

EARLY HELP SUPPORTING FAMILIES

Walsall Early Help Multi-Agency Partnership Supporting Families Early Help Approach, Priority Needs & Outcome Framework

Practitioners Guide
2022-2025



Our Aim

The Early Help practitioners guide aims to explain how early help works in Walsall, it is a guide for any practitioner working with children, young people and their families across the borough, including education, health, children's services, youth justice, housing, DWP, Police, voluntary and community services etc.

The guidance sets out how:

1. We as a partnership will identify families that might need support, what support they need and at what level the support can be provided.
2. We will work within the refreshed priority need categories, as per the Supporting Families Programme 2022 to 2025, which helps identify family's needs and generate an effective family support plan.
3. We will know and evidence what good outcome for families 'looks like' and how these positive outcomes are sustainable and ambitious.

Who is responsible for supporting children, young people and their families?

We are all responsible for supporting children, young people and their families, we are all part of the 'Walsall Early Help Partnership'.

Working together to support families, providing 'effective whole family support' we know eradicates silo working, prevents children and young people entering the care system and/or escalating into statutory services, increases their chances to have a 'good' life, reduces the likelihood of involvement in crime and helps families into work, thrive, build resilience and have an ambitious future.

Supporting Families Programme 2022 to 2025

The Government Department for Levelling Up, Housing & Communities (DLUHC) Supporting Families Programme Guidance 2022 to 2025 launched in 2021 aims to build the resilience of vulnerable families and to drive system change so that every area has joined up, efficient local services which are able to identify families in need and provide the right support at the right time. The DLUHC have recently reviewed the key categories of support that can provide targeted interventions for families with complex interconnected problems. The following sets out this 10 area's introduced.

1. Education

Children and young people who are not getting a **good education** or children and young people with **un-met SEN needs**.

2. Early Years

Parents/carers expecting or have children 0-5 yrs of age in need of additional early year's support to ensure **development, attachment, health, communication** and overall good early years' experience.

3. Health

Parents/carers, children, young people with a range of **mental and / or physical health needs**.

4. Drugs and/or Alcohol

Parents/carers/young people with a **drug or alcohol problems**.

5. Family Relationships

Parents/carers in frequent, intense or poorly resolved **parental conflict**, families with wider **conflict & relationship issues**.

6. Abuse & Exploitation

Children and young people who are at risk of **abuse and harm**, including **neglect, risk of exploitation, radicalisation, peer to peer harm** and **abuse**.

7. Crime prevention and tackling crime

Parents/carers, children, young people involved in or at risk of involvement in **crime** or **anti-social behaviour**.

8. Domestic Abuse

Families affected by Domestic Abuse or **interpersonal violence**.

9. Secure Housing

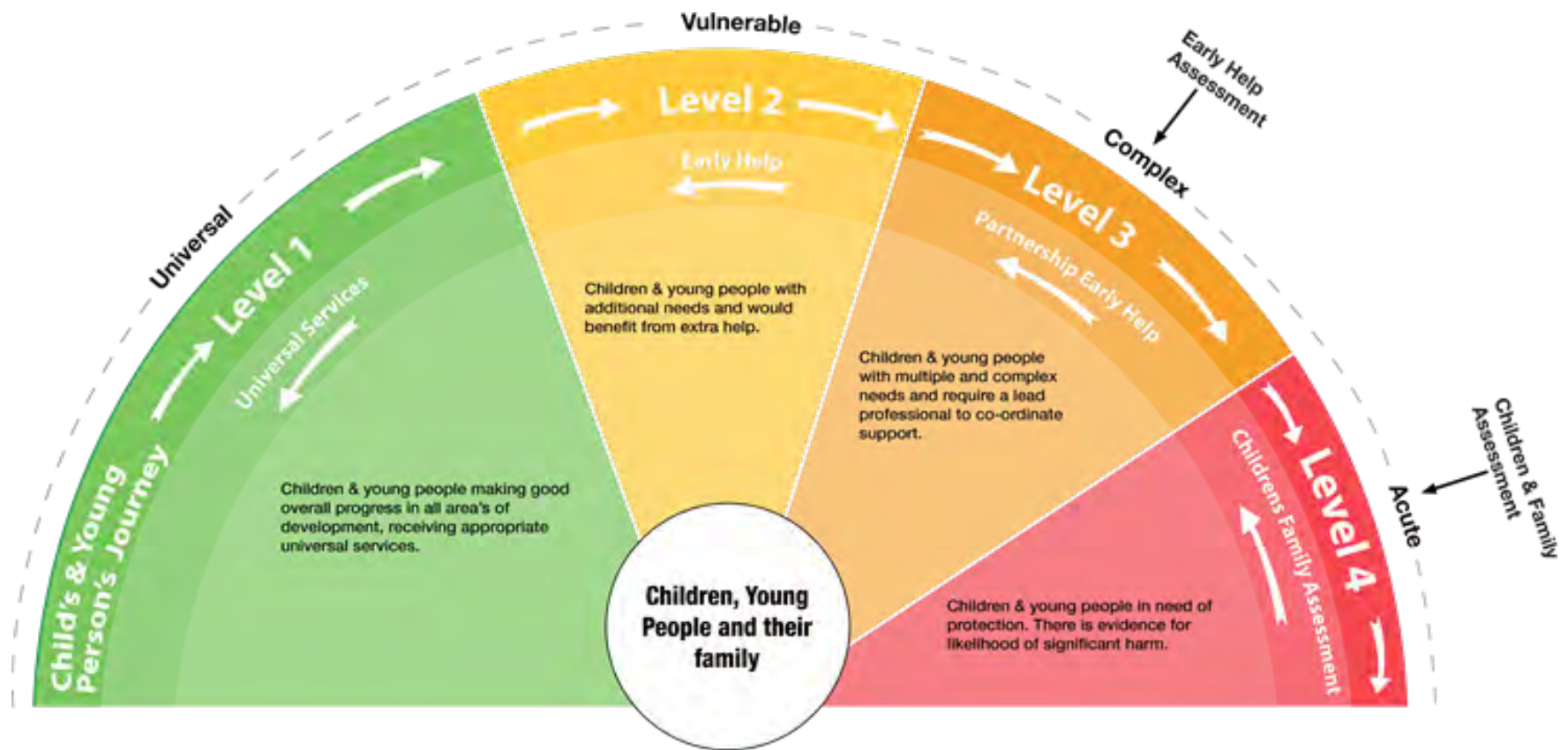
Families experiencing or at risk, **homelessness** or families and young people not in **suitable or sustainable housing**.

10. Financial stability

Families struggling financially, concerns around poverty, and/ or parents/carers, young people not in either education or employment.

Priority needs categories

We have adopted the Government Supporting Families (**Supporting Families Programme Guidance 2022 to 2025**) 10 priority need categories to help us all identify the areas of support that families need which are:



Families can be supported at any stage of need and with any of the priority categories above, as set out in the **Right Help Right Time** and shown in the continuum of need diagram below:

Early Help Practice Model & Approach

The Early Help Partnership has been working with children, young people their families and a range of key partners as part of an Early Help review and have, in collaboration agreed the practice model and approach:

What children, young people, parents, carers and practitioners told us:

1. Quote: “don’t make me tell my story more than once”

Bespoke: One Family, One Plan, One Lead Professional: so we will, where possible reduce the number of professionals involved with the family and identify a ‘lead professional’ to act as the main contact for the family and to co-ordinate the family plan of support,

2. Quote “take some time to get to know me”

Relationships: so we will, ensure we give families time and together explore and focus on strengths within a family as well as the needs. We will be respectful, and build trust with our families and work together ‘with’ families in a restorative way

3. Quote “talk to me and help me understand how you will help me and my children”

Outcome focuses: so we will, talk and plan together, have agreed goals with our families, with a priority and focus on building the foundations for long term improvements

4. Quote “how are you going to make me feel more able to start making changes, and keep making them and being able to cope?”

Resilient: so we will ensure the support provided builds mental, social, emotional and physical resilience within the family and work with colleagues from the Black Country Mental Health Trust to improve our support

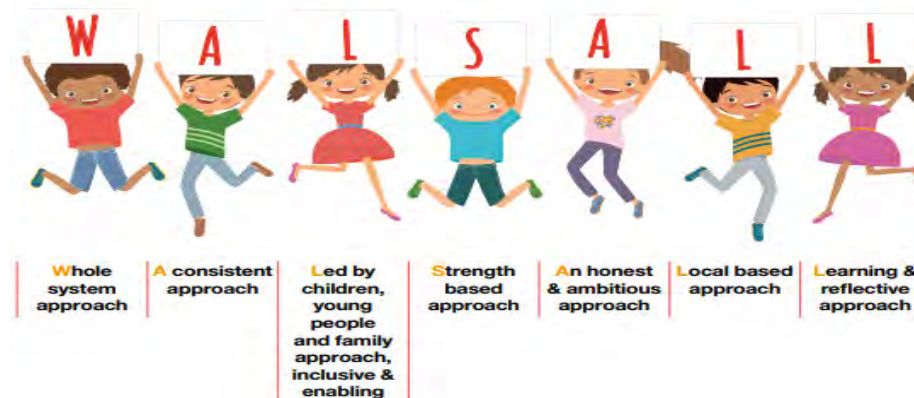
5. Quote “ thank you, you’re the only one that helped me, if it wasn’t for you I would not have finished my education”

Ambitious: so we will ensure the whole family are supported to thrive and are ambitious for their future

6. Quote “it was a positive meeting today with mom and child. I saw mom at the end of the day who was quite emotional with relief”

Positive: so we will make sure we listen, get children, young people and their families feedback and continually work together to improve services, ensure all support practice improvement and are central to co-production of future development of the Early Help model

The Early Help WALSALL Approach - ‘It’s all of our responsibility’



Early Help Assessment

The Early Help Assessment (EHA) is set out purposely following the 10 priority need categories on page 3, this enable's the family and for you as a practitioner supporting and working with the family to be clear on the support needed and help focus the Family Plan.

The EHA has been developed in partnership and can be used at any stage within the continuum of need to help identify, agree and provide support. It is a strength based approach that looks at what's going well within the family life and how the family want to achieve over the coming months.

Early Help Family Plan

The Family Plan is also set out purposely following the 10 priority need categories on page 3, this enables the family and you as a practitioner to be clear on the areas of support needed, what support will be provided, in what order or prioritisation, by whom and the outcomes you are all looking to achieve.

Remember both the EHA and Family Plan can be used at any stage within Early Help support (level 2 and level 3 as set out in the continuum of need)

Team around the Family

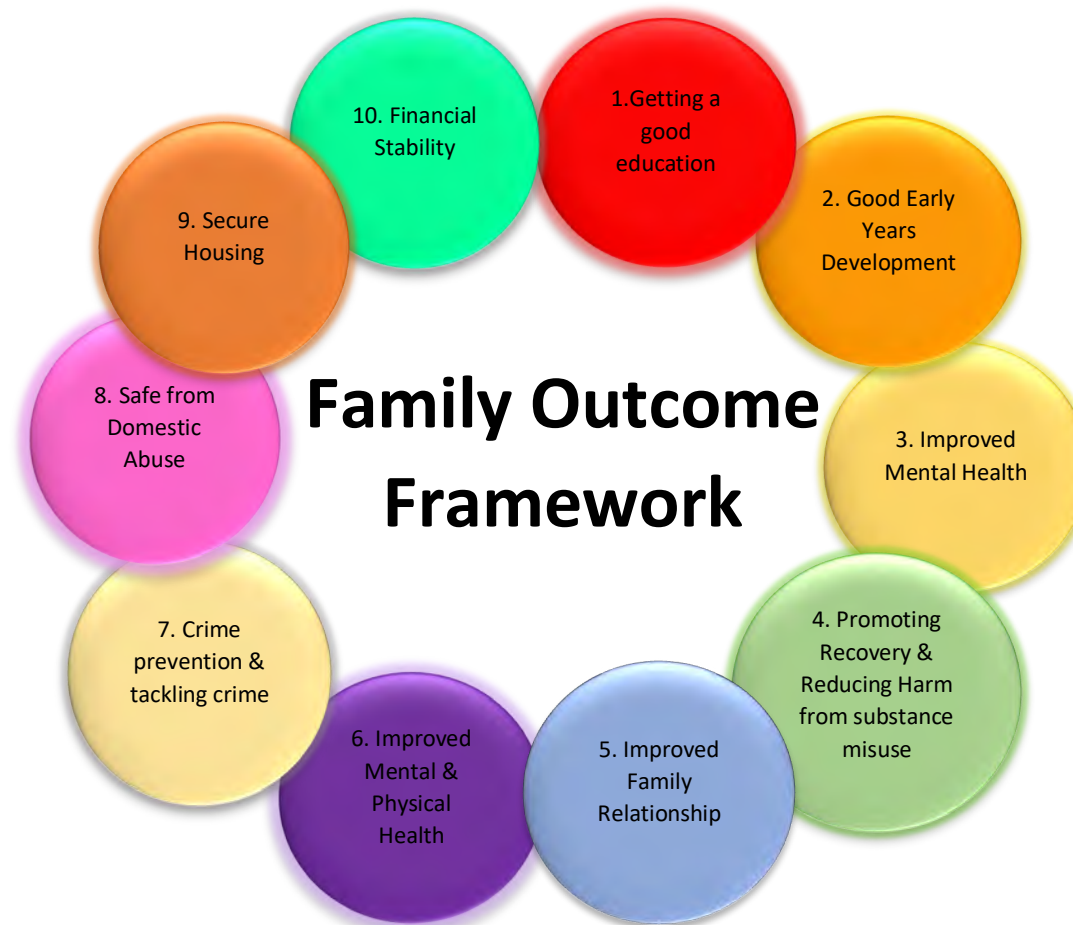
Where a family For the multi-agency (level 3) team around the family approach to be provided there must be evidence that the family require support in

at least 3 of the priority categories, this is in line with the Supporting Families guidance, it is also recognised that other agency services are available for families where one or two needs are identified and able to support as part of the earlier support opportunities, preventing escalation, where possible.

If you have been supporting a child, young person and their family however feel that a multi-agency team around the family approach is needed you will need to follow the **Step Up/Step Down** completing an EHA to show the needs agreed by the family.

Outcome Framework

The outcome framework describes what we think would be a positive outcome for the families receiving help and support from the partnership, framed against each of the 10 priority need categories.



The following sections describe the priorities, the type of needs that will have been identified with the family, the outcomes we are looking for, whilst working with and supporting the family along with the set of evidence measures that we must include in the closure to Early Help.

Priority 1: Education Getting a good education	Family needs identified as ...	Support and outcomes for families	Evidence measures 'Getting a good education'
<p>Children and young people who are not getting a good education or children and young people with un-met SEN needs</p>	<p>Child/young person has an average of less than 90% attendance (inclusion of authorised absence is optional) for 2 consecutive terms</p> <p>OR</p> <p>Child/young person average of less than 50% attendance unauthorised and authorised for 2 consecutive terms</p> <p>OR</p> <p>Not able to participate and engage with education due to motivation, emotional regulation and behaviour difficulties, risk of, or subject to, exclusions, concerns around suitability of Elective Home Education, child/young person is off-roll and not receiving an education otherwise, risk of NEET</p> <p>Child's special educational needs not being met</p>	<p>Attendance of all children and young people in the family sustained with average attendance 90% or above</p> <p>OR</p> <p>Sustained improvement for all children and young people from very poor attendance with at least 30% improvement in attendance with a minimum of 50% average attendance over 2 consecutive terms</p> <p>Improved engagement with education (e.g. Pupil no longer on report, reduction in exclusions/no detentions over 2 consecutive terms)</p> <p>Family happy that special educational needs being met, and school / early years settings are providing adequate support.</p> <p>Where a child is electively home educated this has been reviewed as part of the early help support and the Specialist EHE practitioner has signed off as being suitably educated</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • All children and young people on school roll (start date and provision report) • Attendance figures from school data shows % increase of attendance • School data shows reduction in exclusions • Clear step-down plan to single agency or universal services • EHE oversight detailed and consideration of child/young person's education clear • Families' 'cycle of change'/outcome star improvement • Families' feedback evidence resilience/ambition and problem-solving techniques • Child's behaviour significantly improved and no further concerns around education • EHCP in place where appropriate, or SEND support in place with suitable package of support being provided

Priority 2: Early Years	Family needs identified as ...	Outcomes for families	Evidence measures 'Good early years development'
<p>Parents/carers expecting or have children 0-5 yrs of age in need of additional early year's support to ensure development, attachment, health, communication, and overall good early years' experience</p>	<p>Expectant or new parent/carers who require additional or specialist support e.g. young parents, parents who have been in care, parents with learning needs.</p> <p>Child's (0-5 yrs) physical health needs not met e.g. immunisations not up to date, concerning accidental injuries, dental hygiene.</p> <p>Child's (0-5 yrs) developmental needs not being met e.g. communication skills/speech and language, problem-solving, school readiness, personal, social and emotional development.</p>	<p>Families are engaged with appropriate support that can be seen to be making a difference; capacity for positive, effective parenting increased and they are accessing and engaging with services.</p> <p>Child's physical health needs met, appointments being attended and immunisations up to date.</p> <p>Better awareness of home safety and accident prevention.</p> <p>Child's developmental needs are being met, allowing them to make progress at a pace that is suitable for them AND/OR</p> <p>Child has the right support in place to make progress.</p> <p>Children in suitable Early Year's settings and taking up the 2, 3,4 year offer.</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Update from health colleagues, GP's, health visitors, dentist, midwives, speech & language, CDC etc indicating no further concerns. • Evidence of Vulnerable Parents Pathway being followed • Support from Teenage Parents Service • Evidence of intervention and impact such as Look, Say, Sing, Play and/ or First Words Together • Delivery and impact of relevant parenting programmes with impact • Sign up and attendance at early Years provision ie 2, 3, 4 year old pre-learning • Families' feedback shows resilience/ambition and problem-solving techniques • Families' cycle of change'/outcome star improvement • Health issues managed , reduction in children presenting with health issues such as tooth decay, obesity etc. • Increase in parents expecting/new born with antenatal and post-natal services

Priority 3: Health	Family needs identified as ...	Outcomes for families	Evidence measures 'Improved mental & physical health'
<p>Parents/carers, children, young people with a range of mental and /or physical health needs</p>	<p>Baby/child/young person needs support with their mental health.</p> <p>Adult needs support with their mental health.</p> <p>Child, young person and/or parent/carer require support with learning disabilities, neurodiversity conditions and/or physical health needs that affect the family e.g. long-standing health conditions requiring management, physical disabilities requiring adaptations.</p>	<p>The baby/child's/young person's mental health and/or wellbeing has improved AND the family/parents/carers feel better equipped to manage their children's mental health and well-being.</p> <p>AND/OR</p> <p>Early attachment relationships are improved/parents feel bonded to baby.</p> <p>The adult's mental health and/or wellbeing has improved</p> <p>AND the family/parents/carers feel better equipped to manage the adult's mental health and well-being.</p> <p>Physical health needs are being well-managed and family have sufficient / the right support in place.</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Update from health colleagues i.e. CAMHS, Heath Visitors, School Nurses, GP's etc. • Diagnosis and support received/in place • Necessary adaptations have been made/in place via home assessment • Adults, children, young people receiving and benefitting from appropriate support. • Appropriate medication prescribed and being taken (if relevant). • Families' cycle of change'/outcome star improvement • Families' feedback shows resilience/ambition and problem-solving techniques

Priority 4: Drugs & Alcohol	Family needs identified as...	Outcomes for families	Evidence measures 'Improved mental & physical health'
Parents/carers/young people with a drug or alcohol problem	<p>An adult has a drug and/or alcohol problem</p> <p>A child/young person has a drug and/or alcohol problem</p>	<p>Adult reducing / abstaining from substance use (as measured by rescreening)</p> <p>AND</p> <p>Adult better equipped to manage the substance use. Adult understands the risk / impact of the substance use on the family or child/ren and is able to promote safety and implement actions to reduce harm.</p> <p>AND</p> <p>Assessment undertaken with child/family to determine impact of substance misuse upon child/young person and child/young person is benefitting from appropriate support (e.g., whole-family substance misuse work, affected-by service, young carers service, appropriate therapeutic support)</p> <p>Child reducing / abstaining from substance use</p> <p>AND</p> <p>Family / Child better equipped to manage the substance use and find alternative coping strategies, and understands risk / impact of substance use</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Feedback from Drug & Alcohol service • Adults engaging with appropriate level of support and completed specialist treatment • Evidence of whole family interventions and support • Evidence of adult implementing strategies to improve outcomes for child/young person • Drug tests clear • Child/young person engaging with and benefitting from appropriate level of support and completing specialist treatment, if necessary • Families' feedback demonstrates resilience/ambition and problem-solving techniques • Families' cycle of change'/outcome star improvement

Priority 5: Family Relationships	Family needs identified as ...	Outcomes for families	Evidence measures 'Improving family relationships'
Parents/carers in frequent, intense or poorly resolved parental conflict , families with wider conflict & relationship issues	<p>Parent / carers require parenting support</p> <p>Harmful levels of parental conflict i.e. when it is frequent, intense or poorly resolved</p> <p>Child / young person violent or abusive in the home (to parents/ carers or siblings)</p> <p>Unsupported young carer or caring circumstances changed requiring additional support</p>	<p>Parent / carer demonstrates improved, positive parenting e.g. improved parent / child interactions; positive attachment etc.</p> <p>No harmful parental conflict and improved family relationship</p> <p>AND</p> <p>Parents /carers understand the impact of the conflict on the children</p> <p>No harmful child/young person to adult or sibling abuse AND child/young person is better equipped to understand behaviours, develop coping mechanisms and self-manage.</p> <p>AND</p> <p>Parent/carers better equipped to manage child/young person's behaviour and relationship improved</p> <p>Unsupported young carer now supported, including with change in caring circumstances and fully Young Carers Assessment completed</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Completed evidence-based parenting course with evidence of parents implementing those strategies and improved outcomes • Parents/carers accessing and benefiting from relationship support • Evidence of reducing parental conflict tools being implemented • Child/young person has received appropriate therapeutic support • Family successfully complete specialist child to parent abuse parenting course (or specialist course for children with SEND), and / or received therapeutic support • Young Carers Assessment and relevant support in place • Families' feedback demonstrates resilience/ambition and problem-solving techniques • Families' cycle of change'/outcome star improvement

Priority 6: Abuse & Exploitation	Family needs identified as ...	Outcomes for families	Evidence measures 'Children & young people safe from abuse & exploitation'
<p>Children and young people who are at risk of abuse and harm, including neglect, risk of exploitation, radicalisation, peer to peer harm and abuse</p>	<p>Emotional, physical, sexual abuse or neglect, historic or current, within the household.</p> <p>Child/young person going missing from home.</p> <p>Child/young person identified as at risk of, or experiencing, sexual exploitation.</p> <p>Child/young person experiencing harm outside of the family e.g. peer to peer abuse, bullying, online harassment, sexual harassment/offences.</p> <p>Child/young person identified as at risk of, or being affected by, radicalisation.</p>	<p>Child/young person not experiencing criminal or pre-criminal exploitation AND child/young person has been supported following criminal exploitation.</p> <p>Child/young person no longer experiencing harm AND child/young person confident in reporting and being taken seriously.</p> <p>Partners worked alongside child/family to develop strategies and support them to cope with, and respond to, abuse / harm outside of the home and to keep themselves safe.</p> <p>Child/young person not affected by radicalisation AND child/young person has engaged with, and benefitted from, relevant support AND Partners worked alongside child/family to manage or reduce risk.</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • No further police or school concerns. • Tracked improvement to outcomes connected to parents/carers. • No further missing episodes prior to closure. • Improved take up on self-help and online offer. • Sign up and attendance to bespoke projects i.e. CARE • Families' 'cycle of change'/outcome star improvement. • Families' feedback shows resilience/ambition and problem-solving techniques. • Reduced risk of teenage pregnancy.

Priority 7: Crime prevention and tackling crime	Family needs identified as ...	Outcomes for families	Evidence measures 'Crime prevention & tackling crime'
<p>Parents/carers, children, young people involved in or at risk of involvement in crime or anti-social behaviour</p>	<p>Adult (18+) involved in crime and/or ASB (at least one offence/arrest/named as a suspect/ASB incident) in the last 12 months.</p> <p>OR</p> <p>Young person (U18) at risk of crime – including gangs, serious violence and weapons carrying, or involved in harmful risk-taking behaviour.</p> <p>OR</p> <p>Young person (U18) involved in crime and/or ASB (at least one offence/arrest/named as a suspect/ASB Incident) in the last 12 months.</p>	<p>Adults (18+) no longer involved in crime.</p> <p>OR</p> <p>Adult (18+) where criminal incidents were significant (8 plus within 12-month period) these have reduced by at least 50%.</p> <p>OR</p> <p>All children/young people no longer involved in crime or anti-social behaviour.</p> <p>OR</p> <p>Where criminal activity was severe (5 or more within 12-month period) these have reduced by at least 50%.</p> <p>AND</p> <p>Children/young people supported to better manage risks of becoming involved with crime, through accessing relevant services and fully engaging in this process.</p>	<p>Early Help Assessment, plan, review and closure record should include:</p> <ul style="list-style-type: none"> • Information from Police evidences reduction in crimes committed by the family. • Information from Safer Partnerships, or Housing Providers shows reduction in ASB for the family unit. • Youth Offending information shows reduction in criminal activity and no siblings at risk of or have committed offences. • Families' 'cycle of change'/outcome star improvement journey • Families' feedback positive and shows resilience/ambition and problem-solving techniques. • School/education provider reports positive change.

Priority 8: Domestic Abuse	Family needs identified as ...	Outcomes for families	Evidence measures 'Safe from domestic abuse'
Families affected by Domestic Abuse or interpersonal violence	<p>Family affected by domestic abuse or inter-personal violence and abuse - historic, recent, current or at risk (victim).</p> <p>Adult in the family is a perpetrator of domestic abuse.</p> <p>Child currently or historically affected by domestic abuse.</p>	<p>Domestic abuse has stopped AND victim has a clear safety plan in place and knows how to seek help</p> <p>OR</p> <p>Victim has received (or is receiving) appropriate support.</p> <p>Domestic abuse has stopped AND Perpetrator understands crime, and impact on the victim(s) (including children) and is engaging with perpetrator support.</p> <p>Domestic abuse has stopped AND child/young person feels safe at home.</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • No incidents of domestic abuse in the month prior to closure AND • DASH risk assessment evidences reduction of risk • Family have engaged with locality Early Help Domestic Abuse Practitioners • Child/young person engaged in specialist/therapeutic support • Where possible perpetrator engaged in specialist programme • Families' cycle of change'/outcome star improvement • Families' feedback positiv

Priority 9: Secure Housing	Family needs identified as ...	Outcomes for families	Evidence measures 'Secure housing'
<p>Families experiencing or at risk, homelessness or families and young people not in suitable or sustainable housing</p>	<p>Families who are in local authority temporary accommodation and are at risk of losing this</p> <p>Families not in suitable, sustainable housing and/or threatened with eviction /at risk of homelessness.</p> <p>Young people aged 16/17 at risk of, or who have been, excluded from the family home.</p>	<p>Family no longer at risk of losing temporary accommodation and have sustained temporary accommodation for 6 months or have moved into settled housing.</p> <p>Family no longer at risk of eviction* and/ or in suitable and sustainable housing for 6 months.</p> <p>*Notice not served or withdrawn; or (for social housing tenants) have a suspended possession order and have sustained the accommodation for 6+ months.</p> <p>Young person no longer at risk of homelessness – remains with or is returned to family or wider family network with support available for 6 months.</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Positive update from homeless team • Housing provider feedback • Families' cycle of change/outcome star improvement • Young people in supported/suitable housing • Evidence of Housing/CSC joint protocol for 16/17-year-olds at risk of homelessness • Family feedback positive

Priority 10: Financial stability	Family needs identified as ...	Outcomes for families	Evidence measures 'Financial stability'
<p>Families struggling financially, concerns around poverty, and/or parents/carers, young people not in either education or employment.</p>	<p>Adult in the family is unemployed.</p> <p>Family require support with their finances and / or have unmanageable debt (e.g., rent arrears).</p> <p>Young person is NEET.</p>	<p>Adult is in work OR</p> <p>Adult has made progress to work e.g. gained a qualification, completed training, volunteering, is attending job interviews</p> <p>Support/mentoring for adults and young people to attend and prepare for interviews</p> <p>Family feels able to manage their finances AND/OR debt is being managed or has been resolved</p> <p>Young person is in education, employment or training</p>	<p>Early Help closure record/evidence should include:</p> <ul style="list-style-type: none"> • Feedback form Early Help DWP Practitioner and/or debt practitioner, income maximised and/or adults now in training /work. • Feedback from housing provider. • Evidence of debt management and impact. • Involvement of the Employment and skills team and positive outcome for family. • Evidence and feedback from relevant college/provider that young people engaged with employment support/ activities. • Evidence that young people attending higher education or apprenticeship. • Families' feedback evidences resilience/ambition and problem solving techniques • Families' cycle of change'/outcome star improvement

Glossary of terms:

Within the outcome framework evidence measures there are a few that say 'and/or' this is explained as follows:

OR/AND	You can have either piece of evidence or both
OR	You can have either piece of evidence, which is normally only used when each piece of evidence is mutually exclusive
AND	You must have both pieces of evidence
OPTIONAL AND	You can add this piece of evidence if you would like/feel it is useful, but you must have the other listed evidence
If the outcome is written in the box	This is the evidence you must use and there is no choice to make
Additional data/ evidence column	You can use this to document any additional sources you intend to use. These must be additional to the required sources within this framework.

Definitions within the outcome framework

Family Need	What the family requires support with, as identified by practitioner or self-referral by person/family	These are pre-determined and will be the same for every LA. These are the eligibility criteria for Supporting Families.
Data Source	The mechanism used to identify and evidence this need in a family.	Included here are suggested data sources, but LAs will have flexibility in places to input their own.
Outcome	The high – level outcome practitioners are aiming to achieve with families with the associated need.	These are pre-determined and will be the same for every LA. These outcomes must be achieved and sustained with families before LAs can report to us on the outcome, and (for the majority) receive PbR funding. Some of the indicators suggest multiple outcomes should be achieved before success can be reported. These are indicated using 'And'.
Evidence	How practitioners measure progress and evidence that the outcome has been achieved	Included here are suggested evidence sources, but LAs will have flexibility in places to input their own.

Child/young person	Within the realms of Early Help, unless specified otherwise a child/young person is someone aged under 18
Child missing education	The Department for Education's definition of children missing education are 'children of compulsory school age who are not on a school roll and who are not receiving suitable education otherwise than at a school'
EHA	Early Help Assessment
Early Help Plan	Team around the family plan

