

Wirral Children's Trust: Targeted Services 26th March 2013

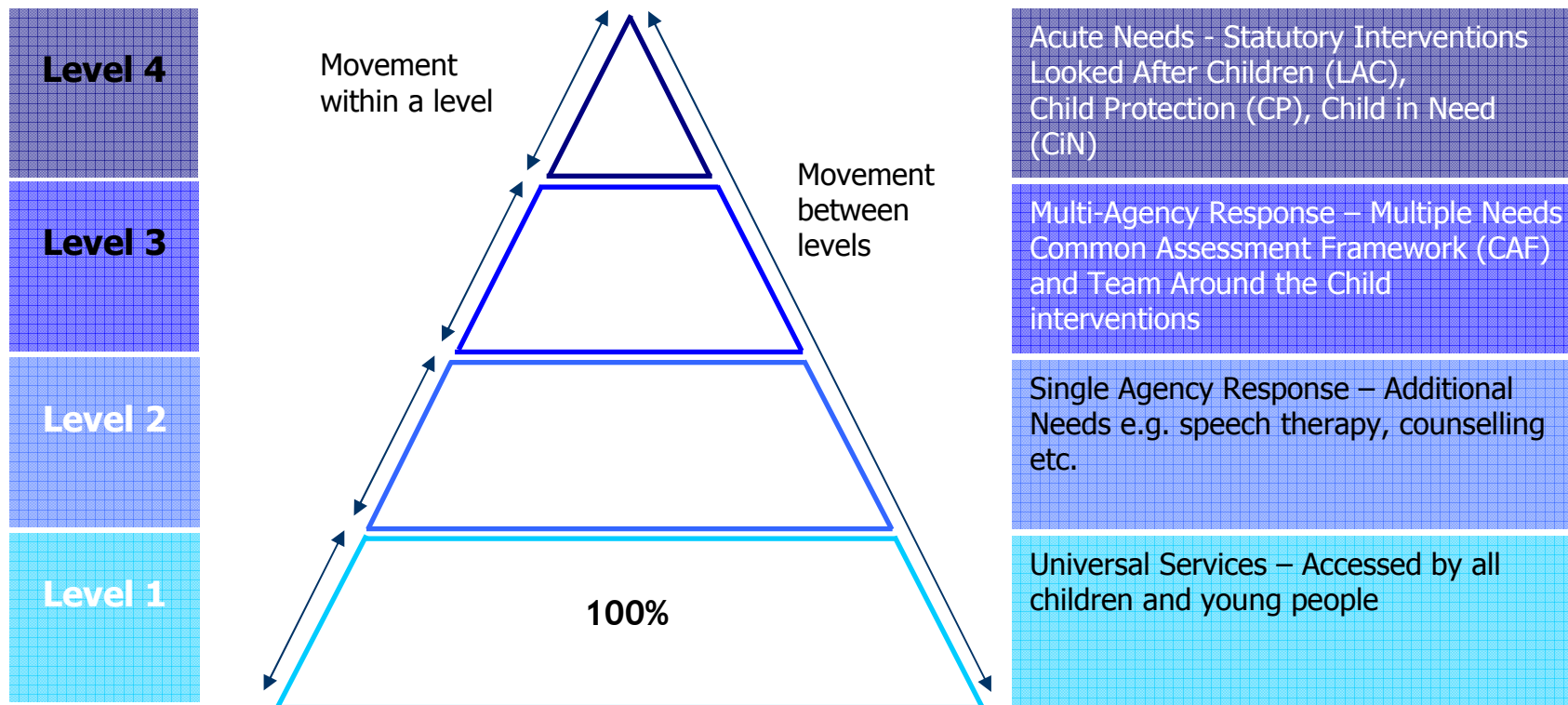
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Project**

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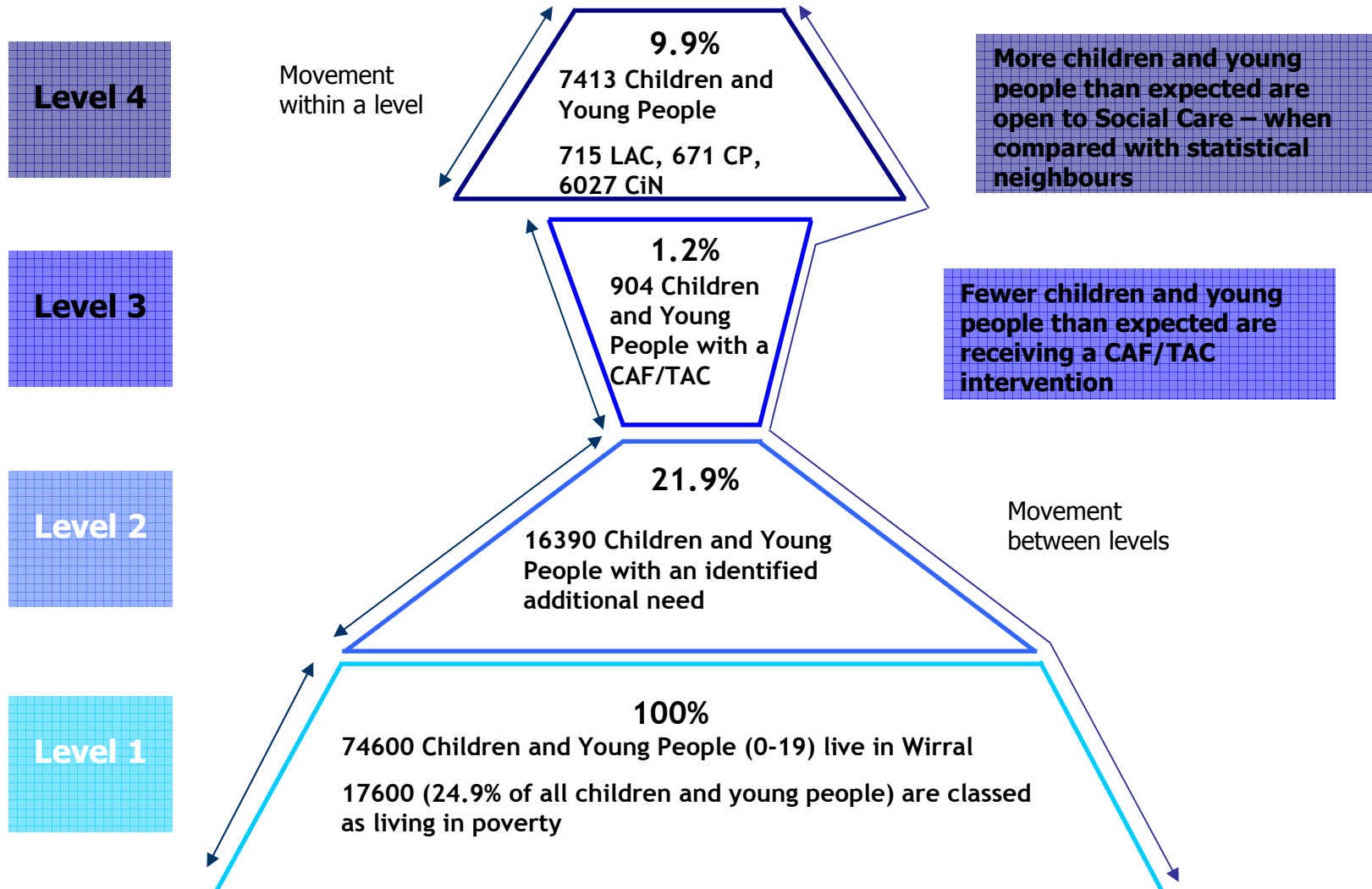
Targeted Services in Wirral

“To develop a new service in the department with a single strategic lead. This new service will have a sole purpose of preventing children, young people and families from needing specialist services”

Typical Pyramid of Need



Pyramid of Need in Wirral



The Problem

- No's of children & young people in care
- No's of Children in Need
- Disparity between analysis of need/issues in social care and issues from CAF's
- Changing profile of Wirral
- Low number of CAF's in the borough

Other areas that need to be addressed

- Munro - need to clearly define the 'Early Help offer'
- Findings from the Peer Review:
- Replacement of several referral routes and processes into a single Gateway
- Focus on whole family assessments (without losing the Child!)
- Focus on Families at Level 3, who don't access services, to prevent escalation into specialist support
- The streamlining of processes and systems to focus on impact and outcomes for children, young people and families

3 main areas of focus

- A Single multi-agency Gateway managing referrals, TAC/TAF and the monitoring & tracking of interventions
- A new family support service bringing together family support workers from across the department developing the IFIP/Troubled Family approach
- Locality working in all services with better targeted provision and services

Family Support Service

- Work with families across the spectrum of need with a focus on level 3
- Focus on impact through evidence based practice
- Bring together specialist functions to include in packages of support
- Act as lead professionals for families with a range of multi-agency interventions
- Work to a consistent supervision and quality assurance framework to ensure safety and impact

Locality Working

- All targeted services will be realigned to the 4 areas of Children's Services, this will:
- Bring together in a single management team responsibility for 0-19 work across the area
- Better share intelligence and information about children, young people and communities
- Target families and communities with the greatest need
- Develop local capacity and responsibility within the community for activities for their children & young people

Gateway proposals

3 Gateways in Wirral: Birkenhead, Wallasey, South & West Wirral. These will:

- Access information about children/families that will help to focus the intervention (info desk as pre-runner to MASH)
- Support integrated care planning across multi-agency partners
- Allocate Lead Professionals for children/families
- Monitor and track interventions and collectively hold all each other to account

Gateway continued

- Each Gateway will consist of a multi-agency team leaders
- It will consider all cases that are referred for a Child/Family Assessment
- It will identify the professional best placed to undertake that assessment
- The completed assessment will be presented to the Gateway
- It will review cases at 6 weekly intervals to appropriate intervention and impact for the child/family
- It will continue to provide a consultation service to ensure that agencies are supported in accessing the most appropriate targeted services for a family

What will the Gateways bring to Partner Agencies?

- Replacement of all other multi-agency panels partners sit on e.g. Respect Panel, YISP etc
- An efficient means of securing multi-agency buy in and support for the lead professional
- Support with step up and step down arrangements for social care cases
- Shared responsibility/accountability for children & young people needing additional support

The Family

Mum (Sally) and partner (Jimmy) and two children – Joe aged 10 yrs and Sam aged 18 months.

Jimmy lived in family home for 4 months. He is Sam's dad.

Sally's sister lives in same street.

Mum has had a history of PND



Concerned Professional

Dianne works in YISP and has concerns about:

- the living conditions within the house, which is cluttered and dirty with debris on all of the floors - household rubbish and clothing stashed in bundles between chairs. There are no carpets and no wall paper.
- Parents smoke upstairs.
- that the family have been subject to Child Protection Plans several times the referrer was worried that the family are still living like this.
- Joe is presenting as subdued and depressed.
- Referrer is also concerned about Sam's behaviour and development.

The referrer spoke to a local Family Support Agency who has been working with the family who stated that it this was not their remit. Mother was briefly spoken to about the condition of the property and the possible fire safety risk and mother said she is aware of the risks.





Family with additional needs + Concerned Professional = referral to gateway

Information Desk/ Hub (immediate)



Gateway Support Worker



What do you know about this family?

What do you know about this family?



What do you know about this family?



What do you know about this family?



Triage

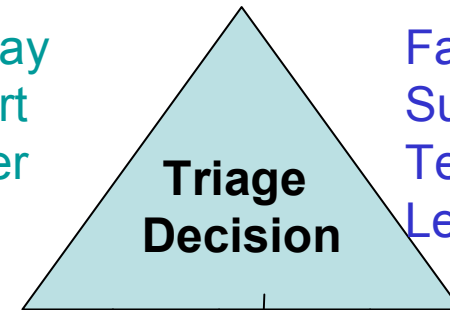


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Gateway
Support
Worker
=

Locality Manager



Family
Support
Team
Leader

Gateway
Social
Worker

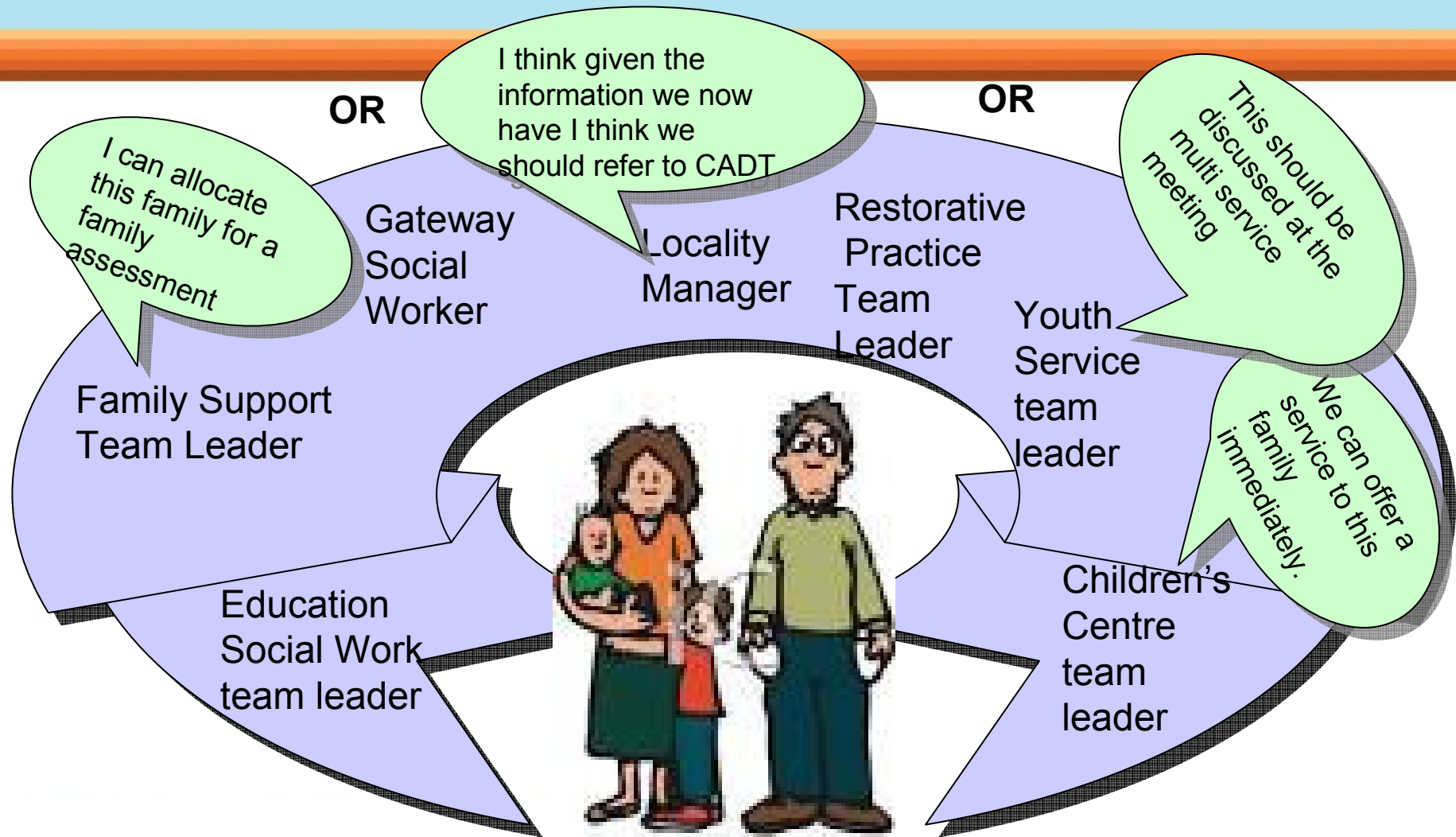
Support to
single agency
to meet need

Allocation at
Multi Agency
Meeting

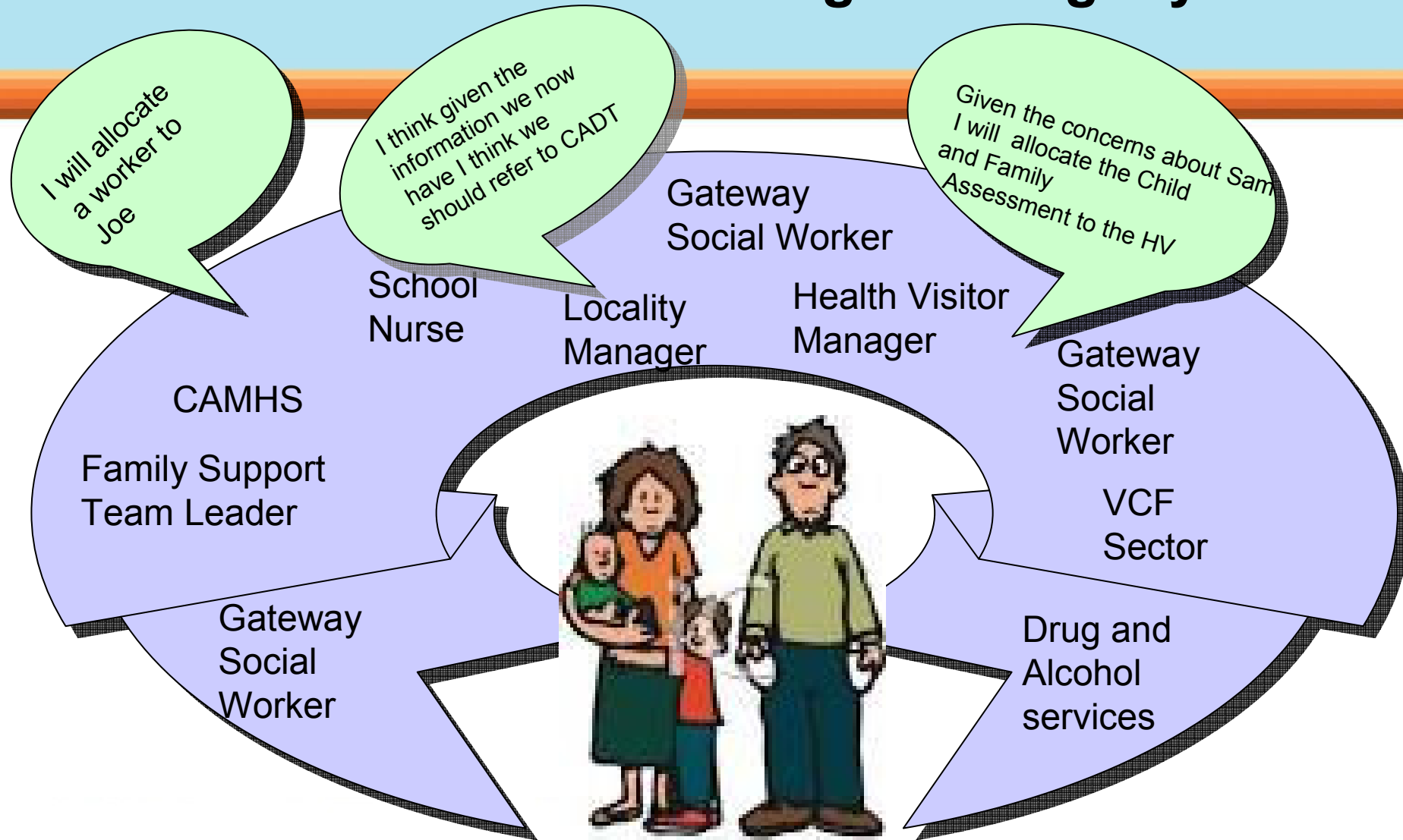
Family
Support
Assessment

Allocation
at CYPD
Meeting

CYPD Targeted Services Meeting -fortnightly



Multi Service Meeting – fortnightly

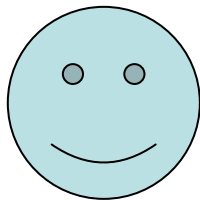


Family Assessment (max 10 working days)

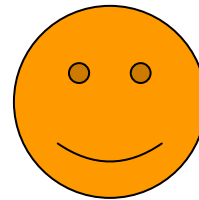


I have lots of information available to me before I begin my assessment.

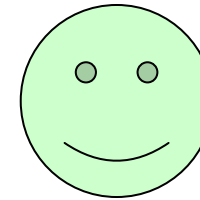
Team Around the Child and Family Meeting (within 10 days of completion of assessment)



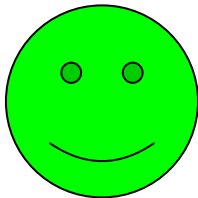
Children's Centre



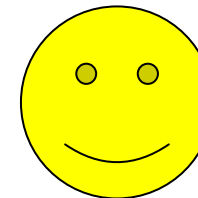
Health Visitor



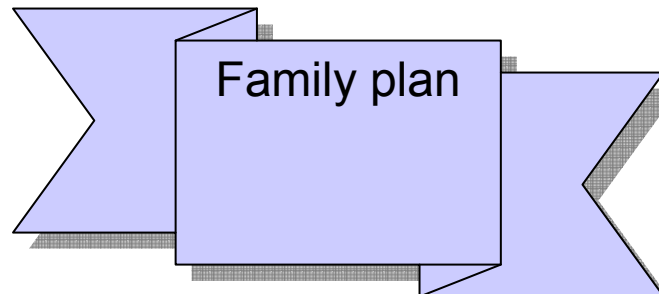
Family Support Worker



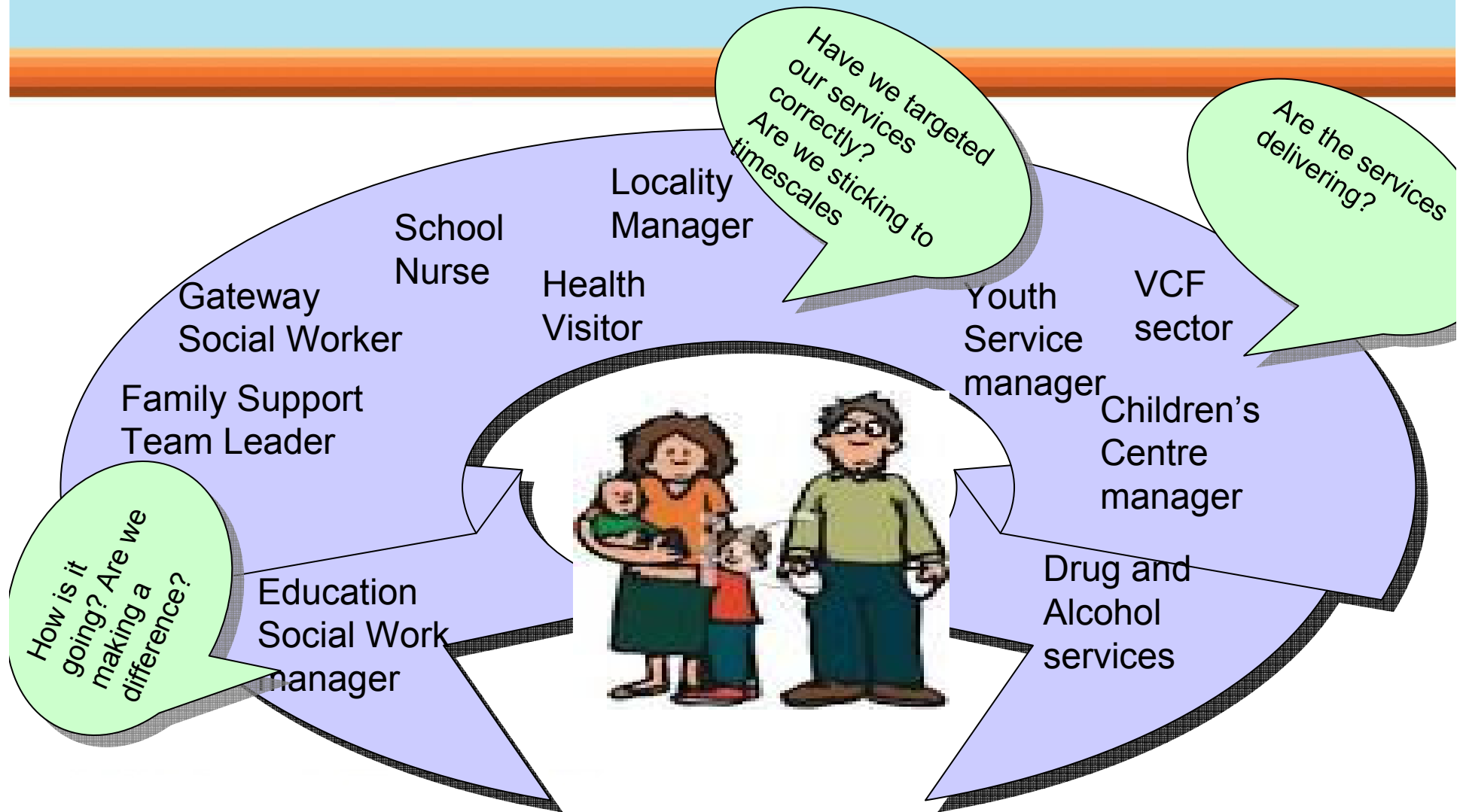
YISP worker



CAMHS



Review at Gateway meeting (six weekly)



Outcomes

I can maintain
a routine to get all the
housework done.
The children seem happier

I still smoke but
not near the baby
And we check the
smoke alarms
regularly

We are getting
support to
with Sam and
he is doing well

My school
understands our
situation and the
school nurse helps
when I am upset



What are we asking from Partners?

- Support and commitment to working with the Gateway to deliver services to children and their families
- Contact names for appropriate team leaders in each agency and locality to attend Gateway meetings.
- An opportunity to discuss with VCF sector how they can be most effectively be represented.

We want to offer reassurance that we will not ask staff to attend the meetings if there is no role for them.