Identifying and responding to neglect in Early Help

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Workshop aims:

- Principles of Early Help in Peterborough and Cambridgeshire
- Tools to identify early signs of neglect
- SMART action planning
- Case discussion

Right Service, Right Time, Right Place

- Focus is on:
  - Strengthening and building community capacity
  - Helping families to solve problems
  - Reduce the impact of problems that have already emerged

The empowerment model

- Building confidence, skills and knowledge with partners

- Promote a solution focussed approach – supporting partners in the community to take responsibility for finding solutions - those people engaged with the problem help formulate the solution

What does this mean in practice?

In Peterborough:

- Early Help Assessment (replaced CAF)

- Electronic system with shared Children's Social Care database – eCAF

- Large and committed workforce of Lead Professionals

- Small team of LA Early Help Co-ordinators

- Addressing quality at every stage of the process – better quality assessment – better understanding of the need – better outcomes

- Promoting SMART family action plan

One Lead Professional

One thorough family assessment

↓

One overarching family support plan → A team around the family

Limiting transfers that families experience through our services ↕ Commitment to putting the family's needs at the centre and overcoming professional difference

Mental health · probation · Community Support Services · School · Housing/Community safety + other identified support

The 'Think Family' approach

Key changes for all agencies in Cambridgeshire:

From	To
Child focused Common Assessment Framework (CAF)	Family Common Assessment Framework
Different Support Plan documents in different services leading to difficulties with transferring cases / providing coordinated support	The same Family Support Plan for Common Assessment Framework, Early Support, Family Intervention Partnership, Youth Offending and Child in Need cases
Some ambiguity around the Lead Professional role	Clear Lead Professional guidance
Separate form for identifying Together for Families (TFF) cases	CAF assessment used to identify TFF cases (nomination matrix remains available for social care professionals using the Single Assessment)
Inconsistent way of identifying 'success' for families we work with	Success of all cases measured using a shared Outcomes Framework
Limited central support for the CAF process to ensure all are followed up	New Advice and Co-ordination Team to support the Think Family process
Thinking about the CAF 'involvement' as being open / closed and not fully reflecting the work being done	The Think Family 'intervention' – covering all services involved with the family, closing once all services have completed their intervention

The Advice and Co-ordination Team

Advice service for professionals:

➤A talking service directory

➤Advice on processes for accessing services:

➤Information about whether a CAF already exists, who else is involved with the family and whether there is a Lead Professional and how to contact the Lead professional

Co-ordination:

➢Logging the start of a Think Family involvement

➢Conducting multi agency research

➢Supporting identification of a LP and logging and tracking this

➢Facilitating referrals and supporting establishment of TAFs

➢Identifying families for the Phase II Together for Families cohort
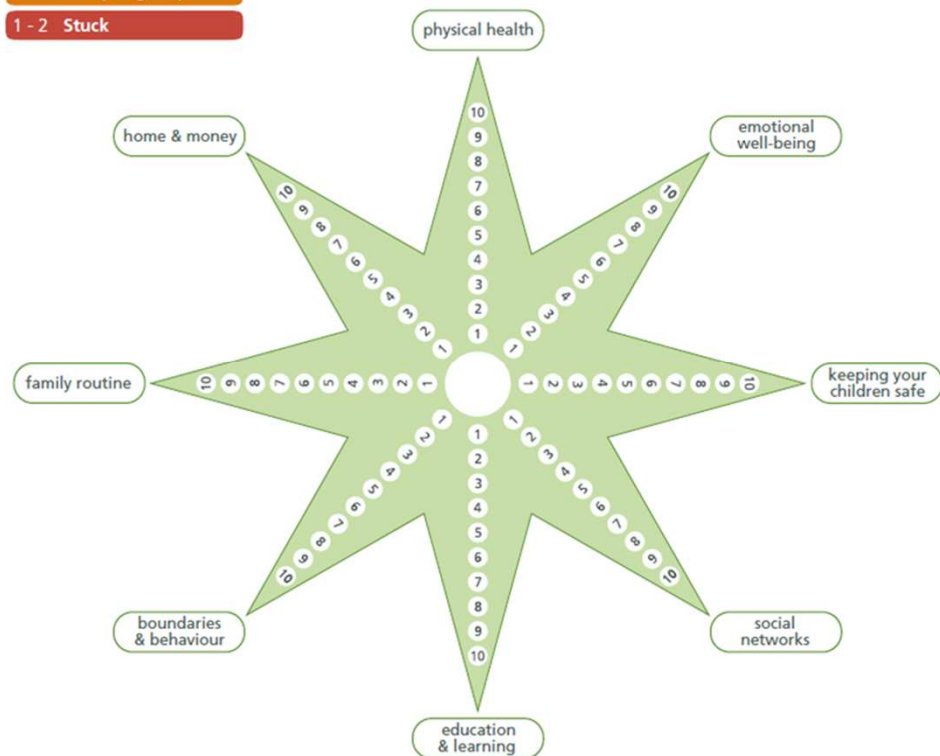
Key questions for today:

- How do we identify neglect in Early Help?
- What tools can we use to identify neglect in Early Help?
- How do they work?
- What actions should we be taking as professionals when early signs of neglect are identified?

Possible tools for identifying neglect in Early Help

- Early Help Assessment / Family CAF
- Outcome Star
- Graded Care Profile

Outcome Star – The Family Star

9 - 10 Effective parenting
7 - 8 Finding what works
5 - 6 Trying
3 - 4 Accepting help
1 - 2 Stuck

physical health
emotional well-being
home & money
keeping your children safe
family routine
social networks
boundaries & behaviour
education & learning

Parent: I was involved in completing this Star Chart

- The Family Star both measures and supports progress for service users towards self-reliance or other goals.

- All versions consist of a number of scales onto which the service user and worker plot where the service user is on their journey.

- The attitudes and behaviour expected at each of the points on each scale are clearly defined, usually in detailed scale descriptions, summary ladders or a quiz format.

- A Family Star reading is taken by the worker and service user at or near the beginning of their time with the project. The process is then repeated at regular intervals (every three, six or 12 months depending on the project) to track progress.

- There are a number of stars that can used with children, young people and families. These include: My Star, Teen Star, Youth Star, Life Star, Drug and alcohol Star, Work Star

Identifying neglect through Outcome Star

- The scores on the star are from 1-10, with separate descriptors for each arm of the star
- Those scoring 1-2 could be considered to be showing signs of neglect:
  - Score 1: family don't see this as a problem or can't face thinking about it
  - Score 2: family has moments of concern or acknowledgement but not accepting of support

Indicators of neglect

- Statements from Outcome Star
- Statements from Graded Care Profile

What should I, as a practitioner be doing if I think I have identified early signs of neglect?

SMART action planning

- What is a SMART action?

- What actions should we take when neglect is identified?

- What should we be doing differently to what we are doing now, in order to make a sustainable difference to children and families?

Case discussion