

## Topic of Importance Response

<b>Deadline for response:</b>	<b>19.08.2021</b>
<b>Topic of Importance</b>	Early Help, Support and Carers Well-Being.
<b>Areas for Consideration</b>	<ol style="list-style-type: none"> <li>1. Early Help to look at what works in Early Support and see where this can be mirrored</li> <li>2. PCC to consider options for implementing time bound initiatives such as the independent support programme which was used at the start of the reforms</li> <li>3. PCC to explore befriending initiatives/ Peer to Peer support initiatives</li> <li>4. PCC to explore use of webinars/ guides/ vlogs/ group training sessions to provide hints/ tips/ signposting for areas relating to benefit applications for example.</li> </ol>
<b>Who is this response from?</b> (ie, service, panel, person?) Please consider all relevant areas suggested above, and state where areas are not applicable.	PCC Early Help Service PCC Early Years Service
<b>Response from local authority / services</b>	<p>Both PCC Early Help Service and PCC Early Years Service welcome the opportunity to respond to this topic of importance. We commit to listening to the responses to the survey and will use that feedback to continue to review and plan services that can better meet needs.</p> <p>We are constantly reviewing our services and how we work together to try and deliver the very best support for children and families. We are open to ideas and suggestions and welcome the voice of children / young people / parents and carers in helping shape service provision.</p> <p>PCC Early Years and Childcare Service is in place to meet the local authority's duty to support all early years and childcare providers registered with Ofsted. This support includes advice guidance and training to ensure they are delivering high quality early years care and education to all children.</p> <p>Part of the work of the PCC Early Years and Childcare Service is to administer the Early Support Pathway which is a pathway for children age 0-5. Early Support is a process that brings together key professionals from education health and social care to provide an integrated approach to support children and families from birth to the end of Reception, who have complex needs. The Early Support Co-ordinator oversees the Pathway process to ensure a joined-up coordinated approach is in place to support children and families. There are currently 625 children on the Early Support Pathway (representing approximately 21% of all children open to Early Help), of which 215 are moving into Primary School in September 2021. As part of the support from the Early Support Pathway, where parental permission has been given, all schools will have been shared the details of children who will be starting in their Reception class</p>

to allow them to understand potential needs and the support that is likely to be required when the child starts in Reception.

PCC Early Help Service provides information, support and advice to professionals working in the city who are supporting children and families at an Early Help level. The LA also provides access to a small number of interventions to support children and families where the need is at a targeted level. Examples of what this support might be, include Family Support Work in the home; access to a parenting programme; access to specialist sleep support. Approximately 20% of the children open to Early Help will be receiving Targeted Support from one of the three Multi-Agency Support Group (MASG) panels at any one time.

In addition to the LA targeted Early Help provision, support for children and families will come from commissioned services and partner organisation support e.g. Schools, Early Years Setting, Children's Centres, Housing Providers and voluntary & charitable organisations.

The responses to some of the survey questions in the topic of importance indicate some possible confusion in the difference between Early Help, Early Years and the Early Support Pathway. This can be seen by analysing the age group of children from those parents who completed the survey. In the 'Early Support' questions, of the 17 parents who responded, 13 children are age 6-16, with only 4 children age 0-5. We recognise that some of the children age 6-16 may be siblings of younger children, but the Early Support Pathway is specifically for children age 0-5 and therefore we would expect the age range of children in the main to sit in that 0-5 category.

This would suggest to us that PCC has not been sufficiently clear enough about the differences. In response, PCC Early Help Service and PCC Early Years Service have committed to reviewing the landing page on the Local Offer for both Early Help and Early Years & Childcare. Both landing pages will be the same with clear descriptions of what the difference is between Early Help (0-19), Early Years (0-5) and the Early Support Pathway (0-5).

Where the City Council does not provide the support directly either from the Early Help Service or the Early Years service, we do signpost professionals to those partner organisations who can provide support – many of whom sit within the charitable and voluntary sector.

### **Areas for consideration:**

#### ***1. Early Help to look at what works in Early Support and see where this can be mirrored***

Since the SEND inspection in Peterborough in 2019, PCC Early Help Service and PCC Early Years Service have been working closely together to identify areas for improvement to ensure that children and families can access support early.

The Early Support Pathway (0-5) has had specialist health representation sitting on the panel since its inception.

To mirror this, the three Multi-Agency Support Group (MASG) Early Help Panels (0-19) through which targeted Early Help Support is accessed now have full representation both from the 0-19 Healthy Child Programme, from Core CAMHS and has direct links into the CPFT

neurodevelopmental service. This is a significant improvement in specialist health representation on these Early Help panels, mirroring the set-up of the Early Support Pathway panel.

The recording of SEND and Disability has now been made mandatory on the case recording of all Early Help cases being supported by the LA at a targeted level. For cases seeking targeted support from one of the MASG panels, the agenda now clearly states if the child has SEN, Disability and/or an EHCP therefore bringing it to the attention of all panel members.

In addition, the PCC Early Help Performance Reporting has been improved to analyse those children on whom an Early Help Assessment has been opened, how many are identified as having SEN, a Disability or EHCP at the time of the assessment. This enables us to better understand the cohort of children receiving help at an Early Help Level across the piece.

The number and breadth of parenting programmes available for parents to engage with has increased removing a waiting list for any LA commissioned programme. Following discussion of a case at MASG, the request for a place on a programme is actioned, with the parents being contacted within 7 days of the Early Help panel. Parents are then given a wide range of options to choose from including on-line programmes, group-based programmes (on-line) and face to face programmes. Parents may choose to engage in a programme that is not commencing for 2 months for example if the time and date suits them best, but this is their choice.

As part of the Written Statement of Action produced following the SEND inspection in 2019, the Early Help Service have re-introduced a parent/carer survey, part of which asks the parents to indicate if their child has SEN, a Disability or prefer not to say. The survey is sent out to parents/carers upon completion of support or at the closure of an Early Help episode

Of those parents who have completed the survey (period January 2021 to July 2021), 46% of respondents indicated their child has SEND.

Of this 46% the following responses were received:

- Do you understand why you were offered an Early Help Assessment?  
Yes: 100% No: 0% A little: 0%
- How did you hear about Early Help and the support available?  
Friend / relative: 0%  
My child's school: 74%  
Health professional: 16%  
Pre-school / nursery: 10%
- Have you had a say in what support you wanted?  
Yes: 79%  
Some: 21%  
No: 0%
- How helpful was the support you received?  
Average score: 6.4 out of possible 10

The on-line survey is completely anonymous and is dependent upon parents choosing to engage. Other measures are now being used to help us understand how we can better support families.

With effect from July 2021, all cases receiving LA targeted support through one of the Early Help panels, parents/carers are telephoned following completion of the intervention and asked a very simple set of 7 questions. If a parent/carer is unhappy about any of the support this is where we can explore this in more detail.

PCC Early Help Service will continue to seek feedback from families and work closely with PCC Early Years Service to offer streamlined, timely services.

***2. PCC to consider options for implementing time bound initiatives such as the independent support programme which was used at the start of the reforms***

The Independent Support Programme was a government funded initiative aimed to support parents with children and young people with SEND during the transition to a new system of assessment and support, which came into force in September 2014.

Several resources were produced by the Council for Disabled Children (CDC) that are still available to download from their website. This includes a range of information and resources specifically for parents.

Once the Independent Support service was ceased the CDC then worked with Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) allowing them to bid for grants for the Independent Advice and Support Programme to implement and enhance their service. Peterborough used the IASP money to continue employing their previous commissioned I.S. but in the role of SENDIASS Caseworker. SENDIASS is a statutory service that every local authority is required to have - they do not have to be the provider but have to provide the service. Pre 2014 SEND reforms all LAs were required to have a Parent Partnership Service. This changed under the reforms to become SENDIASS encompassing parents, children and young people. This is the model that Peterborough adopted – details of which can be found on the local offer. Peterborough's service is known as SEND Partnership Service (SENDPS).

We understand that Family Voice are a member of our SENDPS Stakeholder Group already and report to that termly with any relevant topics. PCC would suggest this be the route through which any gaps in the information available to support parents be identified.

***3. PCC to explore befriending initiatives/ Peer to Peer support initiatives***

PCC recognise there is a need for this, but there is no LA resource to allocate to it. PCC through engagement with partners will continue to try to identify funding sources that might support this work.

In the meantime, there are already a large number of national organisations with very specific briefs able to provide peer to peer support in a variety of formats, as well as a number of smaller local groups. We do recognise that part of the challenge is knowing such organisations exist and knowing how to engage with them.

Children's Centres and local libraries will often have access to information on support groups operating in the local area as well as nationally. Some Children's Centres will have parent support groups, as well as the more specialised support groups from some of our charitable organisations operating in the City such as Little Miracles.

PCC will continue to promote the existing befriending and peer to peer support groups that already exist within the Peterborough Community.

In respect of supporting parents emotional well-being that was picked up in the survey as being an identified parent/carer need, we would recommend parents look at the HAY (How are You?) Peterborough website (<https://www.haypeterborough.co.uk/>). The website is constantly being updated and provides information on activities, courses and support.

We would also recommend the Keep Your Head Website (<https://www.keep-your-head.com/>) which has separate links to children and young people's mental health and adults mental health. On the adult section, under 'Support Services', there is a separate section on 'Carer Support'. The website also provides links to a wide range of apps that some parents might find helpful.

Free NHS counselling can be provided as part of the Improving Access to Psychological Therapies (IAPT) services. Parents and carers can self-refer to this directly. Access details can be found on the HAY website

Peterborough City Council holds a termly Early Help Forum that all professionals supporting families at an Early Help Level are invited to. At this Forum we take every opportunity to invite partners to speak about their service and showcase the offer available to families. By increasing the knowledge, understanding and confidence of professionals in the field, we have a greater chance of this information being shared with and available to families.

Family Support Workers delivering support to families at a targeted level will actively be promoting the range of support groups available and will support children and families to engage in these groups.

In addition, PCC actively promotes the use of the Local Offer – both to individual organisations, to professionals we are supporting, and to children and families.

***4 PCC to explore use of webinars/ guides/ vlogs/ group training sessions to provide hints/ tips/ signposting for areas relating to benefit applications for example.***

Any professional working with a family at an Early Help level should be able to support a family in completing a benefit application should this be needed. This includes families receiving support at a targeted level as well as families receiving support from the community.

DWP advice for getting support in filling out forms would be to contact Citizens Advice Peterborough (<https://www.citapeterborough.org.uk/>) for most benefits, or Disability Peterborough (<https://www.disabilitypeterborough.org/>) for PIP or DLA claims.

	<p>Support may also be available at the recently opened Peterborough mini Vine which opened in the former New Look building on Bridge Street in Peterborough on Friday 6 August. The new city centre community space will be open seven days a week and provide opportunities for residents to participate in family activities, as well as learn more about career options, courses, training, upskilling and heritage and cultural events. Adults will be able to get free advice from the National Careers Service and information about employment and training opportunities in the health and care sector. In addition, specialist advice will be on hand to improve health and well-being with demonstrations from diet and food portion control to exercising correctly.</p> <p>In addition to the Vine, Peterborough Council for Voluntary Services (<a href="https://www.pcv.s.co.uk/">https://www.pcv.s.co.uk/</a>) may be able to direct a family to a voluntary organisation in their local are who can help with this.</p> <p>PCC is happy to work with Family Voice in identifying gaps in support for parents and identifying how we make the information and support that is already out there more accessible.</p>
<p><b>Actions / Impact of considerations</b> (please use bullet points)</p>	<ul style="list-style-type: none"> <li>● To update the Local Offer clarifying the difference between Early Help, Early Years and the Early Support Pathway</li> <li>● To remind colleagues of the Parents Guide to Panels (available on the Local Offer) to clarify the function of the Early Support Pathway and MASG (Multi Agency Support Group) for targeted LA Early Help.</li> <li>● Continue to take every opportunity possible to remind professionals about the different terminology</li> <li>● To bring to people’s attention existing support available for parents and carers</li> <li>● PCC to work with Family Voice through the SENDPS Stakeholder Group to identify gaps in support needs for parents/carers.</li> <li>● To continue to collect and learn from feedback from parents and carers.</li> <li>● To work with Family Voice in identifying gaps in support for parents and identifying how we make the information and support that is already out there more accessible. We will do this through an agreed termly meeting between Early Years, Early Help and Family Voice.</li> </ul>

*Template note: One set for each service, group, panel to review.*