

## Appendix 4

### Children's Services Early Help

### Current Service Description and Analysis

---

# Children's Services Early Help

## Current Service Description and Analysis

---

<b>1. Summary .....</b>	<b>3</b>
<b>2. Introduction .....</b>	<b>4</b>
i. Purpose of this document .....	4
ii. How we developed this document - .....	4
iii. Data used .....	5
<b>3. Children's Services Early Help - description .....</b>	<b>8</b>
i. What is early help? .....	8
ii. Who provides early help? .....	9
iii. Children's Services Early Help .....	11
iv. Current Level 3 Service Offer .....	13
v. Current Level 1 and Level 2 Service Offer .....	14
vi. Community-run services .....	15
vii. Public Health and external funding for services .....	15
<b>4. Current resources .....</b>	<b>17</b>
i. Children's Services Early Help spending .....	17
ii. Geographical structure and spending .....	18
iii. Spending on nurseries .....	20
iv. Income generation - fees and charges .....	20
v. Previous reductions in Children's Services Early Help .....	20
vi. Staffing .....	20
<b>5. Numbers of families helped .....</b>	<b>22</b>
i. Demand for keywork .....	22
ii. Keywork activity .....	23
iii. Level 3 mentoring .....	24
iv. Level 1 and 2 activity - 0-5 Years .....	24
v. Level 1 and Level 2 activity – 5-19 Years .....	26
<b>6. Needs addressed by current services .....</b>	<b>28</b>
i. Needs addressed by keywork .....	28
ii. Needs addressed by Level 1 and 2 services .....	29
iii. Feedback from professionals on needs addressed .....	30
<b>7. Locations of service offer .....</b>	<b>32</b>
i. Distribution of keywork activity across East Sussex .....	32
ii. Locations of Level 1 and Level 2 activity for 0-5 Years .....	36
iii. Locations of Level 1 and Level activity for 5-19 Years .....	37
<b>8. Quality of services .....</b>	<b>39</b>
i. Ofsted findings .....	39
ii. Children's centres nurseries .....	40

<b>9. Outcomes achieved .....</b>	<b>41</b>
i. Outcomes recorded by Level 3 keywork services.....	41
ii. Outcomes recorded by Level 3 Troubled Families Programme keywork .....	43
iii. Service user feedback on Level 3 keywork.....	44
iv. Outcomes recorded by 0-5 Level 1 and Level 2 services .....	45
v. Service user feedback on 0-5 Level 1 and Level 2 services.....	48
vi. Service user feedback on 5-19 Level 1 and Level 2 services.....	49
vii. Evaluating the effectiveness of children's centres .....	51
viii. Evaluating the effectiveness of youth work.....	51
ix. Professional feedback on Children's Services Early Help .....	52
<b>10. Effect on social care costs.....</b>	<b>55</b>
<b>11. References.....</b>	<b>56</b>

## 1. Summary

Early help is about taking action as soon as possible to help families with children to tackle their problems, before they become more difficult to overcome.

This Service Analysis describes East Sussex Children's Services Early Help. It then considers how many families are helped, whether the services are targeting the right family vulnerabilities, in the locations the help is needed, whether services are improving parents' and young people's resilience, and whether they are preventing need for statutory social care interventions.

Children's Services Early Help has a budget to spend £6.8m in 2018/2019. 63% of its budget is targeted to intensive work with vulnerable families in their homes, called keywork. 26% of the budget is spent on a wider continuum of early help services, including youth clubs, support groups for families with additional needs, voluntary and community activities. Support for families of children aged 0-5 is integrated with Health Visiting which is available to all. The remaining 11% of the budget is for property costs.

In 2017/2018 keywork support was provided to nearly 8,400 individual family members. We estimate over 8,000 people use the wider preventative services at least once in a year.

Keywork is targeting families at risk of social care intervention, and the specific needs identified as driving social care demand: economic exclusion and parenting risks of mental health, substance misuse and domestic abuse. The wider services seek to address all the needs in the Needs Assessment to prevent lower level problems escalating.

Keywork activity is concentrated in the locations of highest need in East Sussex. Wider family support activity is more evenly distributed across the county.

Keywork is enabling sustained change in vulnerable families, so they can look after their children preventing the need for social care. 89-95% of service users said things had changed for the better as a result of keywork support. An independent study has confirmed that keywork helps prevent social care demand. While Level 1 and Level 2 services are highly valued in the support they give parents and young people, who report a range of positive impacts, it has not been possible to demonstrate the impact of these services on the need for social care.

## 2. Introduction

### i. Purpose of this document

This document has been developed to provide:

- A **description** of current East Sussex Children's Services funded and delivered early help services – what they are and what they do.
- An **analysis** of how those services meet families' needs for early help in East Sussex.

It follows a Needs Assessment for early help in East Sussex and is one of a suite of analyses provided as supporting evidence to the draft Children's Services Early Help Strategy. All the documents are available [online](#).

The draft Early Help Strategy is based on					
National and Local Context	Needs Assessment	<b>Service Description and Analysis</b>	Options Analysis	Property Analysis	Outcome Analysis
<i>Consultation Analysis (following the close of public consultation)</i>					
Equality Impact Assessment					

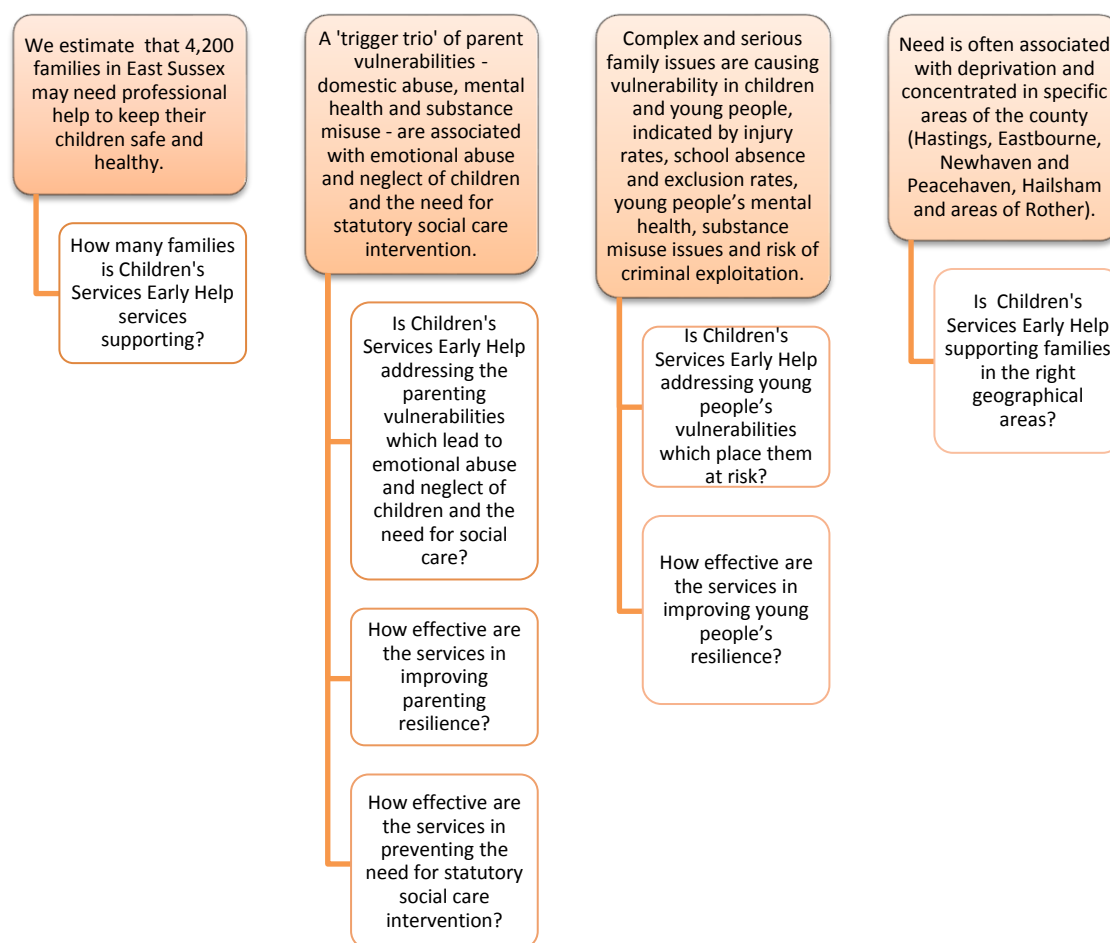
### ii. How we developed this document -

The service **description** summarises information about early help services funded and run by Children's Services.

The service **analysis** is based on activity and performance information collected by the services, plus feedback from service users and professionals, and independent reviews by Ofsted and the ISOS Partnership.

The topics explored in the analysis address Council priorities and our understanding of family needs from the Needs Assessment for early help in East Sussex.

## Needs Assessment key findings and questions for this Service Analysis



## iii. Data used

This analysis uses data about our services in 2017/18. The Social Care Information System was implemented in 2016, and so, with the exception of the Troubled Families Programme, the first full year of data is from the financial year April 2017- March 2018. The Troubled Families data is for the three complete years of the programme, April 2015 – March 2018.

Benchmarking is a term for when one local authority's performance data is compared with another's to evaluate performance. The South East Regional Sector Led Improvement Data Network leads on benchmarking for the region, and comprises members from 19 local authorities. A recent report from the group concluded that due to differences in assumed meaning of the term 'early help', in service definitions and boundaries, service thresholds and interface with social care, that it was not possible to benchmark the performance of early help services. This report therefore contains no comparative information about early help. Comparative information about social care is included in the Needs Assessment.

## Data Used in the Service Analysis

Subject	Data we've used
Resources	Information from the Council's budgets
Families helped <ul style="list-style-type: none"> <li>• Demand</li> <li>• Volume of activity</li> </ul>	Social Care Information System Referrals received data 5 -19 Keywork 2017/18  Social Care Information System new episodes data for 0 – 19 2017/18  Social Care Information System referral sources of new episodes 0 – 19 2017/18  Social Care Information System new episodes data 2017/18  Social Care Information System open episodes data 2017/18  Social Care Information System Group Work Module data Q3 – Q4 2017/18 for 0 – 5 group work delivery  Health Visiting Children's Centre Service Key Performance Indicator Report 2017 /18  Social Care Information System Group Work Module Data Q2 – Q4 2017/18 for 5 - 19 youth work delivery
Needs addressed	Social Care Information System new episodes data 2017/18 by ward, District and Borough  Social Care Information System closed episodes data 2017/18 Social Care Information System Early Help Plans themes 2017/18  Troubled Families database themes 2015-2018
Quality of services	Ofsted inspection 2018  Single Inspection Framework
Outcomes achieved	Social Care Information System closed episodes data 2017/18 – closing reasons  Social Care Information System closed episodes data 2017/18 - closing Continuum of Need levels  Social Care Information System data duration and closing reasons data 2017/18 for 0 – 19 Keywork  Troubled Families database 2015-2018  Service user feedback surveys  Service user group work focus group work feedback  Staff and stakeholder survey
Children's Services Early Help effect on Social Care costs	ISOS Partnership 2018

The analysis includes the findings of a survey of Children's Services Early Help staff in April/May 2018. Staff were invited to complete a survey to inform the development of the Early Help Strategy. Nearly 100 staff from across the county (21%) responded, as shown in the tables below.

Area of Service	Total	Percentage
Administration – Administrators, Facilities, Finance	10	10.8%
Early Years – Nursery, Early years, Early Years Communication, Volunteer Co-ordinators	18	19.4%
Keyworker – 0-5 Keyworker, Senior and Supervisory roles	28	30.1%
Keyworkers- 5 -19 Keyworker, Senior and Supervisory roles	18	19.4%
Manager – Service Manager, Operational Manager, Practice Manager	7	7.5%
Youth Work Co-ordinator, Parenting, Parenting Worker, Co-ordinator, Area Youth Worker, Co-ordinators	3	3.1%
Health Visitors – Community Nursery Nurse, Senior and Supervisory roles	9	9.7%

The analysis also includes the findings from a survey of partners in May 2018. Professionals in a range of services interacting with Children's Services Early Help were asked to complete a survey to inform Children's Services Early Help Strategy development. The stakeholder groups were:

- Children's Services.
- Clinical Commissioning Groups/GPs.
- Criminal justice/police/community safety.
- District and borough councils.
- East Sussex County Council Public Health.
- Schools and colleges.
- Voluntary and community sector.

A total of 137 responses were received. The largest number of respondents (58%) were from staff in schools and colleges. There was an even spread of respondents across the county.



### 3. Children's Services Early Help - description

#### i. What is early help?

Early help is about taking action as soon as possible to help families with children to tackle their problems, before they become more difficult to overcome.

Without early help, family problems can become more complex and serious, sometimes leading to child safety concerns, and the need for statutory children's social care intervention. When the amount of time that children and young people experience family problems is reduced, their outcomes improve.

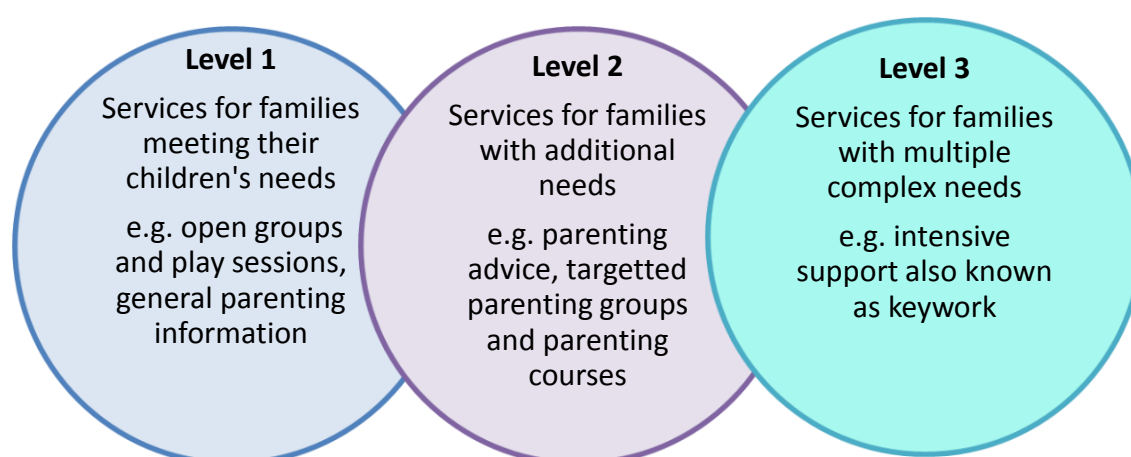
Preventative activity can do more to reduce the incidence of child neglect and abuse than reactive work. Early help supports families at lower cost than social care intervention because:

- Earlier intervention can stop problems escalating.
- Early help staff are less costly than social workers.
- Early help empowers families to help themselves – securing sustainable results.
- Social care statutory interventions have inherent procedural complexities and costs.
- Early help can involve a range of specialist partners to support the family's progress.

Early help services are also used to offer further short-term support for families following social care intervention, to help them to continue with positive changes.

As described in the [Needs Assessment](#) professionals working with children in East Sussex use the Continuum of Need to understand the different levels of families' needs.

Different kinds of early help services meet the different levels of need. They all aim to enable families to help themselves, to prevent their problems becoming more complex or serious, so that they can meet their child's needs without further help. Examples are shown below.



Level 4 is the highest level of need. These are children and young people with acute needs, some will be at risk of significant harm and thus in need of protection. Families at Level 4 will need a multi-agency service response, led by children's social care teams.

### **ii. Who provides early help?**

In East Sussex, early help for families is funded and provided by a wide range of public, private, and third sector organisations, communities and volunteers.

Children's Services Early Help is part of this wider system, as illustrated in the diagram below.

It works in partnership with other providers to help families solve their problems. Support to vulnerable families sometimes involves a range of professionals coordinated by a lead worker from Children's Services.

Diagram illustrating the whole system of support for families in East Sussex



**Notes:**

- \*Catch-22 – part Government funded, a National Citizens Service
- \*HVA – Hastings Voluntary Action, supporting development of local initiatives to meet community needs
- \*RVA – Rother Voluntary Action, supporting charities/community groups
- \*SCDA – Sussex Community Development Association, supporting community based projects
- \*Square Youth Café – funded by Hailsham Town Hall
- \*The Portal – Partnership of domestic abuse charities, funded by Public sector
- \*Youth Advocacy Project – provided by Brighton and Hove Council
- \*3VA – supporting voluntary action across Eastbourne, Lewes District and Wealden

**Glossary:**

- CCGs - Clinical Commissioning Groups
- GP's - General Practitioners
- ISEND - Inclusion, Special Education Needs and Disability
- LSCB – Local Safeguarding Children Board
- NSPCC - National Society for the Prevention of Cruelty to Children
- \*STAR – East Sussex Drug and Alcohol Service
- YMCA - Young Men's Christian Association

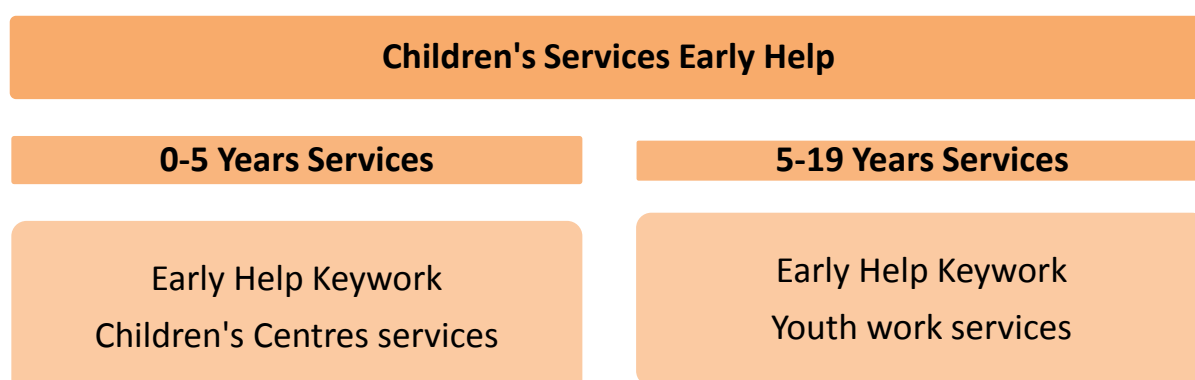
### iii. Children's Services Early Help

The early help services both funded and delivered by Children's Services are listed below.

Level 1 Universal services	Level 2 Additional needs	Level 3 Multiple and complex needs
0-5 volunteer programme	0-5 Speech and language groups	0-5 Keywork
0-5 volunteer-run groups and sessions	0-5 Incredible Years Parent Skills	
0-5 All Saints drop in group		
Crèches	→	
Nurseries	→	
Sexual health drop-ins	→	5-19 Keywork
Youth Clubs (open access)	→	5-19 Mentors
Street / mobile Youth Work	→	
	5-19 Group work (gender specific, LGBTQ specific)	
	Youth clubs (physical and learning disabilities)	

This offer is currently delivered by two teams – 0-5 Years and 5-19 Years - which work with a family depending on the age of the children involved, as shown in the diagram on the below.

#### Summary configuration of Children's Services Early Help services



Children's Services Early Help for families with children aged 0-5 years are offered as an integrated service with the universal Health Visiting service and the Health Child Programme, which are funded by East Sussex County Council Public Health and provided by East Sussex Health Care Trust. The integration of 0-5 services helps ensure:

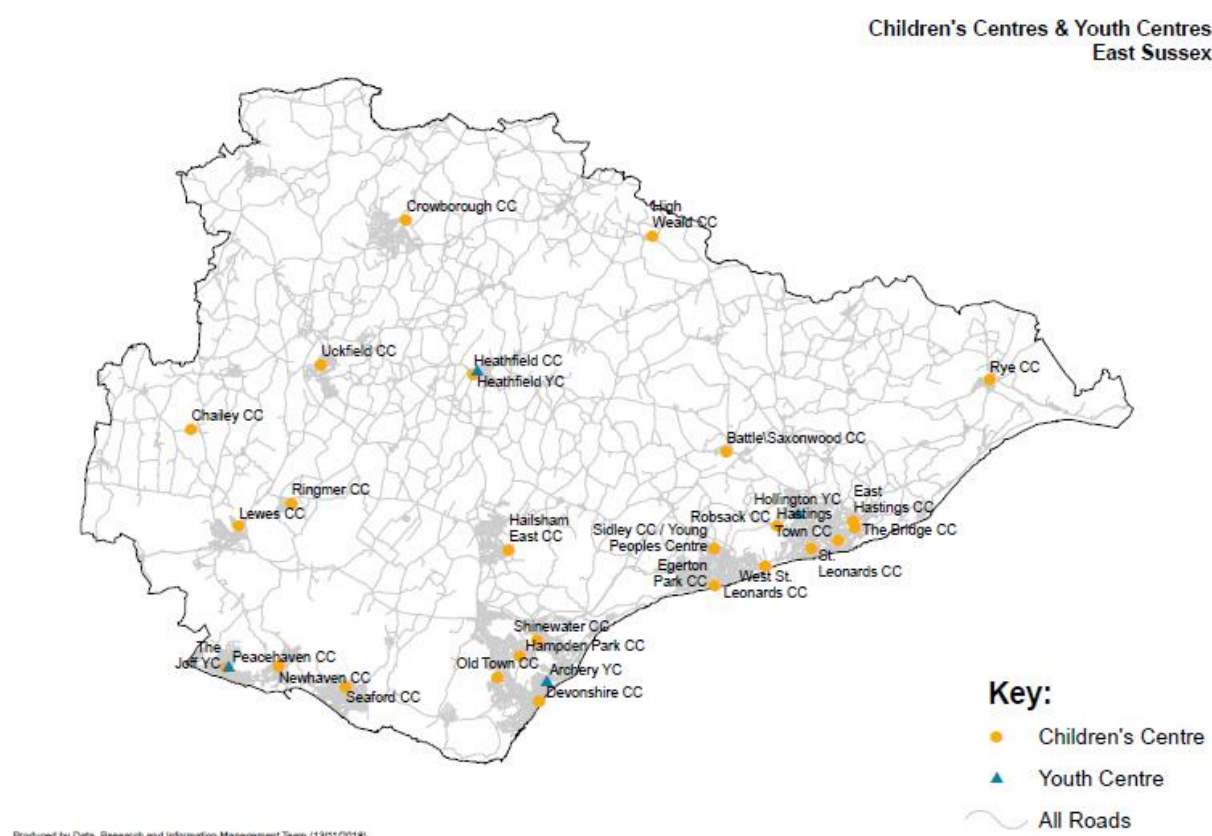
- A continuum of services and support for families of young children from pre-birth to school age.
- Holistic understanding of families' health and other risks.
- Joined up responses to families with additional needs and vulnerabilities.
- Streamlined and co-ordinated services so that families can expect to tell their story once.
- Effective communication and information sharing about families of concern.
- An efficient service through avoidance of process overlaps and duplicated activity.

Services for families of children aged 0-5 years services operate from 26 children's centres.

Services for families of children aged 5-19 years work from three main Council offices and four Youth Centres.

The following map shows the locations of children's centres and youth centres. One centre, Sidley in Bexhill, is both a children's and youth centre.

The number of 0-5 and 5-19 public access points has been reduced in recent years to make budget savings. The current locations of the centres were selected to meet the assessed needs on the coastal strip and to provide reach into inland rural areas.



#### iv. Current Level 3 Service Offer

The main Children's Services Early Help for Level 3 of the Continuum of Need (families with multiple and complex needs) is keywork.

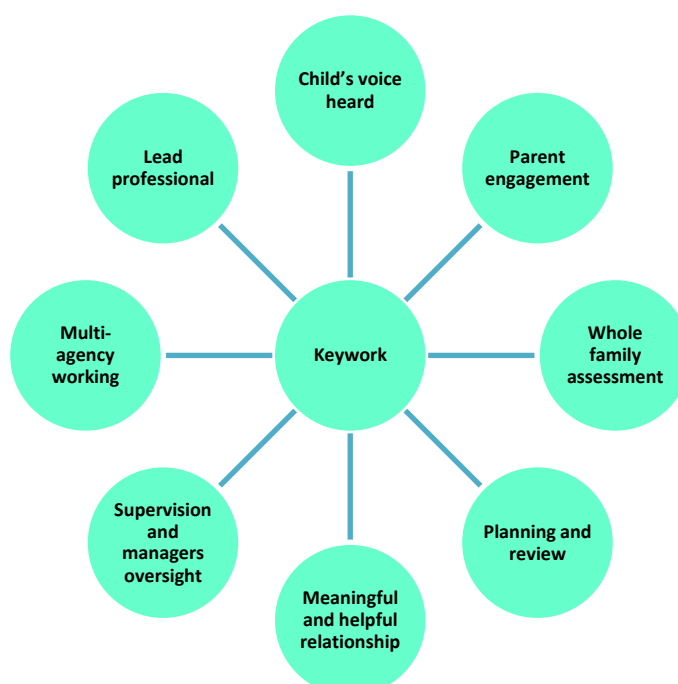
Accessing keywork services starts with a referral to the Single Point of Advice (SPoA), either self-referral by the family or referral with their agreement by a professional such as a health professional, teacher or social worker. The SPoA team assesses the family's level of need and directs each case to the appropriate pathway for support. Referrals assessed as Level 3 will usually be referred for keywork.

One Keyworker is allocated to work intensively with the family to help address identified needs, with the family's agreement. The Keyworker works with parents to build resilience and skills to help them look after their children. This work may include help with accessing emotional health support, helping parents with strategies to reduce the child/young person's vulnerabilities, as well as addressing economic issues, school attendance and other presenting issues.

Keyworkers also work directly with children and young people to offer a range of interventions. These can include work around emotional health and wellbeing, reducing risk taking behaviour, keeping themselves safe, substance misuse, and sexual health.

Most keywork interventions last between 3 and 12 months. Some referred cases are assessed as requiring a shorter term intervention, usually over 3 or 4 weeks e.g. to help a parent with strategies for a child's behavioural issues, or to link the parent with other support agencies.

Keyworkers have a range of vocational qualifications, and have access to the Children's Services training and development programme for continuing professional development. A whole family approach is taken applying relationship based practice. All Keyworkers access regular reflective supervision and there is close management oversight of work.



5-19 services also offer mentors for vulnerable young people. Mentors work alongside Keyworkers and Social Workers, to support young people with needs at Level 3 and 4 of the Continuum of Need to have access to sustainable positive activity as part of a package of support to address their needs. This is intensive targeting of support to prevent social care involvement or the children being taken into local authority care.

### **v. Current Level 1 and Level 2 Service Offer**

Children's Services Early Help contributes to and delivers services at Levels 1 and 2 of the Continuum of Need (universal services and services for families with additional needs).

#### **0-5 Years**

Services for families of children 0-5 years old include a volunteer programme which is open to all. Trainee volunteers attend a 12 week accredited training programme, group peer support and 1:1 support. The aim is to build volunteers' confidence and support employment and learning. Volunteers deliver open access sessions at children's centres, e.g. Stay and Play, Treasure Time, Being Creative, Messy Little Monsters. They provide breastfeeding peer support, volunteer in children's centre administrative roles, and support delivery of community-run sessions which are hosted by Children's Centres.

This team also runs a drop-in session at the All Saints Centre, Eastbourne.

Crèches are offered to support families to attend group work sessions. Crèches follow the Early Years Foundation Stage curriculum, and are led by qualified staff and aim to offer a safe, secure and stimulating environment where children's development and learning is supported and shared with parents / carers. Some of the children who attend may have additional needs.

Two nurseries are operated from children's centres in Bexhill: Cygnets Childcare Centre in Egerton and the Rainbow Childcare Centre in Sidley. Both are rated as "Outstanding" by Ofsted (2015). These childcare settings aim to offer a safe, secure and stimulating environment for children aged 0-5 in which children's development and learning is nurtured and supported. Some of the families using the nurseries may have additional needs.

Groups and courses are offered to parents who need additional support and advice to meet their children's needs. Sometimes group work is offered to families who are waiting for Level 3 keywork support. Health Visitors or Keyworkers can refer families for the following parenting groups:

- Incredible Years Pre-school Basic Training – aiming to develop parenting confidence and skills.
- Incredible Years Attentive Parenting – aiming to develop parenting confidence and skills.
- Early Years communication groups – supporting parents to address young children's speech, language and communication development needs.



## **5-19 years**

The 5-19 services offer open access provision for all young people such as youth clubs, and services which support young people with higher levels of needs, such as street based and mobile youth work.

Young people who need additional support can access targeted youth groups for particular needs, such as young people who identify as being Lesbian Gay Bisexual Transgender and Questioning (LGBTQ) and young people with disabilities, or gender specific group work. These provide a safe environment for young people to interact, and seek further support and informal education to improve their resilience. Attendance at targeted youth groups follows self-referral, by the young person or their family, or referral from a professional e.g. a GP or teacher.

### **vi. Community-run services**

Children's centres and youth centres work closely with community groups and community-led activities are carried out on these sites. For example:

- Family Learning, led by external providers, on topics such as cooking, first aid, sign language, understanding autism.
- Bookbugs.
- Makaton.
- Owlets autism group.
- Twins Group.
- Afterthoughts counselling.

Youth Centres host a range of sporting, musical, educational and leisure activities provided by outside organisations.

### **vii. Public Health and external funding for services**

The Level 1 and 2 services which Children's Services Early Help provide are jointly funded, in partnership with East Sussex County Council Public Health, clinical commissioning groups, community safety partnerships, district and borough councils, and Hastings Opportunity Area.

East Sussex County Council Public Health and external funders also commission one-off and fixed term projects from Children's Services, such as:

- Additional keywork funded by the national Troubled Families Programme.
- Triple P Parenting Programme.
- Video Interactive Guidance 0-5.
- Hastings Inequalities 0-5.
- Post-natal depression groups (delivered jointly with Health Visitors).



- Healthy Eating and Physical Activity project.
- i-Rock young people's advice in Hastings 5-19.
- Sexual health outreach 5-19.

## 4. Current resources

This section describes the resources available for Children's Services Early Help, how they're spent across the county and how they're allocated to different Levels of Need.

Children's Services Early Help has a budget to spend £6.8m in 2018/2019. 63% of its budget is targeted to keywork with vulnerable families in their homes. 26% of the budget is spent on a wider continuum of early help services, including youth clubs, support groups for families with additional needs, voluntary and community activities. The remaining 11% of the budget is for property costs. 83% of spending is on staff.

### i. Children's Services Early Help spending

Budgeted council investment in Children's Services Early Help is £6,839k 2018/2019.

55% of resources are deployed to services for families with 0-5 year old children and 45% to services for families with 5-19 year olds.

63% of resources are targeted to intensive keywork at Level 3 of the Continuum of Need. 81% of spending was targeted to Level 3 for the 5 - 19 age group and 49% in services for the 0-5 age group.

Children's Services also contributed resources (26% of the budget) to preventative services for families with Level 1 and Level 2 needs, which are jointly funded with partners.

The remainder of the budget (11%) is spent on premises: 26 children's centres and 4 youth centres.

#### Children's Services Early Help Budgeted Net Spending 2018/2019 by Age and Level of Need

	0-5 Years £000	% 0-5	5-19 Years £000	% 5-19	Early Help £000	% Early Help
Level 3 Keywork	£ 1,814	49%	£ 2,510	81%	£ 4,324	63%
Contributions to Level 1 and 2 Services	£ 1,202	32%	£ 570	18%	£ 1,773	26%
Premises	£ 721	19%	£ 22	1%	£ 744	11%
	<b>£ 3,737</b>		<b>£ 3,102</b>		<b>£ 6,839</b>	
	55%		45%			

83% of Children's Services Early Help gross spending (i.e. before income) is on employees.

### Children's Services Early Help Budgeted Gross Spending 2018/2019 by Age and Type

Service spend by type (gross)	0-5 Years £000	% 0-5	5-19 Years £000	% 5-19	Early Help £000	% Early Help
Total gross	£ 5,069		£ 3,702		£ 8,771	
Employees	£ 3,951	78%	£ 3,287	89%	£ 7,238	83%
Supplies, printing, internal charges	£ 619	12%	£ 263	7%	£ 882	10%
Premises (non-pay)	£ 399	8%	£ 71	2%	£ 470	5%
Transport	£ 101	2%	£ 81	2%	£ 182	2%
	£ 5,069		£ 3,702		£ 8,772	

## ii. Geographical structure and spending

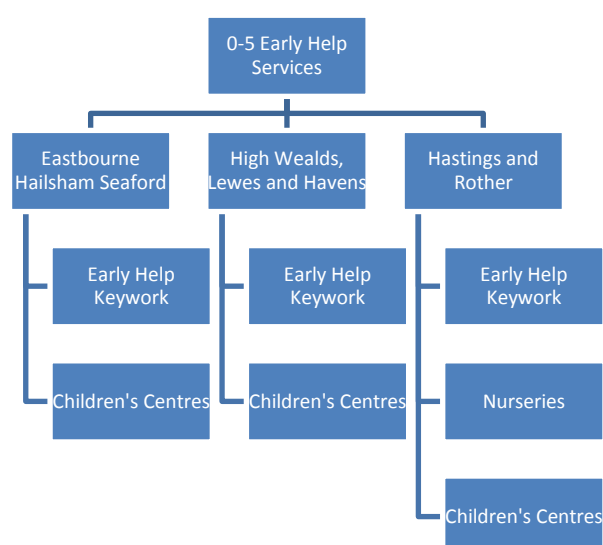
The geographical distribution of Children's Services Early Help spend has been identified at a high level using cost centres.

The service for 0-5 year olds has three geographical areas based on Clinical Commissioning Group boundaries, supporting joint delivery with Health Visiting.

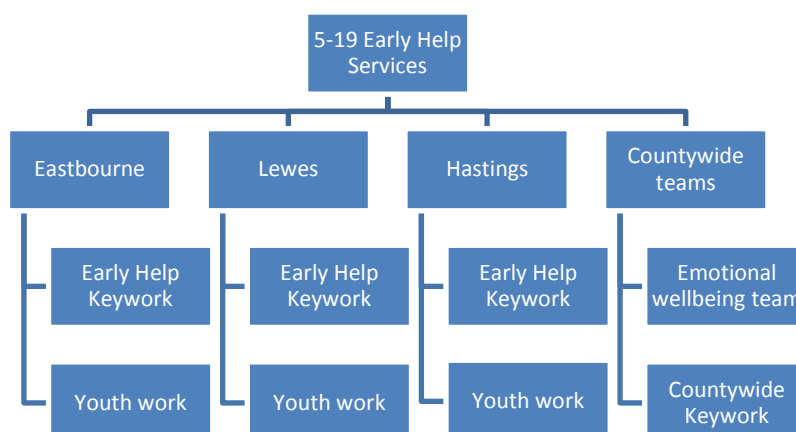
5-19 services also has three areas, based on district and borough council boundaries, supporting joint working with those authorities e.g. on housing issues.

Health and local authority geographical configurations do not match.

### Children's Services Early Help Cost Centres – Services for 0-5 years



## Children's Services Early Help Cost Centres – Services for 5-19 years



In services for 0-5 year olds, spending is highest in Hastings and Rother (46%). Resources for the older age group appear to be distributed more evenly across the county, although the picture is partial as some teams work countywide. The location of activities is analysed in section 7.

**2018/19 Children's Services Early Help Budgeted Net Service Spend by Cost Centre (excludes premises)**

Service spending by geography 0-5	Level 3 Services £000	% Level 3	Level 2 Contribution £000	% Level 2	Early Help £000	% Early Help
Eastbourne, Hailsham, Seaford	£ 565	31%	£ 340	28%	£ 905	30%
High Weald, Lewes, Havens	£ 402	22%	£ 319	27%	£ 721	24%
Hastings and Rother	£ 847	47%	£ 543	45%	£ 1,390	46%
	£ 1,814		£ 1,202		£ 3,016	
Service spending by geography 5-19	Level 3 Services £000	% Level 3	Level 2 Contribution £000	% Level 2	Early Help £000	% Early Help
Eastbourne	£ 456	18%	£ 91	16%	£ 548	18%
Lewes and Wealden	£ 747	30%	£ 129	23%	£ 877	28%
Hastings	£ 641	26%	£ 133	23%	£ 774	25%
Countywide teams	£ 664	26%	£ 217	38%	£ 882	29%
	£ 2,510		£ 570		£ 3,080	

### iii. Spending on nurseries

Full costs for nurseries include staff, premises, supplies, management and overheads. The nurseries do not currently break even when these costs are taken into account. The estimated net cost to the Council of operating Cygnets Nursery is £76k. The estimated net cost to the Council of operating Rainbow Nursery is £84k.

### iv. Income generation - fees and charges

Children's Services Early Help is provided free of charge. The vulnerable families supported by these services often face economic hardship, and would be unlikely to engage with the support offered if it were charged for.

Both 0-5 and 5-19 teams continuously seek ways to generate income from their assets, for example by hiring out rooms in Children's Centres and Youth Centres to other organisations, community groups and members of the public. Rental income in excess of £120k is expected in 2018/19.

### v. Previous reductions in Children's Services Early Help

Children's Services Early Help has previously made the following budget savings:

- 2017/2018 £673k
- 2016/2017 £2,071k

In 2016, following public consultation, children's centres and Health Visiting services were integrated and Children's Centre services were targeted to vulnerable families. Open access services from children's centres were replaced by volunteer-run services.

In 2014, five children's centres were transferred to other 0-5 service providers: Polegate, Willington Trees (Eastbourne), Silverdale and Churchwood (St Leonards), and Redlake (Hastings).

### vi. Staffing

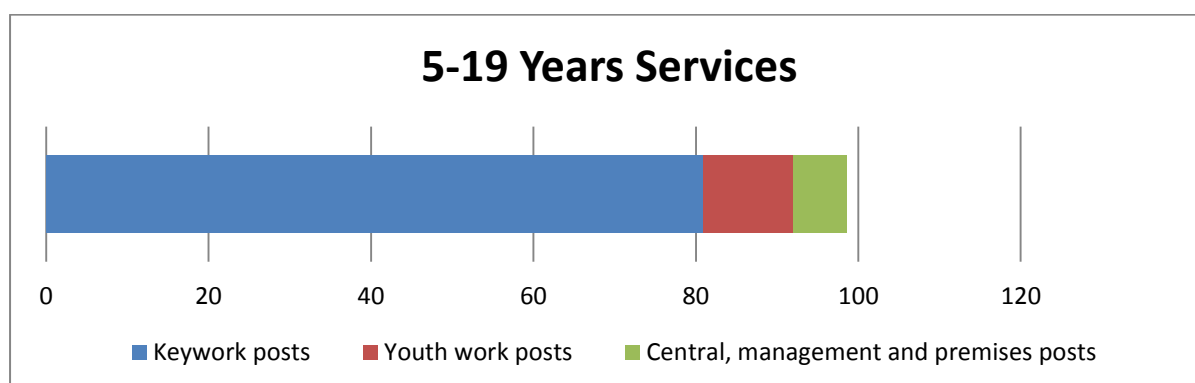
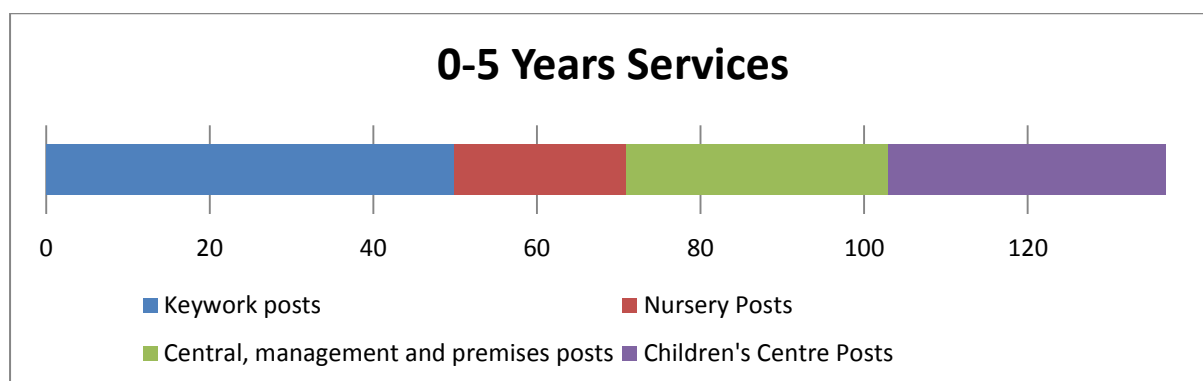
Based on budgeted figures, Children's Services Early Help staff numbers for 2018/19 are 136.94 full time equivalent (FTE) in services for 0-5 year olds and 94.73 FTE in services for 5-19 year olds (an additional 18.44 staff are funded by East Sussex County Council Public Health or externally).

The numbers of posts is reduced by 3.8 FTE from the previous financial year.

The charts below show the distribution of posts across functions:

- In 0-5 services 36% of posts are in keywork, 25% are children's centres posts associated mainly with the broader preventative offer, 15% of posts are in nurseries, and the remaining 23% are management, support and facilities posts.
- In 5-19 services 83% of posts are in keywork, 11% in youth work and the remaining 7% in other roles.

**2018/19 core Council funded whole time equivalent posts by functions in Early Help teams**



## 5. Numbers of families helped

This section describes how many families receive support from Children's Services Early Help.

The Needs Assessment estimates that there are around 60,000 households with children in East Sussex, of which approximately 4,200 need help to keep their children safe and well.

In 2017/2018 2,300 Level 3 keywork episodes (cases), helped nearly 8,400 individual family members, adults and children, in families with multiple and complex problems and potentially at risk of needing social care intervention.

Over 8,000 people are estimated to use Level 1 and 2 services at least once in a year. These include parents, other adults training as volunteers, children and young people.

### i. Demand for keywork

Keywork received 1,724 referrals in 2017/2018. There were 529 referrals for relating to families with children aged 0-5 years, and 1,195 for families with children aged 5-19 years.

All 529 of the 0-5 referrals resulted in the allocation of a Keyworker whilst 5-19 referrals had other outcomes as shown below:

Referral outcome	0-5 referrals	5-19 referrals
Allocated a Keyworker – keywork episode (intensive longer term intervention) opened	529	728 (61%)
Short term piece of work delivered by Keyworker as an alternative to a full keywork episode	0	450 (38%)
Referred to Level 4 social care after initial assessment	0	17 (1%)
<b>Total referrals</b>	<b>529</b>	<b>1,195</b>

Source: Social Care Information System referral data financial year 2017/2018

Early Help keywork referrals originate mainly from the Single Point of Advice (SPoA), but also come direct from Social Care and the Multi Agency Safeguarding Hub (MASH):

## Referral routes of new keywork episodes in 2017/18

New episodes – referral route	0-5	5-19 (including referrals received 2016-17)	Combined 0-19 Keywork
SPoA referral – assessed at Level 3 following referral	383 (72%)	694 (71%)	1,077 (72%)
Social Care team referral - safe alternative or follow-up to a Level 4 social care intervention ('step down')	89 (17%)	124 (13%)	213 (14%)
MASH referral – families directly on the cusp of Level 4 social care intervention	57 (11%)	155 (16%)	212 (14%)
<b>Total</b>	<b>529</b>	<b>*973</b>	<b>1,502</b>

Source: Social Care Information System referral data financial year 2017/2018

\*In 2017/2018, the 5-19 keywork service also worked on 245 episodes referred to them in 2016/2017 as well as the 728 referred in-year, making a total of 973 new episodes in the 2017/18 financial year.

Based on data about referral sources through SPoA, we estimate that almost a third of 0-5 episodes originated from Health Visitors and more than a fifth of 5–19 episodes originated from contact by schools or colleges.

## ii. Keywork activity

A keywork episode refers to intensive work over weeks or months with a family group to address their multiple or complex needs. A number of individuals may receive support within a family. Early Help keywork episodes supported 2,301 families and 8,381 individuals in 2017/18.

The table below shows total numbers of active keywork cases across the 2017/18 financial year, including keywork episodes that began in the previous year.

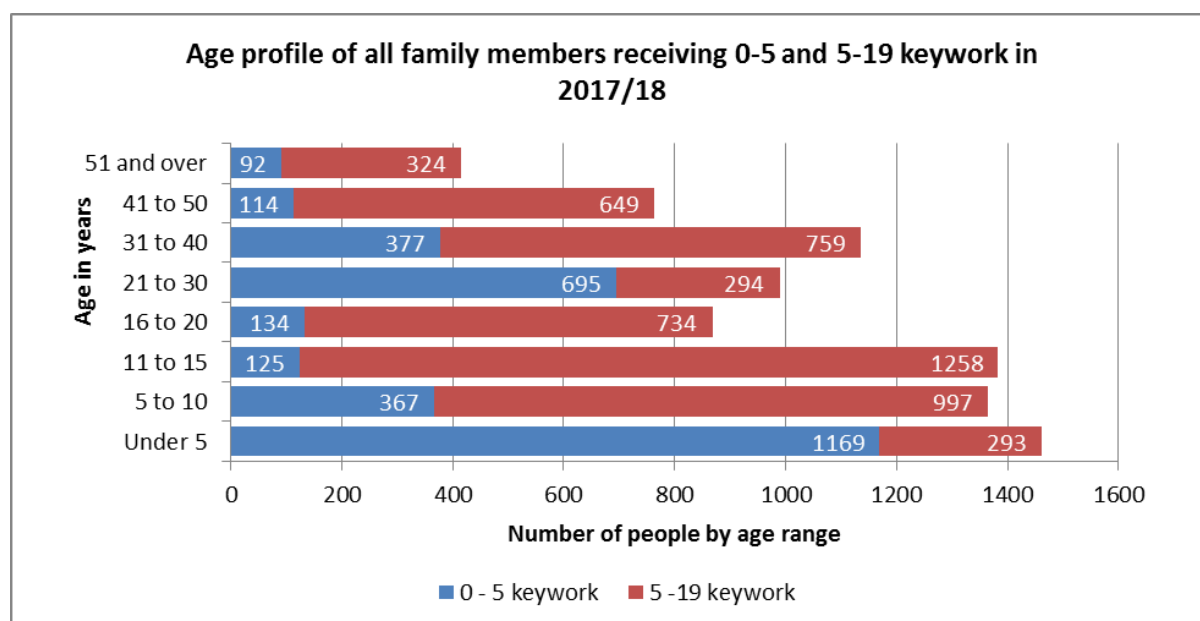
### Keywork activity in 2017/18

Numbers	0 – 5 keywork	5 -19 keywork	Combined 0 – 19 keywork
New episodes of keywork begun 2017/18	529	973	1,502
Keywork episodes delivered in 2017/18	692	1,615	2,307
Individuals supported by keywork	3,073	5,308	8,381

Source: Social Care information System



0-5 keywork services worked mainly with families with children in that age range, but some older children were also included in the family groups. 5-19 keywork services worked mainly with young people aged 10-19 and their families.



Source: Social Care information System

Of the 2,307 families worked with and 8,381 individuals supported by 0-19 keywork, the progress of 1,149 families and 4,200 individuals were tracked as part of the national Troubled Families Programme payment by results scheme.

### iii. Level 3 mentoring

Between July 2017 and April 2018, 7 mentors worked with 14 young people to address their multiple and complex needs, some from the same families.

### iv. Level 1 and 2 activity - 0-5 Years

#### Nurseries in Bexhill

Rainbow Childcare Centre (Sidley) has the capacity for 42 children and in autumn 2018 had 80 children on roll, and was at 83% capacity.

Cygnets Childcare Centre (Egerton) has the capacity for 62 children and also had 80 children on roll, and was at 74% capacity.

#### Other activities

Early years services delivers are used by thousands of people each year in the county's children's centres:

- An estimated 110 volunteers are trained a year.
- Over 3,200 individual family members attend volunteer-run sessions each year, with most activity in Rother.
- Around 400 children a year attend a crèche at least once whilst a parent attends a session.

#### Estimate of numbers of attendee and volunteers trained over a year - volunteer-led sessions

CCG	Estimates for 12 month period				
	Locality	Number of unique Individuals	Number of Attendances at sessions	Number of volunteers trained	Unique Attendances at crèche
Eastbourne, Hailsham and Seaford	Eastbourne	429	1910	30	122
	Hailsham & Seaford	519	2335	0	
	Total	948	4245	30	
Hastings and Rother	HV CC Hastings	470	2561	18	165
	HV CC Rother	987	4886	22	
	HV CC St Leonards	285	1281	0	
	Total	1742	8727	40	
High Weald, Lewes and The Havens	HV CC High Weald	297	1380	0	156
	HV CC Lewes & Havens	250	814	40	
	Total	547	2194	40	
<b>All areas</b>	<b>Grand total</b>	<b>3237</b>	<b>15166</b>	<b>110</b>	<b>443</b>

Source: ESCC CC data 2018

*The numbers attending volunteer-led sessions (unique attendees and total attendances) is an estimate of family members (adults and children combined) based on attendances from 1st September 2017 to the end of March 2018. The numbers of unique attendances at a crèche is an estimate based on data for unique number of children that attended at least once for the same period. The estimate for the number of volunteers trained in 12 months is based on figures for the Volunteer Programme October 2017 to March 2018.*

Group work sessions for families with additional needs are attended by thousands of parents each year. We estimate that:

- Up to 400 parents per year attend a parenting group at least once.
- Up to 2,800 parents per year attend an early years communication session at least once.

The following table shows the highest attendance rates at parenting groups provided between October 2017 and March 2018.

### 0-5 parenting group sessions - highest recorded attendance at group sessions October 2017 to March 2018

Area	Highest attendance numbers in the period				
	All Saints Drop-in Group	Incredible Years pre-school basic training	Incredible Years attentive parenting	Post-natal depression and anxiety group (with Health Visitors)	Total (may include duplicates)
	Open	Additional needs	Additional needs	Additional needs	Additional needs
Eastbourne	37	23	n/a	n/a	60
Hailsham & Seaford	n/a	n/a	6	n/a	6
Hastings	n/a	n/a	4	n/a	4
St Leonards	n/a	n/a	n/a	n/a	0
Lewes and Havens	n/a	14	n/a	n/a	14
Rother	n/a	n/a	n/a	6	6
High Weald	n/a	7	n/a	n/a	7
<b>East Sussex Total</b>	<b>37</b>	<b>44</b>	<b>10</b>	<b>6</b>	<b>97</b>

Source: Social Care Information System

### v. Level 1 and Level 2 activity – 5-19 Years

Based on data for a year from July 2017, around 1,500 named young people attended the council-funded Level 1 and 2 youth work sessions. These included open access sessions (centre based work, street based work and sexual health drop-ins), referral-only groups and mentoring sessions. Around 100 young people attended more than one session type. Attendance records show that there were:

- 45 projects that delivered 1,497 sessions.
- 29 open access projects including youth clubs and street based youth work.
- 15 referral-only targeted projects, including sessions for young people who identify as LGBTQ and young people with disabilities, as well as gender specific referral only group work.
- 10,453 attendances by 1,492 named young people, with an average attendance rate of 7 sessions per young person over the year.
- Around 2,400 attendances by an unknown number of young people who did not give their name.

Regular attendance is tracked for youth work as a measure of engagement:

- Centre-based youth club sessions had many regular attendees who attended up to 46 times in the period.
- Sexual health sessions and street based youth work had a greater proportion of unnamed or one off attendances.

- Referral-only groups also had a significant proportion of regular attendees with up to 36 attendances for LGBTQ groups and 45 for young people with disabilities groups.

Data provided by the service in January 2019 showed that the number of sessions per week had reduced to 35.

**Number of youth work projects, sessions, unique attendees (registered young people), footfall of named attendees, average number of sessions attended by named for one year from July 2017 and footfall of unnamed (anonymous) attendees**

Type of youth work	Locality	Projects	Sessions	Unique attendees (registered named YP)	Footfall of named attendees	Average number of sessions per named attendee	Footfall of unnamed attendees
<b>Open Access – Targeted by Location</b>	Eastbourne and South Wealden	9	231	340	1,535	4.5	540
	Hastings and Rother	9	233	453	1,976	4.4	210
	Lewes and North Wealden	11	326	480	3,138	6.5	1,368
	<b>Open Access total</b>	<b>29</b>	<b>790</b>	<b>1,265</b>	<b>6,649</b>	<b>5.3</b>	<b>2,118</b>
<b>Referral only – LGBTQ, YP with disabilities and gender specific</b>	Eastbourne and South Wealden	4	131	126	1,242	9.9	42
	Hastings and Rother	4	151	67	999	14.9	70
	Lewes and North Wealden	7	222	121	1,335	11	198
	<b>By referral total</b>	<b>15</b>	<b>504</b>	<b>313</b>	<b>3,576</b>	<b>11.4</b>	<b>310</b>
<b>Mentoring</b>	<b>Countywide Total</b>	<b>1</b>	<b>203</b>	<b>14</b>	<b>228</b>	<b>16.3</b>	<b>0</b>
	<b>Grand Total (all Youth Work)</b>	<b>45</b>	<b>1,497</b>	<b>1,492</b>	<b>10,453</b>	<b>7.0</b>	<b>2,428</b>

Source: Social Care Information System

NB Some named young people attended more than one session type and/or attended in more than one area so totals of unique attendees are estimates.

## 6. Needs addressed by current services

There is evidence that Level 3 keywork is responding to the needs of families at risk of social care intervention, and in particular the specific needs identified as driving social care demand by the Needs Assessment: economic exclusion (deprivation), and parenting risks of mental health, substance misuse and domestic abuse.

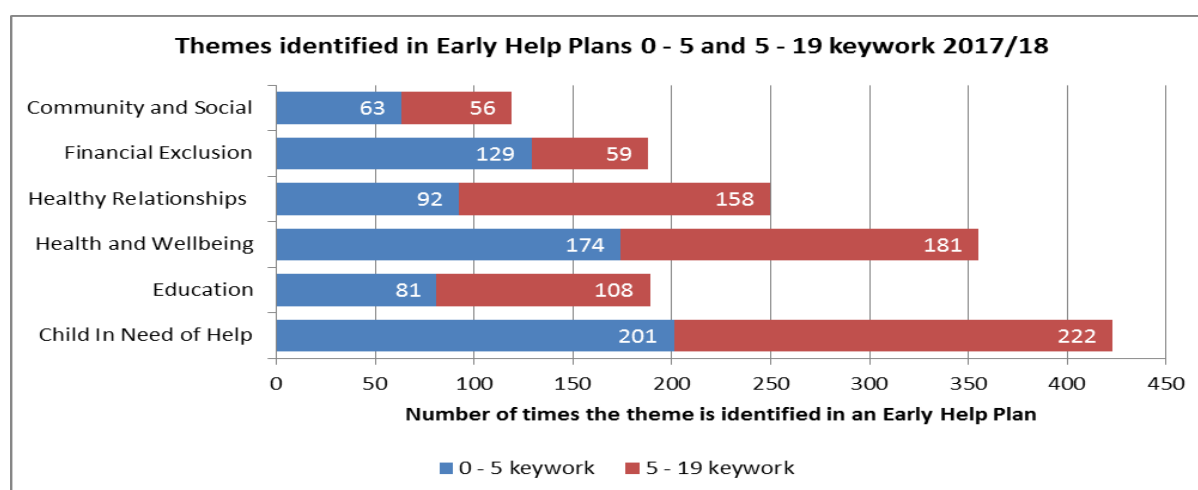
Current Level 1 and Level 2 services aim to address all the early help needs explored in the Needs Assessment, to prevent lower level problems escalating.

### i. Needs addressed by keywork

Keywork is intended to support families with Level 3 multiple and complex needs. Of families whose keywork cases were closed in 2017/2018, 98% had been assessed as having Level 3 needs at the start of the intervention.

The specific needs to be addressed by keywork are agreed with families in Early Help Plans.

As shown in the chart below, in 2017/2018 the theme most frequently identified in the plans was Level 3 'Child or Children in Need of Help'. In keywork, this indicates a focus on child safety and tackling the risk of a need for social care intervention. The second most prevalent theme was 'Health and Wellbeing', which includes mental health and substance misuse. For 0–5 keywork the third most common theme was 'Financial Exclusion' and for 5–19 this was 'Healthy Relationships'. This suggests that keywork is directly targeting those families where an escalation of risk may lead to social care intervention by targeting the issues identified in the Needs Assessment as likely to drive social care demand: economic deprivation and the 'trigger trio' of parenting needs – mental health, substance misuse and domestic abuse.



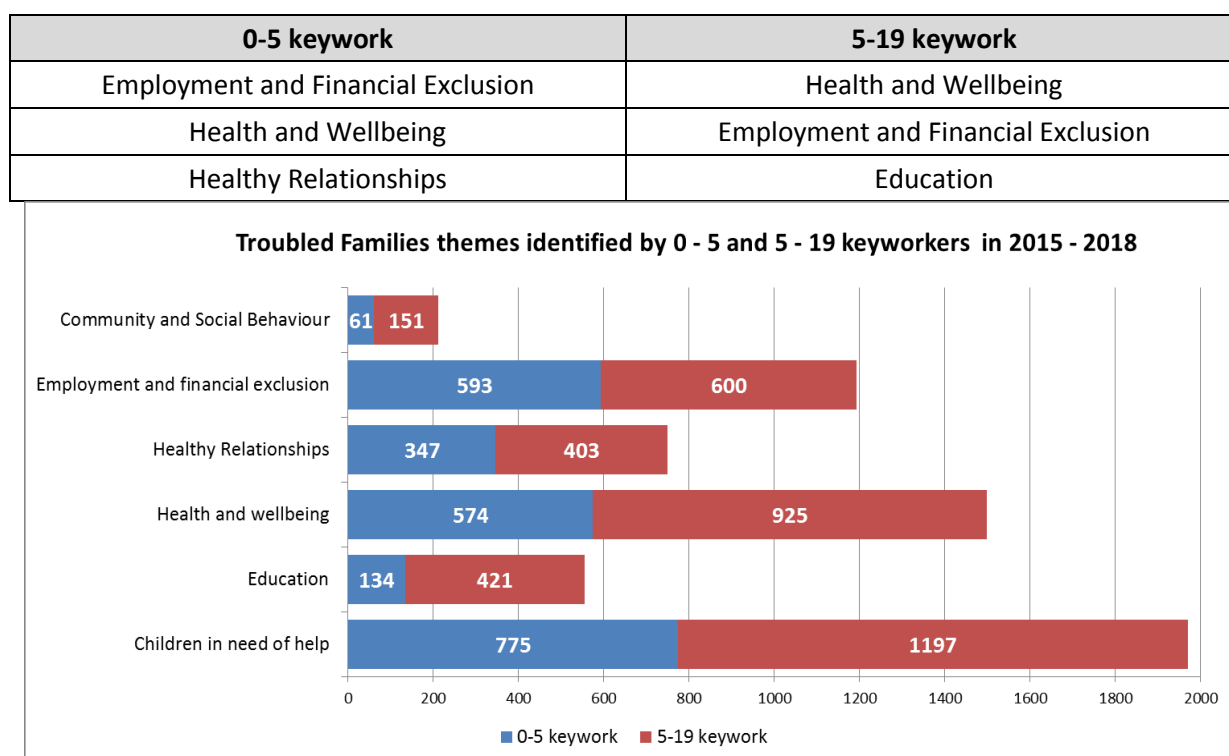
Source: Social Care Information System

This is confirmed by information collected about families worked with under the national Troubled Families Programme over the three years 2015-2018. In this scheme, themes are agreed with the family and later become the measurement by which to assess payment by results.

All families supported under the Troubled Families Programme met the criterion of Child in Need of Help. At Level 3, this indicates that the family is at risk of requiring social care intervention. The second and third most frequent themes were:

- Employment and Financial Exclusion – support on worklessness, homelessness and debt.
- Health and Wellbeing, which includes addressing substance misuse and mental health.

### Top 3 Early Help themes for families worked with under the Troubled Families Programme, other than Child in Need of Help



Source: Troubled Families Database

Note: during this period, some services for 5-13 years were delivered by external organisations. This data is not included in the table.

## ii. Needs addressed by Level 1 and 2 services

Children's Services Early Help contributes to and delivers wider preventative services at Level 1 and 2 which aim to support a wider cohort of families to become more skilled, confident and resilient across the following range of early help needs:



Level 1 and 2 services do not collect data about the specific risks, problems and vulnerabilities that families have sought to address through voluntarily engaging with early help services, but examples of how services support families to address specific needs are:

- Nurseries support educational progress.
- Volunteering programme supports employability.
- 0-5 parenting groups and courses support parenting resilience.
- Early years communication groups support parenting resilience, school readiness and educational progress.
- Young people with disabilities and/or LGBTQ and gender specific groups support educational attendance/progress and emotional and mental health, and reduce risk of exploitation.
- Street youth work reduces the risk of crime and exploitation.

This approach aims to stop problems escalating, preventing multiple and complex Level 3 needs, and ultimately the future need for statutory social care intervention.

### iii. Feedback from professionals on needs addressed

In a survey of partner organisations in May 2018, partners were asked the outcomes that Children's Services Early Help contributes to. The most frequently cited outcomes are shown below.

1. Child or young person's improved mental health /emotional wellbeing.
2. Children are safer.
3. Improved behaviour at home/in the community (joint third).
3. More involved in positive activities (joint third).

5. Improved relationships with other family members.

Children and young people's mental health and wellbeing, and their safety, are early help needs which are directly related to their potential need for social care. The remaining three point to broader needs to which Children's Services Early Help contributes.



## 7. Locations of service offer

This section considers the current geographical distribution of services in light of Needs Assessment findings about the areas of greatest need. Keywork activity is being carried out in the geographical areas indicated by the Needs Assessment. Level 1 and Level 2 activity contributed to and delivered by Children's Services Early Help is distributed fairly evenly across the county.

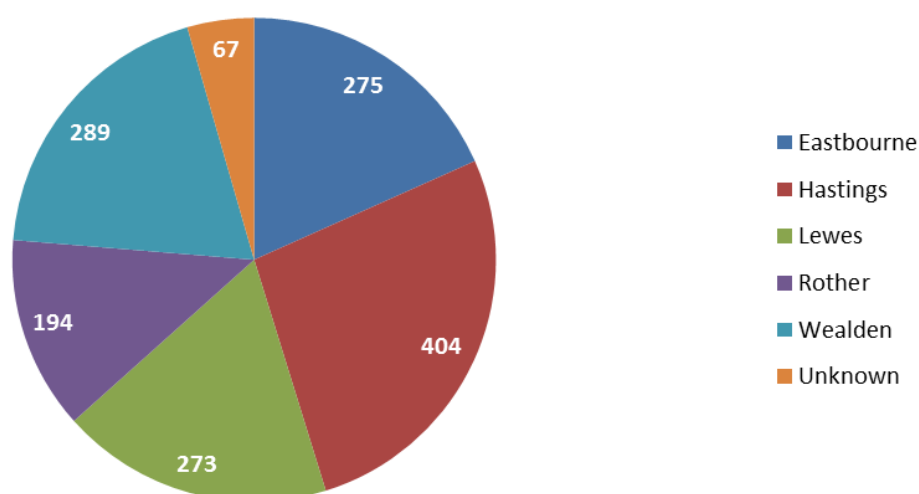
### i. Distribution of keywork activity across East Sussex

The distribution of keywork activity has been assessed against needs by:

- Examining numbers of new episodes by borough / district.
- Mapping number of new episodes at ward level in comparison with deprivation data from the Needs Assessment.
- Comparing borough / district rates of new keywork episodes as a % of households with children with the rates of Level 4 Child in Need (subject to social care interventions).

As shown in the table and chart below, the highest number of new episodes was in Hastings (27%). Similar numbers of new episodes (18%) began in Lewes district which includes Newhaven and Peacehaven, Wealden (19%) and Eastbourne (19%). Rother had the lowest level of new activity (13%).

**New keywork episodes started with families by 0-19  
keywork in 2017-18 by district and borough**

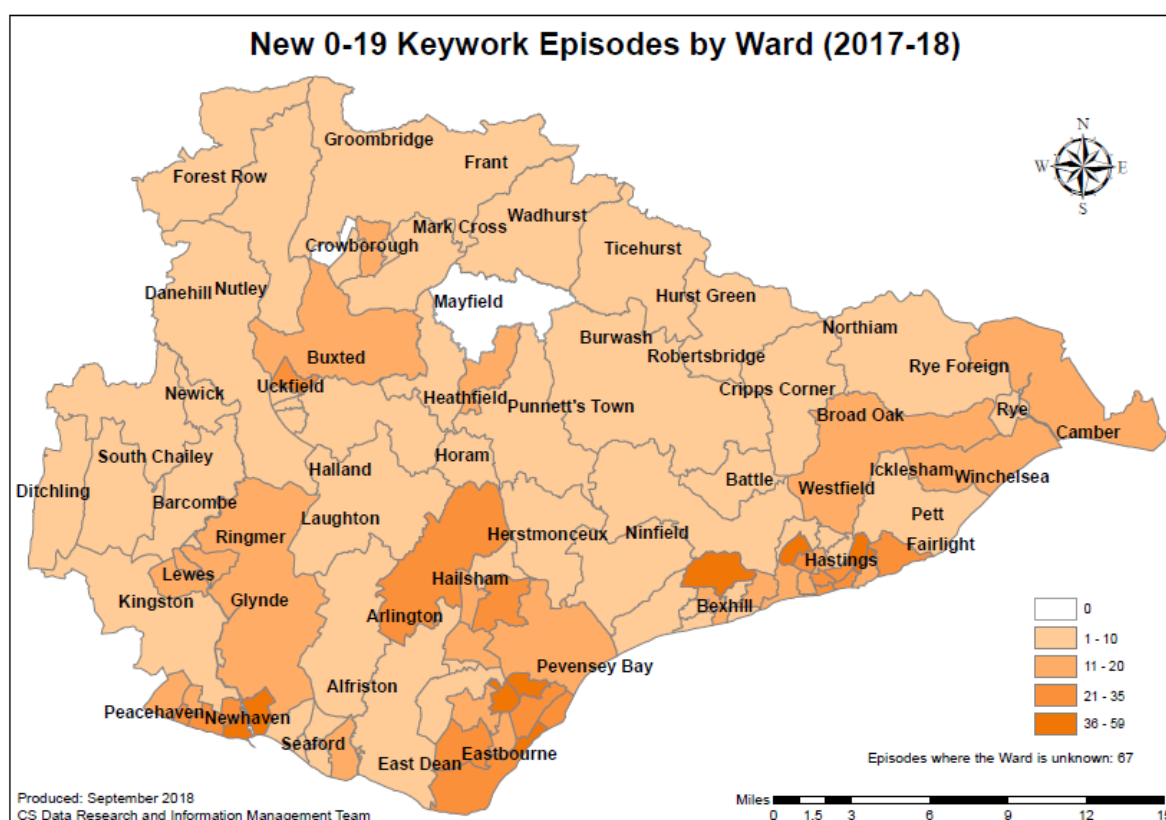


	Eastbourne	Hastings	Lewes	Rother	Wealden	Unknown*
Shown as % share	18%	27%	18%	13%	19%	5%

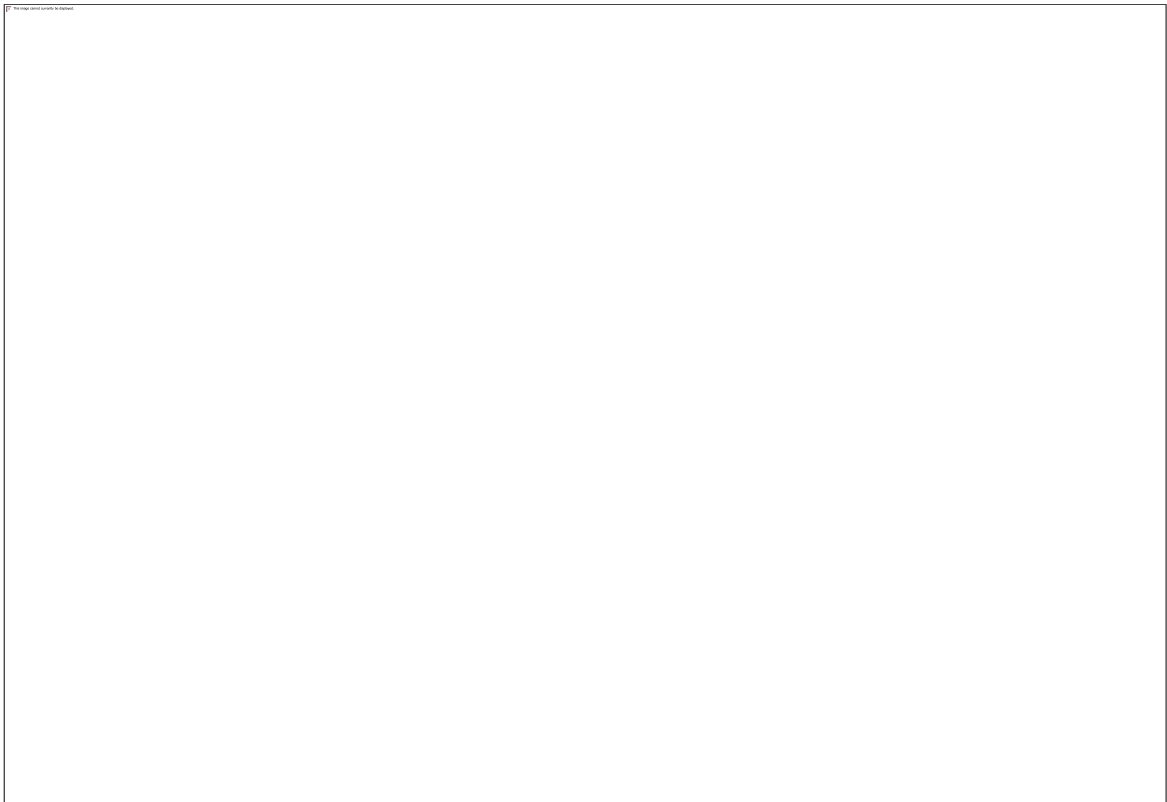
\*Ward data was not provided for these families due to the way information was held on SCIS.

\*\*A family could live in 2 households in 2 different wards which this analysis would not allow for.

More detailed information, from the map of new keywork episodes at ward level, shows that the highest number of new episodes (30 or more) were in the areas identified in the Needs Assessment as experiencing higher levels of deprivation: Hastings, Eastbourne, Newhaven and Sidley ward in Bexhill, therefore intervention appears to be matching need.

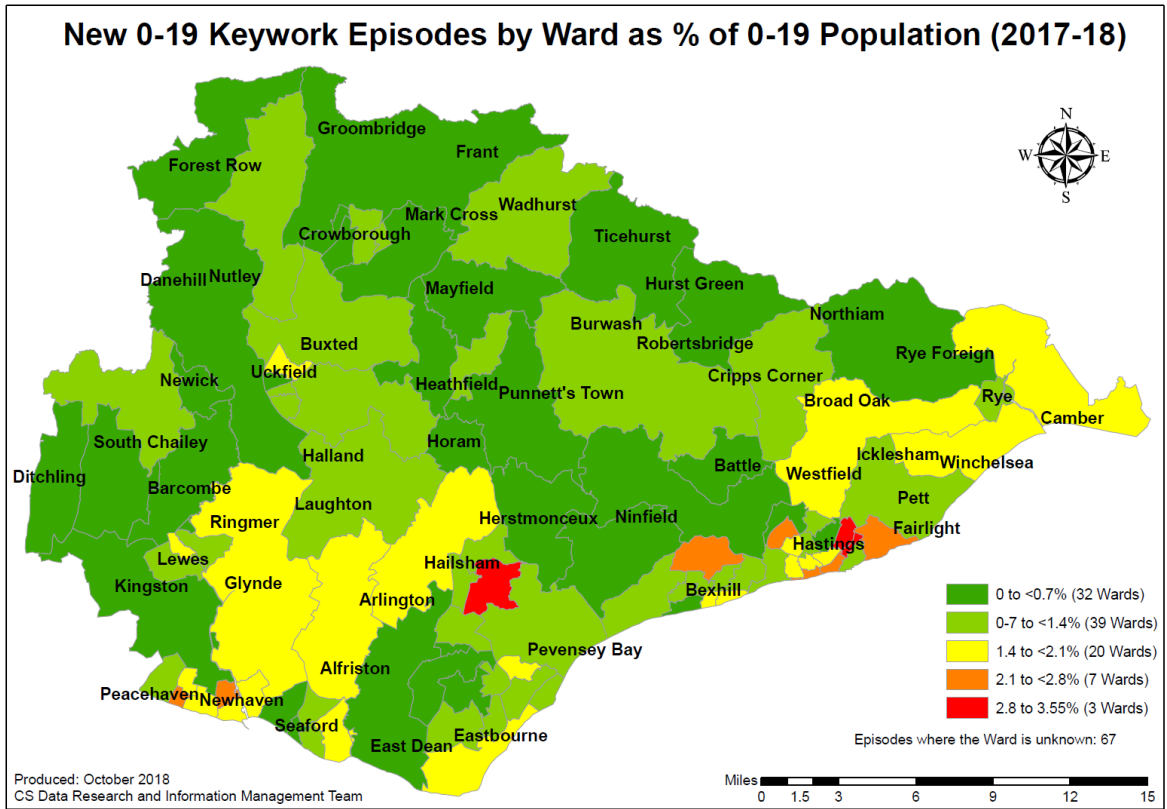


Source: Social Care Information System



Source: East Sussex in Figures

The number of keyword cases per ward can also be plotted as a percentage of the estimated child population in each of the wards. This gives a slightly different pattern of delivery:

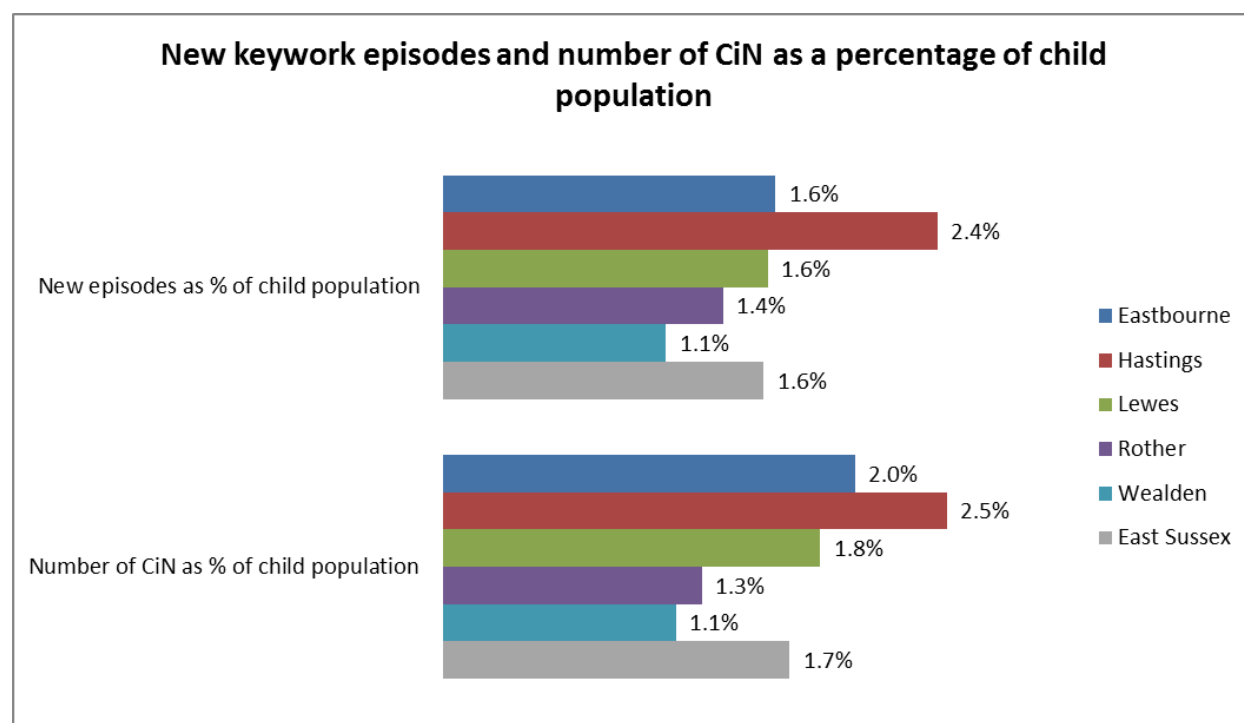


Source: Social Care Information System / East Sussex in Figures(child population estimates)

This comparison indicates that Eastbourne wards with the highest level of deprivation are somewhat under-represented in terms of new referrals and keywork episodes.

Finally, the relationship between keywork activity and the number of Children in Need of Level 4 social care (CiN) has been investigated by comparing rates per child population, by district or borough.

The rates of new keywork episodes and CiN as a percentage of child population are represented in the following charts. This shows a broad consistency in the distribution of keywork activity and needs at Level 3 and 4.



Source: ESCC Social care data / DCLG 2014 household projections/ ONS Population estimates 2016 (latest) May include re-referrals. For 67 families no ward was recorded.

## ii. Locations of Level 1 and Level 2 activity for 0-5 Years

Children's Services Early Help contributes to and delivers Level 1 and Level 2 activity around the county. The table below illustrates a typical timetable, taken from the spring and summer terms 2018. Activity is fairly evenly distributed.

### Delivery of recent Level 1 and Level 2 activities for 0-5 Years by location

Locality	Family groups	Early Communication Support	Volunteers
Eastbourne	Open Drop-in Session	Bookstart Corner	Settle and Play (Shinewater)
	Incredible Years Pre-School Basic Training	Language Through Play	
	Confidence & Self-Esteem Building	Toddler Talk	
Hailsham and Seaford	Incredible Years Attentive Parenting	Bookstart Corner	Settle and Play (Hailsham)
		Early Words	
	Resilience Course-Stronger You	Language Through Play	
		Toddler Talk	
Hastings	Incredible Years Attentive Parenting	Bookstart Corner	
		Language Through Play	
		Toddler Talk	
Rother		Bookstart Corner	Treasure Time, Being Creative (Battle)
		Language Through Play	Make and Tell (Rye)
		Toddler Talk	Mini Explorers (Bexhill)
HVCC St Leonards	Parent champions	Bookstart Corner	
		Early Words	
		Language Through Play	
		Toddler Talk	

Locality	Family groups	Early Communication Support	Volunteers
High Weald	Incredible Years Pre-School basic training	Bookstart Corner	Settle and Play (Uckfield)
		Early Words	
	Building Confidence Course (Uckfield)	Language Through Play	Messy Little Monsters, Rockabye Babies (High Weald)
		Toddler Talk	Story Sacks
Lewes and Havens	Incredible Years Pre-School Basic Training	Bookstart Corner	Settle and Play (Ringmer)
		Early Words	
	Confidence & Self Esteem Building	Language Through Play	Breastfeeding Peer Supporter (Ringmer)
		Toddler Talk	

### iii. Locations of Level 1 and Level activity for 5-19 Years

Children's Services Early Help contributes to youth work sessions across the county which are generally weekly, except Funky Teens which is fortnightly. Activity is delivered fairly evenly across the county.

#### Council part-funded youth work sessions July 2017 to March 2018

Area	Level 1 - Open Access universal sessions targeted by location	Level 2 - Referral Only Groups
Hastings and Rother	<p>3 open access youth clubs at Hollington Youth Club, Sidley Youth Club and Robertsbridge Youth Club</p> <p>Music at Hollington Youth Club</p> <p>Street based session in Hastings</p> <p>1 youth centre drop-in, 1 street based in Hastings and 2 x mobile sessions at Sussex Coast and Bexhill College</p>	<p>Funky Teens and Nik Naks (for young people with disabilities)</p> <p>1 LGBT group</p> <p>1 Young Woman's group</p>

Area	Level 1 - Open Access universal sessions targeted by location	Level 2 - Referral Only Groups
Eastbourne and South Wealden	3 open access youth clubs at Archery Youth Club, Eastbourne Old Town Community Centre and Polegate Community Centre  1 music session at Archery  Sussex Downs College, Willingdon School, Street based Eastbourne, Uckfield and Polegate mobile sessions.	Funky Teens and Nik Naks  1 LGBT group  1 young men's session at Willingdon Community Centre
Lewes and North Wealden	8 x open access youth clubs at JOFF Youth Centre, Heathfield Youth Centre, Landport Community Centre, Denton Youth Club, Crowborough and Wadhurst,  1 street based session in Lewes  Health Bus Sessions x 2 In Peacehaven and Lewes	Heathfield Funky Teens and JOFF Funky Teens  2x LGBT groups  3x gender specific sessions

## 8. Quality of services

Council services for children in need of help and protection, which includes early help services, have recently been rated as 'good' by Ofsted.

### i. Ofsted findings

Ofsted recently published the findings of its July 2018 inspection of East Sussex Children's Services under the 'Framework and Evaluation Schedule for the Inspections of Services for Children in Need of Help and Protection, Children Looked After and Care Leavers' (2017).

The findings are that East Sussex is an outstanding local authority and that the experiences and progress of children who need help and protection are **good**.

With reference to the characteristics of a good authority, in East Sussex:

- A good preventative service is provided to reduce the likelihood of risk of harm escalating and reduce the need for statutory intervention.
- Children and young people who are, or who are likely to be, at risk of harm or who are the subject of concern are effectively identified and well protected.
- Thresholds between early help and statutory child protection work are appropriate, understood and operate well.
- Those children and young people who have been assessed as no longer needing a child protection plan, but who may have continuing needs for help and support are well supported.
- Children and young people are listened to and heard.
- Children and young people experience timely and effective multi-agency help and protection through risk-based assessment, authoritative practice, planning and review that secures change.
- Management oversight of practice, including practice scrutiny by senior managers, is well established, systematic and demonstrably used to improve the quality of decisions and the provision of help to children and young people.

The following diagram shows features of current Children's Services Early Help which managers assess as being effective.



## What's Working Well – Children's Services Early Help

Thresholds and levels of need are defined and understood by all partners via the Continuum of Need	Whole family approach - with a single lead worker for each family	A single integrated front door for advice and referrals 0-19 at all levels of need, managing the decision making processes and pathway to service
Information sharing agreements between key partners	Continuum of services for families with additional and multiple/complex needs	Packages of support for specific needs driving increasing vulnerability e.g. substance misuse or domestic abuse
Comprehensive Early Help offer providing a meaningful alternative to social care	Integrated Health Visitors with Early Help workforce provides a joined-up service to families with new babies	Smooth transitions between Early Help and Social Care which enabling families to get the appropriate support they need from the most appropriate part of the system
Integrated Troubled Families and parenting programmes - East Sussex was in the top 10% of all LAs nationally in the TF Programme	Keyworkers can access supervision and support from Level 4 services	Support available to families waiting for keywork

## ii. Children's centres nurseries

Both Cygnets and Rainbow Child Care Centres have been measured as outstanding by Ofsted.

## 9. Outcomes achieved

This section describes the outcomes which Children's Services Early Help is achieving using recorded outcomes, feedback from service users and professionals.

Level 3 keywork has demonstrable success in tackling multiple and complex problems (over 80%), and enabling sustained change so families could look after their children (61%) preventing the need for social care. 89-95% of service users said things had changed for the better as a result of keywork support.

0-5 Level 1 and Level 2 services record high rates of positive outcomes (74-93%) for parents supported through groups and courses, supported with communication needs and all crèche attendees. Service user feedback was positive about the impact of all groups, most positive about groups for parents with additional needs.

Service users of 5-19 Level 1 and Level 2 open and targeted groups also recorded high rates of positive impacts, from a relatively small survey sample, indicating that these services are valued by the young people supported.

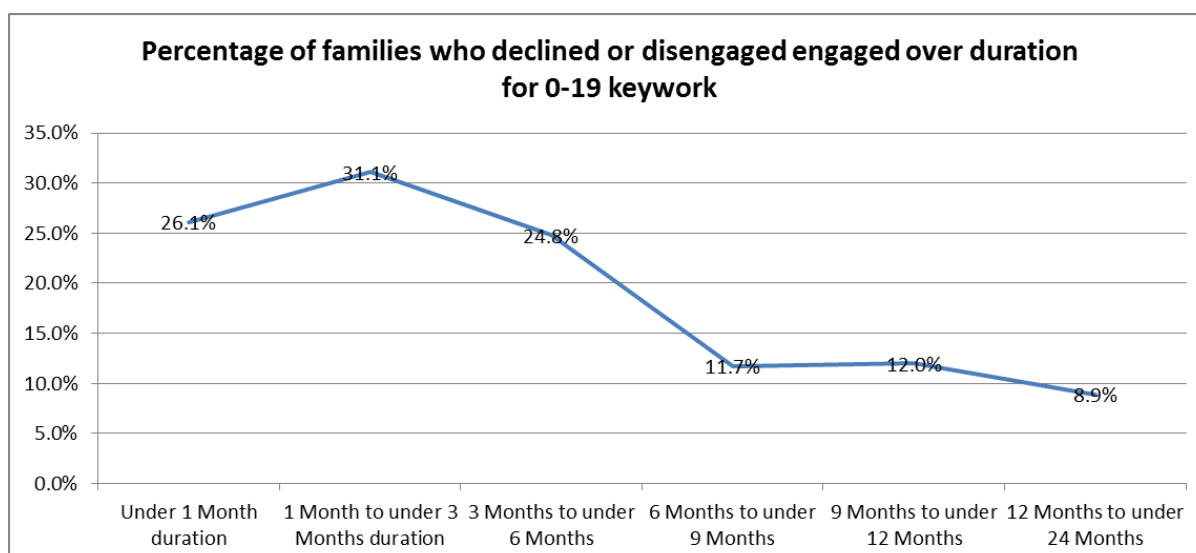
While Level 1 and Level 2 services are highly valued in the support they give parents, it has not been possible to demonstrate the impact of Level 1 and Level 2 services on the need for social care intervention.

Professionals report positive impacts at all levels of service.

### i. Outcomes recorded by Level 3 keywork services

Episodes of keywork can be closed in two ways – by the family declining support or by the Keyworker when work with the family is complete.

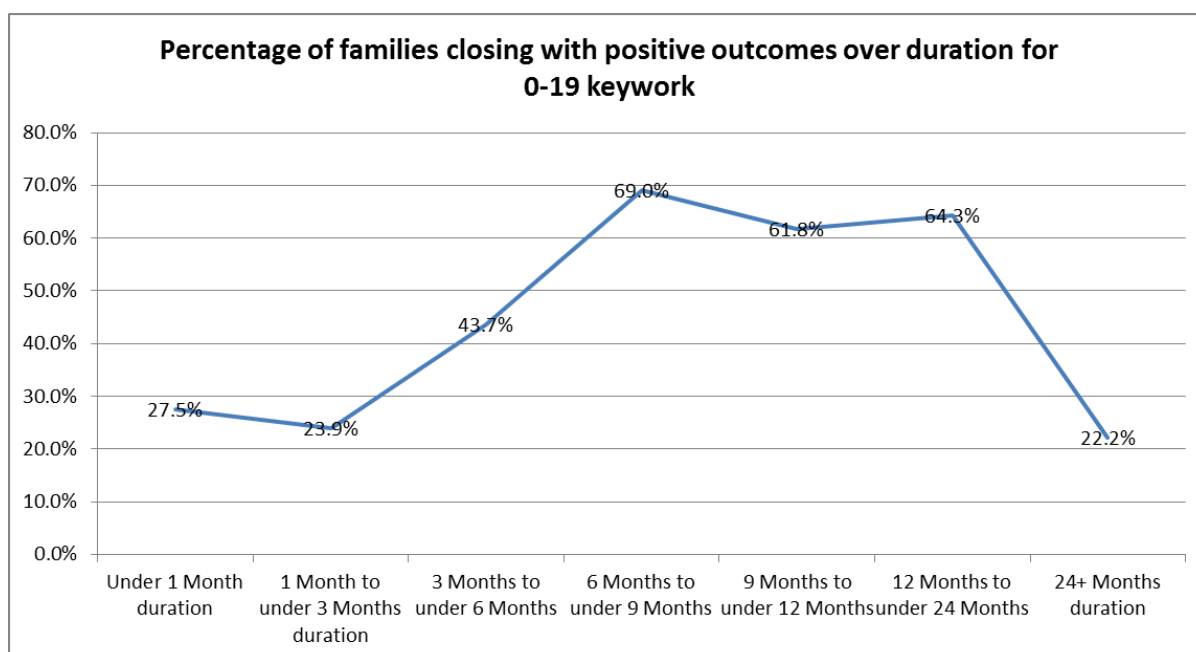
Families engage with keywork on a voluntary basis. In 2017/18, 302 families declined support (19.5%). Families are most likely to decline support during the initial assessment and Early Help Planning phase, as illustrated in the chart below.



Source: Social Care Information System

When Keyworkers end their work with a family, a supervised assessment of the family's ongoing risk and vulnerability is carried out, with reference to the Continuum of Need. A closing status is recorded, which can be used as an indicator of the outcomes of key work intervention. The main positive outcome keywork seeks is a reduction in need to Level 1 or Level 2, with the family able to look after their own children with access to universal services and advice.

In 2017/18 this was achieved with 49% of the 1,549 families with whom work ended, with success rates of 60+% for the families which did not decline support during the initial assessment phase, as shown in the following chart.



Source: Social Care Information System

Other positive outcomes, depending on the family's needs, can include:

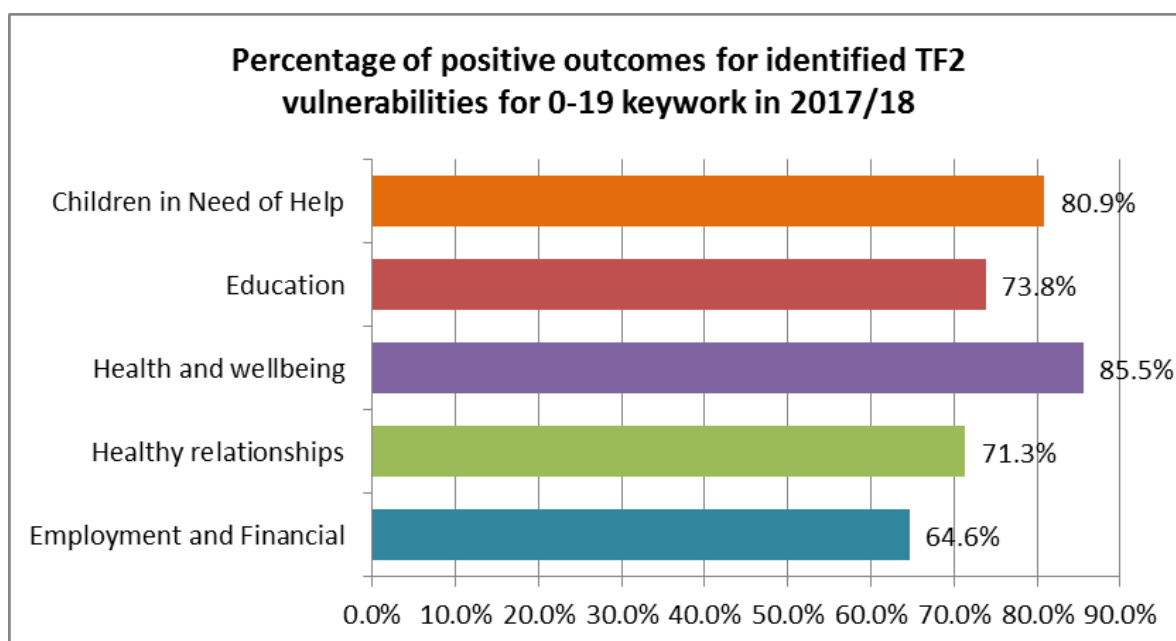
- Not increasing in need and so not requiring social care (2% of families whose keywork finished in in 2017/2018).
- Identifying the need for statutory intervention, where this is necessary for acute needs or child safety concerns (12% of episodes in 2017/2018).

The table below shows the complete breakdown of closing reasons in 2017/2018:

Keyword episode closing reason	Number of families and %
Positive outcome - risks reduced	763 (49%)
Positive outcome - level of need remained the same at Level 3	34 (2%)
Level of need remained or increased to Level 4	202 (13%)
Child/children left the area or left the home	59 (4%)
Support refused or family disengaged from the service	302 (19%)
Other: notes on the episodes show a variety of explanations, including family / member moved away, others who felt their needs had been met and so the episode was closed.	180 (12%)
Not relevant in episode - included in error e.g. adult sibling no longer in the family home	9 (1%)
<b>Total</b>	<b>1,549</b>

## ii. Outcomes recorded by Level 3 Troubled Families Programme keywork

As part of the national Troubled Families Programme (TF2), Children's Services Early Help tracks the progress of families with multiple and complex needs, using professionally supervised assessments. The results are independently audited. The chart below shows recorded positive outcomes as a proportion of all identified vulnerabilities at the start of keywork in 2017/2018, by Troubled Families theme. This shows positive impacts for 86% of identified vulnerabilities under the theme of health and wellbeing (including mental health and substance misuse) and 81% of identified vulnerabilities under the theme of children in need of help were successfully addressed, which includes preventing the need for social care intervention.



Source: ESCC TF 2017/18

Troubled Families have at least two vulnerability themes. A family must make significant or sustained progress on all vulnerabilities, or a parent must move from benefits to employment, to achieve a payment by results. Receiving payments by results is an indicator of sustainable positive outcomes from keywork. The success rates between 2015 and October 2017 are shown in the table below. 61% of Troubled Families have made sustained progress on all vulnerabilities or a parent has moved into employment.

Service	Cases Closed	Successful against payment by results criteria	Not successful against payments by results criteria	Success rate
5-19 keywork	767	448	319	58%
0-5 keywork	529	349	180	66%

Source: ESCC TF October 2017

### iii. Service user feedback on Level 3 keywork

Families offered keywork are routinely asked to complete questionnaires at the end of the support.

Between February 2017 and January 2018, parents completed 414 and 467 responses for 0–5 and 5–19 keywork respectively. Children and young people provided 336 responses for the same period.

The table below shows the top 5 positive impacts reported of keywork. 89-95% of respondents said things had changed for the better as a result of keywork support.

Parents report coping better (91% / 82%) and that they were keeping their children safer (69% / 65%). Children and young people reported feeling there were a lot of good things about them (86%) and that their family was getting on better (71%).

**Keywork service user feedback positive impacts most frequently identified February 2017 to January 2018**

0 – 5 Parents	5 – 19 Parents	5 – 19 Children and Young People
93% said that things had changed for the better as a result of contact with the service.	89% said that things have changed for the better as a result of Keywork support.	95% said things have changed for the better as a result of working with the service.
91% said being able to cope with problems had got better.	82% said that coping with new problems had got better.	86% said they were “feeling a lot of things were good about me.”
70% said helping their child to learn had got better.	72% said that keeping a routine had got better.	71% said that their family was getting on better.
70% said keeping their child out of trouble had got better.	70% said helping their children to learn had got better.	69% were doing more things to keep themselves healthy.
69% said keeping their children safe had got better.	65% of parents said that keeping their children safe had got better.	62% said that they were more able to join in with fun things where they live.

Parents made more than one hundred positive comments about how Keyworkers have helped them. Examples are included below.

*It has helped me amazingly, not only with issues of domestic violence but with parenting skills also.*

*Always showed passion and listened to me and didn't instantly think I was wrong, but showed me a way of being right. I've learnt a lot and will use everything on a daily basis.*

*It's great to have support when you feel very low about family situations, and need extra ideas to cope with daily living.*

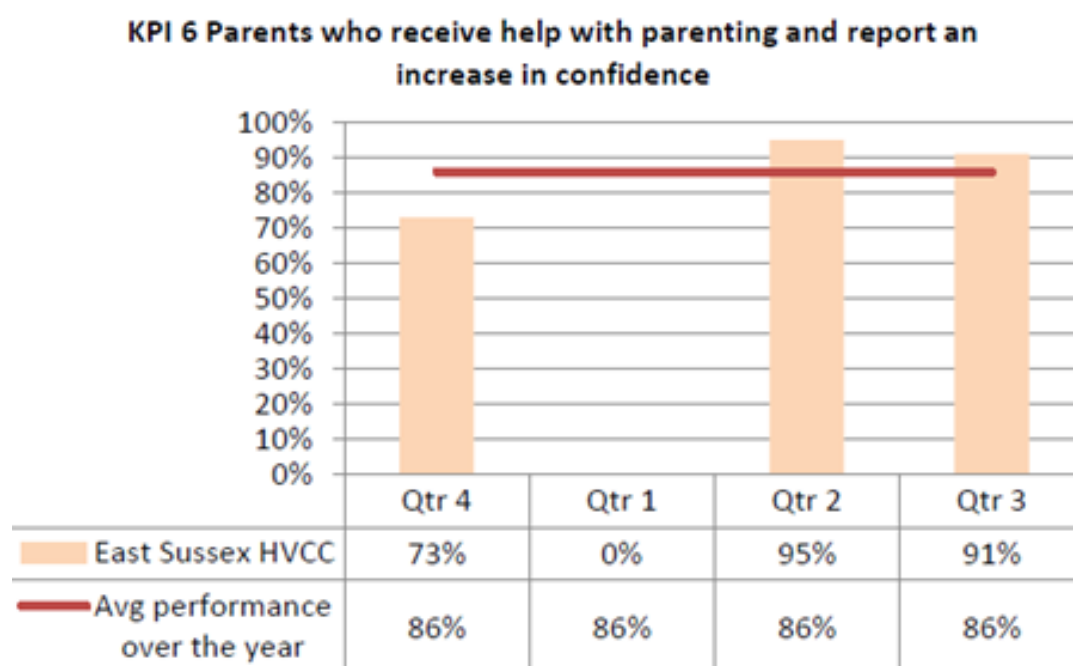
*We have our freedom back, our courage, our self-worth and a family that is closer and stronger than ever.*

**iv. Outcomes recorded by 0-5 Level 1 and Level 2 services**

Outcomes are recorded for targeted parenting groups (for families with additional needs), early years communication support and crèches which Children's Services Early Help contributes to and delivers.

Outcomes of parenting groups are shown in the chart below, which is an extract from the Health Visiting and Children's Centre early help service's performance report (KPI is key performance indicator). In the calendar year 2017 on average 86% of parents receiving

advice and group support on parenting reported an increase in confidence. Data for April-June 2017 is not available. Performance ranged from 73% to 95%.

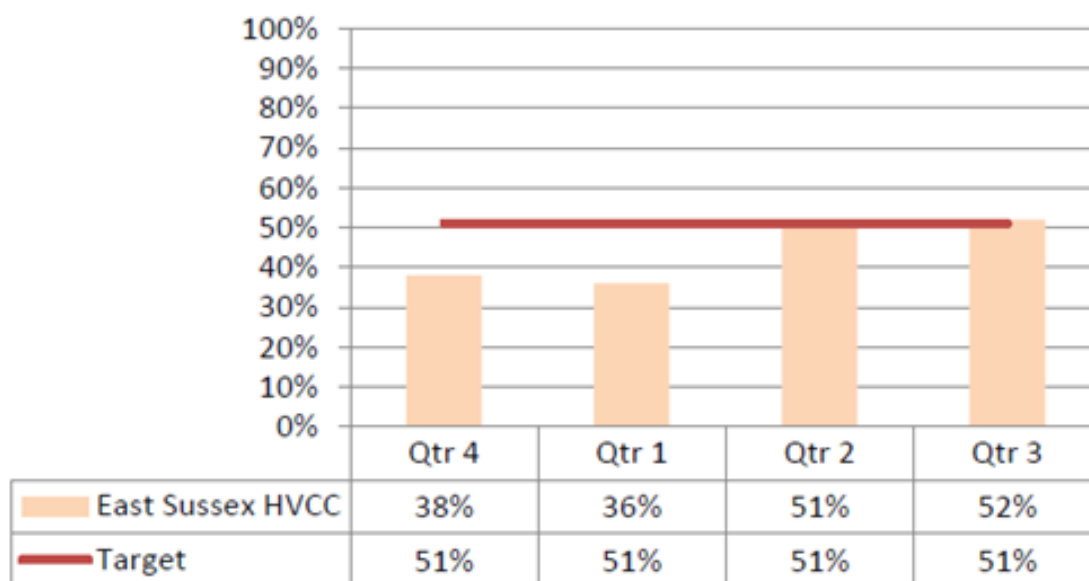


Source: Health Visiting and Children's Centres Key Performance Indicators 2017 -2018 East Sussex - Summary Document

The charts below show outcomes from early years communication support, and are also extracts from service performance reporting. In the calendar year 2017, 44% of the children supported with communication had reached the expected level of speech and language development within a year of intervention. The performance ranged from 36% to 52%.

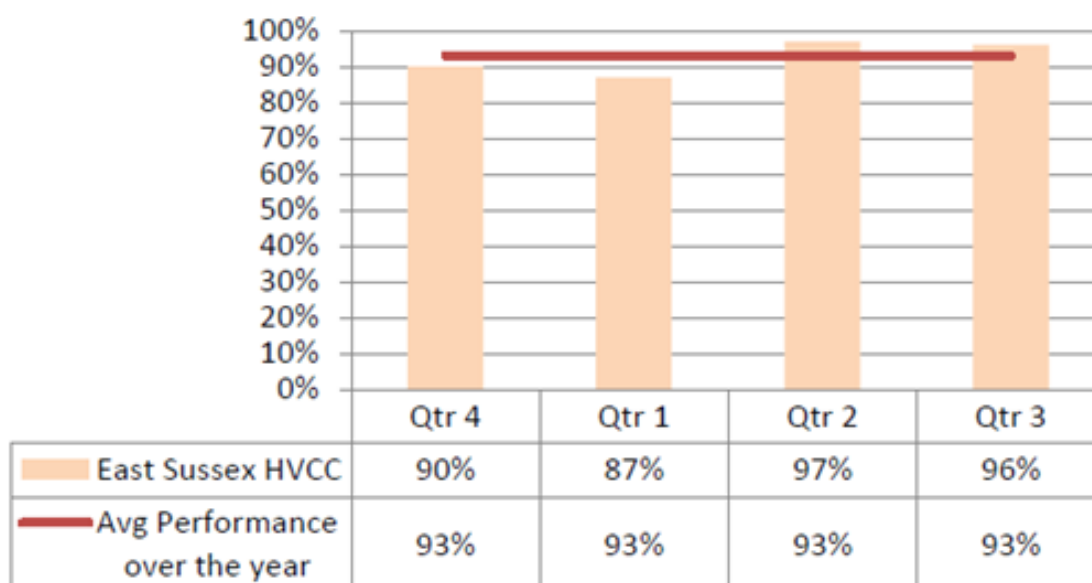
If the need was not successfully addressed, this was followed up in 93% of cases and appropriate onward referral made for specialist support. Performance ranged from 87% to 97%.

**KPI 5 at risk of delay from impoverished language and as expected within 1 year**



Source: Health Visiting and Children's Centres Key Performance Indicators 2017 -2018 East Sussex - Summary Document

**KPI 5 at risk of delay from impoverished language and rechecked and as expected or referred to S&L**



Source: Health Visiting and Children's Centres Key Performance Indicators 2017 -2018 East Sussex - Summary Document

Educational outcomes for crèche attendees for the period September 2017 to March 2018 are shown in the table below. Of 258 attendees, 197 (76%) completed the work planned while attending the crèche with 97% showing a positive impact with indicators of development against the Early Years Foundation Stage curriculum (or 74% of all attendees).



Area	Unique attendances	Number completing crèche	Number showing impact	Percentage showing impact against number completed
Eastbourne, Hailsham & Seaford	71	60	59	98.3%
Hastings & Rother	96	66	62	93.9%
High Weald, Lewes & The Havens	91	71	70	98.6%
<b>Grand Total</b>	<b>258</b>	<b>197</b>	<b>191</b>	<b>97.0%</b>

*Source: Social Care Information System*

In addition, the two nurseries run in Bexhill children's centres address children's needs in terms of educational progress. Summative data on the attending children from between October 2017 and July 2018 shows the following:

#### Rainbow Childcare Centre

- 90.5% of children made good progress in relation to their starting point.
- 5% of children made some progress.
- 4.5% of children made no progress (children with very low attendance).

#### Cygnets Childcare Centre

- 80% of children made good progress in relation to their starting point.
- 15% of children made some progress.
- 5% of children made no progress (new attendees / new in age group).

### v. Service user feedback on 0-5 Level 1 and Level 2 services

Parents attending group sessions were surveyed in support of this service analysis in Spring 2018. 410 responses were received - 203 for volunteer-led open groups and 198 for staff-run targeted parenting groups. This compares to about 6,000 individuals attending these groups at least once in a year.

Open groups' most frequent positive impacts were developing and learning, feeling confident as a parent, having friends, and helping their child to learn. The staff-run groups for parents with additional needs most frequently achieved positive impacts of developing skills, having access to help and advice, helping their child to learn and feeling confident as a parent.

**Reported positive impacts of attending groups in order of frequency reported**

	<b>Volunteer-run open groups (203 responses)</b>	<b>Staff-run parenting groups (198 responses)</b>
1	Developing their skills and learning new things– 61%	Developing their skills and learning new things– 83%
2	Feeling confident as a parent - 58%	Getting help and advice when they need it – 75%
3	Having friends to support me – 58%	Helping their child to learn - 68%
4	Helping their child to learn – 57%	Feeling confident as a parent - 66%
5	Getting help and advice when they need it – 54%	Knowledge about keeping their child healthy- 58%
6	Knowledge about keeping their child healthy- 29%	Having friends to support me – 54%
7	Knowledge about keeping my child safe – 27%	Knowledge about keeping my child safe – 52%

Of those responding to the survey on the open access volunteer-run sessions 30% had attended for more than a year. Most of the targeted parenting groups are fixed term and respondents had attended for a few weeks at the time of survey.

Examples of free text comments from the survey:

*It has helped me and my son communicate better and listen and learn.*

*Have developed confidence in my ability and knowledge about how to best support my baby.*

*We have both learned new skills to do at home. E absolutely loves the group and his concentration has improved immensely. E is saying more words.*

*It's invaluable to have inexpensive/free places to go in order to socialise, get out, get information and support and to break the new baby loneliness.*

**vi. Service user feedback on 5-19 Level 1 and Level 2 services**

Outcomes of 5-19 Level 1 and Level 2 work are not currently recorded by the service.

Young people attending youth clubs and group sessions were surveyed in spring 2018 in support of this service analysis. 96 responses were received:

- 61 responses from attendees of open access youth clubs.

- 35 responses from attendees of groups for young people with particular needs e.g. young people with disabilities, who identify as LGBTQ.

This compares to around 1500 named individual attendees a year. The young people who responded to the survey reported positive impacts as shown in the table below. The highest rates of positive impact (80%+) related to joining in fun things, feeling good about themselves and, for attendees of targeted groups, keeping themselves healthy.

#### Reported positive impacts of attending groups in order of frequency reported

	Open access youth clubs (61 responses)	Groups for young people with specific needs (35 responses)
1	Feeling more able to join in fun things to do where they live – 80%	Feeling more able to join in fun things to do where they live – 91%
2	Feeling things are good about themselves – 69%	Feeling things are good about themselves – 80%
3	Enjoying being at school/college – 64%	Doing things to keep themselves healthy – 80%
4	Staying out of trouble in their neighbourhood – 59%	Feeling safe where they live – 66%
5	Doing things to keep themselves healthy – 57%	Their family getting on well together – 63%
6	Going to school/college as often as they should – 55%	Going to school/college as often as they should – 60%
7	Feeling safe where they live – 51%	Enjoying being at school/college – 44%
8	Their family getting on well together – 43%	Staying out of trouble in their neighbourhood – 39%
9	Drinking or drug taking not causing them problems - 5% but 74% said this wasn't relevant.	Drinking or drug taking not causing them problems - 6% but 77% said this wasn't relevant.

Examples of free text comments from the surveys:

*Not being shy anymore, not being myself before I came, feel like I belong*

*The Youth Workers are great and have supported me in many different ways, and are always there when I need someone to talk to*

*I used to be violent, since coming to the club I am better now*

## vii. Evaluating the effectiveness of children's centres

Sure Start Children's Centres originated from a 1998 government initiative intended to give children in disadvantaged areas the 'best start in life' through a broad range of early interventions, which integrated early education, childcare, healthcare and family support services. The present 0-5 Children's Services Early Help offer has been shaped through the initiative. The [National Evaluation of Sure Start \(NESS\)](#) project ran from 2001 until 2012. The objectives of the Sure Start were to improve the health and well-being of families and young children, so that the children would have a greater opportunity to do well in school and later in life. The 2012 evaluation of families and children then aged 7, who attended Sure Start, suggests that Sure Start paid off to some degree with parent outcomes, but not with regard to child (educational) outcomes. For the whole population, mothers in Sure Start areas relative to their counterparts in control areas reported:

- Engaging in less harsh discipline.
- Providing a more stimulating home learning environment for their children.
- Providing a less chaotic home environment for boys (not significant for girls).
- Having better life satisfaction (lone parent and workless households only).

[Pressures on Children's Social Care](#) was published by the National Audit Office in January 2019. It states that where local authorities have closed children's centres it has not resulted in increased statutory children's social care activity. For those local authorities which had closed centres there was a slight fall in the number of child protection plans in future years.

## viii. Evaluating the effectiveness of youth work

Youth work is described as a Level 1 or 2 offer due its lower level of intensity, although many of the young people who use the services will be from vulnerable families and may be at Level 3. Whether open youth groups in a building or street-based work, young people engaging with youth work interventions may prefer to remain anonymous, with fewer opportunities to request feedback or track progress and longer term outcomes.

Providing evidence of the impact of youth work for the targets and outcomes agenda is a nationally recognised challenge, despite services directly supporting young people in a range of fields including sexual health and teenage pregnancy, anti-social behaviour, employability, radicalisation and child exploitation.

The government's strategy for children and young people's health ([Healthy Lives, Brighter Futures](#), Department of Health, 2009) recognised the role of integrated youth support services in providing young people with information, advice, healthy opportunities and support, and the importance of services that 'are offered in a way and with a focus that speaks to their particular needs'. Several reports that evidence the impact of youth work on improving mental health, sexual health and reducing teenage pregnancy were noted.

More recently, the government announced that it is to undertake a review of statutory guidance that requires local authorities to provide youth services under plans outlined in its Civil Society Strategy ([Building a Future that works for everyone](#), 2018):

*"The government recognises the transformational impact that youth services and trained youth workers can have, especially for young people facing multiple barriers and disadvantage."*

It also recognises difficulties in tracking outcomes, and commits to developing the evidence base for what good youth work looks like, including improving the quality of data, and the beneficial impact this can have on young people's life outcomes.

## ix. Professional feedback on Children's Services Early Help

Children's Services Early Help staff were very positive about the effectiveness of services delivered, the top three areas colleagues feel services make a difference in are:

- Improving parent capacity / positive parenting – 84% responded most effective.
- Healthier lifestyles – 81%.
- Child safety – 81%.

Examples from free text comments about service strengths:

*Strongest aspects of children's centre keywork is to adopt the whole family approach when working with young children and families, otherwise progression for family would be limited.*

*Early Help Keywork teams are vital, so important in preventing issues from worsening within a family.*

*Early Years - we base our work on the child's voice, closely working with nurseries and schools.*

*Targeted early help reduces demands on Social Care and avoid escalation of children's issues.*

*Keyworkers excel at 'getting the child's voice and views' allowing them to remain at the centre of the work being carried out.*

Professionals from social care and partner organisations who responded also described the positive impacts of services. The majority of respondents that had accessed the service felt the services had met their expectations. The most frequently reported positive impacts are shown in the table below by service.

Survey of professionals 2018: most frequently reported positive impacts of services

<b>Volunteer run open groups (Level 1 universal)</b>	<b>Parenting groups (Level 2 additional needs)</b>	<b>0 – 5 keywork (Level 3 multiple and complex needs)</b>
Child or young person's improved mental health/emotional wellbeing	Children are safer (joint first)	Children meeting physical and emotional developmental milestones
Developing community led support for children and families	Children meeting physical and emotional developmental milestones (joint first)	Children's improved readiness to start school
Socialising more/made new friends	Improved parenting capacity/more positive parenting (joint first)	Children are safer (joint third)
More involved in positive activities	More involved in positive activities	Improved parenting capacity (joint third)
Improved parent capacity/more positive parenting	Developing community led support for children and families	Safer/more hygienic home environment
<b>Open access youth clubs (Level 1 universal)</b>	<b>Youth groups targeted at specific needs (Level 2 additional needs)</b>	<b>5 – 19 keywork (Level 2 multiple and complex needs)</b>
Young people making safer choices including online (joint first)	Child or young person's improved mental health/emotional wellbeing	Children are safer (joint first)
Reduced risk of child sexual exploitation (joint first)	Reduced risk of child sexual exploitation	Improved behaviour at home/in the community (joint first)
Child or young person's improved mental health/emotional wellbeing (joint second)	More involved in positive activities	Child or young person's improved mental health/emotional wellbeing
More involved in positive activities (joint second)	Young people making safer choices including online	Improved behaviour/attendance/engagement at school
Socialising more/made new friends (joint second)	Reduced drug and alcohol misuse	Improved parenting capacity/more positive parenting
	Socialising more making new friends	

This indicates that partners consider services at all levels to be addressing many of the needs highlighted by the Needs Assessment such as child safety and parenting capacity, educational progress, young people's mental health and risk of exploitation. However, impact on economic exclusion, parental mental health, domestic abuse and parental substance abuse were not emphasised by partners.

Examples of free text comments from professionals outside Children's Services Early Help:

*Good value for money that reduces the need for more costly intervention.*

*They ensure children don't slip through the net.*

*Early Help appears to be the only service that considers the whole family approach.*

*They have an excellent relationship with other agencies.*

## 10. Effect on social care costs

An independent study has confirmed that Level 3 services (keywork) prevent social care demand and costs. This has been corroborated by the findings of an internal audit of keywork referrals.

The ISOS Partnership was engaged in 2018 to consider the effect of Children's Services Early Help on social care costs. Its summary findings were:

- The current service model in East Sussex is effective at containing social care demand and costs when compared with statistical neighbours and other comparators.
- The THRIVE [Children's Services Early Help] initiative has been clearly instrumental in reducing demand for CSC although there is evidence that need is rising, with higher numbers of referrals and social care interventions in the last two years than the immediate post-THRIVE period.
- Level 3 keywork services have played a critical role in managing and reducing need for social care intervention. Around 75% of keywork referrals would, in the absence of the service, go to Children's Social Care.

Children's Services also conducted an internal audit of keywork referrals. The caseload of the Single Point of Advice (SPoA) team was the primary source of data for the audit. Each of the cases which were referred to keywork during May 2018 was considered individually three months later by senior practitioners. The goal of the audit was to develop a clear picture of the proportion of Level 3 cases which would have likely been escalated to social care at Level 4, if there had been no option to refer to keywork.

The key finding from the process was that keywork intervention prevented 76% of the cases from being referred on to social care.



## 11. References

Section in document	Title of reference or report	Organisation or author	Date of publication / implementation	Internet link
<b>9 vii</b>	National Evaluation of Sure Start (NESS)	Birkbeck University / DfE	2012	<a href="#">Link</a>
<b>9 vii</b>	Pressures on Children's Social Care	National Audit Office	Jan 2019	<a href="#">Link</a>
<b>9 viii</b>	Healthy lives, brighter futures – the strategy for children and young people's health	Department for Education	Feb 2009	<a href="#">Link</a>
<b>9 viii</b>	Civil Society Strategy: building a future that works for everyone	Department for Digital, Culture, Media and Sport	2018	<a href="#">Link</a>



Children's Services  
East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes BN7 1UE  
Website: [www.eastsussex.gov.uk/earlyhelp](http://www.eastsussex.gov.uk/earlyhelp)  
E-mail: [earlyhelp.consultation@eastsussex.gov.uk](mailto:earlyhelp.consultation@eastsussex.gov.uk)  
Phone: 01273 336626

May 2019