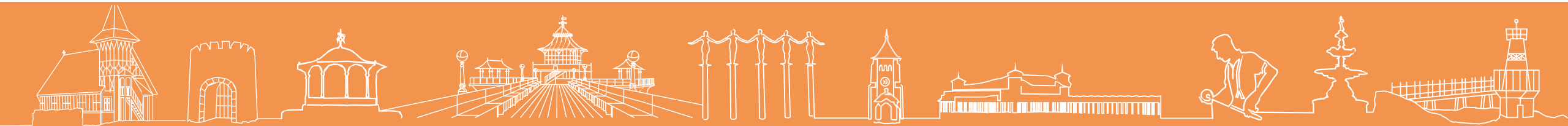


# Welcome to North Somerset

## Focused Visit – Front Door

Wednesday 21<sup>st</sup> September – Thursday 22<sup>nd</sup> September



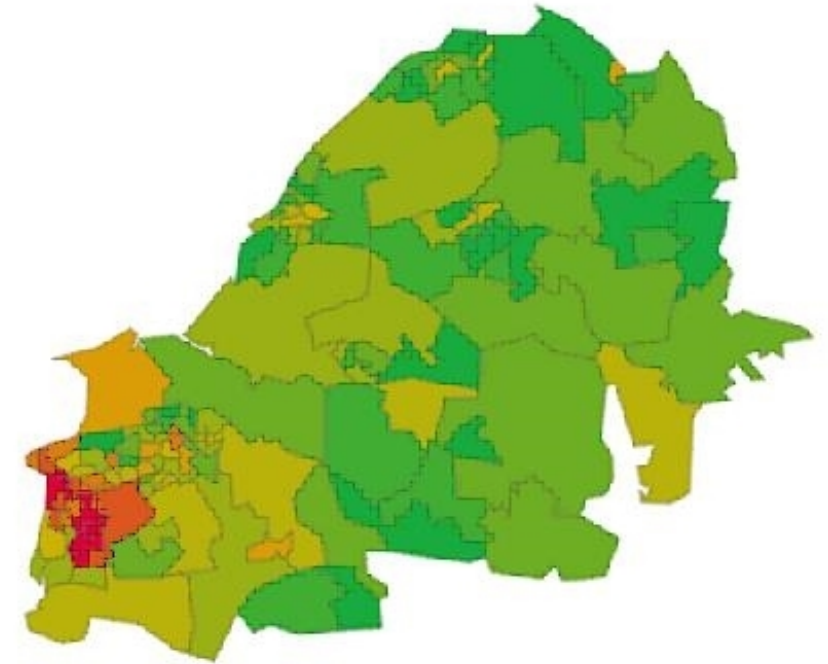
# What we aim to cover:

- Setting the context
- Our ambitions and vision
- Our Front Door journey
- Our Early Help offer
- Responding to risk outside the family
- Progress so far
- Our next steps...



# About North Somerset

- Total population: 215,574
- 0-18 population: 46,010
- 87% of schools are Good or Outstanding
- 6% of children and young people are from black and minority ethnic groups
- Mix of coast, urban, and rural towns and villages
- Low levels of unemployment and crime
- North Somerset has an average rank of 221 out of 317 local authorities for overall deprivation (based on the IMD), however, there are significant differences between the parliamentary constituencies of Weston-super-Mare and North Somerset - with Weston-super-Mare relatively more deprived



Red – Most deprived areas  
Dark Green – Least deprived areas



# Support to children and families

On the 31<sup>st</sup> August 2022, children's services in North Somerset were supporting:

- **261 families in the Family Wellbeing service**, ensuring that the needs of the individual children and whole family are met
- **905 Children in Need** by DfE definition at the end of August

Rate of Children in Need 206.5 per 10,000, comparing to a rate of 202.4/10,000 at the end of August 2021

Of the 905 Children in Need:

- 642 children had a Child in Need (CiN) plan
- 98 children were subject to a Child Protection Plan
- 203 children were Children in Care
- 216 Care Leavers



# Key Performance Indicators



Referral rate below statistical neighbour and national comparators



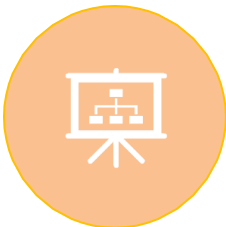
Re-referral rate below statistical neighbour and national comparators



Child in Need rate below statistical neighbour and national comparators



Child Protection rate below statistical neighbour and national comparators



CIC rate below statistical neighbour and national comparators



Assessments within 45 days above statistical neighbour and national comparators



Reduction in repeat Child Protection Plans within 2 years



High % of CIC in foster placements





Passion



Outcomes



Pledges



Principles



Practice

## Our Passion

To make North Somerset a truly great place for children and young people to thrive; where all have the best possible life and opportunities, including those who are vulnerable, disadvantaged, and/or have special educational or additional needs



## Our Purpose

Happy

Healthy

A Voice

Opportunities

## Our Pledges

1. We will intervene early with evidence-based, family-focused services

2. We will work in partnership to keep children in school

3. We will keep children and young people safe at home, healthy and connected to their local communities

# Our Practice Framework

- Focus on strength and relationship based practice in assessment, planning and recording
- Ongoing implementation of Signs of Safety
- Curiosity and openness
- Ambitious outcomes for children
- Whole system approach and commitment to continuous improvement
- Development of a high support, high challenge environment
- Development of defined lead roles for our Senior Social Workers

## Our Practice Standards

**Standard 1** – We will provide the Right Service at the Right Time through Early Identification, Assessment, Outcomes and Provision of support.

**Standard 2** – Our Assessments will be Child Centred, Proportionate, Holistic and Strengths Based.

**Standard 3** – Our children will be seen within the set timescales. Visits will be well planned and meaningful, ensuring the voice of the child and their lived experience is understood.

**Standard 4** – Our Plans for Children will evidence their current Needs, the Outcomes being sought and the Provision in place to achieve the outcomes and will be realistic and achievable.

**Standard 5** – We will ensure that Children's Plans are Reviewed within the set timescales and evidence Practice Standard 4.

**Standard 6** – We will ensure children, parents and the wider family network are actively involved in the Assessment, Planning and Support and, wherever possible, the family network is part of the solution with a focus on achieving the best outcomes for all children.

**Standard 7** – Our managers will ensure that assessment, planning and support for children is effective and timely. This will be achieved through a High Support, High Challenge culture, and purposeful supervision.

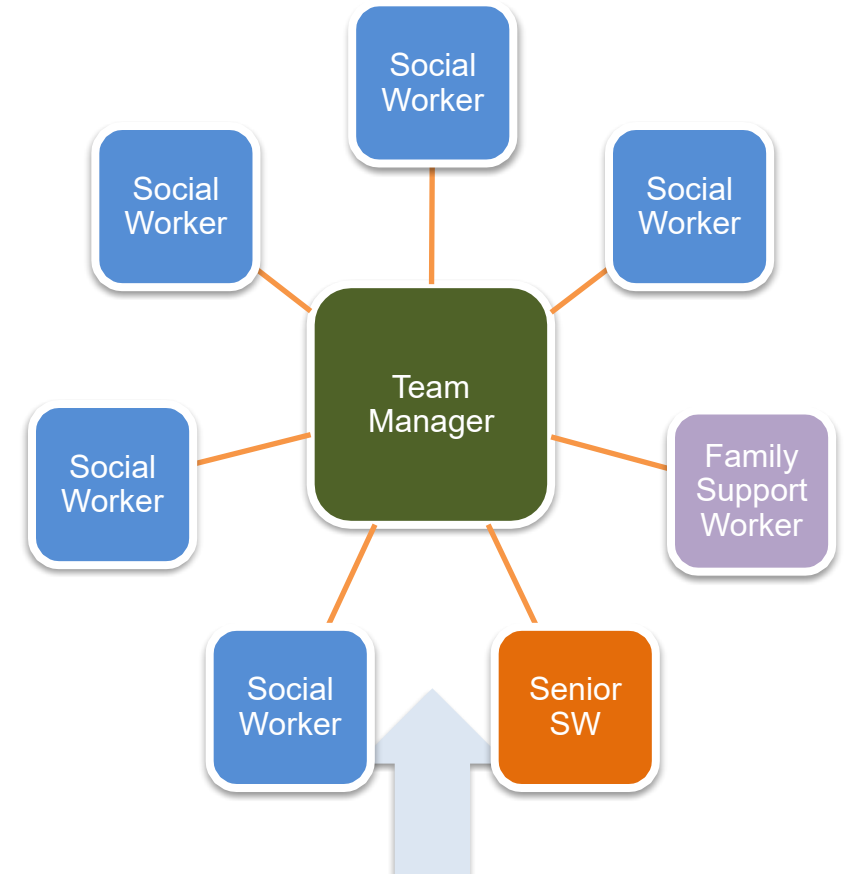
**Standard 8** – The information we record about a child, or their family will be accurate, up to date, accessible and meaningful.

**Standard 9** – Through resilience and clarity, our Leadership will set the direction, drive improved outcomes for children, build trusting relationships across the organisation and empower staff to be experts in their respective field.

**Standard 10** – Quality Assurance will be the bedrock of our Learning / No Blame culture to improve Outcomes for Children.



# Staffing Model, Support, and Development



Small teams to support management grip,  
reflective supervision, positive learning and  
team working





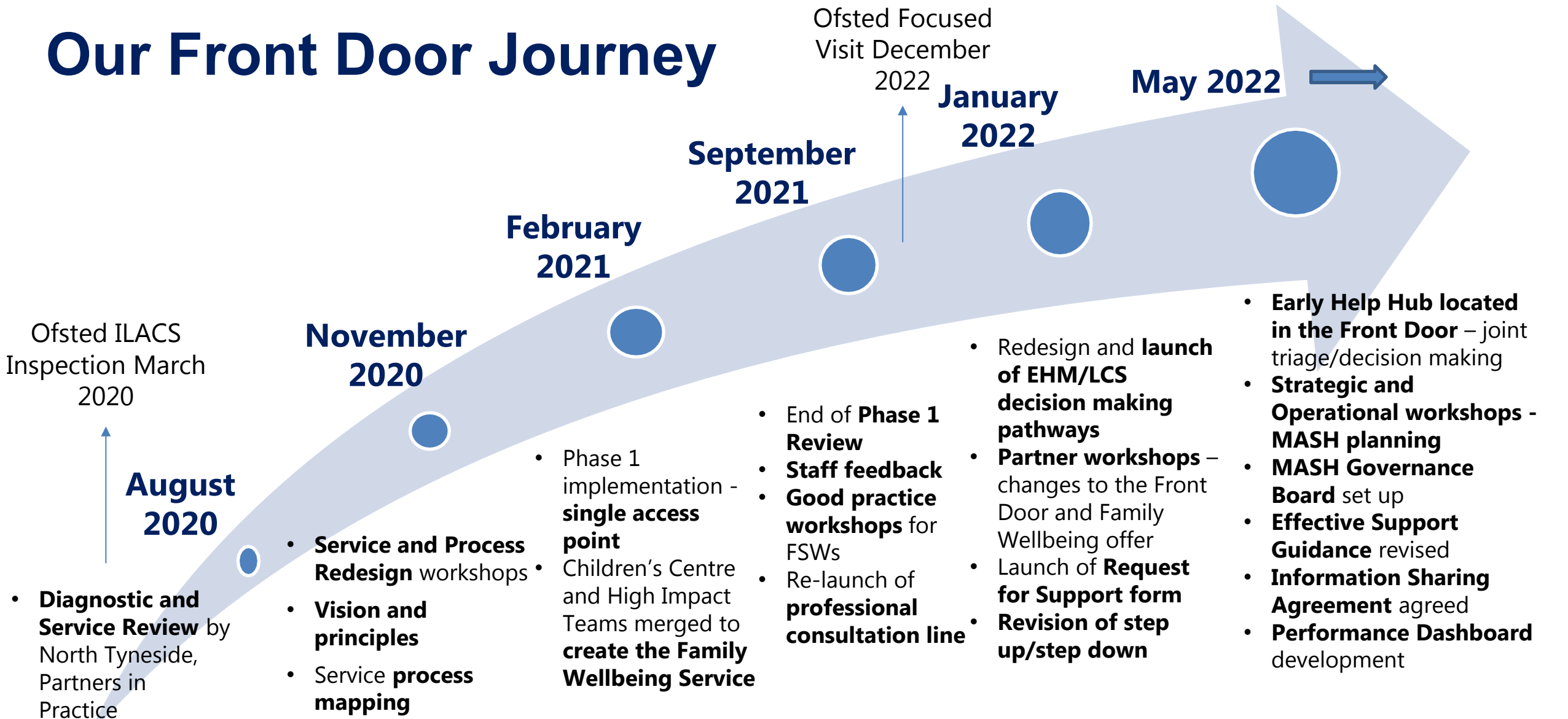
# Our Front Door Journey...

Our aims:

- To develop an integrated, multi-disciplinary service which supports timely decision making by a range of professionals, ensuring the Right Service at the Right Time and that children's needs are identified early
- To have shared clarity of model, pathways, systems and processes for all
- To quickly provide the right kind of help where and when it's most needed providing early access to professionals and experts meaning more children stay safe at home, healthy and connected to their local communities
- To support confident conversations, focused on needs not thresholds

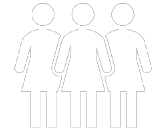


# Our Front Door Journey



# Our Early Help Offer

- **High-quality, flexible, responsive support** empowering positive parenting, building on **family strengths**
- **Age range for the Family Wellbeing Service extended** from 0-5 to 0-19 (25 for SEND) from 2021
- **Working with over 384 children** in family wellbeing which shows a steady increase, matched by a consistently low rate of referrals to CSC
- Flexible use of Turning the Tide to **support families at risk of breakdown**
- Family Support Workers located in the UK Resettlement Teams **offering a pro-active response**
- Family Support Workers completing **Missing Return Home Interviews** and offering **early intervention to prevent escalation**
- Alignment of the **referral pathway** for Children with Disabilities, Early Support & the Family Wellbeing Service.
- **Co-location** of health services and midwifery in all localities
- Plan in place to **develop Family Hubs**



# Responding to risk outside the family

## Child Exploitation

- **Exploitation Needs Assessment** completed
- North Somerset Safeguarding Children's Partnership (NSSCP) is in the process of **developing the Child Exploitation Strategy**
- Developing **more confident practice** when managing **extra-familial risk**, viewing parents as **partners in safeguarding**, and not using Child Protection processes inappropriately
- **Closer working relationships** with partner agencies to encourage a proportionate response, including a partnership learning event in June 2022
- **Successful Topaz CSE project** - in the process of expanding to include CCE
- VRU lead partnership working **addressing knife crime and County Lines** activity across the area
- Partnership **Day of Action** in June 2022 to raise awareness about exploitation in the community
- Partnership **training event** arranged for November 2022
- NSSCP **Contextual Safeguarding sub-group** established



# Responding to risk outside the family

## Missing Children

- **Missing Return Home Interviews** for children not in care located within the Family Wellbeing Service from January 2022 **supporting a timely and consistent response**
- Improving response to children missing Return Home Interviews – interviews accepted and completed
- Weekly Missing Children Meeting (multi agency) **enabling professional discussion** about the intervention, support, and actions required for children identified as high risk due to relationships and Child Exploitation
- **Early help** for children not currently supported by other services **to reduce the number of repeat missing episodes**
- Clear **case recording to evidence contact**, discussions and next steps on child's LCS/EHM record

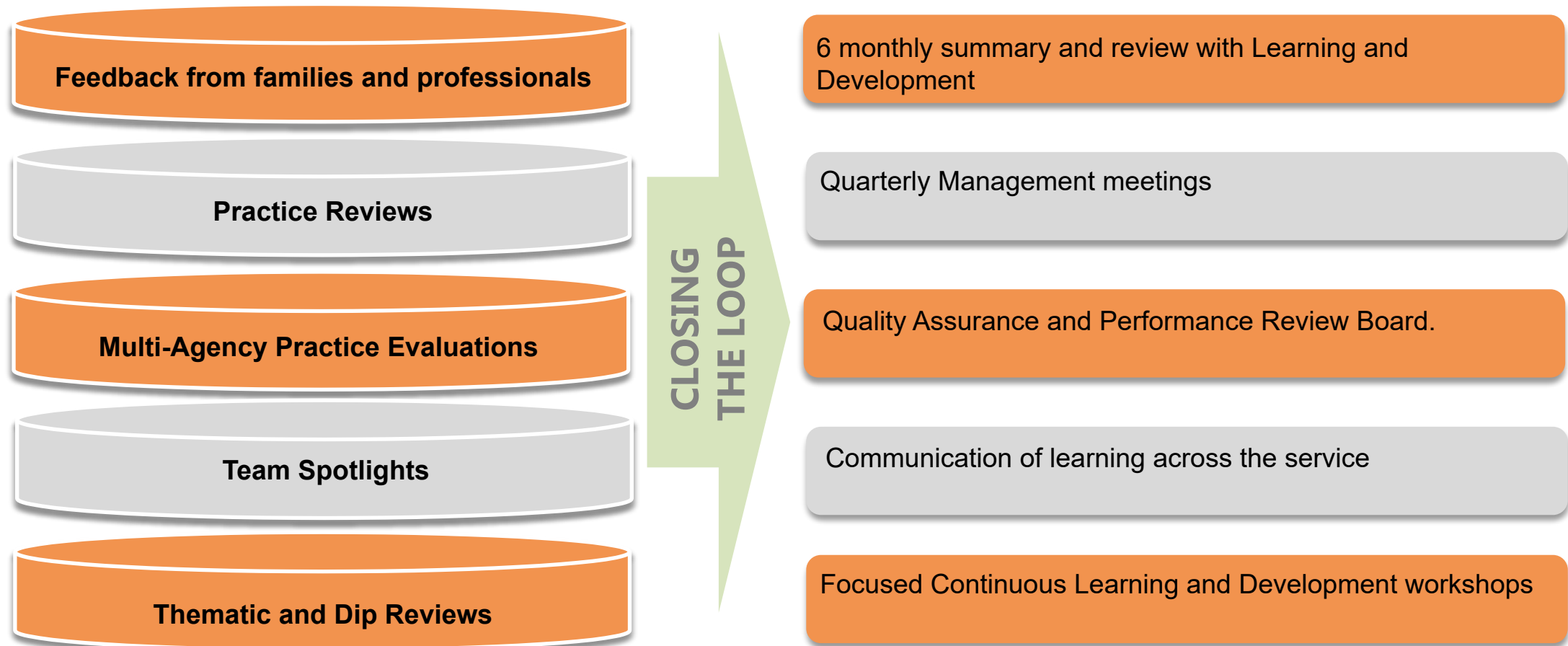


# Ensuring our foundations are in place...

- Launch of a **Practice Framework** – developed in consultation with the service
- Launch of a **Quality Assurance Framework** with a strengthened focus on quality of practice and impact. Workshops in progress to develop reviewer confidence and system consistency
- Refresh of the **Quality Assurance and Performance Board** – whole system approach
- Refreshed **Workforce Development Strategy** to support recruitment and retention
- Refreshed **Practice Standards**
- Refreshed **Supervision Policy and revised Supervision Record** for the child
- **Regular communication** – staff briefings, launch of monthly newsletter,
- **Re-launch of Care and Resource Panel** to ensure tighter senior management oversight of decision making
- Appointment of a **Young Director and Children's Participation Officer** to ensure the views of our children and young people are sought, understood, and inform service development



# Quality Assurance Framework



# What's working well?

- ✓ **Extensive Intensive Early Help Offer** – Family Wellbeing and the Youth Offending Service
- ✓ The Early Help Hub allows for **proportionate responses** to make sure children, young people and their families get the right help at the right time
- ✓ **Strong foundations in place and commitment** from the Front Door team and all involved partners to **'go live' with the MASH**
- ✓ Overall, staff report feeling **committed and well supported** and that there is a **strong sense of team**
- ✓ **Permanent recruitment** to vacant Head of Service and Team Manager posts and new ASYEs starting during September 2022
- ✓ Quality assurance has a **strengthened focus on practice and feedback**
- ✓ Need for **additional capacity/support identified and coming into place** – Service Improvement Lead, SLIP support from Wiltshire for QA, internal QA officer post and consultant to support permanence work
- ✓ **Improved Performance Information Systems** – Power BI Dashboards





# And finally, our next steps...

- ✓ Maintain a **relentless focus on continuous improvement** – launch of 'our fundamentals' at the Staff Conference September 2022
- ✓ Embed our **Practice Framework** including the **consistent use of Signs of Safety** with a common use of language
- ✓ Continue to **develop a strong and confident leadership team**
- ✓ **Embed Quality Assurance Framework** and processes including routine arrangements at the Front Door
- ✓ Strengthen our **focus on family and friends' networks**
- ✓ Further focus on **capturing the voice and views of children and families** on the quality and impact of the help they receive, using this to support our next steps
- ✓ **'Go live' with the MASH** during September/October 2022
- ✓ Continue to strengthen partnership working including **embedding Signs of Safety** with a common use of language across partners and **shared performance metrics**
- ✓ Move the responsibility for **managing strategy meetings** into the Front Door
- ✓ **Strengthen the strategic and operational partnership response** to children being exploited and missing

