbying	Progress update from EHSB to Board and partners			Sign off by TSCB on all processes/ Pathways and documentation including MOU					Early Help strategy sent out to Board members with Chair's letter
Marketing					TSCB newsletter updating on progress and including link to FIS		Production of documentation – threshold document, genogram guides, posters		
Events			Comms Task and Finish meeting	TSCB Board meeting					Early Help Launch Events 18/7/17

10. Timetable of activity post-launch

Month	August	September	October	November	December
Media				Further social media campaign on FIS	
Lobbying	Progress update from Early Help Steering Group				Update from partners to EHSG/TSCB on activity undertaken within organisations to promote Early Help strategy and review effectiveness
Marketing		TSCB newsletter updating on success of launch event and link to FIS			TSCB newsletter updating on launch and link to FIS
Events	Early Help Steering Group Meeting	Refresh event			

Further events:

- Best Practice Forum to be arranged for January 2018 outlining any changes in the process and sharing good practice

