

Scrutiny Review on the Early Intervention Service

26th September 2012

Working for you



OXFORDSHIRE
COUNTY COUNCIL
www.oxfordshire.gov.uk

Vision

Early Intervention Service (EIS) Vision

Our aim is to support children, young people and families to reach their full potential and improve their life chances by providing accessible services that target the most vulnerable.

The Early Intervention Service will do this by:

- targeting vulnerable communities and children, young people and families with additional and complex needs, aged pre-birth – 19 years and up to 25 years for young people with Special Educational Needs and care leavers;
- working holistically and intervening early to assist family members to develop skills and resilience to resolve existing concerns;
- working with our community partner agencies to ensure we develop integrated, inclusive solutions taking into account local strengths and local needs identified by children, young people and their families
- delivering high quality, responsive support through specialist central services, our seven hubs, seven satellites and forty-four Children's Centres to improve outcomes for children, young people and families



Core Offer

Early Intervention Service (EIS) Core Offer

Diverse and flexible support to children young people and families covering wide- ranging issues which can impact upon family life. This may include:

- Direct work with children, young people and their families in their home and/or alternative community setting using evidence based interventions e.g. solution focused cognitive behavioural Webster Stratton approaches. This could be on an individual or group basis
- Open access and targeted sessions in both the hubs and the satellites for young people to respond to the needs of the area
- Community outreach work which responds to the needs of the area
- Acting as lead professional where appropriate for some children, young people and their families
- Delivery in conjunction with children centres and partners of evidence based parenting programmes
- Diversion activities and assessments to prevent young people entering the youth justice system
- Restorative practice which focuses on the needs of victims and offenders offering support to the victims of crime and encouraging offenders to take responsibilities for their actions.
- Provision of professional counselling
- Provision of mentoring and coaching
- Access to employment, education and training opportunities



Referral Pathways

- Consultation Advice Line: Monday to Friday 9-5
- Single request for service – building on Common Assessment Framework (CAF)/Team Around Child / Family (TAC/TAF) processes
- Multi-disciplinary allocation meetings
- Referrals from a range of partner agencies and service-users



Partnerships

- Comprehensive Handbook in place for Pathways across wide range of service e.g. Children's Social Care, Youth Offending Service, Child and Adolescent Mental Health Service, Young Carers, Health, Police
- Local partnership arrangements through area based Hub Partnerships, county wide Steering Group
- Increased multi-agency input into Allocation Meetings on an area basis
- Regular Strategic and Operational Meetings with Children's Social Care Management and Thriving Families
- On-going strategic liaison with Health Management and Police



Workflow

Performance at July 31st 2012 for September 2011 -> End July 2012

- 2,217 children and young people referred (request for service)
- 58% - male; 42% female
- 82% White British
- 67% of referrals have Special Educational Needs (20% of population at any one time have SEN)
- 43% of secondary school age ; 29% under 10; 20% 16-19 years old
- Highest number of core offers is for direct work with children and young people @ 37%
- Highest presenting issue for Children & Young People (C&YP) is attendance/absenteeism @ 11%; for parents is emotional/mental health @ 19%; for families is family breakdown @ 46%
- No of allocated cases at high risk of entering Children Social Care is 8%; at minimal risk is 17% of referral from Children Education Families 22%; schools 52%; health 7%; Child/parent 7%; other 10%
- Highest Key Performance Indicator linked to activity – reduce C&YP in need @ 29%
- 3,986 young people have attended open access sessions



Targeted Interventions

A joined up approach to supporting families and communities through targeted evidence based programmes

- Partnerships with schools – range of targeted community programmes:
 - Transitional work, mediation/restorative practice, play therapy , art therapy
- Parenting Programmes – e.g. Webster Stratton; Strengthening Families
- Passport Day for access to colleges and university
- Youth session at Army Barracks leading to increased opportunities for access to Early Intervention by service families
- Phoenix Project partnership with Fire & Rescue Service focusing on persistent absence and exclusion
- Resilience work through story telling in targeted school for children who have experienced / witnessed domestic abuse
- Joint work with riverside Centre and Mini-Woods Project for self-esteem, positive behaviour, new experiences at targeted schools
- Bodyzone



Key Performance Indicators Impact

Key Performance Indicators										
Year	Persistent Absence rate - Primary	Persistent Absence rate - Secondary	Permanent Exclusions - overall	Fixed term exclusions - overall	Young People in NEET	Rate of 1st time entrants to criminal justice	No. of young carers supported	LAC Overall Absence	LAC Persistent Absence	LAC Permanent Exclusions
2011/12	2.9%	7.8%	30	3122	5.5%	246.3	158	5.70%	11.70%	0%
2010/11	3.3%	8.8%	36	3989	5.9%	419.6	na	5.4%	7.3%	0%
2010/11 national	3.9%	8.4%			6.9%	Awaiting data	na	5.5%	6.5%	0.3%
NB Using 15% definition for all persistent absence rates										
2011/12 Provisional data as of end July										



Quality Assurance

- Quality Assurance Framework in place – 1st report due end September
- Health and Safety audits undertaken / planned in all hubs – all good or excellent to date
- Internal audit on Data and Performance Management August 2012 – Acceptable and no management actions
- Positive audit at one hub on all Performance, Financial and Governance arrangements
- Sounding Board on EIS held in July 2012



Participation and Feedback

**Sounding Board feedback on 20 Children and young People aged
8-20 July 2012**

What are we getting right in the Hubs?

- “The hubs understand young people and how they are feeling”
- “It has got bigger and better and we meet new people”
- “I’m happy to see the Youth Club open again”
- “Good support from different services and 1:1 support”
- “Lots of good activities, includes cooking, football etc.”
- “Good communication between everyone internally and externally”
- “There are more opportunities and volunteers”
- “Socials are regular and aimed at young people”



Participation and Feedback

The Top Things C&YP Said they Wanted

- The same menu of activities going on in all the Hubs
- Better information – “there’s a lot going on in hubs, but not everyone knows about it”
- Revision of language used – “words like ‘vulnerable’ exclude lots of young people”
- Consistent staffing – “workers change too much”
- More involvement in decision making e.g. setting sanctions



Key Actions for 2012-13

- Agree service wide development plan and priorities
- Ensure consistency of approach whilst allowing for local difference
- Integration of Early Intervention Service with Thriving Families Programme
- Review overall alignment with Children's Social Care
- Integrate wider Early Intervention initiatives to service e.g. National Citizenship Service, Skills Training UK, Young Addaction
- Consolidation of partnerships with wider services e.g., health, schools, voluntary sector, police
- Improve local participation arrangements
- Workforce and Skills Development

