

Impact of the review of the Front Door and practices

Vicki Wiltshire - Head of Service, Access Support and Intervention

Children & Young People Scrutiny Committee
17th January 2023

Croydon Context

- Croydon Council receives an average of 1620 requests for help or information/ per month, i.e. 374 / week: 75 per day.
- Children's lives impacted by poverty in all its forms; anti-social behaviour, serious youth violence, exploitation, parental ill health, substance misuse, mental wellness, and domestic abuse.
- All these factors are compounded by disproportionality for the global majority communities in Croydon and discrimination on the grounds of gender, sexuality, religion, culture, class, ability, knowns as the Social GRRACCES in systemic practice.
- Current budget for Front Door Services (MASH & Family Assessment Service) is **£4.717m**
- Savings delivered **£0.715m**

Review of Front Door Services

- Sept 2022 Family Assessment Service launched with renewed focus on holistic assessments of need through collaboration with families and partner agencies.
- Redesign of Service Structures completed in December 2022
- New Structure provides 7 teams in Family Assessment Service, Senior Practitioner roles created, recruitment in progress, full implementation 1st April 2023.
- Review of Single Point of Contact completed in March 2022 following the Solihull JTAI report.
- Transformation plan with workstreams for Management Oversight; Systems, Processes and Performance; Partnership Engagement; Early Help Triage; Missing and Exploitation Assessment & Pathway; Staff Engagement; Business Support; MASH Partnership

Key Changes & Developments

- Restructure of Single Point of Contact Service to MASH – Multi Agency Safeguarding Hub
- 4 Team Model, Contact & Referral Officer roles
- Early Help Triage
- Increased multi-agency decisions – shared responsibilities
- Co-location of staff and partners
- Online portal for referrals

Outcomes

- Right service for the right child at the right time
- Partnership with families from the earliest point
- Consistent application of Partnership Threshold Criteria
- Demand management through effective identification of need at the earliest time
- Practice enabled through strong management oversight
- Improved partner involvement at all stages for the child & family
- Efficiencies through process improvements
- Improved use of performance information

The impact of the reduction in spend on the adolescent service

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Reduction in Spend & Service Developments

- At the start of 2021/22, the Adolescent Service reduced from 41 FTE to 13 FTE delivering a saving of **£1.608m**
- Whole system re-design concluded December 2022
- 'Young Croydon' Service developed co-locating teams to increase impact for children – Adolescent Support Team; Families Together Team; Missing Children Team
- Joint work between Youth Justice Service & Young Croydon to maximise impact of diversion and intervention
- Specialist Child Protection Conference Chair role created

Context – provision of support & services

- 3 Consultant Practitioner roles have been created to support practice with extra familial harm across the whole practice system in Croydon.
- Integrated Care Board have funded a Systemic Clinical Practitioner; Senior Practitioner & Social Worker within Families Together to help support children experiencing mental health difficulties to positively impact their lives and reduce hospital admissions.
- Out of Hours Support from Families Together is in development to prevent family breakdown particularly where extra familial harm is a risk.
- Complex Adolescent Panel – Weekly multi-agency panel considering all children where Extra Familial harm / exploitation is a factor
- December 2022, Home Office's National Referral Mechanism Pilot Scheme successful bid up to £50k to administer the NRM locally, speeding up decisions that provide access to services and protection against criminalisation of victims of modern slavery.

Outcomes

- Multi-agency oversight of children at risk of extra familial harm through CAP
- Line of Sight reports for Cabinet Member & Snr Leaders
- Dedicated intensive support and intervention provided
- Improved liaison with schools; School Inclusion Services
- Improved reporting and follow up when children go missing
- Joint funding initiatives with SW Integrated Care Board
- Joint work with Community Safety Division to produce the Youth Safety Plan
- 11-25 Strategic Partnership Board in place

The review of care packages for children with disabilities aged 0-17

Rodica Cobarzan- Head of Service, Social Work with Families and Children with Disabilities

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Context- Provision of Support and Services

- Children & Family Assessment determines the level of need and options for support.
- Changes in a child or family needs are considered within reviews on minimum 6 monthly basis. As children needs can fluctuate , provision of services are responsive to needs
- Budget in 2022/23 is **£3.500m**
- Savings delivered in 2022/23 **£0.124m**
- 2023/24 savings target **£0.324m**

Access to Resources Panel

The Access to Resources Panel (ARP) sits every Friday

The panel members include:

- Head of Service for Children with Disabilities (CWD); Service Managers – CWD; Special Educational Need (SEN) Representative; Continuing Health Care – representative; Calleydown Residential Home representative

Social workers or Team managers present the request following assessments or changes in a child's circumstances or needs

Urgent ad hoc support is considered by the Head of Service with Service Manager's support as required outside the panel

How does Access to Resources Panel make decisions?

Care packages are recommended and reviewed according to:

- Children's needs and their circumstances
- Impact that the disability has on the child and family
- Support that is already in place
- Family's overall circumstances

Social workers and managers are requested to ensure that young people who approach transition are referred to Transition Service for Care Act Assessments and discussed at the fortnightly joint Operational meetings.

Case Studies

Child A- example of increase of care package

- **Child A-** a young person with severe Autism, non verbal communication
- Care package ongoing but increase stresses at home due to challenging behaviour and to support positive relationship and stability additional support was agreed
- Increased provision by providing 5 days emergency overnight respite and weekly thereafter overnight respite care away from home – this will be 50 nights a year at our Residential Unit
- Multi agency support is progressed to assess changes of needs

Care package at home from care agency
46h support weekly. **Total cost for the year £22,700**
, **non inclusive of respite care in inhouse Residential care.**

Child B- example of continuation of care package

- **Child B:** a young person profound bilateral sensori-neural hearing loss and learning disability
- To enable the family to provide good care he has respite 2nights /week at the school he attends and 7h support from a specialist agency at weekend . During School holidays the support is 18h/week.
- The YP's total care package for the year is **forecasted at £41,930.**

Child C- example of continuation of care package

- **Child C:** Young Person with a diagnosis of autism, severe learning disability
- Care package already in place and working well
- Has support from Health – continuing health care as well
- Child in education and support from social care is 12h/week term time and 18h/week during holidays .
- The total **forecast for the year is £18,890.**

Child D- example of new care package

- **Child D:** New referral received in relation to this young person. He has multiple complex diagnostics, including learning and physical disabilities .
- His parents need support with their role as carers
- 15 h Direct payments agreed due to level of needs
- 12 night respite away from home at specialist Unit - £5130
- **Total forecast for the year £12,170**