



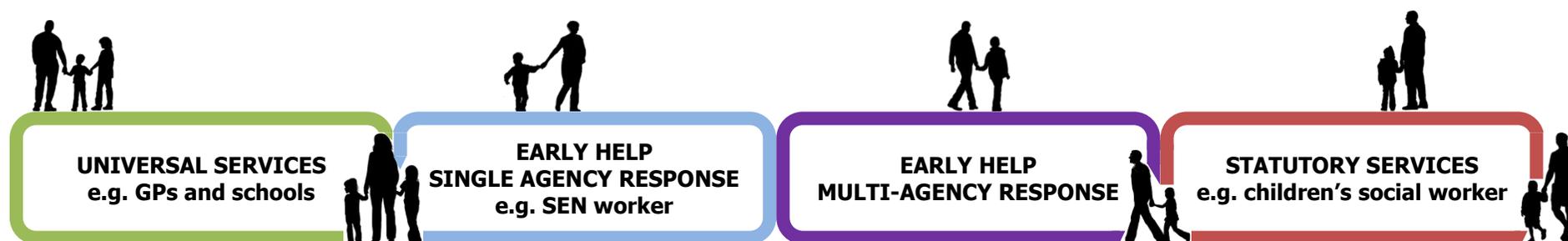
# **EARLY HELP FOR FAMILIES IN DEVON: OUTCOMES FRAMEWORK**

## EARLY HELP FOR FAMILIES IN DEVON: OUTCOMES FRAMEWORK

### What is Early Help?

Children, young people and their families need different levels of support at different times. At one extreme, where there are serious safeguarding concerns in a family, specialist social care services will get involved. At the other end of the spectrum families receive all the support they need through universal services such as GPs and schools. The large area in between is where Early Help is focussed.

If there is just one specific reason that a family needs help, e.g. a child has a special educational need (SEN), then this will be dealt with by the appropriate professional on a one-to-one basis (known as a single agency response). If, however, there is more than one reason for which a family needs support then we will provide a multi-agency response. Because Early Help involves a network of partners including schools, health workers, police and the community and voluntary sector, we can provide the right package of support that draws on a range of expertise to meet the needs of the family and make the best of the family's strengths.



The journey between universal and statutory services is a continuum; it is reasonable to expect that families will move up and down as things change in their lives. The most important thing is ensuring partners work together so that families are receiving the support they need when they need it.

### What is the aim of this outcomes plan?

This document serves two main purposes:

1. It describes how we intend to identify families that might need support
2. It defines what we think would be a good result or positive outcomes for families

### Who's responsible for this?

The Devon Children and Families Partnership (DCFP), which is a partnership of all organisations and services that work with and for children, young people and families in Devon, have responsibility for this document, its development and review.

## **What's in this outcomes plan?**

This document describes how we are identifying families that might need a bit of extra help and what we think would be a positive outcome.

We've framed this plan around six themes to make it easier to understand and digest:

- Crime and Anti-Social Behaviour
- Education and Attainment
- Specific Support Need
- Work and Finance
- Being Safe
- Physical and Mental Health

Within each theme there are two sections:

### **1. Identifying factors**

These describe the criteria that we will use to identify individuals which, when aggregated to family level based on address, will help us to decide which families might need some support. Some identifying factors will be at a household level.

*Who in the family the factor is relevant to (adult, child/ young person, any individual, household)*

*a situation that indicates an individual might need some additional support*

<b>Who</b>	<b>Identifying factor</b>	<b>Time period</b>
Child/ young person	Has been convicted or has received a pre-court disposal (including a Youth Restorative Disposal)	Previous 6 months

*the time period prior to identification that the identifying factor has happened so, in this example, the young person would have received the disposal in the previous 6 months. These time periods should not be too long as, for example, if a young person received a disposal 2 years ago this is not so relevant to their current situation.*

**NB:** unless otherwise indicated a child/ young person is someone aged 17-years-old or younger

## 2. Positive outcomes

These describe what we think a good outcome looks like for an individual or family.

*what a positive outcome would look like*

Who	Outcome	Time period after receiving support
Adult	Not claiming universal credit with work-related requirements attached	6 consecutive months

*Who in the family the outcome is relevant to (adult, child/ young person, any individuals, household)*

*how long the outcome needs to be sustained for after receiving support. Some outcomes, like this one, stand alone regardless of what was happening previously. That is, there would need to be no adults in a family "claiming universal credit with work-related requirements attached" for this to be considered a successful outcome.*

*Other outcomes are comparative. For example, for adult offenders we will need to show a 60% reduction in the number of proven offences committed to classify as a successful outcome. In these circumstances, the "before" comparator time period will always be the same as the "after" period.*

### **What does this outcomes plan mean for practitioners?**

The **identifying factors** show the information we are proposing to collect through data sharing with partners and is thought to be useful contextual information for practitioners.

Even if we were to receive all partners' data this would still not tell the whole story of a family: there are qualitative elements that numbers alone cannot capture. As such, in each theme there is also the option for practitioners to identify a professional concern. This is captured through the Early Help for Families Request for Additional Services process.

When developing an individual Family Plan, practitioners need to be mindful of the **positive outcomes** in this plan as the outcomes in each Family Plan need to be linked to those defined here. Of course, a Family Plan might identify an outcome unique to that family which is fine; outcomes do not need to be restricted precisely to just those listed here although they should be at least linked to one of the overarching positive outcomes, e.g. "**sound financial management and adults in work where appropriate**".

As the outcomes in this framework will change over time, and because goals in Family Plans could contribute to more than one positive outcome, we do not think it reasonable to expect practitioners to link each goal in their Family Plans to specific outcomes. Rather, practitioners are asked to link goals in the Family Plans to the primary outcome area from this framework and more detailed analysis will be carried out through case management procedures and audits.

### **What about more qualitative outcomes?**

A partnership decision was made to include a Worry scale as part of the Early Help Assessment and Review. This records how worried families are about each outcome area and how concerned practitioners are. As well as being used as a prompt for discussion, this will enable us to track changes over time for that family in a way that data alone cannot. Organisations also use their own recognised distance travelled tools, including Family Star.

### **How are families prioritised?**

Each identifying factor has a score attached to it which adds up to make a family total. When we are confident that we have this right we will eventually add in another factor of cost so we can prioritise families that are proving the most costly to society. We will base this on the research of New Economy Manchester<sup>1</sup> which takes into account a range of costs as demonstrated below:

Example: cost of an incident of common assault

<b>Cost type</b>	<b>£ amount</b>	<b>Description</b>
Fiscal	£496	The calculated average cost to different agencies, e.g. police, prison system, NHS.
Economic	£347	The calculated average cost to the economy, e.g. victim not going to work due to injury.
Social	£1,067	A derived valuation of emotional and social impact, e.g. victim being worried about being outside alone. This is measured through research calculating people's "willingness to pay" to avoid such an event. This is not an exact science and the figures are used to help prioritise families based on their identifying factors rather than to provide a precise costing. As the same methodology is used for costings, this means we will be able to make valid comparisons.

We know that families are complex however and that a mathematically-derived score won't necessarily tell the whole story. As such the scoring should be used locally as a trigger to have a conversation about a family so that professionals' opinions can be taken into account.

<sup>1</sup> <http://neweconomymanchester.com/our-work/research-evaluation-cost-benefit-analysis/cost-benefit-analysis/unit-cost-database>



# CRIME AND ANTI-SOCIAL BEHAVIOUR

## IDENTIFYING FACTORS

Who	Identifying factor	Time period
Child/ young person	Has been convicted or has received a pre-court disposal (including a Youth Restorative Disposal)	Previous 6 months
Child/ young person	Engaged with prevention services	Point of Entry
Adult	Has been convicted or received a pre-court disposal (caution)	Previous 12 months
Adult prisoner	Being less than 12 months from his/ her release date from prison and who will be going into a household with children or will have parenting responsibilities on release	<12 months in the future
Adult	Subject to licence, a community order or a suspended sentence who lives in a household with children or has parenting responsibilities	Point of Entry
Any individual	Has received an anti-social behaviour intervention (defined as receiving a letter 2 or higher)	Previous 6 months
Household	Has a higher than average number of police call outs (based on local analysis)	Previous 3 months
Any individual	Evidenced professional concern: potential crime problem or ASB (for example where it is acknowledged that criminal behaviour is taking place but it is not legally proven)	Previous 6 months



# CRIME AND ANTI-SOCIAL BEHAVIOUR

## POSITIVE OUTCOMES

**Successful outcome: reduced offending and anti-social behaviour**

Who	Outcome	Time period after receiving support
Child/ young person	A 33% reduction in the number of proven offences committed	6 months
Adult	A 60% reduction in the number of proven offences committed	12 months
	No offending whilst subject to licence, a community order or a suspended sentence	Duration of licence/ order/ suspended sentence (variable)
Any individual	No incidents of anti-social behaviour	6 months
Household	A 50% reduction in the number of police call outs	6 months
Family	An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool	6 months



# EDUCATION AND ATTAINMENT

## IDENTIFYING FACTORS

Who	Identifying factor	Time period
Child/ young person (<16)	Whose attendance is below 90% for possible sessions.	Previous 3 consecutive terms
	Has received at least 3 fixed term exclusions or more OR: A primary school child who has had at least 5 school days of fixed term exclusion; OR: A child of any age who has had at least 10 days of fixed term exclusion.	Previous 3 consecutive terms
	Has been permanently excluded from school	
	Is identified as missing education (CME) or identified as a concern through the Missing Monday process	
Child (aged 3–6)	Is not achieving at a good level of development in the early years foundation stage (EYFS) based on summer outcomes	Point of Entry
Child (aged 2–4)	Is eligible to but is not receiving free education entitlement	
Child/ young person	Has a special educational need (SEN)	
Young person (aged 16–18 inc.)	Is not in education, employment or training (NEET)	

LLDD <sup>2</sup> (aged 19-24 inc.)	Not in education where this is identified as the most appropriate provision	Point of Entry
Child/ young person	Evidenced professional concern: for example, that a child/ young person is not receiving a suitable full-time education or a sudden decline in school attendance	Previous term
Child/ young person (<16)	A child who is in alternative educational provision for children with behavioural problems	Previous term
Child/ young person (<16)	Where Home Schooling has been identified as not providing a suitable education	Point of Entry

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<sup>2</sup> Learner with learning difficulties and/ or disabilities



# EDUCATION AND ATTAINMENT

## POSITIVE OUTCOMES

**Successful outcome: good attendance and attainment at school or other provision**

Who	Outcome	Time period after receiving support
Child/ young person (<16)	Unauthorised Absence is less than 10%	3 consecutive terms
	OR: Where a child whose attendance was less than 40% has improved attendance by 50% at possible sessions	
	Fewer than 3 fixed term exclusions	
	Engaging in an agreed full-time timetable or a phased reintegration plan is in place and timescales are met	
	Not identified as a concern through Missing Monday process	
Child/ young person (aged 2-4)	If eligible, is receiving free education entitlement	12 months (or until age limit reached)
Young person (aged 16-18 inc.)	Engaged in continuous education, training or employment (ETE)	3 consecutive terms or 12 months (depending on ETE type)
LLDD (aged 19-24 inc.)	Engaged in continuous education where this is identified as the most appropriate provision	
Family	An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool; OR: where professionals evidence that children are receiving a suitable education	6 months

Child/ young person (<16)	Child is attending an appropriate educational setting OR: Home education provided is now deemed to be adequate.	Equivalent of 3 consecutive terms
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## SPECIFIC SUPPORT NEED

### IDENTIFYING FACTORS

Who	Identifying factor	Time period
Child/ young person	Has had a multi-agency Early Help assessment initiated	Previous 6 months
	Has been referred to young carers' services for support	Previous 12 months
	"Step down to Early Help" identified as an outcome at statutory case closure	Previous 6 months
	Has been subject to 2 or more enquiries to MASH	
Any individual	Has been referred to a Children's Centre for a targeted intervention	Previous 6 months
Young person (aged 16-17 inc.)	Presenting as homeless to a district or city council	Previous 6 months
Child/ young person	Evidenced professional concern through the DCFP escalation/ de-escalation process	Point of Entry
Child/ young person	Has Social, Emotional and Mental Health problems (SEMH) as identified in the School Census	Point of Entry
Child/ young person	Has an Education, Health and Care Plan (EHCP)	Point of Entry
Child/ young person	Has been identified as a Child 'In Need' under section 17, Children Act 1989	Previous 12 months

Child/ young person	Has been subject to an inquiry under section 47, Children Act 1989	Previous 12 months
Child/ young person	Has been subject to a Child Protection Plan	Previous 12 months
Child/ young person	<p>Identified as having a delay in speech language and communication skills. This can include children not reaching the threshold in the communication domain at the 2-2.5 year old health check carried out by health visitors</p> <p>OR:</p> <p>Identified in early years settings or by health professionals as having speech, language and communication needs. The need is primary (not linked to another impairment), and the child does not have an Education, Health and Care Plan (EHCP)</p>	Point of Entry
Child/ young person /Family	Who is entitled, or has previously been entitled to 15 hours free early education for two-year-olds and has not taken this up (zero take up)	Point of Entry



## SPECIFIC SUPPORT NEED

### POSITIVE OUTCOMES

**Successful outcome: all help and support can be provided by universal services**

Who	Outcome	Time period after receiving support
Child/ young person	Is not identified as a Child In Need or subject to a Child Protection Plan	
	OR: Where a multi-agency Early Help Assessment has been closed, is not re-opened or initiated	6 months
Family	Improved score on outcomes star compared with initial score An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool	6 months
	Goes through the formal process of step down to universal services, including where Children's Social Work support post-Adoption and Special Guardianship Order (SGO) cases	6 months



# WORK AND FINANCE

## IDENTIFYING FACTORS

Who	Identifying factor	Time period
Adult	Is claiming job seeker's allowance (JSA)	Point of Entry
	Is claiming non-working benefits	Point of Entry
	Is claiming universal credit with work-related requirements attached	Point of Entry
	Is under threat of eviction	Point of Entry
Household	Evidenced professional concern: for example, where there is a strong risk of worklessness or financial exclusion, including has unmanageable debt, i.e. payment demands are higher than total monthly income	Previous 6 months
Young person (aged 16–18 inc.)	Is not in education, employment or training (NEET)	Point of Entry



## WORK AND FINANCE

### POSITIVE OUTCOMES

**Successful outcome: sound financial management and adults in work where appropriate**

Who	Outcome	Time period after receiving support
Adult	Not claiming job seeker's allowance	26 consecutive weeks or 26 out of 30 weeks
	Not claiming non-working benefits <sup>3</sup> where work is a realistic possibility	13 weeks
	Not claiming universal credit with work-related requirements attached	13 or 26 consecutive weeks dependent on requirements
	Made progress towards work where work is an appropriate option through undertaking work experience or a volunteering placement for 13 consecutive weeks	During support period or within 6 months afterwards
	Made progress towards work where work is an appropriate option through completing an accredited training or qualification(s) to improve skill levels	
Household	All debt is manageable	13 weeks
	No notices of eviction served	13 weeks
Family	An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool	6 months

<sup>3</sup> Defined as employment support allowance (ESA), income support (IS), incapacity benefit (IB), carer's allowance, serious disability allowance (SDA)



## BEING SAFE

### IDENTIFYING FACTORS

Who	Identifying factor	Time period
Household	There has been a domestic abuse incident	Previous 12 months
Adult/Child/ young person	Known to local services has experienced or is currently experiencing or is at risk of experiencing domestic violence or abuse.	
Any individual	Is engaged with specialist domestic abuse support services	Point of Entry
Child/ young person	Has been listed as missing	Previous 12 months
Parent/Adult	Has been identified as being at risk of sexual exploitation	
	Has been subject to 2 or more enquiries to MARAC	
Household	There has been a fire incident	
	Has been referred for a home safety assessment	
Any individual	Evidenced professional concern: for example, where there are safety-related concerns that haven't been officially recognised	

Young person/ Adult	Known to local services has experienced, is currently experiencing or is at risk of experiencing sexual violence or abuse	Previous 12 months
Young person/ Adult	Known to local services has experienced, is currently experiencing or is at risk of experiencing 'honour-based' abuse	Previous 12 months
Young person/ Adult	Known to local services as having perpetrated an incident of domestic violence or abuse	Previous 12 months
Young person/ Adult	Known to local services as having perpetrated an incident of sexual violence or abuse	Previous 12 months
Young person/ Adult	Known to local services as having perpetrated an incident of so-called 'honour-based' violence or abuse	Previous 12 months
Family member/ Household	Been subject to a police call out for at least one domestic incident, including for so-called 'honour-based' abuse	Previous 12 months
Child/Young Person /Adult	Has been subject to previous MASH Enquiries, Single Assessments, Child in Need, Child Protection Planning as a result of experiencing DVA	Previous 12 months



# BEING SAFE

## POSITIVE OUTCOMES

**Successful outcome: individuals feeling and being safe**

Who	Outcome	Time period after receiving support
Household	No reported domestic abuse incidents; sexual violence or abuse; or "honour based" abuse	6 months
Adult	Reduction in CAADA DASH score	6 months
Child/ young person	No missing episodes	6 months
Child/ young person	Does not re-enter the MACSE process	6 months
Household	No deliberate fire incidents	6 months
Family	An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool	6 months
Adult/Young Person/Child	Adult and Child feel safer evidenced by distanced travelled tool, eg About You and your life, On-Track Child/Adult Power assessment	6 months



# PHYSICAL AND MENTAL HEALTH

## IDENTIFYING FACTORS

Who	Identifying factor	Time period
Any individual	Has a mental health problem that requires more support	Point of Entry
Adult	Has a substance or alcohol misuse problem	Point of Entry
Child/ young person	Has a substance or alcohol misuse problem	Point of Entry
Any individual	Is at risk of deliberately harming his/ her self	Previous 6 months
Child/ young person (aged 16 or under)	Has conceived a child	12 months
Child/ young person	Is a regular smoker	Point of Entry
	Is underweight, malnourished or very overweight	Point of Entry
Any individual	Has a physical health problem that requires more support	Point of Entry
Any individual	Evidenced professional concern: for example, if a child/young person is not receiving vaccinations or a pregnant person is smoking or other poorly managed health problems	Point of Entry
Adult/ young person	A new mother who has a mental health or substance misuse problem and other health factors associated with poor parenting. This could include mothers who are receiving a Universal Partnership Plus service or participating in a Family Nurse Partnership.	Previous 12 months



# PHYSICAL AND MENTAL HEALTH

## POSITIVE OUTCOMES

**Successful outcome: sound physical and mental health with any problems managed appropriately**

Who	Outcome	Time period after receiving support
Any individual receiving substance/ alcohol misuse treatment at P.O.E Any individual	Leaves the substance/ alcohol misuse programme in an agreed and planned way having met his/ her treatment goals	variable
	No return to treatment <sup>4</sup>	6 months
Family	An improvement in outcomes evidenced through the relevant section of the Early Help Assessment and Plan, for example: the "Worry Scale" in Right for Children; Family Star or other recognised distance travelled tool; OR through Statutory Assessment	6 months

<sup>4</sup> Caution should be exercised when applying this outcome measure. No return to treatment does not necessarily mean that an individual does not need treatment; it would be worse if someone needed help and did not feel comfortable accessing services to receive it.

**Appendix 1: list of abbreviations and acronyms – TO BE UPDATED AT COMPLETION OF UPDATED OUTCOMES PLAN.**

ACPO	Association of Chief Police Officers	ESA	Employment support allowance
BME	Black and minority ethnic	EYFS	Early years foundation stage
c/yp	Child/ young person or children/ young people (depending on context)	FE	Further Education
CAADA	Coordinated Action Against Domestic Abuse	GP	General Practitioner
CAFCASS	Children and Family Court Advisory and Support Service	IB	Incapacity benefit
CAMHS	Child and Adolescent Mental Health Service	inc.	Inclusive
CCG	Clinical commissioning group	IS	Income support
CME	Child missing education	JSA	Job seeker's allowance
CP	Child protection	LGBT	Lesbian, gay, bisexual and transgender
CRC	Community Rehabilitation Company	LLDD	Learner(s) with learning difficulties and/or disabilities
CSC	Cost saving calculator	MASH	Multi-agency safeguarding hub
CSE	Children at risk of sexual exploitation	NEET	Not in education, employment or training
CST	Community Safety Team	PbR	Payment by results
CSW	Careers South West	RAG	Red, amber, green (traffic light system to indicate confidence in getting information)
DASH	Domestic Abuse, Stalking and Honour Based Violence (a risk identification, assessment and management model)	RSL	Registered Social Landlord
DCC	Devon County Council	SDA	Serious Disability Allowance
DfE	Department for Education	SWS	Social Work Service
DCFP	Devon Children & Families Partnership	UC	Universal credit
EHO	Environmental Health Officer	YOS	Youth Offending Service

## **Appendix 2: glossary of terms**

Child/ young person	In the realm 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 "who are not registered pupils at a school, and are not receiving suitable education otherwise than at a school."
Community Rehabilitation Company	The Dorset, Devon and Cornwall Community Rehabilitation Company provides probation services to people assessed as being of medium and low risk of harm, who are subject to statutory supervision and rehabilitation.
Missing Monday	Weekly meetings held by the Head of Education and Learning to review and monitor children missing education.
Parenting responsibilities	This is to capture those situations where a person might not be living at the same address as an established family, but, in a professional's view, has significant influence on a child/ young person.